



# Guide to Town of Oakville Summer Camps!

# Enjoy an exciting and fun-filled summer in your own neighbourhood!

Families know how important it is for kids to have an active and enjoyable summer. That's why the Town of Oakville is a great choice for fun and affordable camps for children aged four to 12. With HIGH FIVE® trained staff, strong safety practices, and engaging programs built around positive values, we're proud to offer a great summer experience for campers and their families.

We believe every child has the ability to learn and grow, and our goal is to help them build confidence and lead a happy, healthy life. While learning new physical skills is important, helping kids feel good about themselves is one of the most valuable lessons of all. We look forward to spending the summer with you and your family!

## Camp Hours

Camp hours are 8 a.m. to 5 p.m. daily. Campers are welcome to arrive anytime between 8 and 9 a.m. and can be picked up between 4 and 5 p.m. All campers must be picked up by 5 p.m.

## Safe Arrival and Dismissal

The Town of Oakville is committed to providing a safe, secure environment for your child(ren). Our safe arrival and dismissal process ensures campers are only released to their parent/guardian or a designated individual. EVERYONE picking up a child from camp is REQUIRED to show government-issued photo ID. Authorization/consent forms should have been completed during registration. Only someone 14+ years old may sign in or out a camper under age 10.

Upon pick-up, parents will check-in with their photo identification at the screening table and a leader will bring your child(ren) to you. Leadership staff will be wearing staff shirts and/or ID badges. Signs will identify specific drop-off and pick-up locations.

## Late Pick-Up Policy

To ensure participant safety and respect staff time, a late pick-up fee of \$20 per 15 minutes will be charged if a child is not picked up promptly at the end of camp. Fees begin immediately after the scheduled end time and are charged in 15-minute increments.



## Photo Release

Photographs of participants may be taken at any time for Town of Oakville promotional purposes. If you do not wish to have your/your child's photo/name used, please submit a letter on the first day of the program.

## Emergency and Illness

If you need to contact your camper in the event of an emergency, please call their Senior Leader, Coordinator, or the Recreation and Culture facility. We will do our best to assist you.

If your camper becomes ill during the program, their parent(s), guardian(s), or emergency contact will be notified.

Campers with a communicable disease will not be permitted to return to camp until they are symptom-free for at least 24 hours. For more information on communicable diseases, please visit the Halton Region website: [halton.ca](http://halton.ca) – Prevent Communicable Diseases A–Z Index

## Leader Qualifications

All staff are selected based on their experience and enthusiasm. All staff must have:

- Standard First Aid with CPR C
- HIGH FIVE Principles of Healthy Child Development
- Police Screening Check

In addition to providing these qualifications, all staff are required to attend pre-camp training sessions on child safety and programming.



## Program Schedules

Program plans include a mix of quiet and active games, activity stations, arts and crafts, and outdoor play and exploration.

If program offerings change, participants will be notified by email. Please ensure your email address is provided at registration and that your account information is up to date.

## Inclement Weather

Staff monitor hot, wet, and stormy weather and will adjust programming as needed.

## Use Sun Sense

Children should bring sunscreen each day and apply it regularly. We encourage you to teach your child how to apply it themselves. Hats should be worn daily, and sunscreen must be labeled with your child's name.

## What to Wear

Be prepared for your summer camp adventure! Dress for the weather and the activities planned.

If swimming or visiting the splash pad, don't forget your swimsuit, towel, and water shoes. If you'll be outside on a cloudy or rainy day, be sure to pack rain gear.

Dress for a mess—old clothes are best! For safety in visual art programs, long hair should be tied back. Please label all items.

## Shoe Smarts

Closed-toe shoes are required. Sandals and Croc-style footwear are not suitable for indoor or outdoor camp activities.

## What to Bring

Pack a litterless lunch, two snacks, and a water bottle each day. We recommend a labelled, reusable water bottle (no glass, please) to help your child stay energized throughout the day. Absolutely no peanut or nut products.

## Medication at Camp

If a participant requires prescription medication during the program, a Medical Consent Form must be completed by a parent or guardian. Medication must be provided in its original container with only a one-day supply and given to camp staff each morning.

## EpiPens and Inhalers

Any child bringing an EpiPen or inhaler to camp must carry it in a separate fanny pack or case worn at all times. A Medical Consent Form must also be completed.

## Allergies

Please ensure all allergies are listed on your child's registration, including seasonal, food, pharmaceutical, and other allergies (e.g., bee stings, insect bites, etc.). Hand sanitizer will be used during the program. If your child has a sensitivity or allergy to it, please indicate this on their registration. For the safety of all campers, we enforce a strict nut-free and no food sharing policy.

