

catholic school of
evangelization



Saint Malo Catholic
CAMPS
catholiques de Saint-Malo

Policy and Procedure Manual

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Saint-Malo Catholic Camps
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The SMCC are a ministry of the



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Policy 1 – General Overview

Policy 1.1- Use of this Manual

This manual (including its annexes) is intended to inform staff and volunteers of relevant policies, procedures and other practices at Saint-Malo Catholic Camps. Due to the fact that not all sections will be relevant to all staff, its contents may be distributed at the discretion of the Camp Director/Coordinator and other Senior staff as per the requirements to be covered during training sessions. Any staff members or volunteers who wish to familiarize themselves with or refer to other sections may obtain a copy from the Camp Office.

Policy 1.2- Definitions

Abbreviations used in this manual:

C.C.S.M.C.C.- Camps catholiques de Saint-Malo Catholic Camps

C.S.E.- Catholic School of Evangelization

M.C.A.- Manitoba Camping Association

C.D. – Camp Director

C.C.- Camp Coordinator

H.C.- Head Counselor

H.M./H.W.- Head Men's/Head Women's

In this document,

“Direct camp staff” refers to camp counselors (both paid and volunteer), all of whom work directly with the campers and camp programming.

“Contracted staff” refers to staff (and their employees or volunteers) who are hired for the purpose of providing a service to camps that is beyond the regular programming or management of the camps.

“Support staff” refers to camp employees who have been hired for work that is not directly involved with the campers and programming. This includes Kitchen, Maintenance, Health Care staff, lifeguards, and volunteers.

“Administrative staff” refers to all CSE/SMCC office staff (CD, CC, CSE directors and Administrative Assistant).

“All camp staff” refers to all groups previously mentioned.

“Care bear” refers to the camp Health Care Officer.

“Registrar” refers to the CSE's Administrative Assistant or the SMCC Camp Director

Policy 1.3 Catholic School of Evangelization- Mission Statement

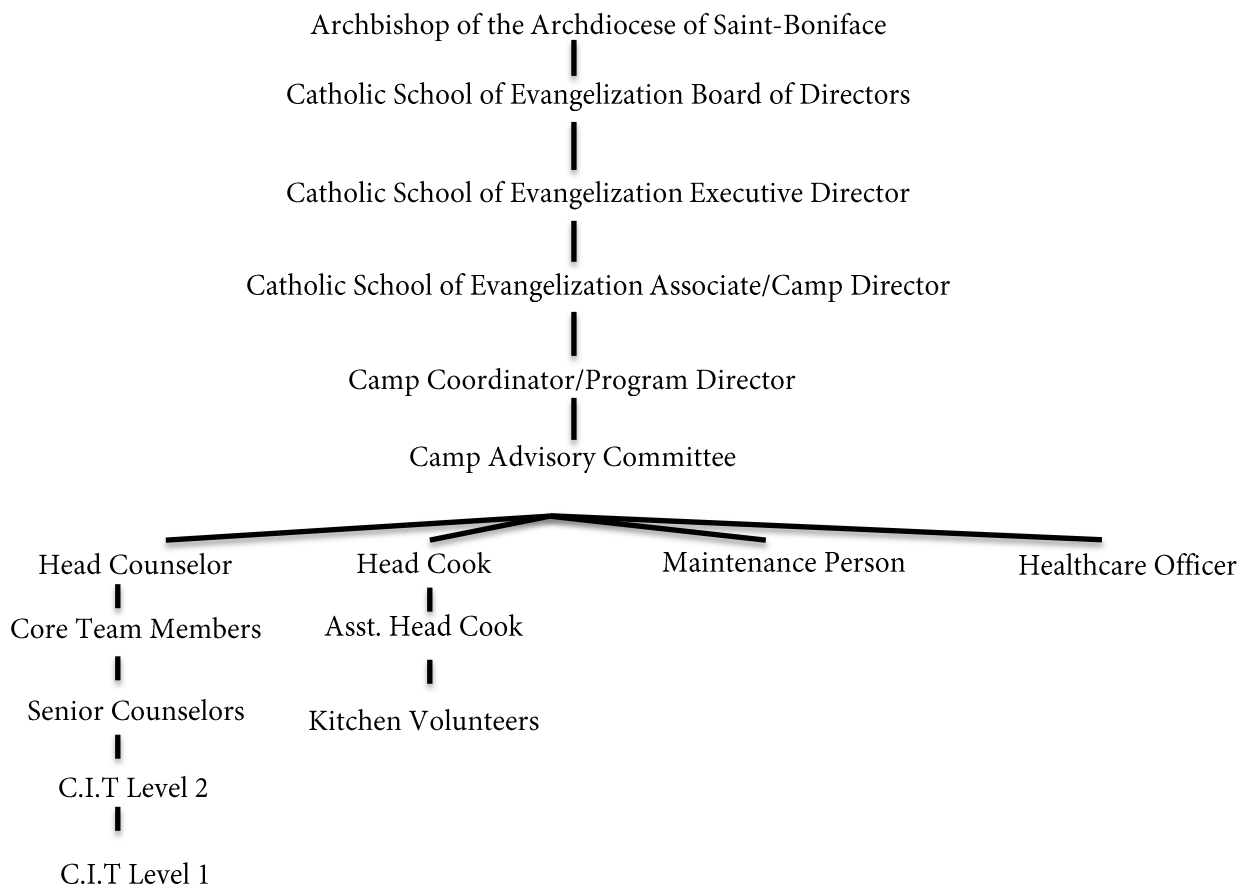
The Catholic School of Evangelization (CSE) is a Roman Catholic lay apostolate committed to inviting young people into a deeper relationship with God, others and with self. In a spirit of service and collaboration with our local Church, we form disciples of Jesus to serve the Church's urgent call to evangelization and to the renewal of the world.

We accomplish our mission by:

- 1- **Leading** high quality retreat, camp and prayer apostolates in English and in French;
- 2- **Inviting** young people to attend these ministries in a warm and welcoming home and centre for youth ministry;
- 3- **Forming** young leaders in Christian character, teaching and tradition; and equipping those who minister to young people with the tools necessary for evangelization. We challenge these disciples to live as Christ-like examples, made in His image and likeness;
- 4- **Encouraging** and creating new and innovative methods of reaching today's young people with the Hope and Joy found in the Good News.

We are leaders in the New Evangelization. We invite young people to know and follow Jesus.

Policy 1.4 CSE Line of Authority



Policy 1.5 St. Malo Catholic Camp- Mission Statement

To respond to the call of Pope John Paul II for a new fervor in evangelization. Through prayer, positive Catholic role models, faith sharing, and building healthy relationships, we challenge young people to grow in their personal relationship with God. At summer camp, we strive to be authentic disciples of Jesus Christ in a fun, nurturing, and life-giving environment.

Policy 1.6 Role of the SMCC Advisory Committee

The Camp Advisory Committee is in existence to ensure the continuity of camp policies and tradition throughout the course of staff turn-over by offering a familiarity with the organizational structure of the camp program. Members of the committee will therefore strive to be familiar with all MCA standards and SMCC policies and procedures.

The committee will take part in the decision-making process, offering suggestions and opinions in order to assist the Camp Director/Coordinator to make informed decisions. Regular discussions will be based on a collaboration of information drawn from other camps and ministries, collective knowledge of camp history/programming and the guidance of the Holy Spirit. The committee will take previous and current camp programming into account in order to make appropriate recommendations. Any suggested alterations or improvements should allow for the mission of SMCC to be better fulfilled, while providing a safe environment for campers and staff. With an eye to the future, the committee will be invited to participate with a spirit of discernment in long-term planning for the future of SMCC.

Although the Camp Advisory Committee is not a decision-making body, the CD/CC will rely on their help and feed-back.

Members may choose to provide extra support on sub-committees or in other areas which may develop from the CAC (i.e. hiring panel, fundraising committee, surveys, etc).

In the event that the CD/CC is unable to fulfill his/her responsibilities (due to illness, etc) or tenders his/her resignation, the CSE Executive Director will step in for the interim/transition period, ensuring the consistency of the committee's meetings.

The committee should be comprised of current camp leadership staff (CD/CC), representatives from the most recent core-team/ committed senior counselors, parents, benefactors and past senior camp staff.

Policy 2 – Kitchen Policies

Policy 2.1 Dish washing / Lavage de vaisselles

- It is the kitchen staff's responsibility to prepare the water and dish washing supplies for dishes that follow meals.
- C'est la responsabilité du personnel de la cuisine de préparer l'eau pour la vaisselle des repas.

| Step #1 Étape #1 | Step #2 Étape #2 | Step #3 Étape #3 | Step #4 Étape #4 |
|---|---|--|-------------------------------|
| Wash in hot soapy water Laver à l'eau chaude avec savon. | Rinse in clear water Rincer à l'eau claire | Rinse in warm water with Bleach (1 cap of bleach for) * You must wear gloves Rincer dans de l'eau tiède avec de l'eau de javel. (1 couvercle rempli d'eau de javel) * Portez des gants en caoutchouc | Air dry Sécher à l'air |

Policy 2.2 Kitchen Prayer

Although kitchen and other support staff are not directly involved with camp programming, they will be a spiritual and prayerful support to the camp program. They will accomplish this by being a prayerful presence. They will be available to pray for camp intentions, and will offer their work for campers and camp staff.

The Head Cook will be responsible to schedule in daily personal prayer times for kitchen staff, as well as lead daily general support staff prayer times. The Head Cook will also be responsible for leading other prayer activities with kitchen staff, so as to offer opportunities for spiritual growth in all staff. The CC will be available to assist the Head Cook in these and in all duties.

Example Kitchen Prayer: (to be prayed before each meal)

Take Lord receive
Our time, our service, our works
We offer you our hands, attitude, words, and mind,
May they only bring you glory.

Lord, please make of this kitchen a place of prayer and hospitality,
Please accept our humble works as intercession for the conversion of campers, staff and volunteers.

(Leader) Lord we also pray for ... (prayers of intercession)
Lord for this we pray, Amen

Policy 2.3 Additional Kitchen guidelines

Daily reminders:

- Pray.
- **Fruits or vegetables must be available** at every meal.
- **Wash hands** frequently using sink other than those used for washing dishes. Dry with paper towels or with hot air.
- Check **fridges and freezers**. Are they cold enough? **Fridges must be kept below 5 degrees Celsius and freezers must be kept below -18 degrees Celsius.**
- **Wash and sanitize dishes** using four-step process (policy 2.1).
- **Serve food with utensils or gloves**. Camper's may not "self-serve" using their hands.
- **Keep hair covered (including beards)**. This also applies to campers and staff helping with dishes. Hair nets are mandatory for all kitchen staff.
- Use **gloves at all times when serving food, and keep nails short** and free of nail polish.
- Do not leave food uncovered unnecessarily. Any left-over foods need to be put away in appropriate containers as soon as camper serving is finished. **All left-over foods need to have a label clearly indicating what food is contained in container, as well as the date this food was cooked.**
- Keep garbage cans covered at all times.
- Keep toxic products out of campers' reach.
- Keep aprons clean. Clean clothing must be worn at all times.
- **Clean** equipment and surfaces **using 5 steps**: pre-clean, clean, rinse, sanitize, dry and store. **Tables and counters, too!** [hot soapy water – clear water – sanitize with diluted bleach (staff only)].
- **Frequently clean food contact areas** : stoves, ovens, ranges, microwave, etc.
- **Mop** kitchen floor everyday (Caretaker).
- Store diluted bleach and other toxic products out of campers' reach.
- **Wash and dry** dishtowels, clothes, aprons, etc. at the end of each day.
- Prepare water for dishes.
- When in doubt, refer to the "Safe Food Handling Training Manual".
- Please **ask** the CC for more kitchen help if needed.

Bi-weekly:

- Wednesday's men's and women's sessions, as well as Fridays should be reserved for a general cleanup of kitchen.

Weekly:

- Refresh bleach sanitizing solution.

Policy 2.4 General staff use of kitchen

The kitchen is an important workspace, and distractions by non-kitchen staff should be kept to a bare minimum. Non-kitchen staff are not to use the kitchen to hang out, and must not serve as a distraction to kitchen staff. The Head Cook reserves the right to ask non-kitchen staff to leave the kitchen at any time. Exceptions to this rule can only be made by the Head Cook.

Section 3 - Health

Policy 3.1 – Health information forms

A health information sheet as detailed in Annex A must be filled out for each person attending camp. All camp staff are required to complete the staff/volunteer health information form and submit updates as needed (see Annex B1 & B2). The General Privacy Policy in force for camps is applicable to all medical information. Please see policy #11.1- Handling of personal information - Privacy Policy.

A camper will not be admitted into camps without a properly filled out medical form. Forms must be up to date, dated and signed by parent or legal guardian.

Policy 3.2 - Infection Control Procedures

Hand hygiene: Hand hygiene is pivotal in insuring a healthy environment for campers and staff alike. Camp staff will be instructed in proper hand washing guidelines during their general staff training week.

All camp staff will wash hands with soap and running water for 20 seconds after going to the washroom. Wash hands after going to the toilet, coughing, blowing your nose, running your fingers through your hair, etc., and before handling any food. Frequent hand washing is effective in preventing the spread of infection.

Kitchen staff must keep their nails short, clean, and free of nail polish. All kitchen staff must wear serving gloves when serving food.

Hair control: Kitchen staff, volunteers and campers preparing, washing and/or serving food must wear a clean hair covering or hair restraint (hat, hair covering, net, bandana). This includes full facial hair. Note: a ponytail is not sufficient.

Soiled linen: Handle soiled linen as little as possible. Wear gloves. Wash with detergent and hot water.

Disposing of contaminated first-aid items: All items contaminated with body fluids used for first aid (i.e., gloves, bandages, etc.) are to be put in the disposal container for this purpose in Care-a-Lot. Container is labeled “contaminated items”, lined with a plastic bag and kept in the locked closet.

Use of disposable gloves:

- All staff must wear gloves when handling or serving food to campers.
- Gloves will be worn while handling items that may be contaminated by body fluids. This includes when disposing of / handling the garbage bag from the “Contaminated Items” container.
- To remove contaminated gloves, peel the first glove off from the wrist, turning it inside out as it rolls down the hand. To remove the second glove, grasp it at the inside of the wrist, not touching the soiled outer surface, and peel it back from the inside. Always wash your hands thoroughly in a utility or bathroom sink after providing care. **DO NOT WASH HANDS IN A FOOD PREPARATION AREA.**

Dish Washing: Dishes must be washed in four stages:

- 1) Wash in hot soapy water
- 2) Rinse in clear water
- 3) Rinse in warm water with Bleach (one cap full of bleach for one sink) * **You must wear gloves**
- 4) Air dry

Policy 3.3 Epi-pen

An epi-pen authorization form (Annex U) must be filled out for each camper who attends camp and carries an epi-pen. In the event that the epi-pen is administered, the camper must be transported to hospital immediately and parents/guardians contacted as soon as possible.

