

Parent/Guardian Youth Program Handbook



Table of Contents

- Overview
- Refunds/Cancellations
- Communication & Updates
- Medicine at Youth Programs Policy
- Health Policy
- Participant Code of Conduct
- Emergency Procedures
- Injuries
- Inclusion & Accessibility
- Drop Off & Pick Up Procedures
- Photo & Video Release
- What to Bring
- Staff Screening
- Campus Map & Parking
- Contacts



Overview



The Youth Program Handbook has been created to provide you with clear guidelines and policies on Nipissing University Youth Programs. The Office of Extended Learning is dedicated to ensuring our programs are high-level, enriched learning experiences in fun, safe, inclusive and supportive learning environments.



Questions and meeting requests should be submitted in writing to the Office of Extended Learning: extendedlearning@nipissingu.ca

Refunds/Cancellations

Cancellations and/or refund requests must be submitted to Extended Learning via email to extendedlearning@nipissingu.ca a minimum of 7 days prior to the start date of the program. Unfortunately, we are unable to approve refund requests less than 7 days prior to the start date as staffing and materials will have already been accounted for.

Some youth programs (e.g., summer camps) will have a deadline for refund requests which will be communicated on the registration forms and listed on our website. Please read carefully when signing your child(ren) up for any of our programs.

If the cancellation is due to an injury, illness, or special circumstances, please contact the Extended Learning office to discuss a potential partial refund.

If a refund request is approved, an administration fee of 5% of the total purchase amount will be held (example: if the total charge was \$100, \$5 would be held and \$95 would be refunded).

Nipissing University reserves the right to cancel Youth Programs without notice. Should a cancellation take place, you will receive notification via email with as much notice as possible along with a full refund.



Communication & Updates

Parents/guardians will receive important information about Youth Programming via email from extendedlearning@nipissingu.ca.

Typically, program information emails are sent 2-3 business days prior to the start date of the program.

In the event of a cancellation, parents/guardians will be notified via primary email from extendedlearning@nipissingu.ca. If the cancellation is last minute in nature, parents/guardians will be notified via a phone call from Extended Learning followed by an email confirmation.

Throughout Youth Programming, important notices will be communicated via email to parents/guardians, as well as communicated at drop-off or pick-up as needed.

In the event of an emergency, parents/guardians and/or emergency contacts will be contacted via provided phone number.

Medicine at Youth Programs Policy



Any medical requirements must be indicated on the Youth Program registration form and if applicable, the parent/guardian must then complete the Medication Administration Authorization form following registration.

If for any reason the medical requirement was not indicated upon registration, the parent/guardian must email extendedlearning@nipissingu.ca for instruction on how to provide our office with required documentation/information.

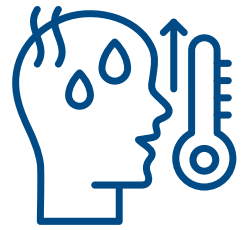
Our Administration of Medication in Youth Programs Policy can be viewed [here](#)

Should a child arrive with medicine without the parent/guardian completing the appropriate documentation/written approval, we will not be permitted to allow the medicine to be used while the child is in our care.



Should a child have severe allergies, parents/guardians are encouraged to reach out to the Office of Extended Learning in advance of the Youth Program.

The Office of Extended Learning will do their best to ensure that allergies are accommodated but can only guarantee that Youth Programs are nut free. If advanced notice is provided, the Office of Extended Learning can work with Youth Program staff to plan for allergy accommodation.



Health Policy

Children must remain home if they are experiencing any symptoms such as sore throat, difficulty swallowing, runny or stuffy nose, headache, extreme tiredness, muscle aches, nausea, vomiting, diarrhea or otherwise feel ill or not well.

A child may return to campus after symptoms have improved for at least 24 hours (48 hours for gastro related symptoms). If a child tested positive for COVID-19 and return to campus, they are required to wear a 3-ply mask for ten (10) days.

Children must also remain home if they have open/unknown rash, head lice, or express inability to fully participate in program activities for any reason.

If a child becomes ill while attending youth programs at Nipissing University and do not require emergency medical attention, the primary emergency contact will be contacted for immediate pick-up. If the primary emergency contact is unreachable, the secondary emergency contact provided will be called.