## Code of Conduct

Campers are expected to be courteous and respectful to others, use appropriate language, include and support one another, resolve conflicts peacefully, and refrain from bullying or teasing. All behaviour must promote a safe environment for both individuals and the group. Leadership staff use a Behaviour Management process to help ensure the Code of Conduct is followed. The goal of progressive discipline is to help campers understand that positive behaviour creates a safe and enjoyable experience for everyone. Ongoing behaviour issues are reviewed with a supervisor before any further action is taken.

## Participants with Additional Needs

The Town of Oakville welcomes participants with additional needs in our summer camp programs. Our inclusion support services may be a good fit for your child if:

- Extra support is required at school.
- Extra support is required at home for basic care such as dressing and toileting.
- A disability exists that may affect the safety of your child or others in the program.
- Your child is associated with a support agency.

Please also consider whether your child can manage:

- Full-day, week-long programs (Monday to Friday, 8 a.m. to 5 p.m.)
- Changes in programming/routine that occur.
- Program spaces shared with other groups or the general public

## Support Persons

Families are welcome to provide their own support worker. Support workers may be required to attend a training session and provide a criminal record check, as well as First Aid and CPR certification. They must also complete a waiver and a personal information form for use in case of emergency. If your child will be attending the program with a support worker, please contact the site in advance.

## Medically Fragile Participants

Participants who require medical equipment are welcome to attend; however, program staff are not trained to provide medical care. Families must provide a support worker to manage the participant's medical needs.

## Age Policy

To register for programs, participants must meet the required age by December 31 of the year the program takes place.

Exception: Four-year-olds must be the required age by the start date of the program.

## Financial Assistance

The Town of Oakville is committed to ensuring all residents have access to Recreation and Culture programs and services. To support this, financial assistance is available based on the total net income of all family members and the number of people in your household. For more information, visit [oakville.ca](http://oakville.ca) or call 905-815-2000.

## Cancellation information

The Recreation and Culture department reserves the right to cancel or modify any program, schedule, fee, or location without notice due to low enrollment, policy changes, or availability of facilities or instructors. Full refunds will be issued only for programs cancelled by the town.



## Registration and Payment

Course availability can be checked online, but is only guaranteed at the time of registration. Self-serve registrations receive immediate confirmation.

Receipts are sent to the email address on file—please review them carefully and call 905-815-2000 if there are any discrepancies. You can view receipts and program details anytime during the current calendar year through your online account at no cost. Duplicate receipts are available upon request and are subject to a \$10 administration fee plus HST.

All participants must meet the age requirements for each course. A \$40 administration fee will apply to all NSF cheques and returned payments. Non-Oakville residents will be charged an additional fee of \$10 plus HST per person, per course.

## Program Waitlists

If a program is full, clients may be added to the waitlist. When a space becomes available, the first person on the waitlist will be contacted by email and offered the spot.

Clients must respond within 48 hours to accept the offer. Payment is required at that time to confirm enrollment. If no response is received within the 48-hour window, the offer will be cancelled and the next person on the waitlist will be contacted.

## Refunds/Withdrawals

Summer camps are not eligible for withdrawals or transfers within four days of the program start date. Full credit will be placed on your account for withdrawals made online up to four days prior to the start date.

Clients are encouraged to request refunds through their online registration account. Requests made to program instructors or left on voicemail will not be considered sufficient notice.

Requests will be processed based on the date official notification is received by the Recreation and Culture department and cannot be backdated.

## Camp Contacts

Should you require additional information, wish to share your comments, or need to reach us during camp hours, contact the facility directly.

## Camp Locations

Glen Abbey Community Centre	905-815-5950
Iroquois Ridge Community Centre	905-338-4255
Oakville Trafalgar Community Centre	905-338-4728
Oakville Museum	905-338-4400
Trafalgar Park Community Centre	905-338-4406
Queen Elizabeth Park Community and Cultural Centre	905-815-5979
River Oaks Community Centre	905-338-4186
Sixteen Mile Sports Complex	905-815-6177
Program Registration	905-815-2000





## Tell us how we're doing!

We value community feedback and want to hear about your personal experiences with our programs and facilities. An online Customer Feedback Survey will be emailed to registered program participants for candid feedback.

This is your chance to tell us what we're doing right and where we might need to do better to improve service to our customers. Be sure to check your in-box after the last class. We look forward to hearing from you!

### **Registration inquiry?**

Call us at 905-815-2000 or email [recreation@oakville.ca](mailto:recreation@oakville.ca)



# Plan your summer camp adventure with us!

Now you can conveniently search town-offered summer camps online by age, location, week, camp type, and more.

**Visit [camps.oakville.ca](https://camps.oakville.ca) today!**

