

KIDS4KIDS LEADERSHIP

Kids 4 Kids Leadership Program

Policy Manual

2018

Contents

[Introduction](#)

[Employment](#)

[Human Rights Policy - Ontario](#)

[Record Checks Policy](#)

[Performance Management Policy](#)

[Progressive Discipline Policy](#)

[Compensation & Benefits](#)

[Hours of Work Policy - Ontario](#)

[Conduct](#)

[Company Dress Code and Personal Hygiene Policy](#)

[Cell Phone Policy](#)

[Grievance Policy](#)

[Parental Complaint Policy](#)

[Camper Conduct](#)

[Health & Safety](#)

[Homesickness Policy](#)

[Water Safety Policy](#)

[Inclement Weather Policy](#)

[Staff Vulnerability Reduction Policy](#)

[Health and Safety Policy - Ontario](#)

[Medical Policy](#)

[Substance Abuse \(Drug and Alcohol\) Policy](#)

[Sunscreen and Drinking Water Policy](#)

[Peanut Allergy Policy](#)

[Bus Policy](#)

[Visitor Policy](#)

[Reporting Workplace Injuries Policy - Ontario](#)

[Workplace Accident Investigation Policy - Ontario](#)

[Workplace Anti-Violence, Harassment, and Sexual Harassment Policy \(Bills 168 and 132\) - Ontario](#)

[Operations](#)

[AODA - Integrated Accessibility Standards Regulation \(IASR\) Customer Service Policy](#)

[Inclusion Policy](#)

[Customer Code of Conduct and Complaint Procedure Policy](#)

[Refund Policy](#)

[Lost and Found Policy](#)

[Collection and Destruction of Customer Information Policy](#)

[Social Media Policy](#)

[Media Relations Policy](#)

[Privacy Policy](#)

[Technology](#)

[Food Management Policy](#)

[Acknowledgement & Agreement](#)

KIDS 4 KIDS LEADERSHIP

Kids 4 Kids Leadership Program

Introduction

Welcome Letter

Welcome to Kids 4 Kids Leadership Program!

We are fortunate to share a unique environment here at Kids 4 Kids Leadership Program with a dedicated, highly skilled team who have a solid foundation built on mutual respect. Kids 4 Kids Leadership Program has always valued our staff as our most important resource. Each of us brings unique skills and has a measurable and essential contribution to make to help achieve our common goals. Our team is dynamic and enthusiastic and we know you will enjoy working and growing with us.

Our strength is based on open communication and cooperation and you are encouraged to bring matters of concern forward to be addressed by your respective lead counselor. Above all, while working safely, we must focus on continuously achieving quality standards in everything we do in order to meet and exceed our customers' expectations.

We trust you will experience both challenge and satisfaction in your work assignments and we anticipate you will assist us in maintaining a positive and productive camp environment.

Sincerely,

Scott Graham, M.S.M.

Kids 4 Kids Leadership Program

Company History

The Kids 4 Kids Leadership Program was created in 1993 at Frontenac Public School in Burlington, Ontario as a lunch hour club. The goal of the club was to teach students anti-bullying skills. The program soon grew to a program that was being offered in schools around the Great Toronto area.

Developing out of Kids 4 Kids was anti-bullying presentations and summer camps. Kids 4 Kids has had over 30,000 children through its after-school programs and summer camps and has become extremely successful.

Each summer Kids 4 Kids offers both day and sleep-away camps in Burlington, Ontario. We have had children from all over the world attend Camp Kahuna. We have 850 children attend each summer. Our summer camps fuse the ordinary with the extraordinary. We have had visits from Pinball Clemons, the Spoons, the Kings, Alan Frew, BMX bike stunt teams, and many other inspiring speakers.

The Kids 4 Kids Leadership Program is a pioneer in teaching leadership skills to youth.

Force of Policies

The following statements shall establish the importance and contractual force of Kids 4 Kids Leadership Program's policies including those contained within this policy manual:

- All Kids 4 Kids Leadership Program's employees are required to review and abide by all the terms contained in this policy manual. While we have made every possible effort to make this manual comprehensive, it cannot address every possible application or exception. As such, Kids 4 Kids Leadership Program reserves the right to exercise our discretion in the interpretation and enforcement of our policies and to revise or add to our policies from time to time as deemed necessary by the Company.
- If you have any questions about any of our policies or how to interpret them, please speak to your supervisor or manager.
- In order to manage Kids 4 Kids Leadership Program's effectively, we need to maintain flexibility. There will be times when we need to enforce our policies in a different way for different situations. By no means does this diminish the importance of our policies or the need for all employees to abide by them.
- Please treat this policy manual as confidential. Employees are prohibited from publishing or disclosing any part of this manual except for the purpose of providing its content to fellow employees of Kids 4 Kids Leadership Program or if you are required to do so as a part of your job.

