

**UBC Sport Camps  
Policies and Procedures Manual**

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**1) Welcome to UBC Sport Camps**

- a. UBC Sport Camps Philosophy
- b. Mission Statement
- c. Core Values
- d. Program Objectives

**2) Player/Participant Section**

- a. Code of Conduct
- b. Note to Participants

**3) Instructors/Staff Section**

- a. Note to Staff
- b. Code of Conduct

**4) Parent's Section**

- a. Note to Parents
- b. Code of Conduct

**5) General Policies**

- a. Participation
- b. Program Registration procedures
- c. Cancellation / Refunds
- d. Camp Transfer
- e. Photo Release
- f. Weather Policy
- g. Lost and Stolen Property
- h. Medical Insurance
- i. Medical Emergencies
- j. Consent Forms
- k. Absenteeism Notification
- l. Pick-up/Drop-off/ Sign-Out Procedures
- m. Safety on and off the playing field
- n. Off-Campus Activities/Transport
- o. Drugs and Alcohol
- p. Filing a Complaint
- q. Cancellations/Field Closures

**6) Program Evaluation Questionnaire**

## **Welcome to the UBC Sport Camps!**

At the UBC Department of Athletics and Recreation, we believe that introducing youth to sports and physical activity at an early age can be very beneficial. Sport can be used as a vehicle to teach teamwork, dedication, respect, honesty, accountability, healthy living, hard work, fair play and fun. These characteristics and attitudes are things that will not only help each participant to be a better athlete, but will help them to be better people as they grow up.

In offering a wide variety of programs, in a wide range of sports and activities, we believe it is our responsibility to offer high quality programs run by a dedicated and knowledgeable staff.

This manual was put together to clearly define our goals, philosophies, objectives and policies. We believe that everyone involved in our programs, whether a parent, instructor or participant, plays a role in making our programs successful. We ask that you please take the time to read through this manual.

On behalf of all instructors and staff members, in all of our youth sports programs, we would like to thank you for choosing UBC Sport Camps.

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Kyle Cupido  
Manager, UBC Sport Camps

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Alnoor Aziz  
Associate Director & CFO

## **UBC Sport Camps MISSION STATEMENT**

*UBC Sport Camps is striving to be a leader in our community by offering camps in a variety of activities for all skill levels, from beginner to advanced, thus adapting to the performance needs of each individual camp participant.*

### **Core Values**

- RESPECT – for others and for yourself, not only in sport but in all areas of life.
- ACCOUNTABILITY – being responsible for your choices and actions and the consequences, positive or negative, that may result.
- HARD WORK – challenging yourself and putting forth your full effort in everything you do.
- HONESTY – being truthful with others and with yourself, playing fair and valuing sportsmanship
- INCLUSION – to provide an environment where all skill levels, beginner to high performance are actively participating and challenged.
- TEAMWORK – co-operating with others and working together to learn, have fun and accomplish goals.
- FRIENDSHIP – meeting new people and making new friends
- FUN – enjoying what you are doing and being happy

### **Program Objectives**

The primary objectives UBC Sport Camps are:

- To offer high quality programs in a wide variety of sports and other physical activities for all skill levels, from beginner to elite.
- To provide a learning environment that is catered to the physical and skill developmental level of each participant, including and challenging all skill levels
- To hire well-trained, knowledgeable, dedicated and caring instructors and staff members who lead by example and possess a passion for sport and physical activity and a desire to pass this love and appreciation of sport and physical activity onto all of our participants.
- To provide a safe and welcoming environment in which our participants and staff members feel respected and significant.
- To encourage participants to learn from their mistakes and challenge them to improve their physical and mental skills.
- To listen to feedback from parents and participants in order to constantly improve the programs and services we offer.
- To promote participation and give participants a supportive environment where they can explore the positive aspects of competition - from setting personal goals to learning to be graceful and pro-active after defeat.

## PARTICIPANTS SECTION

### Participants Code of Conduct

While at a UBC Sport Camps you will learn and practice new sports skills and be expected to be a team player and work hard. However, our first priority is that all of our participants enjoy their experience in whichever camp they are enrolled. We will work hard to ensure that you feel comfortable in your sports environment and we will teach you everything we can to help improve your skills. But, you too are responsible for helping to ensure that you and others in your group learn, improve and have fun. Even if you're only at a camp for one week, you are a member of a team for that week and as a team member you will be expected to respect other participants and work together to make the most of your time here. We ask that each participant read the following code of conduct and to follow it throughout your camp.

As a UBC Sport Camps participant, I will:

- Show *respect* for myself, for others in my group and for staff members.
- Be the best *teammate* and *friend* that I can be to others in my group.
- Demonstrate good *sportsmanship* during drills and game situations.
- Pay attention to my instructors and *learn* from them.
- *Work hard* to improve my sports skills.
- Be *accountable for my actions* and accept the consequences, positive or negative, that may result from them.
- Do my best to have *FUN!*

Thank you for choosing to attend a UBC Sport Camps, we look forward to seeing you this summer!