Policy 3.4 Verbal Consent Medication Protocol

Parents will be asked to consent in writing (on health form) that, along with verbal consent on a case-by-case basis, non-prescription drugs may be administered for headaches, muscle pain, allergies or cold symptoms.

Policy 3.5 First Aid Chart

A written record of staff members who have first aid qualifications must be filled out and posted in Care-a-Lot at the beginning of each summer. A chart indicating those people who have a key to the medical cabinet must also be completed.

(Chart is to be filled out each summer and posted in Care-a-Lot.)

| Name | Level (EMG, Standard, etc.) | #1 | #2 | #3 | #4 | #5 | #6 | #7 | #8 | #9 |
|------|-----------------------------|----|----|----|----|----|----|----|----|----|
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People with keys to the medicine / medical supply cabinet

| Role | Name | #1 | #2 | #3 | #4 | #5 | #6 | #7 | #8 | #9 |
|------------------|------|----|----|----|----|----|----|----|----|----|
| Care Bear | | | | | | | | | | |
| Designated Sub. | | | | | | | | | | |
| | | | | | | | | | | |
| H.C. | | | | | | | | | | |
| | | | | | | | | | | |
| Camp Coordinator | | | | | | | | | | |

Policy 3.6 Health Officer Weekly Tasks

Sunday night

Registration

- 1- Ensure that there is a Medical Information Form filled out for every camper/staff
Phone parents of campers for whom you are missing Medical Information. Obtain the necessary information. Request to have a form faxed/emailed in the morning. Follow verbal medication protocol when needed. Date and initial all changes on the Medical Form. Indicate the name of the parent/guardian you spoke with.
- 2 – EpiPen Authorization Form. Have parents/guardian sign.
- 3- Collect and label (camper's name) all prescription and non-prescription medication from parents, as well as receive any additional comments or instructions relative to these medications.
- 4- Place all medication in the First Aid room, in a locked up place.

Paperwork

- 1- Print out the Contact Sheet for the current camp (camper & staff);
- 2- Sort Medical Instruction Forms alphabetically by family name;
- 3- Create a Medication Checklist for the current camps according to the parent's directions on the Medical Information Form;
- 4- Prepare off-site information binders as outlined in Annex C.

Sunday – Friday

Medication

- 1- Ensure that campers are given their medication at the designated times;
- 2- Supervise self-administration of medication;
- 3- Return medication to the First Aid room where it is kept locked up;
- 4- Record all administration of medication on Camper Medication Log. (See Annex D)

First Aid

- 1- Manage First Aid incidents according to the standards outlined for the **highest level** of training he or she has received.
- 2- Record all incidents in the medical log book, including the following information: Name of camper, date and time, description of the incident as well as the actions taken to deal with the injury, and the initials of the staff member(s) involved.
- 3- Inform CC/CD of injuries or illness of a serious nature. This includes any illness lasting more than 2-3 hours, vomiting, all head injuries, serious bleeding, serious sprains, any injury resulting from a fall, etc.
- 4- Bring camper to the hospital when necessary, with the help of another staff member or, in consultation with the Head Counselor, delegate two other qualified staff members to do so (see Policy 4.5 When bringing a camper / staff member to the hospital). CC/CD must be informed when sending a camper to the hospital.
- 5- Maintain first aid supplies in the health center and in all camp first aid kits. Ensure that supplies are adequate and up-to-date. Refer to Annex E "Workplace Safety and Health Act -First aid Regulation 140/98"

It is the responsibility of the Health Officer to instruct his/her replacement as to the status of any sick/injured campers and staff, as well as to indicate any medications that must be administered before going on a break. The break must be set at an agreed-upon time with the HC or CC, and the person replacing must be prepared to take on full responsibilities during said time.

Friday- Departure

- 1- Return medication to parents
- 2- Store all medical information from the week in the designated location.

Policy 3.7 Surrender of all staff and camper medications

All Staff and campers are required to surrender all medications (including but not limited to over-the-counter medications, prescription drugs, and vitamin supplements), to be locked in Care-A-Lot, and to be supervised by the Health Care Officer, except in the following circumstances:

- A staff member is accommodated separately from children or is provided with separate locked facilities and is delegated responsibility for keeping all their own medications locked up;
- Asthma inhalers and Epi-Pens, which can be carried by the camper or staff member who may require them.

Any medications which require refrigeration will be placed in a locked receptacle in a fridge in Care-A-Lot. Any other medications are to be locked in cupboard in Care-A-Lot.

Section 4 – Emergency Procedures

Policy 4.1 – When calling emergency services:

1. Offer location and brief synopsis of situation. If calling from a cell phone, dial “0” for operator, and then request emergency services for St. Malo. A Winnipeg cell phone will call Winnipeg 911 if dialed directly.
2. Standard directions to the camp: Our civic address is 60 Nadeau Place.
 - 45 minutes south of Winnipeg (on HWY 59)
 - Turn West into the town of St. Malo
 - The C.S.E is located next to the church – look for the steeple.
 - **SEND SOMEONE TO THE STREET TO DIRECT EMERGENCY VEHICLES**

Policy 4.2 Fire (if the alarm sounds or smoke/fire is present)

1. If the alarm is not sounding, go to the nearest manual pull station and sound the alarm.
2. Lead all the campers that are in your room or in your area out of the building. For every room there are at least two possible exits. If fire impedes your progress, locate a fire extinguisher and aim it at the base of the fire.
3. Everyone is to meet on the steps of the church next door.
4. Small group leaders are to do a head count of all the campers as quickly as possible and report to the Head Counselor to ascertain that EVERYONE has evacuated the building. **(NOTE: Head Counselor must have a complete list of camper names and small groups on their person at all times).**
5. Unless it is clearly a false alarm, the Head Counselor is to call 9-1-1 from the church. If calling from a cell phone, dial “0” for operator, and then request emergency services for St. Malo. A Winnipeg cell phone will call Winnipeg 911 if dialed directly. This task may be delegated.
6. Nobody should re-enter the building until the Head Counselor, Camp Coordinator/Director or CSE Director has given permission to do so after having verified that all is safe.

Policy 4.3 Missing Person

1. When a camp staff member notices that a camper may be missing, they are required to notify the Head Counselor *immediately* who will:
 - a) If campers are not together, gather them into one area for a headcount & assign a sweep of the building to establish if any others are missing.

- b) Designate 1 person to search the zones, hand out search package. All counselors must be familiar with search procedures and location of search zone package (Annex F):
 - Zone 1: (2) Off-site: Grotto/Beach/etc.
 - Zone 2: Basement Dorm
 - Zone 3: Kitchen Area & Basement
 - Zone 4: Main level & chapel
 - Zone 5: 2nd Story Dorm
 - Zone 6: Church yard/cemetery
 - Zone 7: (2) Church (including basement, if unlocked or recently used)
 - Zone 8: CSE Yard/Parking Lot/Apartment building between CSE & street
 - Zone 9: School yard/Playground
- c) Search all closets/cupboards, under beds, washrooms (showers), etc..
- d) REPORT BACK TO HC. When it is confirmed that the person is not in the main building, a staff member should be sent to the stores (Co-op) and neighboring businesses (Blue Steel bar, Saint-Malo Bar, Saint-Malo Café, Saint-Malo Pharmacy, Saint-Malo School...).
- e) HC to call off-site search crews when the camper is found or when the search is turned over to RCMP.
- f) When searching for a missing camper, REMAIN CALM. Avoid yelling or appearing angry. A missing child could be hiding because s(he) is afraid, and will be less likely to come forward if they feel threatened.
- g) Search party must report back to HC.

IMPORTANT NOTE: Any staff member who has access to a **locked office or storage area** (that is restricted for reasons of confidentiality, toxic products, etc.) must ALWAYS ensure that said room is empty before locking it, in order to ensure that no camper has gained access.

2. If, when all search members return, the person is still not located, HC will notify the POLICE by calling 911 directly. Have someone contact parents/guardians at the same time (See Annex G- Procedure for contacting parents).
3. Contact CD/CC and CSE Director ASAP. If necessary, one or both will call for support.

If a person goes missing at St. Malo Provincial Park

1. Notify the HC (or designate) immediately, who will send 2 staff to check change rooms (1 male, 1 female), and gather all campers together to complete a head count/buddy check.
2. Counselors will be assigned to search various areas **and report back**.
3. Areas could include: parking lot, play structures, dam, river banks, etc.
4. Lifeguard will conduct a water search if deemed necessary (see Policy 7.1.9 Missing camper)
5. Assign someone to contact:
 - o RCMP (from a cell phone, dial "0" and ask for Emergency Services for St Malo).
 - o Parents/guardians of camper (See Annex G-Procedure for contacting parents)
 - o St. Malo Park Patrol 392-8867 / Campground office 347-5283
 - o CC / CSE Director

MEDIA: only the CSE Director is to speak with the media.

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Policy 4.4 Death of a camper or staff member

1. The Head Counselor will manage the situation until the Camp Coordinator/Director or CSE Director arrives. He or she will:
 - Assign someone to call the ambulance and police.
 - Assign someone to advise the Camp Coordinator/Director and CSE Director.
 - Instruct people not to touch the body unnecessarily or tamper with the surrounding area.
 - Keep the other campers away from the area. Instruct campers and counselors to meet together. Counselors are to stay as calm as possible. Listen, comfort, and validate feelings. Avoid splitting up the group and thus having rumors and fears intensify. Inform counselors and campers only of what is confirmed. Give truthful but age-appropriate explanations.
 - Have a core member sit with, and comfort, campers who may have witnessed the death.
 - Call parish priest for extra support.
 - Once the Camp Coordinator/Director and/or CSE director has arrived, join the campers. Wait for further instructions from administrative staff. CSE Director will contact the parents/guardians of the camper (or appropriate contact in the case of adult staff).
2. **Media:** only the CSE Director is to speak with the media.
3. **Collection of information:** The Camp Coordinator/Director, along with two staff who witnessed the death, will fill out an incident report immediately. This report must include the time and circumstances of death, steps taken, planned follow up procedure, etc. (See Annex H- Incident Report Template)
4. **Camp cancellation:** Camp will be cancelled in the event of death. Camp administrators will arrange for contact with parents or emergency contacts (See Policy 4.11). Campers may not leave with persons other than parents or contacts without parents' permission. Supervision of campers will be provided until campers are picked up.
5. **Direct Staff:** CC, HC or any other staff members who may feel responsible for the death will be replaced on-site by emergency supports, and kept in isolation from the deceased person's parents or legal counsel until they have met with administrators and/or legal counsel of the CSE. At no time will anyone, other than the CSE Director, have contact with the media.
6. **Follow up with other staff / volunteers:** CSE Director/Board Members will call each staff and volunteer within 5 days after the death. Referrals to community mental health services will be made if necessary.

Policy 4.5 When bringing a camper / staff member to the hospital

1. Two people (driver and Care Bear or assigned staff member) should accompany persons to the hospital.
2. At least one of the driver or accompanier must be trained in first aid.
3. The Care Bear manages the medical needs while the Head Counselor assigns persons to perform the different tasks. *Care Bear or assigned staff member will bring:*
 - Camper's medical information/instruction form. If time permits ...
 - Camper's registration form
4. Another staff member will...
 - Call St. Pierre hospital to inform them of situation
 - Notify the camp coordinator who will notify the parents

Policy 4.6 Suspected spinal or head injury

- Instruct the person not to move.
- Designate someone to call an ambulance immediately.
- Designate someone to locate 1) the Care Bear on duty, 2) the Head Counselor (if not already present).
- Unless you have current EMR (Emergency Medical Responder) Certification and/or Lifeguard Certification (if the injury occurs in the water), or the casualty's position impedes breathing, **do not** move casualty. Steady and support the head and neck in the position found.
- HC/Care Bear must advise the CC /CD and/or CSE director of the injury ASAP and contact the parent/guardian.

Policy 4.7 Asthma attack or allergic reaction

- a) Designate someone to advise 1) the Care Bear and 2) the HC immediately.
- b) **If the individual has an inhaler/Epi-pen:** Encourage camper to use his or her inhaler or EpiPen. Only with parent written permission may adult staff and volunteers who attended the EpiPen training administer an epinephrine auto-injector. **IF AN EPI-PEN HAS BEEN ADMINISTERED, THE INDIVIDUAL MUST BE TRANSPORTED TO THE HOSPITAL IMMEDIATELY.**
- c) **If the individual does not have an inhaler/Epi-pen:** treat the reaction as per the parent's instructions on the Medical Information Form. Bring to hospital if deemed necessary.
- d) The CC/CD or Care Bear must immediately attempt to contact parent/guardian.

Policy 4.8 Group or mass casualty accident/incident/emergency

In the case of a group or mass casualty situation (ex: motor vehicle accident), the following procedure is to be implemented:

- 1) The Care Bear (or qualified First Aider) will manage the care of the injured persons.
- 2) The H.C. will:
 - Assign 1 person to call for Emergency services.
 - Assign as many staff as possible to assist in tending to the injured persons.
 - Assign one counselor (along with remaining staff) to direct unaffected campers. These campers should be moved to a secure area.
 - Contact the C.C./CSE Director immediately.
- 3) The CC/CD/CSE Director will make immediate arrangements for extra support and debriefing for campers and staff as per Policy 4.11.

Policy 4.9 Severe weather (high winds, tornadoes)

1. In the case of severe storms the basement may be the most secure area for all to go to. This is particularly true if there are high winds or the possibility of tornadoes. With the latter it is best to be positioned in the South West corner of the basement.
2. It is hazardous to use telephones, computers and any electric appliance during an electric storm. These must be avoided when there is high lightning activity.
3. If it is felt that there is imminent danger to the safety of the campers & staff, the Head Counselor should contact the Camp Coordinator/Director or CSE Director if possible.

Policy 4.10 Hostile Intruder

*4.10.1 When a hostile person is actively causing or threatening death or serious bodily injury, **while campers and staff are inside the building:***

- Remain inside and immediately lock or barricade (use bunk beds, furniture, etc) all doors to the room you are in. Cover/secure any windows or openings that have a direct line of sight to the intruder.
- If communication is available, telephone 911 (ideally, the HC would make this call, however a Core Team member should take responsibility if HC cannot access a phone). If calling from a cell phone, dial "0" for operator, and then request emergency services for St. Malo. A Winnipeg cell phone will call Winnipeg 911 if dialed directly.
- Lock the windows and close blinds or curtains.
- Stay away from the windows.
- Turn off lights and all audio equipment.
- Try to remain as calm as possible.
- Keep everyone together.
- Keep the room secure until police arrive and give directions.

If in program or open areas:

- Stay out of open areas and be as quiet as possible.

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- Remain calm and stay out of sight if possible.
- Stay at safe zone until notified by police or Camp Director.