If a child requires urgent medical attention, program facilitators will contact 911 immediately followed by emergency contacts provided.



Participant Code of Conduct

Parents/guardians are responsible for ensuring that their Youth Program participant understands and follows Extended Learning's Behaviour Policy.

- We strive to ensure that all participants respect themselves, others and the facility and property at Nipissing University. This means that participants take part in all activities to the best of their ability, speak nicely to others, touch only what belongs to them, listen to their leaders and stay within the activity area.
- All children participating in youth programming must follow direction provided by the Youth Program facilitators for successful activities to take place within a safe and productive learning environment.
- There is a zero hands on policy and under no circumstances will any child or facilitator be authorized to use physical contact in any way that could be harmful to others. If a participant is hands on or engages in bullying behaviour, a temporary or full suspension from the program may be required.
- Unacceptable and/or distracting behaviour could affect the entire program. Should your child(ren) be demonstrating such behaviours, they will be asked to sit out of the activities taking place. Some examples of unacceptable and/or distracting behaviour can include, but are not limited to:
 - Touching another participant
 - Physical or verbal aggression toward participants, facilitators or the facility
 - Bullying behaviour
 - Leaving the activity area without permission
 - Any act of disrespect
- If unacceptable and/or distracting behaviour persists, parents/guardians will be asked to remove their child(ren) from the youth programming.
- Some Youth Programs (i.e., Summer Camp, PD Day Camp, March Break Camp) are technology free and participants are not permitted to have personal cell phones. If the program facilitator sees it, the participant will be asked to leave it in their bag. Any communication from the program to the parent/guardian will be completed through the Extended Learning email or phone

Emergency Procedures

Fire Alarm

- In the case of a fire alarm, participants will exit the building at the closest exit being led by a program facilitator and gather at the designated assembly area. Upon arrival, the facilitator will perform a headcount and attendance to ensure that all participants are accounted for. They will wait for further instruction from Campus Security or External Emergency Services.

Missing Child

- In the case of a missing child, the program facilitator will gather all children and perform a headcount and attendance to confirm the identity of the missing participant. The Extended Learning Coordinator (ELC) will be notified, and 1 program facilitator will remain with the participants in a designated space while the other facilitator and ELC initiate a search and contact Campus Security. The immediate and surrounding area of where the program occurs will be searched. If the participant is not found after 5 minutes of searching, the primary contact and emergency authorities will be notified.

Major Medical Emergency/Critical Injury

- Generally involves severe, life-threatening conditions which require immediate medical attention. The ELC will be notified and will report to the program area to assist the situation. The injured participant will be assessed by a staff with First Aid & CPR certification with necessary care provided immediately. Campus security and 9-1-1 will be called followed by emergency contacts provided.

Lockdown

- In the case of a campus lockdown, an announcement will be made over the PA system. Program facilitators will gather all participants in the room they are in (or report to the closest room to their location) and perform a headcount and attendance of participants. The door will be closed, locked and barricaded, if possible, with any available material. Facilitators will turn off lights, cover windows and ensure participants are seated on the floor, out of sight line from the door and windows. They will wait for further instruction from Campus Security or External Emergency Services.

For additional risk management policies, please refer to [Nipissing University's guidelines](#)



Injuries

If a participant is injured (regardless of severity), the certified First Aid/CPR team member will conduct an assessment.

Any minor injuries will be treated appropriately and documented using the Extended Learning Minor Incident Report. Parents/Guardians will be notified upon pick up of the minor injury and provided with a copy of the minor incident report if requested.

Any major injuries/incidents will be assessed and triaged by the First Aid/CPR team member. The parent/guardian of the child will be notified immediately to arrange for pick up.

All injuries (regardless of severity) will be brought to the supervisor's attention and assessed by the certified First Aid/CPR team member on-hand. Any minor injuries will be treated appropriately, documented using the Extended Learning Minor Incident Report and parents/guardians will be notified and provided a copy upon pick-up. Any major incidents must be communicated to the Extended Learning Coordinator, and the parent/guardian of the child

Staff members must call 9-1-1 immediately for any severe injuries.