## **INSTRUCTORS/STAFF SECTION**

### **Note to Staff**

Thank you for showing an interest in working with UBC Sport Camps. We hope that your experience with us, in whatever capacity you have chosen, is a rewarding one.

You have the opportunity to help a group of youth develop both physical skills and life skills and this responsibility should be taken seriously. As children we all have been affected positively or negatively by program instructors. As a program instructor, you will have a big impact on each child's experience here at UBC Sport Camps. You must be committed to ensuring a positive experience for all participants.

Be dedicated. Take this responsibility seriously but most of all enjoy your time here. You may be an instructor but you are here to learn and grow too. Have fun doing it!

### **Instructors Code of Conduct**

All UBC Sport Camps instructors will be expected to follow the following code of ethics, on and off the playing field:

- I will place the emotional and physical well-being of program participants ahead of my personal desire to succeed.
- I will treat each participant as an individual, remembering the wide range of emotional and physical development and playing ability that may exist amongst participants.
- I will do everything I can to provide a safe and welcoming environment for all participants.
- I will always do my best to organize lessons, drills and games that are fun, inclusive and challenging for all participants, regardless of skill level.
- I will lead by example in demonstrating fair play, sportsmanship, teamwork and respect to all participants.
- I will be knowledgeable of skills and rules of the activity I am instructing and will teach these skills and rules to all participants.
- I will remember that I am a youth camp instructor and that I am instructing youths, not adults.
- I will encourage skill development and friendly competition and, above all else, FUN!

## **PARENTS' SECTION**

### **Note to Parents**

Thank you again for choosing UBC Sport Camps for your child. Our staff wishes to work together with you to ensure that your child gets the most out of our programs. Please take the time to review this manual and do not hesitate to contact our office if you have any questions or comments.

### **Parents Code of Conduct**

As a parent you quite possibly have the greatest influence on your child's overall camp experience. By getting involved, showing interest, spectating when possible and being positive you can help to ensure that your child enjoys their time in whatever camp they are enrolled. We ask that every parent read, and abide by, the following parents' code of conduct:

As a parent of a UBC Sport Camps participant, I will:

- Encourage my child to demonstrate good sportsmanship (on and off the playing field).
- Place the emotional and physical well-being of my child and the other participants above all else.
- Support staff members and instructors and provide constructive feedback in a respectful manner.
- Expect and encourage my child to treat other participants, instructors, staff members and parents with respect at all times.
- Be on time when dropping off, or picking up, my child from any camp.
- Be sure to phone the UBC Sport Camp office at 604-822-6121 if my child is unable to attend any given day of their camp.
- Do everything I can to ensure my child and the other participants enjoy themselves and have fun at their camps.

We believe that it is the responsibility of all parents, instructors and staff members to ensure that each participant gets the most out of their UBC camp experience. Thank you in advance for your cooperation and thank you for choosing UBC Sport Camps for your child.

## **GENERAL POLICIES**

### **Participation**

All UBC Sport Camps' programs are participatory in nature and do not require participants to undergo any formal skill evaluation in order to register. Each participant will be given an equal amount of attention from our instructors and equal playing time in any game situations.

### **Program Registration Procedures**

Program registrations will be taken in any of the following ways:

- 1) Online at [www.ubccamps.ca](http://www.ubccamps.ca)
- 2) By phoning 604-822-6121
- 3) Mail to 6066 Thunderbird, Vancouver BC, V6T 1Z3
- 4) In person at UBC Sport Camps office located at the UBC Thunderbird Arena at 6066 Thunderbird Blvd.
- 5) By Fax: Your registration form may be faxed to (604) 822-6121 with Visa or MasterCard information. Incomplete or unclear registration forms or registrations without full payment will not be processed.

### **Cancellation / Refunds**

Refunds will not be considered for participant schedule changes (including vacation schedule, work schedule, or other non-emergency reasons) or conflicts. There are no refunds or make-up classes for missed days. Refunds will only be considered for injury/illness reasons. A request for a refund due to injury/illness must be submitted with an attached letter from a physician. All refunds are subject to a \$25.00/ child administration fee with the exception of our Residential Volleyball Camp, which is subject to a \$45.00 administration fee.

### **Camp Transfer**

Once registration has been processed, transfers between camps must be made by the Monday prior to your child's camp start date (7 days in advance). Camp transfers made within this time frame are free of charge and will depend on space availability. If there is a discrepancy in the class cost, the difference must be paid at the time of transfer. Requests made for camp transfer after the Monday prior to your child's camp start date are subject to a \$25 administration fee and will depend on space availability. Transfer requests will not be accepted on the Friday prior to your child's camp start date. Transfers must be made through the UBC Sport Camps office and cannot be made on-line.

