

UBC Camps Policies and Procedures Manual

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Welcome to the UBC Camps!

At the UBC Department of Athletics and Recreation, we believe that introducing youth to sport and recreational activity at an early age, can be very beneficial. Sport & recreation 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 programs, we would like to thank you for choosing UBC Camps.

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Coordinator, UBC Camps

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Manager, UBC Camps

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UBC CAMPS MISSION STATEMENT

UBC Camps is striving to be a leader in the community by offering a variety of summer camps and programs that meet the needs of today's youth through adapting to the needs of each individual camp participant. Our diverse programming includes sports, adventure, arts, and selection of other specialty opportunities.

UBC CAMPS 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

UBC CAMPS PROGRAM OBJECTIVES

The primary objectives UBC Camps are:

- To offer high quality programs in a wide variety of sports and activities for all skill levels & ages, from beginner to elite, from toddlers to teens.
- 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 recreation and a desire to pass this love and appreciation 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 Camps you will learn and practice new 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 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 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 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 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 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 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 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 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 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 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 Camps for your child.

GENERAL POLICIES

Participation

Most UBC 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.

Location

On-campus camps take place at the following UBC Athletic Facilities: Osborne Centre, War Memorial Gym, Student Recreation Centre (SRC), UBC Tennis Centre, UBC Aquatic Centre, Thunderbird Arena, UBC Ropes Course, and various Thunderbird Park fields. We have expanded our programming to offer off-campus camps at Douglas Park, Richmond Minoru Artificial Turf, Jericho, UBC Golf Course and Richmond Ice Centre. The location of each camp is listed above the camp description.

Parking

Parking is available adjacent to most camp locations. More detailed information regarding our drop off/pick-up locations will be emailed to participants either with their registration confirmation or in the information email the Friday before your children's camp start date. For further information on parking rates and lot locations please visit the UBC Parking & Access website at: www.parking.ubc.ca

Holidays

Many of our camps do not run on statutory holidays. If a camp is not running on the statutory holiday it is noted below the camp schedule. Please check the dates listed for each camp carefully.

Program Registration Procedures

We offer five easy-to-use registration methods. A registration confirmation will be mailed or emailed to all registrants.

ONLINE: Yes, registration can be completed online! Online registration begins April 4th, 2011. Go to www.ubccamps.ca and find your course of choice, then follow the "Online Registration" link to our secure online registration website. Just follow the steps listed below the "It's Easy to Register Online" heading on the "Start" tab. A Visa or MasterCard and a valid email address will be needed for all online registrations. Please note your Client # and Pin for future registrations with your UBC account.

BY MAIL: To register by mail, please send credit card information along with the registration form found in this brochure to:

U.B.C. Camps, 6066 Thunderbird Blvd., Vancouver, B.C., V6T 1Z3.

*Incomplete or unclear forms will not be processed.

IN PERSON: You may register in person at the UBC Thunderbird Arena main office. The Thunderbird Arena is located at 6066 Thunderbird Blvd (the south-west corner of Thunderbird Blvd. and Westbrook Mall). Summer office hours are Monday to Friday 8:00am-5:00pm.

BY PHONE: You may register by telephone by calling the UBC Camps main office at 604-822-6121. Summer office hours are Monday to Friday 8:00am-5:00pm. Visa and Mastercard are accepted for all telephone registrations.

NOTE: All telephone registrants must also submit a 'Consent Form' prior to the first day of

their camp. The 'Consent Form' can be found on our website at www.ubccamps.ca

Cancellation / Refunds

CANCELLATION POLICY: UBC Camps reserves the right to cancel any camps that do not fill to at least 70% capacity. In any such cases, camp fees will be refunded in full.

REFUND/ WITHDRAWAL POLICY: Refunds will only be considered for participant schedule changes and conflicts (including vacation schedule, work schedule or other non-emergency reasons) if they are requested a minimum of 14 days prior to camp start date. Refunds requested within 14 days of camp start date will only be considered for injury/ illness reasons. A written request for a refund due to injury/ illness must be submitted with an attached letter from a physician. There are no refunds or make-up classes for missed days. 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.

MAC SAILING CANCELLATION POLICY: A full refund less a \$20 cancellation fee will apply to cancellations received 10 or more prior to program starting date. If cancelled between 5 and 9 days prior to starting date, a 50% charge will apply. If cancelled less than 5 days prior to programs starting date, no refund will be given.

WINDSURE CANCELLATION POLICY: Full refund will apply to cancellations received in writing 11 or more days prior to the start date of the program. If cancelled between 5-11 days prior to start date, a 25% charge will apply. If cancelled less than 5 days prior to the program start date, NO refund will be given. Windsure reserves the right to cancel or reschedule lessons if only one person has registered and paid.

Additional Care Services

Our additional care services are offered to allow families more flexibility in dropping off and picking up children at UBC. Use these services to combine selected half-day on-campus camps to make a full day of activity. Morning, Lunch and Late Afternoon Supervision are available each week for the duration of the summer. Please remember the purpose of this service is to provide quiet activities for your children in a safe environment. They will not be participating in sport specific programming during these periods. Please note that Additional Care Services is only available for specific camps. Please call our office for further inquiry.

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 Camps office and cannot be made on-line.

Weather Policy

All outdoor UBC Camps operate rain or shine. Please bring your children to camp with weather appropriate clothing, footwear and gear. UBC 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 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 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.

Medical Aid

All of our UBC Camp instructors are trained in Emergency First-Aid and CPR along with the use of an AED device. As well, the University Hospital is located on campus and provides complete first aid and medical services.

Consent Forms

Participants, or a legal guardian, in any UBC Camps program will be required to read and sign/agree to a release of liability consent form prior to participation in any UBC Camps program. The exception to this is participants of MacSailing, Windsure, UBC Ropes Course, & UBC Aquatics Camps, who have separate waivers which are specific to their programs. Visit our website www.ubccamps.ca to download all of the above mentioned consent forms and waivers.

Absenteeism Notification

It is the responsibility of the participant, or a guardian of, to notify UBC Camps staff if their child is going to be absent for any portion of their camp.

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 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 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 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 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 Camps and we appreciate your feedback.

What members of your family participated in a UBC 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)

How would you rate the following aspects of your UBC Camps 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?

Is there anything we can improve on?

General Comments:

Where did you hear about UBC Camps?
