

## 2019 Doe Lake Summer Overnight

## Parent & Camper Handbook

Girl Guides of Canada, Ontario Council



Girl

Guides 

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## Phase One: Preparing for Camp

So you registered your camper and paid her program fees in full. She's excited and ready to go! What's next?

### Camp Day!

Want to visit the camp before her program begins? Join us Sunday, June 23rd, 2019 from 12 p.m. to 4 p.m. at Doe Lake for CAMP DAY! We are flinging open the doors for an open house. Please join us to tour the property, speak with key staff, try a program, make a craft, and sample some snacks. Bring the whole family to come and play! [Driving directions are available to each of our camps.](#)

**Please note – Camp Day will be your only opportunity to visit our facilities before the start of your campers program.**

Due to the short duration of our camps, there are no visitors' days or opportunities for campers to have visits while camp is in session. Additionally, we do not have the ability to host camp tours during the summer camp season. If you would like a staff led tour, please plan to visit our Camp Day on **June 23rd, 2019.**

### Completing your paperwork: SG.5's and Third Party Waiver's

SG.5's (Release of liability, waiver of claims, assumption of risk and indemnity agreement)

Parent/Guardians of campers participating in specialty programs (e.g., horseback riding, canoe tripping), or campers that want to participate in higher risk activities (e.g., low and/or high ropes, sailing) must complete an SG.5 form. If your camper meets any of the requirements listed below, you will need to submit an SG.5.

- Your camper is Brownie, Guide, Pathfinder or Ranger-aged (born 2002-2012)

Please note - you may have already completed this form during online registration. You can check if you have completed the form by logging into your [camping account](#). If you haven't, please submit the SG.5 form online by 12 noon on the Friday before your program begins.

*Please note that all camp activities are challenge by choice. Even if you provide permission, your camper will not be forced to participate in any activity that she is uncomfortable with. However, by responding "yes" to an activity field, your camper will be given the opportunity to participate in any higher risk activities that may be offered during their camp program. By responding "no" in an activity field, your camper will not be allowed to participate in a given activity whatsoever.*

### Third Party Waivers

If your camper is enrolled in the Horseback Riding Adventurers program at Doe Lake, a third party waiver must be completed correctly and returned to us in order for your camper to fully participate in her program. Please open the applicable form(s), print, complete and return a copy of your waiver to [camping@guidesontario.org](mailto:camping@guidesontario.org). You can send us a scanned copy of the waiver or take a clear photo and return it to us. If you are filling out this form after 2 pm on the Friday before your campers program begins, please print off a copy of the form and give it to the camp staff when you drop your camper off at camp/the bus.

- Doe Lake – [Horse Tales N Trails](#)

*Concerns or questions about the content of the waiver? Please contact the service provider directly and inform them that you are part of the Girl Guide camp program participating with them. They are best able to address your specific concerns relating to their waiver. Campers are required to have signed waivers in order to participate in Horseback Adventurers.*

## Updating Health Information

Camper health information and permissions to give medication to campers at camp were collected at the time you submitted your camp application, however we understand that sometimes circumstances change and medical information needs to be updated. **If any of your camper's health information has changed since you submitted your camper's application, please send an email with the details to [camping@guidesontario.org](mailto:camping@guidesontario.org).**

If you're looking for information on our Health and Wellness policies, please click here: [Health and Wellness information](#).

## Pre-camp communication – we will call you if:

- You are a **new camper** in one of our girl focused overnight camps, you can expect a phone call from a senior staff member in the days leading up to their arrival. During this phone call your transportation choices and pick up/drop off times will be reviewed. This is also a great time to ask any questions you may have!
- You have any significant **dietary concerns** (other than peanut/nut free, vegetarian, lactose intolerant), you can expect a phone call from a senior staff member approximately two weeks before camp. At this point a copy of the menu will be provided to you in case you are required to provide any substitutions.
- You have indicated on your camper's registration that your camper has **significant medical or behavioral needs**, or if you **requested a staff member contact you**, a member of the senior staff team will contact you before your camper's arrival to check in to see if there have been any changes as well as to discuss strategies to ensure that your camper is comfortable and happy while at camp.