### **Photo Release**

Staff and Instructors at UBC Sport Camps pride themselves on providing a safe and fun experience for camp participants and occasionally take pictures of our camp participants for use in promotional/ advertisement materials or publications

(brochures, websites, newspaper ads, etc.). By signing the UBC Sport Camps Consent Form, you agree to allow the UBC Department of Athletics and Recreation to reproduce the likeness of my child in such promotional/ advertisement materials and publications.

If you do not want your child to participate in photo shoots, please call the UBC Sport Camps office at the time of registration.

### **Weather Policy**

All outdoor UBC Sport Camps operate rain or shine. Please bring your children to camp with weather appropriate clothing, footwear and gear. UBC Sport Camps reserves the right to cancel scheduled activities, due to weather and substitute weather appropriate activities.

### **Lost and Stolen Property Policy**

Please do not bring your valuables to camp. UBC Sport Camps is not responsible for lost or stolen items. Please take a moment when picking up your child to be sure that they have everything that they came to camp with that day.

Lost items can be picked up at the UBC Sport Camps main office. If turned in items are clearly marked with your child's name and your telephone number, our office staff will try to contact you. Any items that have been left in the 'Lost & Found' for more than 2 weeks will be donated to charity.

### **Medical Insurance**

It shall be the responsibility of the participant's family to carry a personal medical insurance policy.

### **Medical Emergencies**

If a participant has any pre-existing medical condition (ie: allergies, diseases, severe injuries, etc.) it is to be noted on the program registration form. This information will then be communicated to the participant's instructor. This will aid in determining the severity of a possible medical situation and assist any responding medical personnel.

In the event of a medical emergency during a sport camp, it will be left to the discretion of the instructor(s) on scene to determine if more advanced medical care is required. Should transport by ambulance be required, the cost will be the responsibility of the participant's family. All first aid and medical emergencies, regardless of severity shall be documented by UBC staff.

### **Consent Forms**

Participants, or a legal guardian, in any UBC Sport Camps program will be required to read and sign/agree to a release of liability consent form prior to participation in any UBC Sport Camps program.

### **Absenteeism Notification**

It is the responsibility of the participant, or a guardian of, to notify UBC Sport Camps staff if their child is going to be absent for any portion of their camp. If a child does not show up within 15 minutes of the beginning of their camp, one phone call will be placed to the participants' guardian informing them that the child is more than 15 minutes late.

### **Pick-up/Drop-off / Sign Out Procedures**

All pick-up and drop-offs for any camp will be done at designated camp locations. It is the responsibility of parents and guardians to obey UBC parking regulations at all times. Any child under the age of 14 years old must be signed out by a legal guardian at the end of each day or if they intend on leaving early from camp.

### **Safety on and off the playing field**

It is the responsibility of program instructor(s) to determine that any field/facility is in a safe condition prior to commencing activity on that field/facility. As well, all program participants, instructors and staff members will be required to act in a safe manner on and off the playing field. UBC reserves the right to suspend participation to anyone acting in a manner that is deemed to be unsafe.

### **Off-Campus Activities/Transport**

From time to time it may be necessary to transport children to an off-campus site for a particular camp activity. In the event that this is necessary, parents will be notified of the location of their children and transportation procedures.

### **Drugs and Alcohol**

Parents, participants, instructors and staff members are not permitted to possess, consume, or be under the influence of, drugs and/or alcohol while participating, attending or working at any UBC Sport Camps program venue. This is a zero tolerance policy and anyone found to be under the influence, or in the possession of, drugs and/or alcohol will be required to leave the venue immediately and will be suspended from further participation in UBC Sport Camps.

### **Filing a Complaint**

Any complaint filed against another participant, another parent and a UBC staff member shall be brought to the attention of the UBC Sport Camps director and will be dealt with accordingly.

**Cancellations/Field Closures**

Should any condition exist (ie: inclement weather, major event on campus, statutory holiday, etc.) that may indicate the need for a cancellation or field closure, please check our website before bring your child to camp that day. All field closures and camp cancellations will be posted online at [www.ubccamps.ca](http://www.ubccamps.ca) no later than 7:00am on the date in question.

## PROGRAM EVALUATION QUESTIONNAIRE

At UBC, we take pride in offering high quality youth sport camps. We are constantly striving to improve the services that we offer. Please take the time to fill out and return the following program evaluation questionnaire. Thank you again for choosing UBC Sport Camps and we appreciate your feedback.

What members of your family participated in a UBC Sport Camp?  
(Check all that apply)

AGE	4-6	7-9	10-12	13-15	16-18
Male					
Female					

What camps were your children enrolled in? (Please list)

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How would you rate the following aspects of your UBC Athletics and Recreation Youth Programs Experience?

*1= Very Satisfied    2=Satisfied    3=Needs Improvement    4=Unsatisfied*

Registration Process	
User friendliness of Website	
Staff sports knowledge	
Staff attitude/enthusiasm	
Your child's skill improvement	
Your child's enjoyment of their camp	

What did you/your child like best about our camps?

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Is there anything we can improve on?

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General Comments:

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Where did you hear about UBC Sport Camps?

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