4.10.2 If caught in an open area, you must decide upon a course of action. Options include:

Hiding: Make sure any hiding place is secure and not obvious. If in the back yard, going around the back of the church to the rectory would be ideal, if possible.

Running: If you think you can safely make it out of danger by running, then do so. If you decide to run, do not run in a straight line. Attempt to keep objects such as, trees, vehicles and other objects to block you from the view of the intruder. When away from the immediate area of danger, summon help in any way you can and warn others.

Playing dead: If the person is causing death or serious physical injury to others and you are unable to run or hide you may choose to play dead if other victims are in the immediate vicinity.

Fighting: Your last option if you are caught in an open area may be to fight back. This is dangerous, but depending on your situation, this could be your only option. If you are caught by the intruder and are not going to fight back, obey all commands and don't look the intruder in the eyes.

4.10.3 Once the police arrive, obey all commands. This may involve being handcuffed or keeping your hands in the air. This is done for safety reasons and once circumstances are evaluated by the police, they will give you further directions.

4.10.4 All Clear: When the police have declared an “all clear”, campers and staff will be asked to meet in the back yard or Chapel to do a head count in small groups.

Policy 4.11- Emergency Support Plan

For assistance in contacting parents (in the event of a camp cancellation, etc): CC/CD or CSE Director will contact the designated CSE board members by phone and will provide them with the information that is to be conveyed to the parents/guardians. Once reached by phone, an electronic file (accessible by administrative staff, HC and Care Bear) containing the name of the camper, name of parent/guardian, emergency contact person and all relevant phone numbers will be divided and emailed to these persons for immediate contact. A hard copy of this list will also be kept off-site in case of power outage or fire/weather damage to the camp site.

Callers must complete the call list* (see format Annex J) and report back (upon completion) to the administrative staff member responsible for overseeing the calls.

* In the event that a French parent is contacted by an English-speaking caller, the caller is asked to ensure that the message is clearly understood.

For support to camp staff (professional counseling for staff, additional supervision of campers or replacement of a team member due to trauma), the CC/CD or CSE Director will arrange for support from among those listed in Annex I.

Policy 4.12 Emergency numbers

EMERGENCY (fire, ambulance, police): 911, or (if calling from Wpg cell phone) 0 – ask for emergency services for St. Malo

Poison Treatment: 204-787-2591

Public Health Nurse: Cheryl Waugh 204-433-7636

Public Health Inspector: Greg Stevenson 204-326-2733 cell 204-371-7878

Health Links – Info Santé: 1-888-315-9257

St. Pierre Hospital: 204-433-7611

Crisis Response Service: Michelle Beauchamp 204-346-7024

Workers Compensation Board: 1-888-504-1339

Child and Family Services: 944-4200; After-hours: 944-4050

CSE President: Nick Sagriotis:

CSE Director: Anita Vander Aa:

Camp Coordinator: Brianne Ouellette:

CSE Office (Director, Camp coordinator): 204-347-5396

Parish Priest: Fr Dominic LaFleur: 204-347-5518

TO BE UPDATED YEARLY:

Head Counselor:

Core Team Members:

First Aid Officer:

Section 5 – Inclusion Policy

Policy 5.1 – General Statement

The SMCC wishes a positive experience for all campers. The following information will help parents, campers and administrative staff to determine if the proper supports and resources can be arranged and barriers removed.

Policy 5.2 Accessibility

5.2.1 - Facilities

A) CSE property: The CSE will ensure that wheel chair accessible bathrooms, eating, meeting and sleeping quarters on the main floor are available.

Possible restrictions:

- Upstairs and downstairs dorm areas at the CSE are not wheel chair accessible.
- Basement meeting area and washroom are not wheel chair accessible.
- CSE yard (front and back): Grassy and flat; some gravel and dirt. Ramp is in the front.
- St. Malo Catholic church: Gravel lot where campers occasionally play games.
- School yard: Large grassy playing field with play structures, baseball diamonds, basketball courts.

B) St. Malo Catholic church: The church worship area and washrooms are wheel chair accessible. There is an elevator to be used for access to the basement through the basement entrance doors.

Possible restriction:

- Sacristy/classroom area behind sanctuary is not wheelchair accessible.

C) St. Malo Provincial Park (beach): Wheel chair accessible washroom. Grassy and relatively flat terrain.

Possible restriction:

- No special equipment to assist people with physical disabilities in and out of the water.

D) Grotto: Place of pilgrimage and stage at the base of a fairly steep hill. Grassy and accessible area for outdoor cookouts, etc.

Possible restriction:

- Steep hill; no ramp.
- Outhouses are not wheel chair accessible.

5.2.2 Program

A camp schedule of the previous or current year can be presented to parents upon request. Camp administrative staff will gladly discuss with parents/guardians about ways to enhance the camper's camp experience.

Common camp activities:

- Outdoor and indoor sports and games;
- Prayer and sacraments;
- Camp fires;
- Activity periods: archery, cycling, canoeing, crafts, dance, etc.;
- One night of tenting (most camps);
- Swimming;
- Age-appropriate skits, teachings, dramas, songs, etc.;

5.2.3 Transportation

Campers are transported to and from off-site activities by car, van or bus.

Possible restriction:

- None of the vehicles are wheel chair accessible.

Policy 5.3 Full time support workers

5.3.1 Determining which campers require a support worker

St. Malo Catholic Camp guarantees one camp counselor per eight campers older than 8, and one camp counselor per six children that are 7 years old and younger.

- A support worker must accompany campers who cannot operate in the above-mentioned ratios.

5.3.2 Finding support workers

- **Parents and guardians are responsible for finding and hiring a support worker. They must also arrange for alternative support if the initial support worker is unable to finish the camp session.**
- Upon request, camp administrative staff may assist in finding a support worker.

5.3.3 Conduct Expectations and Background Check

- Support workers must be willing to participate in camp activities, abide by its standards of conduct and be respectful of its values. Support workers whose behavior and/or attitude are detrimental to the camp experience will be asked, in consultation with the parents/guardian of the child, to leave.
- The support worker will present proof of clear Criminal Record & Child Abuse Registry searches completed within 6 months of commencing work.
- The support worker will be provided with a schedule of weekly activities. Any changes to programming will be communicated through the camper's group leader. If a group leader is not able to answer a question or provide for a need, the support worker is asked to approach the HC and if necessary, the CC/CD.

5.3.4 Training support workers

- Parents / guardians must provide specific training, if needed, to the support worker(s). SMCC will not be held responsible to offer any training pertaining to the care of the child in question.

5.3.5 Financial compensation

Parents / guardians are required to seek funding from external sources to cover the support worker's salary. The SMCC will not be responsible to cover any costs related to a one-on-one support worker.

Policy 5.4 When are camps not appropriate for a child or staff member

The SMCC strive to be inclusive. However, parents/guardians, staff, and campers may decide that this camp does not answer the camper's or staff member's particular needs.

Campers who cannot attend our camp because of barriers to participation will be referred to the Manitoba Camping Association for suggestions of alternate camps.

Staff who cannot attend, due to a systematic assessment of the individual's needs showing that their needs cannot be catered to at camps, can be invited to re-apply in future years, or can be referred to other opportunities in the community which may better suit the individual's needs.

Section 6 – Off-site activity policies

Policy 6.1 Emergency Response Plan

An Emergency Response Plan (Annex V) must be completed prior to any off-site activity. One copy is to be kept on site and another must be carried with the leader of the off-site activity.

Policy 6.2 Requirements to be met before leaving CSE property

Any time that camp program requires campers to leave CSE property (this includes the Saint-Malo school field), the following are required BEFORE leaving CSE property:

- At least one adult counselor, with valid First Aid certification, must accompany group;
- The ratios as listed in Policy 5.3.1 must be respected;
- All off-site locations must be approved by CC/CD;
- Emergency Response Plan form must be completed and in possession of activity leader.

****Please refer to policy 7.1 for policy pertaining to time spent at the beach.**

Section 7 - Programming

Policy 7.1 - Aquatics

7.1.1 - Head Lifeguard

Ensure that camp policy, training and practices are conducive to water safety and meet legal and MCA requirements. Supervise and train assistant lifeguards. Report to the CC if counseling or lifeguarding staff / volunteers are not following SMCC water safety and conduct policies and procedures.

Minimum qualifications: Lifesaving Society National Lifeguard Service Award, Standard 1st aid & CPR C, at least 16 years old

Direct supervisor: Camp Coordinator (CC)

7.1.2 – Assistant Lifeguard

Assist Head Lifeguard with water supervision and other lifeguard duties.

Minimum qualifications: Lifesaving Society Bronze Cross/Award of Distinction, Standard 1st aid & CPR C, at least 16 years old

Direct supervisor: Head Lifeguard

7.1.3 – Beach Procedures

Before training week

The Head Lifeguard will conduct a pre-season check of the bottom of the swimming area used by the camp to ensure that there is no debris. If debris is found, the CC will notify the Provincial Park, and swimming will not take place in any area that is deemed unsafe.

Verify weather conditions

The Head Lifeguard must pay attention to local weather conditions and forecasts. If swimming time must be cancelled or cut short because of dangerous weather, the Lifeguard will report the situation to the Head Counselor, and, if campers are swimming, evacuate them from the water. Dangerous weather conditions include: lightening/thunder, high winds and waves, hail, etc. The Lifeguard may also consult with provincial park staff.

Beach preparation

1. Change into bathing suits. Every camper must come prepared with sunscreen, a hat, a water bottle, bathing suit and towel, and must wear appropriate walking footwear.
2. (First time only) Beach rules – Gather in back yard, Head Lifeguard explains beach rules.
3. Buddies – everyone picks buddies and Lifeguards write down the list of buddies and assign a number to each buddy group. Lifeguard must keep list on person at all times while at beach.
4. Staff will be assigned a letter, which will be called at the end of the buddy list. Staff will not be buddied.

Buddy system

1. Campers are grouped in groups two (or a maximum of three, in the event of an odd number of campers) and buddies pairs are assigned numbers
2. Buddies must remain within 3 meters of the rest of their buddy pair at all times, no exceptions.
3. Buddy Checks are done every 10 minutes at the beach, and lead by lifeguard.

7.1.4 Lifeguard : camper ratios while at the beach

| Manitoba Public Health Act | MCA (used by SMCC) |
|----------------------------|--------------------|
| 1 for 1-49 | 1 for 1-25 |
| 2 for 50-99 | 2 for 26-50 |
| 3 for 100-149 | 2 for 51-75 |

*Note: Campers on shore or canoeing do not figure in these numbers.

7.1.5 Constant supervision

1. Minimum Supervisor: Camper ratios

| MCA standard | SMCC Standard |
|------------------|----------------|
| 1 for 25 or less | age 5-7 1:5 |
| 1 for 26-50 | age 8-10 1:12 |
| 2 for 51-75 | age 11-12 1:15 |
| 3 for 76-150 | age 13-15 1:20 |
| | age 16+ 1:30 |

2. Supervisors must:
 - wear a colored band around wrist;
 - be in or on the edge of the water, spread evenly around the area;
 - **BE ACTIVELY WATCHING THE CAMPERS AT ALL TIMES.**
3. One supervisor should be positioned at the rear lane rope to ensure that no one passes the lane rope. This supervisor will have a whistle in order to draw the attention of campers and lifeguards if there is a problem.
4. Other supervisors are assigned a section directly in front of them to supervise. The Lifeguard will notify the H.C. if supervisors are not being attentive, but will not be in charge disciplining the staff. Supervisors follow the directions of the Head Lifeguard while supervising, but report to the HC for scheduling shifts, etc.

7.1.6 – Beach Rules

1. Respect others
2. Max 3m from buddy **at all times, no exceptions**
3. No passing the water limits without lifeguard's permission
4. Lifeguard is in charge - all lifeguard decisions are final
5. Whistle blasts:
 - 1 = Attention- pay attention to lifeguard: Lifeguard can then announce a buddy check, draw the attention of a camper/counselor that must evacuate the water, etc. The supervisor at the rear lane rope may also whistle once in order to communicate with the lifeguard.
 - 2 = Exit water
 - 3 or more = Emergency- evacuate the water with caution.

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6. All campers attending the 5-7 or 8-12 year old programs must wear a PFD when in the water.
7. Campers attending 12-15 or 15-17 programs must wear a PFD if they are in water deeper than chest deep and have not passed a swim test.

7.1.7 – Swim test

The swim test consists of swimming on one's front once, back and forth along the back lane rope of the swimming area [from waist-deep area to lateral lane rope (approx. 2m)]. Participants may use whatever stroke they want but cannot stop, cling to the rope or touch the ground.

They can try up to three times. Persons who do not pass the swim test may not venture in water deeper than chest deep without a PFD.

7.1.8 – Ropes

The Lifeguard, in consultation with the Head Counselor, may choose to use two back lane ropes. A first installed at chest level of the smaller campers, as well as the provincial park's back lane rope for more proficient swimmers.

7.1.9 – Missing Camper

In the event of a missing camper while swimming is in progress, the Head Lifeguard will:

- Instruct campers to evacuate the water (2 whistle blasts).
- Instruct coworkers to do a water search – walking in a line, combing the bottom of the lake by taking wide sweeping steps. (see diagram ANNEX K)

The Head Counselor & H.M/H.W will:

- Assemble campers on grassy area and continue Buddy Check from last # called, then carrying through the top of the list to confirm the presence of all other campers.
- Manage the situation on land
- Assign 2 counselors to perform the following tasks:
 1. Check change rooms.
 2. The other will contact:
 - RCMP
 - St Malo Park Patrol 204-392-8867 / Campground office 204-347-5283
 - CC/CD, who will then contact camper parents or guardians

Note: Any person present who has been trained in the water search will be asked to help- this includes other camp staff, campers who have also been CITs or Counselors who are attending their own camp, etc.

*****A water search PRACTICE must be completed during training week (run through at least twice), and documented in the training objectives log.*****

7.1.10 – Equipment to bring to the beach

- Reaching pole
- Lane rope(s)
- Lifesaver (ring buoy)
- Spine board
- First Aid backpack (aquatic First Aid Kit according to MB Public Health Act standards)
- Water Safety Kits for canoes

- Clipboard with buddy checklist
- Whistle and Barrier device
- Lifejackets (appropriate quantity and sizes depending on the program)
- Beach rules sign

Policy 7.2 – Canoeing

7.2.1- *Safety kits*: Canoes must each contain one water safety kit that includes:

- Bailing bucket
- Whistle
- Watertight flashlight
- 15 m Flotation rope

*Person in charge of canoeing must report to Head Lifeguard which groups are leaving or arriving.

7.2.2 *Canoeing – Activity leader checklist*: Please initial the appropriate box once task or reminder is completed.