## Packing for Camp

- [Download our guide to packing for Girl Focused Overnight Camp](#)
- [Download our guide to packing for Mom & Me and Family Camp](#)



## Ordering Camp Clothing!

[Camp clothing and accessories](#) are available for purchase online only. PLEASE NOTE - nothing is for sale at camp. Camp clothing needs to be ordered well in advance in order to be ready for camp. Please see the [camp wear website](#) for information about shipping schedules.

## Phase Two: Heading off to Camp

It's the big day. Your camper has been waiting for this moment for months! You're all packed up and ready to go. It's time to hit the road!

### Coming to camp by Car

#### Driving Directions

Driving to camp? [Directions to camp are available online.](#)

Please verify any web-based maps (e.g. Google maps) or GPS directions against the written description for each camp. **In the past, some GPS systems have taken people to incorrect locations.**

Arrival Time for all overnight programs (Girl Focused Camping Programs, Mom & Me and Family Camp):

Type of program	You can arrive as early as...	Camp program begins at ...
Girl Program		
Sunday - Saturday	2:30 p.m.	<b>3:30 p.m.</b>
Mom & Me		
Friday - Sunday	2:30 p.m.	<b>3:30 p.m.</b>
Family Camp		
Wednesday - Saturday	2:30 p.m.	<b>3:30 p.m.</b>

If you arrive before 2:30 p.m., we will ask that you leave the site so we can welcome your camper when we are prepared.

For Mom & Me programs, we understand that you may have to arrive later than 2:30 p.m., due to work schedules or other conflicts, so the arrival time is fairly flexible for this program. If campers plan to arrive after the official program start time, we simply ask that you get in touch with the camp to notify the staff of your late arrival. Contact information can be found in this handbook under *How to Contact Camp*.

#### What will happen once you arrive at camp:

- Once you have been directed to a parking spot and are out of the car, your family will be greeted by a staff member and your camper will be given a name tag.
- The parent/guardian signs in the camper (for Girl-Focused programs). This is a transfer of responsibility for that camper's care.
- A brief health check may be administered by a staff member while the parent/guardian is present. During this check, we will ask some questions about your camper's health in the past week and take their temperature. A quick check for lice may also occur at this time.
- Medication is collected (in original packaging) and an H.3 will be filled out by the parent indicating time and dosage of medications provided. [Click here](#) to review our medication requirements.
- You and your campers head to their camp site. You are welcome to help them set up their bed and get settled in.

- The family says goodbye all parents/guardians not participating in the camp program are required to leave site when camp begins.

### Coming to camp by Bus

**Please arrive at your designated [bus stop](#) at least 15 minutes before departure time.** In fairness to all campers, we won't wait longer than 10 minutes past departure time for any camper/family. During those 10 minutes, we will try calling each family that is late using the number provided to us.

#### What will happen once you arrive at the bus stop:

- Look for the counsellors in the red shirts!
- A brief health check may be administered by a staff member while the parent/guardian is present. During this check, we will ask some questions about your camper's health in the past week and take their temperature. A quick check for lice may also occur at this time.
- Medication is collected (in original packaging) and an H.3 will be filled out by the parent indicating time and dosage of medications provided. [Click here](#) to review our medication requirements.
- The family says goodbye and parent/guardian signs in the camper. This is a transfer of responsibility for that camper's care. Your camper will then board the bus.

## Phase Three: Your camper is at Camp

### How to contact the Camp

If you need to get in touch with the camp while your camper is with us, please use the contact information below. Our camp phone numbers will be up and running as of June 7th.

