



## **Kids Camps and Programs Policies**

### **Code of Conduct**

We at Markham Sports Dome promote a safe and positive environment. It is expected that all our participants conduct themselves in an appropriate manner. This includes (but is not limited to) a strict NO BULLYING policy, no foul language and no abusive behaviours.

### **Drop-Off/Pick-Up**

At the Markham Sports Dome, there is a reception desk at the front door, acting as the gateway to the dome (inside and out). All pick-ups by parents and guardians require the display of ID to a program staff member, that matches the preauthorized pick-up person(s). This is a mandatory process, ensuring safety to the program patrons. Without ID, our staff will contact the authorized person(s), confirming pick-up.

### **First Aid and Injury Care**

The camp position with regard to injury is based on the State Good Samaritan law and use of universal precautions. Staff assist injured people according to the level of their training, initiate the camp emergency response system per protocol, and relinquish care of an injured person to the designated camp emergency-response team; Camp Director. This stipulation acknowledges that different staff members have different training and experience with emergency situations. Not all injuries require full emergency-response measures, but all must be reported to camp director.

### **Emergency Responses**

Emergency transportation is provided by the area's ambulance services. In general, the ambulance service is used when the victim is not stable, has a serious injury and/or has need for special equipment (e.g., life-support systems). It is the responsibility of the camp director to contact local emergency-response systems and arrange for their services.

Based on camp protocols, staff are trained to assist in emergencies. This training is initiated during orientation and supported by sessions led by the camp health-care team and other leadership staff.



## **Contacting Parents**

Phone contact with parents/guardians is established in an emergency. Each person's registration form contains contact information, as well as designates alternate contacts if the parents/guardians cannot be reached. This process is initiated by the Director but can be delegated to an appropriate staff member. Since the program has no way of determining what each person considers an emergency, the general camp practice is to contact parents when there is concern about a person's health and/or when a situation is not progressing as expected.

Because many people remotely access their voice mail, it is expected that camp personnel leave voice messages on answering machines that appropriately communicate the need for a given parent to call the camp. All contact, successful and unsuccessful, is documented on the individual's health form.

## **Medication**

It is policy that all necessary medication; epipens, dietary medication, etc.. Must be left in the hands the camp director at the front desk in a secure location.

## **Cancellation Policy**

1/ All requests for refunds must be made in writing, via email to:

[rjones@markhamsportsdome.com](mailto:rjones@markhamsportsdome.com)

2/ A \$20 non-refundable administration fee is applied to any and all cancellations

3/ No refunds will be given with less than 14 days notice before the start date of the sports program

4/ No show = No refund

5/ In all circumstances, a full refund will be issued for withdrawals due to medical reasons when a medical certificate is presented

6/ Exclusive to our "Kids After School Sports Program"; paid days can be moved/interchanged for future dates ONLY if notice is given before the paid day