Activity Leader

| | Wk 1 | | Wk 2 | | Wk 3 | | Wk 4 | | Wk 5 | | Wk 6 | |
|--------------------------|------|--|------|--|------|--|------|--|------|--|------|--|
| Water & Glasses | | | | | | | | | | | | |
| Yellow Emergency Duotang | | | | | | | | | | | | |
| Cell phone | | | | | | | | | | | | |
| Swimming gear | | | | | | | | | | | | |
| Towel | | | | | | | | | | | | |
| Sunscreen | | | | | | | | | | | | |
| Hat | | | | | | | | | | | | |
| Bug Spray | | | | | | | | | | | | |

Lifeguard

| | Wk 1 | | Wk 2 | | Wk 3 | | Wk 4 | | Wk 5 | | Wk 6 | |
|--|------|--|------|--|------|--|------|--|------|--|------|--|
| Water safety equipment (see aquatic section) | | | | | | | | | | | | |
| First Aid Kit | | | | | | | | | | | | |
| Cell phone | | | | | | | | | | | | |
| Key for canoes | | | | | | | | | | | | |
| Lifejackets | | | | | | | | | | | | |
| Paddles | | | | | | | | | | | | |
| Bailing buckets (bucket, rope, whistle) | | | | | | | | | | | | |

7.2.3 Rules & Reminders

- Daily learning objectives (see program outline).
- Use whistle only to call for help.
- Lifejackets at all times while in canoe.
- Lifeguard is in charge if there is time for swimming – all beach rules apply respect of others and equipment.
- Canoeing privileges may be suspended if guidelines not followed.

Policy 7.3 Archery

(Please refer to 'Archery Maintenance and Safety guidelines')

To be initialed daily when task is completed. Write N/A if not applicable on a certain day.

| Checklist to be completed by SMCC staff | Week 1 | |
|--|--------|------|
| | Tues. | Wed. |
| Before class | | |
| a) Med. Conditions | | |
| b) Shooting line | | |
| c) Range for hazards | | |
| d) Equipment (bow) inspection | | |
| e) Check arrows | | |
| f) Waxing if needed | | |
| g) Targets stable | | |
| | | |
| During Class | | |
| a) Match bow / archer | | |
| b) Safety procedures | | |
| c) Whistle program used | | |
| d) Boundaries explained | | N/A |
| e) Shoot only with coach | | |
| f) Bows/arrows stored safely | | |
| h) Safety at targets | | |

Please fill out if using this chart

| Name | Initial | Name | Initial |
|------|---------|------|---------|
| | | | |
| | | | |
| | | | |

Activity directors' signature: _____ date: _____

Camp coordinator's signature: _____ date: _____

Section 8 – Camp Rules

Policy 8.1 – General statement

Camp rules are based on RESPECT for God, for others and for yourself.

At camp, we want everyone to be treated as the valued creation of God that they are.

Policy 8.2 – Camper code of conduct

8.2.1 – On the registration form:

Campers are expected to respect themselves, others and God.

Please keep the following (non-exhaustive) list of guidelines in mind:

1. **Modest dress** –
 - boys must wear shirts except at the beach; girls one-piece bathing suits.
 - no offensive logos.
 - no visible bra-straps or belly buttons; modest shorts and skirts please.
2. **No alcohol, vaping, or drugs** (other than approved medication).
Use of alcohol and/or drugs (*including cigarettes, vaping, marijuana*, CBD**) during camp will lead to automatic dismissal (*unless medically prescribed – doctor’s note required)
3. **Stay on site.** Campers may not leave the site unless accompanied by a staff/volunteer.
4. **Zero tolerance towards violence.** No weapons (knives, guns, red laser lights, etc). There will be consequences for bullying and any other verbal, physical or emotional violence. Campers who endanger themselves or others will be required to be picked up.
5. **No books, music, electronic media, etc. from home.** There are many great books, video games, etc. out there. However, these can distract us from camp activities, reflection times and fellowship opportunities. We invite you to set aside a week / weekend for God and friends. Please leave books, music, video games, cell phones, iPods, etc. at home.
6. **No outside food or drinks.** For health and group unity reasons, we ask that campers not bring food or drinks to camp. These will be confiscated and returned upon departure.
7. **No dating/romantic relationships to be initiated.** A camper’s personal relationship with God and friendships with others are essential parts of the camp experience. *Starting an exclusive relationship while at camp is not permitted*, as it can be harmful to group unity. Dating can be very healthy in the right context; however it has been known to create distractions from the programming and planned activities.

8.2.2 – Not on the form: Other rules not directly stated on the form:

- No hats in dining room or chapel
- Footwear must be worn at all times in the kitchen and dining room area

Policy 8.3 - Bullying

God has made us all different. He has given people different strengths and weaknesses, but just because we are different doesn't mean that we should be treated differently. God wants us to use our gifts to do good things. When we use our intelligence, our physical strength, or our sense of humor, for making fun of or hurting other people, it is called bullying. Bullying is making someone feel less-good / inferior because they are different from you. Bullying is very disrespectful and will not be tolerated. Action will be taken to ensure that any bullying brought to the attention of staff will be put to an immediate stop.

8.3.1 – How to deal with occasions of bullying amongst campers

Occasions of bullying amongst campers WILL NOT be tolerated. Such occasions will be dealt with in the following manner:

1. Any occasions of bullying among campers will be directly reported to HC and CC. Such cases will result in a meeting between camp staff who reported the incident and CC. In this meeting, an account of the incident will be reviewed with the camper, and appropriate consequences will be given. The camper will be told that next time this happens will result in immediate dismissal. CC may use his or her discretion in dealing with such situations.
2. Any second bullying incident will result in automatic withdrawal from camps. Parents will be required to pick up their child at their own expense.
3. Incident reports must be filled out after any bullying incident.

Section 9 – Environmental Management

Policy - 9.1 - General Statement

The S.M.C.C. aims at respecting the environment. Respect of nature and property is expected when on and off the CSE site.

Policy 9.2- Environmental procedures

9.2.1 Recycling

There are receptacles for recycling in the camp offices as well as in the kitchen, dorms, meeting rooms, and chapel. Outdoor receptacles are also available for outdoor activities that may result in recyclable waste. The SMCC will also minimize paper consumption and use other methods of communication whenever it is possible.

9.2.2 Compost

There is a compost facility in the south-east corner of the grounds. Kitchen staff are expected to deposit raw vegetable scraps, egg shells and other compostable materials in the receptacle provided.

9.2.3 Use of disposable dishes:

The use of disposable dishes is to be kept to a minimum. They may be used:

- Once during camp – e.g, during ‘camp out’ or picnic at the beach
- At the Friday snack after closing mass (e.g., Paper cups)

9.2.4 An Environmentally Friendly Camp

SMCC makes an effort to minimize non-renewable energy consumption. For example, the use of compact fluorescent/LED light bulbs, turning off air conditioners and fans when rooms are not in use, choosing to walk rather than drive as much as possible, and being mindful to make the most when running errands/transporting people, in order to minimize the number of long trips.

In the event that SMCC would make plans for developing the existing site or a new site, there should be due concern for building an environmentally friendly facility (minimum impact, minimum energy consumption, etc.).

Camp staff will make efforts to use materials, products and food, which have a minimal impact on the environment. This includes minimizing the use of toxic cleaning products. A vinegar and water mixture is the primary cleaning solution used at camp. Steps are also being taken to use other natural cleaning solutions.

9.2.5 Disposing of broken glass

Leather/rubber gloves should be worn

Broken glass is to be put in a taped and labeled cardboard box

9.2.6 Disposing of toxic products, batteries, etc.

Read disposal instructions on label. Call the manufacturer or local landfill for further instructions if necessary.

9.2.7 Protection of indigenous flora and fauna

The SMCC actively seek to maintain and protect the bio-diversity present in and on our site, including flora and fauna. We will not erect facilities or build equipment, such as to jeopardize the biodiversity on or around our facilities.

Policy 9.3- Workplace Hazardous Materials Information System (WHMIS) Certification

9.3.1 Staff Certification

CC and Maintenance person must have current Manitoba WHMIS certification. They will be responsible for overseeing storage and use of any toxic or dangerous products. All other staff will be required to watch the WHMIS training video as part of their formal camp training.

9.3.2 Material Safety Data Sheets (MSDSs)

A binder containing all MSDSs for any toxic or dangerous materials stored at camps, will be kept in the kitchen for easy access by all camp staff.

9.3.3 Storage and use of petroleum products and high toxicity cleaning products

Any petroleum products and high toxicity cleaning products, or other dangerous goods, are to be stored in a secure area, which is not accessible by campers. In no circumstance may any of these areas be left unlocked or accessible to campers. All designated storage areas are to be locked at ALL times, no exceptions. Designated storage areas are:

- Chemical storage area in Multi-Purpose Room;
- Mechanical room in new addition off of men's washroom;
- Storage in back kitchen;
- Garage on North side of facility.

Storage and use of such products is overseen by Maintenance Person and CC.

Policy 9.4 – Approved potentially dangerous products

Please Note: Only the following products may be used without prior consultation with the camp coordinator. Other products on shelves are reserved for use during the CSE school year.

Before using industrial / consumer products:

1. Read consumer or work place label.
2. Consult “Storage and Handling” binder for extra info.
3. Put precautionary measures into practice.

Note: The staff responsible for determining/overseeing the processes for storage and use of these products must be trained in WHMIS.

| Product | Purpose | Storage |
|---------------------|-------------------------------------|-------------------------------------|
| Bleach | Disinfect dishes & Laundry | Shelves back kitchen / laundry room |
| Easy-Off | Ovens and BBQ grills | Shelves back kitchen / laundry room |
| Lemonex | All purpose – sanitize or disinfect | Shelves back kitchen / laundry room |
| All-Purpose Cleaner | All purpose – sanitize or disinfect | Shelves back kitchen / laundry room |
| Lysol Disinfectant | Toilet Bowls | Shelves back kitchen / laundry room |
| Pledge | Dusting | Shelves back kitchen / laundry room |
| Windex | Windows | Shelves back kitchen / laundry room |
| Mop & Glo | Floors | Shelves back kitchen / laundry room |

9.4.1 Other approved potentially dangerous products

| Product | Purpose | Storage |
|---|-----------------------|-----------------|
| Flammable paints, paint thinner, etc. | | Garage/workshop |
| Vehicle fluids: Gasoline, Motor oil, antifreeze, windshield wiper fluid | | Garage |
| Propane | BBQ, mosquito magnets | Garage |

9.4.2 Important phone numbers

Poison Helpline: (204) 787-2591

St. Pierre Hospital: (204) 433-7611

Section 10 – Fire Safety

Policy 10.1 – Training

Fire safety procedures as outlined in Policy 4.2 will be reviewed during training week. Campers will be informed of meeting place and given a tour of emergency exits, etc. at the beginning of each week.

Policy 10.2 – Inspections

- The CC/CD will ensure that there is documented proof that a qualified fire inspector has inspected the CSE within the previous twelve months and indicated that all fire safety regulations relevant to the camp environment have been met.
- The CC/CD will ensure that all fire extinguishers are inspected by **ABC Fire & Safety Equipment Ltd** yearly in May or June (204-233-6083).
- The Camp Caretaker will inspect Fire Extinguishers weekly during the camp season (see Annex S- Caretaker Checklist' and Annex T- Fire Extinguisher Inspection Checklist)
- The CC/CD will ensure that the centralized Fire Panel (heat, ionizing detectors, etc.) & emergency lighting are inspected yearly by **Fire-Tech Systems Inc.** in May or June. (452-1772)
- The Camp Caretaker will verify the Fire Panel daily for blinking lights or beeping indicating faulty heat or ionizing detectors (see "Caretaker checklist").
 - A light will blink and the panel will beep if there is a detector that is not working. If this is the case, the Caretaker must advise the Camp Coordinator/Director. Location of faulty detector will be indicated on Fire Panel. Fire-Tech must then be contacted by either the Camp Coordinator/Director or CSE director.
- Please refer to Fire Alarm Inspection Report for location of heat (135RoR) and smoke (Ion Det.) detectors.
- All staff/volunteers are to keep exits free of encumbrances. The Caretaker is responsible for checking the exits daily (see "Caretaker checklist").
- Direct camp staff must test the smoke detector in their sleeping quarters during set-up on Sundays, and complete the checklist which should be found on the door to each room (See Annex O). The Caretaker will test detectors in vacant sleeping quarters and common areas. The CC/CD or CSE Director will ensure that batteries are replaced in smoke detectors every 6 months (June and December). This will be documented in the maintenance log.

Policy 10.3 Fire Prevention

It is imperative that any staff using matches/lighters for BBQs, candles, campfires, etc. KEEP THESE ITEMS ON THEIR PERSON AT ALL TIMES. NEVER leave matches or lighters in public areas where campers could gain access.

When using BBQs, candles, fire pit, etc., NEVER leave the area unattended. Campers are not permitted to play close to the camp fire/BBQs when lit, and EXTREME CAUTION should be used when using candles for prayer, etc.

Section 11 – Privacy

Policy 11.1 Handling of personal information - Privacy Policy

The SMCC abides by the rules made under the Freedom of Information and Protection of Privacy Act (FIPPA) and the Protection of Health Information Act.

Privacy policy:

Registration and medical forms are kept under key and computer databases are accessible by password only. Camper information will only be shared with camp staff and volunteers directly involved with the camper or with relevant collaterals (i.e., Health care professionals, Child and Family services, etc.). It is the camp's policy to report suspected cases of abuse or neglect to the proper authorities.

11.1.1 Personal Information requested

SMCC requests the following information from its campers and staff in order to:

- a) contact appropriate persons in case of emergency,
- b) determine eligibility,
- c) attend to medical needs, and
- d) convey important information.

Campers and staff*:

- Contact information (phone, address, email address)
- Emergency contact information
- Medical / health information
- MHSC no.
- Date of birth

* Staff are asked to provide contact information at the time of application. All other information will be required for the health information form, to be submitted upon hiring.

Staff only:

- SIN no. (if staff member is placed on salary)
- Age bracket (to ensure appropriate camper/staff ratios)
- Criminal record search
- Child abuse registry check

Policy 11.2 - Storage of, and access to, personal records

11.2.1 Paper documents

Documents held on file will be stored in a locked storage area. Please refer to Policy 16.

11.2.2 Computer databases:

Location: Administrative Assistant's and Camp Coordinator's computers. Computers are in locked offices and are required to be password restricted.

Persons with passwords:

- CSE director
- Camp Coordinator/Director
- Registrar

11.2.3 Printed databases:

Databases and lists *with names only* can be openly shared among staff members and posted in common camp areas (e.g., activity period groups & bus list). Databases printed out for other purposes and with more private information must be kept confidential and returned to the CC/CD for destruction or storage under key immediately after use (e.g., medical contact list, names and addresses for labeling purposes). It is the responsibility of the staff member making use of these documents to return them to the CC/CD.