If you have camp questions prior to June 7, 2019 or questions regarding program registration and/or transportation, please contact our head office via email at [camping@guidesontario.org](mailto:camping@guidesontario.org) or call 1-877-323-4545 ext. 2461 during typical business hours.

Camp	Direct Email	Toll Free 1 (877) 323-4545	Mailing Address
Doe Lake	<a href="mailto:camp.doelake@guidesontario.org">camp.doelake@guidesontario.org</a>	ext. 6552	1330 Hwy 518 W., Sprucedale, POA 1Y0

### Phone Access at Camp

There are no facilities available for campers to make or receive phone calls. Often, campers calling home make themselves homesick. Please do not promise your camper that she may call home or that you will call her. Cellular phones are not permitted at camp for any camper with the exception of campers in our Leadership Development Programs Level 3 or 4, who have limited access to use their own cell phone (we are not responsible for broken/lost/stolen cell phones).

For adult participants, cell reception is not always reliable. If you are in shared accommodation with other campers in your room, we ask that adults turn their phones off overnight so they don't disturb other campers.

## How to contact your Camper

There are two main ways to communicate with your camper when they are at camp with us:

1. By letter
  - Please ensure your camper's full name is listed on each envelope or package.
  - Please ensure your campers full name, program name, and dates of camp are on the envelope.

You **can drop off a series of letters on arrival day** to be distributed throughout the duration of your camper's stay. Be sure to give your letters to the counsellor facilitating the check-in, either at camp or at the bus.

You can **mail via Canada Post** – please allow at least a week for snail mail arrival. If we get the mail after your camper has gone home, we'll forward it to the address the envelope came from using "Return to Sender."

2. E-mail – You can find the link below to our 'Email a Camper' form.
  - Please ensure your email is sent by 11:30 a.m. Emails are printed and distributed every afternoon
  - We print out a whole 8.5 x 11 page per email so please try to make your emails longer than a few sentences. We use black ink only.
  - No images can be printed.
  - Your camper will not have access to a computer to respond to your message.

## Tips & Tricks for writing to your Camper

When you're communicating with your camper, try to keep things lively and upbeat. Reassure your camper that it is great that they're having fun and participating in activities. Please do not overly emphasize how much you (or your pet) miss your camper, as it may make them feel guilty when they are having fun. Also please do not state how much fun you are having without them.

## Email a Camper

[Email a Camper](#)

This email will not be active until the start of summer camp. Please do not attempt to email your campers prior to their arrival at camp. Emails are not kept and held.

## How can your camper contact you? When will you hear from the camp?

Campers can correspond through Canada Post only. **If you wish to hear back from your camper, remember when packing for camp, to include envelopes that are pre-stamped & pre-addressed.** We do not provide postage supplies and are not equipped at any of our camps to have campers send emails.

### Please note:

Homesickness is common, especially amongst first time campers. Our staff are highly trained and equipped with a variety of strategies to help campers work through their homesickness. If we feel it is necessary, a staff member may contact you to ask you to write an encouraging email to your camper to help them through this time. It is not our routine to call home at the first sign of homesickness. It is also not our routine to report all minor medical concerns for example, minor injuries that do not require special care or complaints such as a headache or abdominal pain that resolve.

### Additionally, a member of the senior staff team will contact you directly if your camper:

- Is transported out of camp for medical care at a hospital or clinic
- Is found to have head lice
- Is exposed to a contagious disease other than common viral illnesses (i.e. a cold)

- Is exhibiting harmful behavior towards self or others
- Does not participate in program for more than a few hours (either from refusal to participate or because they are feeling unwell)

### In the event of bad weather or a power outage:

Our camper’s safety is our primary focus. Please do not call camp during this time, as our staff are busy ensuring that the campers are safe and engaged in weather appropriate programming. Both our staff at camp, as well as in our provincial office, are consistently watching the weather. In the event that weather has affected the camp, you will be contacted through email as soon as possible.