Inclusion & Accessibility

Nipissing University is committed to the principles of equity, diversity and inclusion (EDI)

- Parents & guardians are encouraged to note on the Youth Program Registration Form if there is anything staff should be made aware of to ensure their participant can thrive in the program
- For program participants who use gender neutral spaces, Nipissing has universal washrooms that are available for our participants
- To ensure your participant is ready for our programs, consider the following:
 - Is your participant able to independently use the washroom?
 - Is your participant able to independently change out of soiled clothing in the event of an accident?
Our staff are only able to provide verbal guidance.
 - Does your participant meet the minimum age requirement?
- If your participant cannot do these things independently, the parent/guardian will be contacted

Drop-off & Pick Up Procedures



Parents/guardians will be provided with drop-off/pick-up locations and times. Parents or approved adults must present valid Photo ID to sign their children out. A program facilitator must be present to sign all participants in and out of all programs.

Only approved individuals (16 years+) provided upon registration and/or emailed to our office via email: extendedlearning@nipissingu.ca will be authorized to pick-up youth participants. Staff members are not permitted to release a minor to someone who has not been pre-approved under any circumstance. Attendance lists will be provided by the Extended Learning Team with any special instructions needed (e.g., medical needs, photo/video preferences etc.).



If participants are 12 years of age or older, they are permitted to sign themselves out of the program with express permission from parents/guardians provided upon registration or through email to extendedlearning@nipissingu.ca

Parents/guardians must drop-off and pick-up their youth participants on time. Employees cannot leave a program to find a late arrival and/or stay late after designated pick-up times.



The first time a participant arrives late or isn't picked up on time will result in a written notice from Extended Learning to the parent/guardian. Any additional occurrences will result in a \$25 staffing fee unless arrangements were communicated and approved in advance. Main and emergency contacts provided on the registration forms will be called if a participant has not been picked up on time. If a participant remains in our care for over 30-minutes past the pick-up time, increased staffing fees and/or emergency phone calls may take place.



Photo & Video Release

Nipissing University is a public institution, and parents/guardians consent upon registration that their child(ren) may be in photos and/or videos when participating in Youth Programs and will release the right to use any photo or video materials of their child(ren), without limitation on time or frequency, for promotional, instructional, or educational purposes regarding the programs which operate under Nipissing University.

Should they not want their child(ren) in any photos and/or videos they must contact the Office of Extended Learning via email: extendedlearning@nipissingu.ca to communicate their request. Extended Learning will flag children who cannot be photographed/videoed on the attendance lists.

Any employee who uses their own device to take photos and/or videos of participants must submit their photos to the Office of Extended Learning via email: extendedlearning@nipissingu.ca and delete content from their personal devices. Staff members are prohibited to share or post photos and/or videos of participants at any capacity (texting to friends/family, posting to social media accounts etc.).



What to Bring

What to Bring

- Reusable water bottle
- Peanut and Nut free lunch/snacks
- Indoor shoes
- Weather appropriate outdoor clothing –they will be going outside throughout the day
- Reusable/plastic bag to bring home any crafts/creations

What Not to Bring

- No personal toys/stuffies to prevent any lost or damaged items
- No technologies/electronics so participants can be fully present
- Leave anything valuable at home to avoid damaged, misplaced or lost items
- No inappropriate reading materials/item
- No strong scents (hairspray/perfume), etc.
- Please do not bring anything that can bring harm to others
- No pets of any kind



Staff Screening

All staff employed by Extended Learning undergo a screening and training process and must obtain and hold the following:

- **A clear Police Vulnerable Sector Check**
- **Concussion Training**

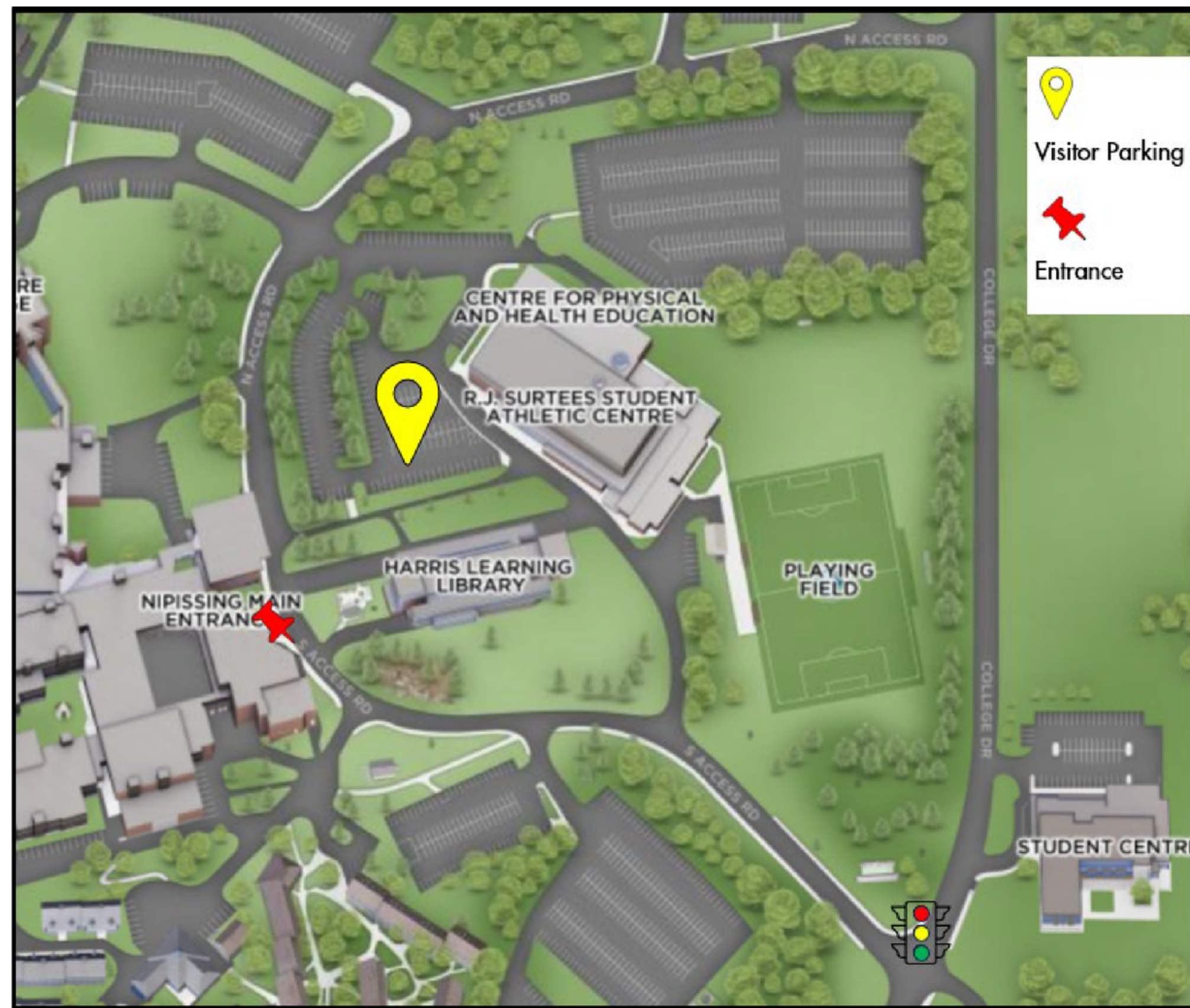
A minimum of one staff member trained in First Aid/CPR will be present during youth program sessions. Valid First Aid/CPR Level C is a requirement for Camp Supervisors.

Campus Map & Parking

It is the responsibility of the parent/guardian to arrive at Nipissing University's front doors (or drop-off location) during the designated drop off and pick-up times.

Parents/guardians will be provided with a 15-minute parking pass by Extended Learning if they need to park on campus when completing drop off or pick-up. Please use the Visitors Parking Lot as indicated on the map.

Should the pick-up/drop-off location differ from the front entrance, parents/guardians will be notified via email by the Extended Learning Coordinator.



Contact Information

Extended Learning

extendedlearning@nipissingu.ca

Phone: 705-474-3450 ext. 4180

www.nipissingu.ca/extendedlearning