Policy 11.3 Sharing of personal information collected

1. Any information pertaining to a camper/minor staff member may not be given to a person other than the camper or his or her parent/guardian. Proof of relation must be given before disclosure (see Annex W- Parent/Guardian Communication Protocol).
2. Any information pertaining to an adult staff member/volunteer may not be given out without the consent of the staff member/volunteer.
3. Personal contact information (address, phone number and email address) may not be shared with other campers, staff or volunteers without the consent of parents (e.g., a permission statement may be added to the registration form).
4. Camper personal information will only be shared with:
 - a. Camper and parent / guardian,
 - b. Camp staff and volunteers directly involved with the camper,
 - c. Relevant collaterals (i.e., emergency contact person, health care professionals, Child and Family Services) for compelling health or safety reasons.
5. Camp administrative staff may refuse to share personal information with a camper or parent if the Camp Coordinator/Director or CSE Director believes it may compromise the safety of the camper. Refusals to disclose must be presented in writing by camp staff to the person inquiring in writing. Camp staff will refer the applicant to FIPPA legislation.

Policy 11.4 - Discretion

Discretion should ALWAYS be used when sharing about campers (past or present). Any sharing of information that could be embarrassing for the camper or others should be managed carefully. Respect for the camper should be maintained at all times. This includes the use of past experiences for training purposes- names of campers are not to be disclosed.

In the case of a behavioral problem, only staff who are directly involved with the camper should be provided with the necessary details of the situation.

Section 12 – Handling disclosures of abuse or neglect

Policy 12.1 Procedure

12.1.1 – Informing the authorities

Any and all disclosures or reasonable suspicions of abuse (physical, emotional, neglect, psychological, sexual, etc.) involving a person less than 18 years old must be reported to the Head Counselor who will contact the Camp Coordinator/Director and the CSE Director immediately.

If one does not feel comfortable speaking with one of the above three contacts because, for example, of their possible involvement in the abuse, you may address the person's direct supervisor (e.g. Camp Coordinator/Director instead of Head Counselor). You may also contact **Child and Family Services** for consultation (Day: 944-4200 ; After-Hours: 944-4050).

Please note: It is important in dealing with any such cases of disclosures of abuse or neglect, to remember that in no situation should any staff member be alone in a closed room with a camper. Another staff member should **always** be present, so as to have a witness of what is disclosed.

12.1.2 – Discussing the disclosure with the discloser

The assigned staff member (HC, CC/CD, or CSE Director) will never speak with the individual alone. Ideally, the counselor directly involved with the individual from the beginning should be present to:

- Help him or her feel more comfortable;
- Keep the staff member accountable and;
- Help remember what details to put on the incident report.

*It is never appropriate for any SMCC staff member to be alone with a camper in an enclosed space. If ever one on one time is required, for example in disciplining a camper, a staff member should always be at least in earshot. If it is a case of disclosure of abuse or neglect, the staff members **MUST** be seconded by another staff member.*

12.1.3 – Filing an incident report (See Annex H)

The team members involved must complete an incident report within 24 hrs. A copy of the incident report will be given to the CSE Director and kept on file for 7 years.

12.1.4 – Contacting Child and Family Services

The Camp Coordinator/Director or CSE Director will then contact Child and Family Services for consultation or to advise CFS that a child is in need of protection. A copy of the incident report will be sent to CFS or the appropriate authorities upon request.

12.1.5 – Contacting the family

The CC/CD or CSE Director will inform the parent/guardian of the suspected abuse or neglect as well as steps taken by camp staff.

Information will not be shared with parents/guardians if, as outlined in Section 18 (1.1) of The Child and Family Services Act (1999), the camp staff:

- Does not know the identity of the parent or guardian of the child;
- Has information that leads the person reasonably to believe that the parent or guardian is
 - responsible for causing the child to be in need of protection,
 - unable or unwilling to provide adequate protection to the child in the circumstances; or
 - has information that leads the person reasonably to believe that the child is or might be suffering abuse by a parent or guardian of the child or by a person having care, custody, control or charge of the child.

12.1.6 – Relating information back to staff members

The leadership staff managing the incident will give feedback to the staff/volunteer who initially voiced concern. Details regarding actions taken will also be shared. If unsatisfied with the steps taken, a staff member may contact Child and Family Services for consultation (Day: 944-4200 ; After-Hours: 944-4050).

12.1.7 – Confidentiality

Confidentiality must be respected. Staff and volunteers directly involved must not tell anyone about the incident except for persons identified in point 11.1.1 to 11.1.4.

Policy 12.2 Preparing for, and handling, disclosures or reasonable suspicions of abuse.

12.2.1 – Pray ... for wisdom, sensitivity and good judgment.

12.2.2 - Never promise to keep a secret

Confidentiality is important. However, it is unlawful (and unloving) not to disclose reports or suspicions of child abuse or neglect.

The following is a good example of a confidentiality statement:

“Everything that is said during our small group discussions stays between us unless I think that you or somebody else is in danger, in which case I will tell the appropriate adults.”

Do not dwell on this part. Make your confidentiality statement, ask if there are any questions, and move on.

12.2.3 – Be sensitive but firm in your resolution to help improve the situation

If at all possible, do not address issues of concern in front of other people. Inform the camper (or colleague) of your intentions to speak to somebody about your concerns. Campers or colleagues may be scared (often with reason) of the consequences of their secret “getting out”. Be sensitive and loving but stick to the plan.

Examples of what to say:

“This situation is out of control / what is happening to you is wrong / sounds like you’ve been through a lot lately / etc ...

I am concerned for you and the best way that I know how to help you is to tell the Head Counselor (name him or her) about what is going on. Would you like us to go see her / him together or would you prefer that I go alone?”

12.2.4 – Take care of yourself.

Once you have addressed the issue, you may want to ask for time to debrief and process what has happened. If you would like to talk with someone, choose only those who are already aware of the situation (HC or administrative staff).

12.2.5 – Useful things to remember

Remember that ...

A. Everyone has value and dignity; they are worth helping.

B. **You are *not* a professional counselor.** The most loving thing you can do is referring the person you are concerned about to someone who knows what to do next and how to get him or her professional help if necessary. Allow the individual to tell you what has happened in his or her own words. Interviewing and pressing for details should be reserved for persons trained to do so.

C. You should not handle these situations alone (this includes the HC, CC/CD and CSE Director). Turn to the appropriate authority and / or ask a colleague to witness your exchanges with the individual you are concerned about. This said, respect the individual’s need for privacy and inform people only on a need-to-know basis.

D. You cannot solve other people’s problems – you can only help them find solutions.

E. God’s the Mighty Counselor. Pray, pray, pray.

Policy 12.3- Incident Report TEMPLATE

See Annex H

Note: For incidents occurring at an off-site contracted activity, a copy of the incident report must be kept by the camp AND Activity Director.

Section 13 – Handling disclosures of self-harm or mental health crisis

Policy 13.1 Definitions

13.1.1 “Self-Harm” includes the following actions:

1. Cutting
2. Burning
3. Self-beating
4. Not eating, Purging, and/or Binging
5. Attempted suicide

13.1.2 Mental Health Crisis can include the following:

1. Outbursts/tantrums/extreme behaviour/withdrawal
2. Anxiety/Panic Attacks
3. Suicidal/Homicidal Ideation

Policy 13.2 Disclosures of Self-Harm

13.2.1 Informing the authorities

When there is a disclosure of self-harm either the Camp Coordinator/Director or CSE Director should be informed of the situation. If the person involved is under 18, the senior staff member who has been informed will contact the parents/guardian to ensure that they are aware of the behaviour. **Staff are not to perform a risk assessment with campers or staff members** unless they are certified to do so.

If parents were unaware of the behaviour, the staff member who contacts the parents may refer them to resources that can help with assessing/ supporting the camper and the camper’s needs. (see Annex Y). If the person involved is 18+, these resources can be shared with them directly.

Team members involved must complete an incident report. (see Annex H)

13.2.2 Follow up

The staff member with whom the camper/staff member disclosed this information can offer regular check ins throughout the week of camp, at their discretion. (see Annex Z)

Policy 13.3 Mental Health Crisis

SMCC counselors and support staff *must* attend the “Mental Health First Aid” session offered during camp training, which will provide the tools needed to address cases of mental health distress. All major incidents are to be reported to the Camp Coordinator/Director.

Section 14 – Risk mitigation

Policy 14.1 – General Statement

In order to better mitigate problems certain risks have been identified.

Policy 14.2 – Site Risks

14.2.1 CSE Main Building

I. Kitchen

RISK: Campers and staff could burn or cut themselves.

SOLUTIONS:

- Kitchen locked when no Kitchen staff present.
- Knives kept out of sight of campers.
- First Aid kit in a clearly marked location.
- Fire equipment in working order.
- Doors locked when not in use by staff.
- Bleach in rinse water: Corrosive to eyes and skin. Gloves must be worn. Proper dilution necessary.

II. Back dining / laundry room

RISK: Storage of cleaning products (janitor's closet). Many are corrosive or poisonous.

SOLUTION:

- Staff / volunteer access only.

III. Main dining Room

RISK: Slippery when wet from washing floor or spills.

SOLUTIONS:

- Caretaker to keep it as dry as possible.
- Avoid washing during high-traffic times.

IV. Dorms

RISK: Bunk beds – a person could fall.

SOLUTION:

- Must ensure that railing is securely attached.

RISK: Entrances - Slippery when wet from washing floor or water brought from outside.

SOLUTIONS:

- Caretaker to keep it as dry as possible.
- Avoid washing during high-traffic times.

V. Care-a-Lot (Health Care room)

RISK: “Contaminated Items” - Infection could spread through handling of contaminated items (e.g., bandages, swaps, etc.).

SOLUTIONS:

- Staff wear gloves and dispose of them in the designated container.
- Campers have no unsupervised access to this room.
- Note that we do not have a nurse on site, therefore do not have contaminated sharps.

RISK: Medication - If cabinet is left unlocked, persons could have access to medication. Potential of overdose, misuse of medication, etc.

SOLUTION: Keep medical cabinet locked at all times.

VI. Washrooms

RISK: Potential of slipping and falling if floor or tub wet.

SOLUTION

- Caretaker must not overuse water and cleaning supplies when mopping floor.

VII. Offices

N/A. Locked when not in use by staff.

VIII. Main Building – Basement meeting area

RISK: Supporting poles. Running games could lead to someone getting injured on poles.

SOLUTION:

- No running.

IX. Prop-room

RISK: Minimal risk. Could access hot glue guns and scissors. Low ceiling- possibility of someone bumping his/her head.

SOLUTIONS:

- No camper access.
- Room can be left unlocked.

X. Tool room

RISK: Potential camper access to sharp tools, wire, nails, paint, etc.

SOLUTIONS:

- Tool room must be locked when not in use by staff.
- No camper access.

XI. Mechanical room

No camper access. Minimal risk. Possible negative repercussions (i.e., extremely hot water) if camper could play with electrical panel or water heater gages.

XII. New Building – Basement storage

Storage of flammable products PROHIBITED: Do not store flammable products, as stairwell would be very dangerous if used for evacuation of the building. No camper access.

14.2.2 – St. Malo Catholic church

I. Basement / hall

RISK: kitchen - campers and staff could burn or cut themselves.

SOLUTIONS:

- Kitchen locked when no staff present.
- Knives kept out of site of campers.
- First Aid kit nearby.
- Fire equipment in working order.

RISK: Concrete floor - Can become wet and slippery were it is very hot and humid outside.

Potential to slip and fall. Very hard surface to fall on.

SOLUTION:

- One must be cautious when playing running games.

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14.2.3 – CSE yard

CSE Front yard / parking lot

RISK: Frequent comings and goings of vehicles. Potential for vehicle – pedestrian collision.

CSE Back yard: Fire pit.

RISK: Potential for fire spreading or people getting burnt if safety precautions not followed.

SOLUTIONS:

- Camp fires must never be lit without direct staff supervision.
- Camp fires must always be put out completely after end of camp fire activity.

14.2.4 – Garage

RISK: If left unlocked, potential access to sharp and electrical tools as well as vehicle fluids and gasoline which are flammable and may be sniffed.

SOLUTION:

- Must be locked at all times when not in use.

14.2.5 – School yard

RISK: Ruts in the field – potential of tripping and twisting ankle, etc. Field is slippery after it rains.

SOLUTION:

- Leader will survey an area before playing a running game.

RISK: Play structure – potential of falling.

SOLUTION:

- Risk minimized by soft pebble turf.

14.2.6 - St. Malo Provincial Park and beach

RISK: Pedestrian-vehicle collision during walk to the beach.

SOLUTION:

- Camp groups MUST use public walkways.
- 2 staff/volunteers will wear reflective vests- 1 at the front, and one at the back of the group.

RISK: Camper drowning during beach time.

SOLUTIONS:

- Review policy 7

RISK: Camper hiding in the woods.

SOLUTION:

- Counselors will be required to keep constant and diligent watch on their campers.

RISK: Camper getting lost in the crowd on the beach / busy park.

RISK: Play structure – risk of falling.

SOLUTION:

- Camper use of the play structure is prohibited without direct camp staff supervision
- Camp staff must always have a first aid pack with them when supervising at the play structure.

14.2.7 – Grotto

RISK: Wooden and earth steps – slippery when wet.

RISK: Rat River runs behind the benches. Risk of drowning.

RISK: Balcony with railing – risk of falling off.

RISK: Wooded area – camper could hide.

SOLUTION:

- Direct camper supervision is mandatory whenever campers are using grotto. Campers must *always* remain in the supervising staff's field of vision.

Section 15 – Maintenance

Policy 15.1 Campers’ Chores

Counselors supervise and assist with these tasks.

15.1.1 - “Golden Broom” chores

Dorm

- Make beds
- Sweep floor
- Hang up wet towels and clothing on outdoor clothes line or on metal rods – please do not hang them on wood bed frames
- Pick up all clothing from the floor – put in bag and place on bed or on appropriate shelf.
- Wipe down sink if applicable (it will be disinfected once a week by the janitor)
- Bring all dishes to the kitchen (there should only be water glasses)

Dorm Bathroom

- Sweep the floor

Last Day of Camp

Daily chores plus...

- Wipe sand and dust off of beds ; smooth and tuck plastic covers
- Bring floor mats, rags and CSE linen to laundry room
- Vacuum carpet (in bedrooms)
- Lost and Found and Final check

Kitchen

- Stack cups on tables
- Scrape and stack plates
- Place cutlery in dining room sink

Group doing dishes

- Wash plates, cutlery and cups. Leave to air dry.
- Sweep dining room and multi-purpose room
- Wash and rinse tables with hot soapy water and clear water.
- Staff will disinfect.

Sweeping

After each meal, a small group will sweep an area of the building as requested by the Camp Caretaker via the Head Counselor. This will be called *Clean Sweep* or *Beaux Balayeurs* in French.