### Tuck at Camp

Through our Tuck program, every so often your camper will get a little treat throughout their week at camp. The cost for tuck is built into the program fee – you do not need to pay anything additional to participate in our Tuck program.

### What is my camper doing at camp?

Want to know more about what your camper is doing during her week with us? Check out our [activity information](#).

### Phase 4: Summer camp has ended

On the last day of camp we hope to provide to you with a tired, but enthusiastic, camper. Some campers bubble over with information, songs, and stories. Others feel sad about the separation of strong friendships they have formed at camp. Some campers are very emotional on the last day of camp. After a shower, a good night’s sleep in their own bed and just being home again, the stories should eventually come out and your camper can share some of the adventures they experienced.

### Travelling home by Car

#### Driving Directions

Driving to camp? [Directions to camp are available online](#). Please verify any web-based maps (e.g. Google maps) or GPS directions against the written description for each camp. **In the past, some GPS systems have taken people to incorrect locations.**

### Pick-Up/Departure Times

Camp programming ends at the times listed in the chart below. We ask that you are physically at camp to pick up your camper at this time. A closing ceremony will take place during the final half hour and parents/guardians are welcome to watch. Please don't pull your camper away until the ceremony has completed.

Camp	Length of program	Earliest you can arrive on site	Closing Ceremonies begin at ...	Camp program ends & campers can depart at ...
<b>Girl Program Pick-Up time</b>				
Doe Lake	Sunday - Saturday	10:00 a.m.	10:00 a.m.	<b>10:30 a.m.</b>
<b>Mom &amp; Me Departure time</b>				
Doe Lake	Friday - Sunday	10:00 a.m.	10:00 a.m.	<b>10:30 a.m.</b>
<b>Family Camp Departure time</b>				
Doe Lake	Sunday - Wednesday or Wednesday - Saturday	11:00 a.m.	11:00 a.m.	<b>11:30 a.m.</b>



Campers can get very anxious if they are not picked up with all the other campers. If you are delayed for more than 20 minutes, please call the camp as soon as possible so that a message can be given to your camper.

Feel free to have your camper take you on a quick tour of camp after you've signed her out. Your camper can introduce you to their counselor, show you where they slept and tour you around the program areas. If you do take a tour after sign-out, please leave the site within an hour of camp ending so the staff can adequately prepare for their next set of incoming campers.

### Travelling home on the bus

We will be having a good time on the bus singing songs, telling stories and finishing off some crafts.

- Please be at [the bus stop](#) on time. Campers will get very anxious if they aren't picked up on time.
- Campers will depart from the bus one camper at a time so sign-out can occur.
- Medications and completed camp forms will be handed to the camper as they leave the bus.

### Lost and Found

Although we try to take good care to remind campers to keep track of their belongings, occasionally an item or two misses going home with its owner. If labelled items are found at camp, all attempts will be made to contact the family to reunite owners with lost items.

If you have noticed something was lost during your camper's stay, contact the camp directly or email [camping@guidesontario.org](mailto:camping@guidesontario.org). If an item was found at camp, we can make arrangements for pickup (free from camp during summer operation, a camp bus stop, or the Toronto office) or delivery to a home address at the expense of the family. Should prescribed medicine be left behind and found at camp, we will contact you immediately for shipping details. Items left over at camp and unclaimed 4 weeks after the camp program (session week) ends will be donated to charity.

### Come back this summer!

If you would like register your camper for an additional session at the same camp in the same calendar year (if there is space), it's not necessary for you to complete a second application form. Simply contact us at [camping@guidesontario.org](mailto:camping@guidesontario.org) or 1-877-323-4545 ext. 2461 and we'll update your camper's application.

### Surveys

Have feedback about your experience with Girl Guides of Canada, Ontario Council's summer camp program(s)? We will send a survey out to all participating families shortly after the program ends. Be sure to fill the survey out once you receive it, so we can continue to improve and offer wonderful summer camping programs!