Policy 15.2 Maintenance Requests Procedure

- Staff and volunteers are to add maintenance requests to the “Maintenance Request Form” (see Annex P) found in the back kitchen/laundry room. Please initial and date requests.
- Caretaker is to check “Maintenance Request Form” daily.
- Caretaker will advise Camp Coordinator/Director of tasks that go beyond time and qualification restraints.
- Camp Coordinator/Director, with CSE Director, is responsible for arranging for someone to help with the repair, if needed.
- Whoever makes (or arranges for) repair will initial and date the “Maintenance Request Form” upon completion.

Policy 15.3 Ongoing Maintenance Log

The Camp Caretaker will complete daily log entries in the CSE Maintenance Log Book, identifying risks and/or jobs, which need attention. Plans for (and completion of) repairs will be documented (and signed by the supervisor if professional service or additional support is needed).

Section 16 – Storage of records

Policy 16.1 - Storage of Records

The following documents / records containing camper and staff personal information will be stored in a locked cabinet at the CSE (or an alternate CSE storage location) until the camper age of majority plus 7 years. Documents will be stored in boxes according to year. The boxes will be stored in a locked storage area:

- Medical Log books
- Daily camp log
- Incident and accident reports
- Results of staff ‘Criminal Record’ checks and ‘Child Abuse Registry’ checks
- Camper and staff medical consent and information forms
- Signed staff contracts and SMCC Standard of Conducts
- Proof of qualifications such as photocopies of First Aid certificates, Driver’s licenses, Lifesaving certificates, etc.
- Camper registration and consent forms
- Staff performance evaluations

The following documents / records will also be stored in the box for 7 years:

- Initialed checklists (fire extinguishers and alarms, caretakers’ checklists)
- “Repair / Maintenance Request forms”

Section 17 – Communication

Policy 17.1 – Staff Phone policy

This policy applies to all camp staff.

17.1.1 HC phone access

- The Head Woman, Head Man and Camp Coordinator/Director will have access to the phone.
- They are responsible for calling home with homesick campers.
- They may give permission to volunteers and staff members for quick calls home.

17.1.2 – Staff and volunteer phone calls

Staff and volunteers may, with permission, use the phone to make long distance phone calls (max. 5 minutes) to:

- Arrange transportation to and from St. Malo
- For other camp-related reasons: e.g., supplies, confirming dates, etc.

17.1.3 – Personal calls

The CSE phone may, with direct permission from CC/CD, be available for personal calls, outside of CSE regular office hours.

Camp staff who have personal cell phones or other personal communications devices are expected to use said devices *only* during authorized breaks, and NEVER in front of campers. It is highly recommended that such devices or other valuable items be locked up by administrative staff during the camp session. The SMCC and CSE will not be held responsible for damage to personal property used for personal use during camps.

17.1.4 Camp cell phones

- A camp cell phone will be provided to any off-site activity leaders (e.g. beach time, canoeing, time at grotto, drivers who have campers in their vehicle...). This phone will be strictly limited to emergency phone calls, or urgent phone calls (e.g. to report that the group will be late for an activity)
- At no time will camp staff use camp cell phones for personal calls. Cell phones assigned for use while traveling should be used only to contact the CC/CD or CSE Director and Emergency Services.
- If a camp cell phone is not available, staff may volunteer to use their personal phone, in which case the SMCC will reimburse any and all overage costs incurred while using the phone for camps. Please note that the staff member will need to provide their phone statement to properly fill out a reimbursement request form.

Policy 17.2 – Camper Phone Policy

17.2.1 Campers who want to call home

The Camp Coordinator, Head Men's or Head Women's counselors may assist campers in calling home in case of homesickness or to arrange rides. In the case of homesickness, refer to Annex Q- When to contact parents.

17.2.2 When to contact parents

1. Many times, campers will show signs of homesickness at bedtime. If it is the first night at camp, comfort the camper, try telling them about all the fun things planned for tomorrow, and offer to do an activity like read a story or do some coloring together before bed. Play soft music or read a story once everyone is settled, to help them fall asleep. Usually once they're sleeping, they're ok until morning.
2. INFORM THE TL/HC AT MORNING MEETING.
3. If homesickness continues the next day, make an extra effort to keep the camper involved in activities and conversation. If they start asking to call home, suggest that they do the next activity and then see how they are doing. Often, homesickness will worsen during low-activity times throughout the day. Inform the TL/HC of the resurfacing feelings. If the camper is crying and not wanting to participate in the activity, encourage them for a few more minutes, then ask the TL/HC to intervene. Sometimes the attention of the person in authority can ease the camper and help them to become more comfortable.
4. If the situation does not improve within an hour or so, or if it worsens, the TL/HC should contact the parent/guardian to explain the situation as they understand it, and to ask if they have any suggestions. The small group leader could also be present to answer any questions the parent may have. Suggest passing on a message to the camper as an option. The TL/HC should share with the parent/guardian that speaking with their child usually INCREASES the homesickness, but respect the parents' wishes if (s)he chooses to speak with the camper.
5. Passing on a message that "mom/dad called to say they love you and hope you're having a good time" is often enough to keep the camper going for at least ½ a day- perhaps even the whole week.
6. NO CAMPER SHOULD EVER BE FORCED BY CAMP STAFF TO STAY AT CAMP. Parent/guardians will know their child, and be able to make the decision to pick them up or help them make it through the week.
7. If a camper does speak to his/her parent, TL/HC must be present. Always speak with the parent/guardian after the camper has finished on the phone. Help the parent and child to come up with a plan to improve the child's camp experience (or, if necessary, return home).

Because it could cause jealousy and increased homesickness in other campers if they find out, the TL/HC should ask the camper not tell fellow campers about phoning home. Explain to the child that the CC/CD and other administrators need to use the phone, so it would be hard for other campers to use the phone.

If a child speaks with the parent more than twice in 1 day, it would be appropriate to ask that the parent make it clear to the child that they can't talk again for a while, or that the child may need to go home. (i.e.- mom is going to work tomorrow, so we won't be able to talk to her until she is home for supper.)

17.2.3 – Camper incoming calls

Incoming calls to campers can be difficult to manage, often increase feelings of homesickness, and can cause jealousy from other campers. Most often, it is best to limit incoming calls.

If someone calls to speak with a camper:

- Suggest to the parents that calls from home often increase feelings of loneliness / homesickness.
- Offer to take and pass on a message or to pass the phone to the camper's small group leader for the parent to check in and find out how the camper is doing.
- Reassure the parent/guardian that we will call them if there is a problem.
- Respect the parent's wishes if they still want to speak with their child.
- If the caller is requesting information regarding a camper (e.g., how he is sleeping), ask for the caller's name and relationship to the camper. Also ask for the camper's birth date. Check the database and only give information about a camper to parents / guardians.

Section 18 – Music, Internet and other media

Policy 18.1 – Music Policy

18.1.1 – Music in the kitchen and other common areas

Campers are asked to leave their personal music devices at home and not to listen to secular music while they are at the CSE. Staff and volunteers are asked to do the same when they are ‘on-duty’ and in common CSE areas.

In regards to music in the kitchen or other common areas, the following conditions apply:

- Christian music only. Secular music can be very good, but camp is a great opportunity to promote Christian music, and to encourage campers to do the same. Any secular music played publicly is prohibited at camps, even Disney or music from plays or musicals.
- Instrumental music is permitted, but it is encouraged to play Christian music with Christian lyrics for the reason mentioned above.
- Volume: Please be mindful of the other people in the building. Music should never distract the campers or counselors from the present activity. Also remember that there are often people working in the offices.
- Be considerate. Some people prefer to work and pray in silence. Please be respectful and seek a fair compromise.

18.1.2 – Music during your personal time in your personal space

When staying at the CSE, camp staff may listen to non-Christian music on their free time in their bedroom. For the sake of consistency, earphones are allowed *only* in the bedrooms for counseling staff, and are only allowed when doing one-person duties (e.g. cleaning, mowing the lawn etc.). We do not want to impede on community-building by using head-phones when working as a team.

In regards to non-Christian music, the following conditions apply:

- Volume: music must not be audible to campers and other staff and volunteer (low volume or ear phones).
- Be ready to present the lyrics to any staff member who questions the integrity of the lyrics. Music does not have to be explicitly Christian, but songs promoting immorality or with anti-Christian lyrics are prohibited at the CSE.

Policy 18.2 – Computer/Internet policy

For kitchen, maintenance and camp counseling staff and volunteers

18.2.1– During camp, the use of CSE-owned computer use is reserved for :

- Programming purposes (e.g., weather forecast, finding resources, etc.)
- Essential emails (e.g., arranging for a ride) *

Personal devices (such as laptop computers, phones, smart phones, tablets, mp3 players, iPods etc.) may NEVER be used in front of campers. These are restricted to personal use during break times. Personal laptop computers should be stored in camp office.

* Please note that programming takes priority over personal emailing.

18.2.2 - Camp staff and volunteers Internet use

Camp staff and volunteers may only access the Wi-Fi Internet connection for personal reasons with the permission of the CC/CD, regardless of who owns the technology. Computers should not be used outside of the areas designated for their use. Camp staff/volunteers are **at no time permitted** to use computers belonging to administrative staff. Unless exceptions are made by CC/CD, only full-summer staff should have access to the Wi-Fi password.

18.2.3- Internet access is a privilege, not a right.

Personal use of the Internet should NEVER interfere with camp responsibilities, or the work of other staff/volunteers. If the use of the Internet does interfere, corrective action will be taken.

18.2.4- Off-site housing Internet access

Staff and volunteers housed by host families are asked not to use their hosts' computers. A CSE computer will be made available for camp-related purposes when needed.

Policy 18.3 – TV / Movie policy

Permission may be granted by the CC/CD for BTS staff to watch 1 movie per week/weekend at SMCC. The movie must be selected in advance and approved by an approved adult supervisor (the USCCB Movie Reviews site- <http://www.usccb.org/movies/> -is very helpful in determining what is an appropriate film to be viewed by Catholic teens). Personal viewing devices (lap tops/portable DVD players, etc.) will be confiscated or sent home if they are found to be distracting other staff or affecting job performance.

Section 19 – Staff Code of Conduct

Policy 19.1 – Standards of Conduct- Direct Camp Staff

All staff must adhere to the Standards of Conduct. Any staff member who does not adhere will be dealt with in accordance with Policy 19.5.

Policy 19.2 – Appropriate Conduct

19.2.1 – Be a practicing Catholic. Catholic, acceptance of the fundamental teachings of the Church, attending weekly liturgy.

19.2.2– Obey the law as responsible citizens. For example, this precludes the use of drugs for non-medical purposes, disrespecting or borrowing without permission the property of others, and disregard for the rules of the road when driving.

19.2.3– Obey the highest command: to love God and one another. Love for God is to fear and obey him willingly. To love one another as defined in God’s Word includes “doing to others what you would have them do to you” (Matthew 7:12), avoiding favouritism or prejudice (James 2:8-9), and putting the needs and interests of others ahead of one’s own (Philippians 2:3-4).

19.2.4– Work responsibly. Adherence to the policies and procedures of the St. Malo Catholic Camps.

19.2.5– Confidentiality. Upholding the confidential nature of the information a young person gives them, not disclosing it to those who have no need for such information. (See policy 11.3- Discretion)

19.2.6– Dress code. Dress appropriately and modestly.(See policy 19.9- Staff and volunteer dress code)

Policy 19.3 – Inappropriate Conduct

Recognizing that a position of ministry carries with it responsibility for appropriate behaviour, the Catholic School of Evangelization outlines here what it considers unacceptable behaviour:

19.3.1– Romantic Relationships - A team member will not initiate a romantic relationship or have any intimate physical contact such as cuddling or kissing with a fellow team member, camper and/or anyone else the team member meets while serving at camp.

19.3.2– Sexual Sins –Premarital sex, abortion, adultery, homosexual behaviour, and viewing pornography (Ps. 139:13-16; 1 Cor. 6:12-20; Eph. 4:17-24; 1 Thess. 4:3-8; 1 Tim. 1:9-10)

This includes harassment: A team member will not in such a manner as to cause discomfort or humiliation or both: 1) make comments of a sexual nature, 2) make sexually explicit statements, stories, jokes, etc., 3) make unwelcome physical contact. (Jn. 13:34-35; Rom.12:9-21; Eph.4:31)

19.3.3– All forms of dishonesty– Including cheating and stealing (Prov. 12:22; Col. 3:9; Eph. 4:28) A team member will not steal anything from a fellow team member, campers, or the CSE.

19.3.4– Refrain from other practices which are condemned by God - A team member will not have any involvement with the occult (Acts19:19; Gal. 5:19) or abuse alcohol (Eph. 5:18). *Unless for valid reasons, approved by the Director, alcoholic beverages are unacceptable at the CSE.*

19.3.5– Belligerence - A team member will not act in such a way as to be blatantly and consistently hostile and uncooperative, this includes slander(gossip) and swearing or use of profane language (Eph 4:29,5:4; Jas 3:1-12)

19.3.6 – Substance Use - Use of alcohol and/or drugs (*including cigarettes, vaping, marijuana*, CBD**) during camp will lead to automatic dismissal (*unless medically prescribed – doctor’s note required)

Policy 19.4– Standards of Conduct- Support Staff

Support staff (this includes kitchen, maintenance, support workers, lifeguards, and health care officer) do not have to be practicing Catholics. They are expected, however, to be respectful of the SMCC's Christian values and atmosphere.

Policy 19.5 – Investigative Action

Action taken if any team member is accused of inappropriate behaviour, or fails to adhere to standards of appropriate behaviour:

- It is the policy of the CSE to investigate all accusations of wrongdoing;
- If accusation is found to be true, action follows as listed in 19.6. If not true, the team member is returned to camp ministry and appropriate follow up action is taken.

Policy 19.6 – Disciplinary Action

If a team member is found guilty of violating this or any SMCC Policy, disciplinary action will follow. Possibilities include:

- Warning/Probationary period.
- Dismissal from the St. Malo Catholic Summer Camps & appropriate authorities contacted.

All disciplinary action will be documented and held on file permanently.

Policy 19.7 – Basic Commitments to the ministry of SMCC

All staff members must strive toward the following principles:

19.7.1 – To support in good spirit the tradition, policies, values and mission of St. Malo Catholic Camps.

19.7.2 – To welcome instruction and seek to benefit from it.

19.7.3 – To be a good example and a strong Christian witness to all campers and team members.

19.7.4 – To perform ordinary tasks conscientiously and cheerfully.

19.7.5 – To go beyond the call of duty to the betterment of the camp program.

19.7.6 – To honor my commitment.

19.7.7 – To be a positive contributing member of the team, helping to build unity and support each fellow team member.

19.7.8 – Upon acceptance as a team member of St. Malo Catholic Camps, I agree to abide by the above Standard of Conduct.

Policy 19.8 - Notification of Suspension

Any suspension of a staff member should be documented using the following format.

Date: July 29th, 2005

Name of staff or volunteer: Name

Re: Reason for suspension, etc.

Conditions of suspension, etc.

Signed by the
Camp Coordinator

Policy 19.9 – Staff and volunteer dress code

St. Malo Catholic Camps staff and volunteers are expected to dress professionally and modestly. Clothing should reflect the dignity of the human person. Good personal hygiene, cleanliness and presentable attire are essential.

Acknowledging that camp is a fun and informal experience, attire should reflect this intention while taking into consideration the following guidelines. Please note that the Head Counselor and Camp Coordinator/Director have the authority to ask you to change into more appropriate attire.

19.9.1 – Clothing should:

- Be clean, presentable and modest
- Reflect your desire and readiness to work

19.9.2 – Staff and volunteers may not wear:

- Clothing with symbols and / or words that are dishonourable
- Tight clothing (tops and bottoms)
- See-through or low cut blouses
- Clothing that show your underwear (e.g., Short shorts and skirts, low pants, thin tank top straps, tight pants and shirts, etc.)
- Shorts and skirts that are too short. You should be able to sit cross-legged and do all camp activities without your underwear or too much of your thighs showing. Shorts and skirts should cover at least two thirds of the space between your knees and hips.
- Clothing with holes; overly casual clothing (e.g., stained, shapeless sweat pants, etc.)
- Night wear outside of your respective sleeping quarters
- Hats in the dining room or chapel

19.9.3 – Gender-specific guidelines:

Men

- Men must wear shirts at all times except at the beach
- No 'speedos' (please wear trunks)
- No muscle shirts

Women

At beach:

- Only one piece bathing suits may be worn at the beach
- If campers do not have a one-piece bathing suit, they must wear a T-shirt on top of it (not white)

When at CSE:

- No spaghetti-straps
- Shorts must be at least as long as two thirds of her upper leg (almost at the knee)
- Skirts and dresses should be no shorter than knee-length
- Tights may only be worn as a layer, to accompany a dress or a long shirt for example.

**when in doubt, please ask your direct supervisor

Other ...

- Footwear must be worn at all times in the kitchen and dining room
- Hats are not allowed in the chapel or in the dining room

Policy 19.10 – Performance Evaluation Criteria

All Staff will be evaluated on work ethic and performance of responsibilities, teamwork, relationships with campers, standards of conduct, etc. CITs will be provided with specific guidelines and requirements during training week.

Policy 19.11 – Off-duty / Weekend Guidelines Policy

When staff and volunteers are on break all SMCC policies and procedures remain in effect, unless otherwise specified.

19.11.1 Usable space

You MAY use

- **Common area in the basement** can be used by staff and volunteers who want to relax and socialize, when not in use by campers.
- **Fire pit:** Staff and volunteers may use the fire pit when not in use by the campers. The fire has to be put out by 11 pm.
- **Multi-purpose room** may also be used provided that it does not disrupt any other event or ministry that is being run.
- **Other** spaces that will not interfere with camp activities (check with CC/CD if unsure).

You MAY NOT use

- **Kitchen:** The kitchen is a place of work that must remain as clean and organized as possible. This is not an area to “hang out” or pass through. Please eat in the dining room, multipurpose room or back dining room. Please respect that kitchen staff have lots of work to be done. Passing through their workspace unnecessarily is very inconvenient to them.
- **Prop room:** The Prop room is *not* a staff room. Please vacate it unless you’re helping to keep it tidy. Even camp related projects should be done elsewhere.

19.11.2 Meals / Food

- You are welcome to eat meals and snacks served to the campers. Please limit snacking to fruit and vegetables, food in the “snack cupboard” or on “staff shelves”, or food that you have purchased. Please respect kitchen staff directions re: food that is off-limits.
- Personal food preparation can be done when the kitchen is not in use for camp food preparation. The CSE may provide leftover ingredients used for meals served to the campers. You may use them **only after asking the Head Cook’s permission**. Other ingredients must be purchased by the staff or volunteer. Exceptions may be made for special diets.
- The kitchen is a “no dumping zone”. DO NOT leave personal or work related articles in the kitchen area.
- Do your own dishes. If you will be eating outside of regular meal/snack times, you **MUST** WASH YOUR DISHES and any counter space/stove tops/etc. that have been used.
- Laundry can be done in the new addition if needed, or on Saturdays. Personal laundry in the kitchen area may not be washed while camp is in progress (this includes during prep and cleanup).
- Tape, scissors, markers, aprons and all cooking utensils/dishes **ARE NOT FOR YOUR USE**. Please respect all kitchen equipment.

19.11.3 Curfew

- Staff and volunteers staying at the CSE or with one of its host families are expected to **return by 11 pm**. Please advise your host or the Camp Coordinator/Director if you will be spending the night elsewhere or will be out later because of a camp-related activity. Nights away from the CSE must be approved by the parent/guardian of volunteers and staff who are under 18.
- Staff and volunteers who are less than 16 years old may not leave the CSE site unsupervised. Those who are 16 or 17 may do so only with written permission from their parent / guardian (see “Off-Site Authorization”).
- Staff and volunteers staying at the CSE are expected to be in their bedrooms by 11:30 pm.
- Staff and volunteers must be respectful of counselors and campers who are trying to sleep. No loud music, talking or laughing after campers are sent to their dorm areas. Head Counselors have the authority to ask staff and volunteers to be quieter when it interferes with camp activities, or, if needed, to send such staff to their rooms.
- Please advise your direct supervisor (Head Counselor, Head Cook, or CC/CD) if you decide to leave the premises.

19.11.4 Unsupervised breaks off-site

Staff / volunteers who are less than 16 years old may not leave the SMCC site(s) unsupervised. Adult supervisory staff (Head Cook, HC, etc) are asked to arrange within their “department” the supervision of staff/volunteers working under them. If no “department supervisors” are available, the CC/CD should be asked if other arrangements can be made.

Staff / volunteers who are 16 or 17 may go off-site unsupervised **with written permission** from their parent / guardian (See Annex X- Off-Site Permission Form).

Section 20 – Staff, Volunteer and Camper Protection

Policy 20.1 – Continuous supervision

20.1.1 Staff and volunteer supervisors

Staff/volunteers responsible for supervising are subject to background checks (Policy 20.4)

20.1.2 Camper supervision

Campers must be supervised at all times. The counselor / camper ratio must be as follows:

1 staff/volunteer to 8 (1:8) – children 8 years and older

1 staff/volunteer to 6 (1:6) – children 7 years and younger

If a camper must leave a program area while on CSE property and a staff/volunteer is not able to accompany them, the camper will be sent with a buddy, and told to return quickly (e.g. a camper going to the bathroom when the rest of the group is outside). If the pair does not return in a reasonable amount of time, a staff/volunteer will make sure that someone checks on them.

No campers will leave a program area unsupervised when off-site (e.g. beach, grotto, playing field, St. Malo Provincial Park...) (15-17 year-old campers may leave an on-site program area with permission from staff.)

20.1.3 Counselor responsibility to supervise

Camp counselors must be supervising the campers unless on an assigned break or given permission by the Head Counselor to work on another task.

Policy 20.2 - Interacting with Campers

20.2.1 – Use of appropriate discipline

The best interest of the campers must always be in mind. Discipline must NEVER include corporal punishment. SMCC counselors and support staff *must* attend the “Discipline / Behavior management” session offered during training. All major incidents are to be reported to the HC.

Contracted activity directors and leaders are responsible for discipline directly related to the activity’s safety procedures, precautions and rules. Other behavior management is the responsibility of the SMCC staff and volunteers present.

20.2.2– Appropriate touch

Affection

Campers are worthy of our affection. If a camper initiates physical touch (as long as it is deemed appropriate), it is appropriate for the camp staff to reciprocate it. However, it is important to acknowledge that signs of affection could be misinterpreted and unwelcome. It is never appropriate for a counselor to initiate physical contact with a camper. The following are some guidelines regarding appropriate touch, meant to ensure a comfortable environment for campers and staff:

- Hugs between staff and campers of the opposite sex shall be limited to group settings (e.g., giving each other the sign of peace).
- Staff and volunteers are not to give massages during camp.

- When possible, ask rather than assume. For example, ask for permission before putting your hand on a camper's shoulder while praying for her/him. One must be particularly respectful of campers' boundaries when it comes to tickling or play wrestling.
- Let a camper or colleague know if you feel uncomfortable with his / her touching.
- Staff and volunteers are not to initiate a romantic relationship or have any intimate physical contact such as fondling and kissing with a fellow team member, camper and/or anyone else the team member meets while serving on camp. There is zero tolerance for sexual harassment of any kind. Proof of such behavior towards any person at camp will lead to automatic dismissal.

20.2.3 Direction/Instruction

Certain activities at camp (for example: archery, dance, canoeing, etc) may require touch, in order to demonstrate particular skills. However, it should not be assumed that a camper would want to be touched to be shown a particular action. When using touch for instructional purposes, staff and volunteers should aim to provide instructing practices that are comfortable for both the camper and instructor. The following guidelines should help to determine appropriate practices:

- Let campers know when there is a need to demonstrate using a hands-on method, and explain why. Appropriate touch should be fitting for the particular activity (e.g. in archery, it might be necessary to assist campers in positioning their arms, hips, feet, etc. in order to be properly aligned when shooting).
- Give the campers verbal instructions first (e.g. asking a student to turn this way, rather than physically placing the child in the required position). Ask them if they would like you to show them how to do it. If they appear to be uncomfortable, provide them with the option of having someone else (preferably someone of the same gender) assist them. Campers may always opt not to participate in the particular exercise if it is too uncomfortable.
- Explain what the touching will be, and be explicit about where you will be touching, for example, around the waist. Ask for volunteers, or ask campers if they mind you demonstrating with them when a hands-on approach is necessary.
- Minimize the need for touching. Ask yourself if touching is necessary.
- Respect and respond appropriately to signs that a camper is uncomfortable with touch (such as stiffening, pulling away or walking away).

20.2.4 Physical interventions for safety reasons:

It is not appropriate to make physical contact with a camper (e.g. pushing, grabbing, pulling, blocking etc.) in order to ensure that they comply with directions. Physical discipline (spanking, hitting) **is at no time acceptable**. Proof of such behavior will lead to automatic dismissal of the staff member in question and possibly reporting to the police (please refer to policies 19.5 and 19.6).

Staff/volunteers may make legitimate use of physical restraint if all non-physical interventions have been exhausted and a camper is:

- attacking another camper or staff member
- posing an immediate danger to his/herself or others.

Physical intervention for these reasons may involve coming between children, blocking a child's path, leading a child by the hand or arm, shepherding a child away by placing a hand in the center of the upper back, removing potentially dangerous objects, and in extreme circumstances, using more forceful restraint.

Appropriate physical force may be permitted to ensure that the staff member's duty of care to protect campers and staff from foreseeable risks of injury is met.

Important: The restraint must be reasonable in the particular circumstances, and must be in proportion to the circumstances of the incident. It must always be the minimum force needed to achieve the desired result, and take into account the age, stature, disability, understanding and gender of the camper.

Policy 20.3 – Being alone with a camper

A staff/volunteer MAY NEVER be alone with a camper. If privacy is needed (e.g. the camper wants to talk one on one with a counselor) the two can find a spot away from the group (e.g. if the rest of the group is in the back yard, go just beyond the fence in the field next door) but that is still in eye-shot and ear-shot of supervising camp staff.

The only exception that can be made is if the health care officer needs to provide care to a camper, which may be embarrassing, he must ask another staff member to stand outside the door to remain in earshot. *If at any point it is necessary for a camper to remove clothing for non-emergency health care reasons, a qualified member of the same sex will provide care.*

These policies also apply when off-site.

Policy 20.4 – Background checks on staff and volunteers

The Camp Coordinator/Director is responsible for taking the following steps to verify a) whether or not the applicant is qualified for the role, and b) whether or not camp staff and volunteers have a history of abusive or criminal behavior. Volunteers and staff with a history of abusing children will be automatically disqualified from any future work at the SMCC.

20.4.1 – Age and experience

Counselors supervising campers must be 4 years older than the oldest camper, or at least 18 years of age. Counselors In Training (CIT) must be no younger than 15 years old. Camp counselors must demonstrate an appropriate degree of maturity during Training week. If senior counselors or CORE members have never attended SMCC training, they should have two of the following:

- Graduated from high school
- Previous experience supervising groups of youth/children
- Completed a Babysitting Certificate of other childcare course.

20.4.2 – Reference checks

The Camp Coordinator/Director will request and / or make a minimum of two written or verbal reference checks on all staff and volunteers. SMCC past or present adult CORE or administrative staff may be used as references.

Staff and volunteers exempted:

Staff and volunteers who have worked at camp within the past 2 years and had positive evaluations.

20.4.3 – Child abuse registry and criminal record check

All staff/volunteers who are working for SMCC, or will be working at the CSE during the summer must obtain the following:

1. Clear or appropriate result in a Child Abuse Registry Search. Check must be completed within 12 months prior to commencement of duties and renewed annually.
2. A clear or appropriate result in a Criminal Record Search. Must be completed within 12 months prior to commencement of duties and renewed annually.

20.4.5 Staff and volunteers exempted:

1. Kitchen and maintenance staff and volunteers who come only for short periods and for specific tasks (i.e., plumber or volunteer helping for 2 hours in the kitchen, casual staff at contracted activity sites) who do not have unsupervised access to campers;
2. Support volunteers who work 1 week or less on short notice and are sleeping off-site are exempt from a Child Abuse Registry Search due to time constraints. These individuals will not have unsupervised access to campers.

20.4.6 Photocopies

Photocopies Child Abuse Registry Checks will be accepted if the applicant shows the Camp Coordinator/Director the original copy. The Camp Coordinator/Director must indicate and sign on the photocopy that he or she has seen the original.

20.4.7 Fees

- SMCC will cover all relevant fees for background checks. Please note: child abuse registry checks are provided free of charge for volunteers, using our dedicated access code. RCMP offices typically do not charge for criminal record checks for volunteers.
- CC/CD must provide a signed letter indicating that the applicant is a volunteer.

This includes:

- Camp Coordinator/Director
- All counselors
- Health Care Officer /Lifeguard
- Maintenance/kitchen staff
- Adult Contracted Activity leaders
- CSE staff who work on-site during the camp season

Policy 20.5- Course of Action

20.5.1 Abuse or neglect

It is the staff/volunteer's responsibility to report suspected or confirmed abuse or neglect to the appropriate authority (see Section 12 "Handling Disclosures of Abuse or Neglect"). This applies to abuse or neglect taking place before **or during camp**.

20.5.2 Staff/Volunteer Disciplinary Actions

Acting against this policy, or demonstrating behaviors/attitudes which could affect the safety and overall well-being of campers or colleagues will result in action taken as per Policy 19.6-Disciplinary Action.

Section 21 – Vehicles

Policy 21.1 – General Statement

All vehicles used to transport campers or staff must meet basic standards.

21.1.1 Vehicle use form

All such vehicles must be recorded on the following form.

Vehicles for Camp Use that meet camp standards

Vehicle make and year: _____

Number of passengers (vans & cars: as per amount of functional seat belts): ____

☐ CSE owned ☐ Other (if so, indicate the name of the owner):

Vehicle make and year: _____

Number of passengers (vans & cars : as per amount of functional seat belts): ____

☐ CSE owned ☐ Other (if so, indicate the name of the owner):

Vehicle make and year: _____

Number of passengers (vans & cars: as per amount of functional seat belts): ____

☐ CSE owned ☐ Other (if so, indicate the name of the owner):

Vehicle make and year: _____

Number of passengers (vans & cars: as per amount of functional seat belts): ____

☐ CSE owned ☐ Other (if so, indicate the name of the owner):

Vehicle make and year: _____

Number of passengers (vans & cars: as per amount of functional seat belts): ____

☐ CSE owned ☐ Other (if so, indicate the name of the owner):

Vehicle make and year: _____

Number of passengers (vans & cars: as per amount of functional seat belts): ____

☐ CSE owned ☐ Other (if so, indicate the name of the owner):

21.1.2 Camp Vehicle Safety Checks

All camp vehicles must be maintained in safe operating condition. The Camp Coordinator/Director will ensure that a vehicle inspection (covering at least the brakes, steering and tires) of camp vehicle is completed in May or June of each year by a licensed mechanic.

21.1.3 Insurance and 3rd person liability coverage

- Camp vans and cars must have at least \$1 million 3rd party liability coverage.

21.1.4 Documents left at the CSE

- A copy of the list of campers being transported
- Photocopy of the driver's license (kept on file for seven years - confidential).
- Photocopy of vehicle registration. Record of the 3rd person liability coverage (vehicle binder).
- Vehicle inspection report or Safety Certificate (vehicle binder)

21.1.5 Documents and gear that must be in the vehicle

- First Aid Kit (under the front passenger's seat)
- Vehicle registration (in the glove compartment).
- Cell phone
- List of campers being transported
- Pick up and drop off schedule

21.1.6 Proper storage of gear

Gear (such as camper luggage, beach equipment, other) must be stored safely if within the passenger compartment. Heavy or awkward items (ex- canoe paddles) should be stored on the floor of the vehicle, and hazardous materials must be transported appropriately.

21.1.7 Staff/ camper ratio & First Aid requirements

- When 4 campers or more are being transported, a staff member other than the driver should be in the vehicle.
- Activity and small group leaders are responsible for "head counts". This is not the driver's responsibility.
- If campers are being transported for reasons other than planned trips (ex: if 2 or 3 campers ride in the van to return from the beach), the HC will document (for him/herself) which campers are being transported, and initial the transport list in the vehicle.
- The driver or a minimum of one of the additional staff members/ volunteers in the vehicle must have current Standard First Aid certification.

Policy 21.2 – C.S.E. Vans and Cars

In order to operate a CSE vehicle, the driver must meet the following qualifications:

- Have a **Class 5** license (Intermediate or Full) and abide by any restrictions in place for that class.
- Acceptable driving record.

Maximum Capacity

- Drivers with a class 5 driver's license may not have more than 10 passengers.
- There can be no more passengers than there are seat belts.

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Policy 21.3 – Non-CSE vehicles.

Vehicles that are not owned by the CSE may be used for camp purposes. Owners and operators of these vehicles must sign the following agreement prior to using non-camp owned vehicle for camp purposes.

21.3.1 Agreement for use of non-C.S.E owned vehicles

Owner of the vehicle / person under whose name vehicle is insured: _____

Owner's phone number: hm: _____ ; wk: _____

Person(s) allowed to operate this vehicle:

#1 _____ #2 _____

#3 _____ #4 _____

License plate # : _____ Make and year of the vehicle: _____

Amount of passengers (seatbelts), not including the driver : ____

Minimum driver's license class needed to operate this vehicle: _____

Owner of the vehicle: I hereby (please check the boxes and sign) :

☐ Agree to camp administration photocopying my driver's license if I will be driving the vehicle for camp purposes.

☐ Agree to a background check (criminal record and child abuse registry search) if I will be alone in a vehicle with campers. If other staff are present, at least one staff member in the vehicle must have a clear background check (see background check policy).

☐ Commit that my vehicle is in safe operating condition. I have submitted a copy of an annual vehicle safety check to be kept on file.

☐ Agree to adhere to the following staff / camper ratio and first aid requirements:

1. When 4 campers or more are being transported, a staff / volunteer other than the driver must be in the vehicle.
2. The driver or a minimum of one of the additional staff/volunteers must have current Standard First Aid certification.

☐ Agree to operate my vehicle in a safe and lawful manner.

☐ Agree to adhere to all other relevant SMCC Transportation Policies.

☐ Agree to notify the Camp Coordinator/Director of any changes in my driving record or vehicle insurance status.

☐ Confirm that my third party liability insurance with Manitoba Public Insurance / Autopac is paid up to date and will be kept in good standing. Proof of this insurance will be presented to, and photocopied by, the Camp Coordinator/Director.

☐ Recognize that it is my responsibility to secure a minimum of \$1 million third party liability **protection** coverage for my vehicle. I understand that this insurance is transferable to whoever drives the vehicle.

☐ Understand that if, while another driver is operating my vehicle, it is involved in an accident, the CSE will cover the cost of the deductible. The damage or loss must be directly related to the business travel in question. Reimbursement does not apply to normal wear and tear, or vehicle breakdown caused by normal wear and tear, that may occur while the vehicle is used for CSE business purposes. The CSE will reimburse the lesser of: the repair costs incurred, or the actual deductible for loss or damage. If the non-owner driver is found to be responsible, (s)he will be required to reimburse the CSE for said costs.

Owner's signature: _____ Date: _____

Vehicle Operator

I hereby (please check the boxes and sign):

☐ Agree to the camp administration photocopying my driver's license to keep on file.

☐ Agree to a background check (criminal record and child abuse registry search) if I will be alone in a vehicle with campers. If other staff present, at least one staff member in the vehicle must have a clear background check (see background check policy).

☐ Agree to notify the Camp Coordinator/Director and vehicle owner if I have reason to believe that the vehicle is not in safe operating condition.

☐ Agree to adhere to the following staff / camper ratio and first aid requirements:

1. When 4 campers or more are being transported, a staff / volunteer other than the driver must be in the vehicle.
2. The driver or a minimum of one of the additional staff/volunteers must have current Standard First Aid certification.

☐ Agree to operate the vehicle in a safe and lawful manner.

☐ Agree to notify the Camp Coordinator/Director of any changes to my driving record.

☐ Agree to cover the cost of either: damage or deductible (whichever is lesser) in the event that I am found at fault in an accident that occurs while I am driving this vehicle.

Operator signature: _____ Date: _____

Registered Owners' Signatures: _____ Date: _____

21.3.2 Vehicle Operator Form

I hereby (please check the boxes and sign):

☐ Agree to the camp administration photocopying my driver's license to keep on file.

☐ Agree to a background check (criminal record and child abuse registry search) if I will be alone in a vehicle with campers. If other staff present, at least one staff member in the vehicle must have a clear background check (see background check policy).

☐ Agree to notify the Camp Coordinator/Director and vehicle owner if I have reason to believe that the vehicle is not in a safe operating condition.

☐ Agree to adhere to the following staff/camper ratio and first aid requirements:

1. When 4 campers or more are being transported, a staff / volunteer other than the driver must be in the vehicle.
2. The driver or a minimum of one of the additional staff/volunteers must have current Standard First Aid certification.

☐ Agree to operate the vehicle in a safe and lawful manner.

☐ Agree to notify the Camp Coordinator/Director of any changes to my driving record.

☐ Agree to cover the cost of either: damage or deductible (whichever is lesser) in the event that I am found at fault in an accident that occurs while I am driving this vehicle.

Operator signature: _____ Date: _____

Registered Owners' Signatures: _____ Date: _____

Policy 21.4 – Notes on 3rd party insurance

3rd party insurance does not cover:

- Loss or damage to your employee who is injured while operating or repairing your vehicle;
- For your own injuries or death - this coverage is for claims others may make against you

Personal Injury Protection Plan (PIPP):

- Covers bodily injury to Manitoba residents
- Third party liability covers bodily injury
- Occupying a Manitoba-registered vehicle. These visitors get full PIPP compensation

If people are paid specifically to drive kids, \$5 million coverage is needed.

If the driver is a volunteer, this is not required.

Section 22 – Camp fees, registration, and cancellation policy

Policy 22.1 – Absent or Incomplete Forms

Parents will need to deliver, complete and sign the following documents during their child's drop-off at the beginning of the child's camp session:

- Signed and completed registration form (in cases where a family sends multiple children, individual forms must be filled out for each child);
- Signed, completed, and updated medical form;
- If the child has an Epi-pen, parents must also fill out and sign the authorization to administer an Epi-pen.

Failure to provide the listed documents with the listed requirements will result in the child's refusal at camps.

Policy 22.2 – Unpaid Camp Fees

Every parent is expected to pay their child's camp fees prior to the beginning of the child's camp session, following the schedule laid out in the camp form (allowing for parents to provide a deposit and to pay the balance at a later date). When this is not done, parents are expected to pay the balance of their camp fees as they drop their child off. If parents fail to do so, the following protocol will be followed:

- 1- Parents will be asked to bring the payment on Friday as they pick up their child, they can provide a credit card number and go ahead with credit payment. If this fails, follow to next step;
- 2- If parents have still not paid the balance of their child's camp fee, CC/CD will call parents twice, attempting to get ahold of parents. During this time, the child will also be put on a 'black list' which will prevent the child from coming back to camps before the balance is paid out in full;
- 3- If both calls fail, a detailed invoice will be mailed by the registrar to the parents' home address. This will be the end of our attempts to contact parents. From then on, the child will be kept on a 'black-list' until the balance is paid in full.

Policy 22.3 – Cancellation Policy

We will refund on a pro-rated basis the camp fees of a camper who leaves camp early, or who must cancel, due to illness (doctor's note may be required) or serious illness or death in the immediate family. Otherwise, the entire camp fee is non-refundable after the date that is set on the registration form. No refund will be issued for dismissal due to disciplinary action, late arrival or early dismissal/departure. When a refund is given, this refund may be given either by cash, or by credit, which is usable in the next camp season.

Policy 22.4 – Cancellation of a parish-sponsored camper

Some parishes elect to sponsor the camp fee for some of their youth. These are the only exception we make to our cancellation policy, as we believe that the parish should not be penalized for the camper's mistake. In the event that a child who is sponsored by their parish, decides to cancel without the valid reasons listed in policy 22.3, the full camp fee will be refunded to the parish in

the form of a credit which they can use to send another child to camps. This credit will expire one year after, which allows the parish to use it the same summer, or the summer after.

Policy 22.5 – Unpaid Registration Fees

Camp fees should always be paid before the camp session starts using the different payment options outlined in the registration form. The latest a parent should ever provide complete payment for registration fees is when their child(ren) is(are) dropped off to start their camp session. This policy is to be used in the event that payment is not received before, or when the child(ren) is(are) dropped off for their camp session. Please note: any communication between parents and staff (oral and written) will be recorded and kept on file by camp administrative staff.

22.5.1 – When payment is not presented when camper is dropped off

If a parent is not able to pay for their child's registration fee when (or before) they drop their child off, a valid credit card will need to be provided and charged, at a date agreed upon between staff member who is managing registration, and parent (no later than the last day of the camp session). Personal cheques will not be accepted as form of payment *after* the camper is dropped off. A parent could also propose to bring an alternate form of payment (certified cheque, money order or cash) when picking up their child at the end of the session of camps. In this event, credit card information will still be collected as a security, and will be used in the event that the parent does not provide payment when picking up their child. Payment is to be processed as soon as possible (with Camp Coordinator's/ Director's discretion).

22.5.2 – When a personal cheque is presented as payment before start of camp program, and is returned for NSF

If a personal cheque is presented as payment for a registration fee before camper drop-off and is returned for NSF, the parent will be contacted (by phone and email) and asked to provide an alternate method of payment (certified cheque, money order, cash or credit card are all valid forms of payment). A personal cheque will no longer be accepted. Any NSF fees incurred by the SMCC will need to be covered by parents. Please follow policy "22.5.4 – *When payment is not received, or when payment by personal cheque bounces*" for direction on how to proceed with NSF cheques.

22.5.3 – When a personal cheque is presented as payment when child is dropped off, and is returned for NSF

On occasion, payment by personal cheque will be presented as parents drop off their child for their camp session, and will be returned for NSF. In this event, parent will be promptly contacted and will be requested to provide payment for any outstanding balance owing, using an alternate form of payment (certified cheque, money order, cash or credit card are all valid methods of payment). Any NSF fees incurred by the SMCC will need to be covered by parents. Please follow policy "22.5.4 – *When payment is not received, or when payment by personal cheque bounces*" for direction on how to proceed with NSF cheques.

22.5.4 – When payment is not received, or when payment by personal cheque is returned for NSF

If payment by personal cheque is returned for NSF, if payment by credit card doesn't go through, or if for any reason parents refuse to provide payment for their child(ren)'s registration fees, the following steps should be diligently followed by the Camp/CSE Director:

- 1- As soon as it is known that the parent will not pay their child's registration fee, they will be given **three** chances. These three chances will be three attempts of contact. Each attempt will consist of one phone call and one email (in the event that the phone call did not get through

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to the parent). These three attempts at communication will be conducted within a two-week period and ask the parent to provide full payment, explaining that our records show an active balance in their account. Parents will also be asked to provide proof of payment in the event that they have already paid. Acceptable proofs of payment could be: cheque number, amount and date deposited; credit card invoice showing paid fees; PayPal payment receipt; bank statements showing paid fees.

- 2- Parents are to be offered the option to pay using any method of payment except for: post-dated cheques and personal cheques. Accepted methods of payment in this situation are: certified cheques, money orders, cash, or credit card.
- 3- The third and final attempt of contact will inform parents that the SMCC will take recourse to a collection agency in the event that they do not provide payment within one week of this third attempt to contact. A firm date and time will be provided. Ex: *“As this is the third time we have attempted to contact you by phone and email, we will assume as of next Friday, noon, that if we still have not received payment of (\$ amount) from you, you are not intending on honoring your payment. We will then proceed by contacting a collection agency to collect your outstanding registration fees. The payment of your outstanding fee is important for us to continue to offer our quality programming. If ever there were a mistake in our record keeping and that you have provided payment, please provide proof of payment by (date provided). Thank you.”*
- 4- Once this date is reached, if payment has still not been received, the Camp/CSE Director will contact a collection agency. Proof of amount owing (registration form and bank documents proving that the cheque bounced) will need to be provided. Most collection agencies do not charge if unable to collect. A 30% fee is deducted from the amount collected.
- 5- A \$10 NSF fee will be added to the outstanding amount owing, so as to cover the bank-imposed fee on the SMCC.