Employees who fail to abide by any of the policies contained in this manual may be subject to discipline up to and including termination. If you feel an exception is warranted, you must obtain approval from your supervisor or manager.

Scope of Manual

Policies and procedures in this manual have an organization-wide application to provide a basis for consistent and appropriate decision-making and provide guidance for staff on many issues. This policy manual will help staff accomplish our mission, maintain accountability, and clarify how we conduct business.

The policies and procedures in this manual apply to all employees of the organization, including volunteers, contract employees, and students, unless otherwise indicated.

All staff members have the responsibility to familiarize themselves with the content of the policies and procedures and to conduct themselves accordingly. All supervisors have the responsibility to communicate with those staff under their direction about the

application of policies and procedures, to ensure compliance and to take corrective action when necessary.

All policies contained in this manual will be:

- Presented in a common format,
- Formally approved by the camp director,
- Distributed to all relevant parties in a timely manner,
- Located centrally and accessible to all parties, and
- Kept current at all times.

Kids 4 Kids Leadership Program reserves the right to revise or add to our policies from time to time as deemed necessary. Employees will receive periodic updates to these policies as our business continues to grow, and are expected to familiarize themselves with these changes.

The provisions of this policy manual are subject to any federal or provincial laws that may prohibit or restrict their applicability.

Mission

Kids 4 Kids Leadership Program's mission is to continually improve and maintain a high level of excellence in order to meet and exceed our customers' needs and expectations. We will provide a safe and enriching environment for children to learn and develop leadership skills.

Kids 4 Kids Leadership Program reserves the right to revise or add to our policies from time to time as deemed necessary. Employees will receive periodic updates to these policies as our business continues to grow, and are expected to familiarize themselves with these changes.

The provisions of this policy manual are subject to any federal or provincial laws that may prohibit or restrict their applicability.

Vision

1. Kids 4 Kids Leadership Program will create a safe and fun camp environment.
2. Kids 4 Kids Leadership Program will encourage originality, innovation and promote enthusiasm in meeting the requirements of our customers.
3. Kids 4 Kids Leadership will provide employment opportunities to individuals with ADHD, learning disabilities, Asperger's Syndrome, as we believe everyone has the potential to lead.
4. Kids 4 Kids Leadership Program will make positive contributions to the community in which we operate and strive to become a model corporate citizen.
5. Kids 4 Kids will strive to exceed the expectations of parents by working hard and by providing an excellent camp program for their children.
6. Kids 4 Kids Leadership Program will not compromise when it comes to camper's safety. We will hire individuals who can ensure our campers are safe and who role-model our values and standards.

Values

1. COMMUNICATION - The most effective communication begins with listening. Leadership needs to set the example for active listening, especially when the information may be negative. An open environment encouraging discussion enhances involvement; feedback encourages improvement.
2. TEAMWORK - Teamwork is a necessity. Do not be limited by your job description but rather, act according to the situation. Draw on the skills and expertise of the team to achieve results.
3. RESPONSIBILITY - Each employee must understand his/her responsibilities clearly and execute them accordingly. Each staff member is responsible to assign and communicate those responsibilities.
4. HANDS ON APPROACH - Be available to contribute where required, visualize the situation, and take the necessary action.
5. ROLE-MODEL- We will model the leadership characteristics that we teach our campers. These include and are not limited to respect, responsibility, initiative, integrity, trust, sportsmanship, hard working, professional appearance, appropriate language, a positive social media profile, and healthy lifestyle.
6. PARENT AND CHILD INTERACTION - We will make each child who attends our programs feel special and interact with parents in the most professional manner.

Employment

[Human Rights Policy - Ontario](#)

[Record Checks Policy](#)

[Performance Management Policy](#)

[Progressive Discipline Policy](#)

Human Rights Policy - Ontario			
Policy # 1		Date Created	January 1, 2018
Scott Graham			

Intent

Kids 4 Kids Leadership Program is committed to providing equal treatment with respect to employment according to the protected grounds established under the *Ontario Human Rights Code*. Kids 4 Kids Leadership Program has adopted this policy to ensure that our employees are provided with meaningful employment that is ethical and fair and is in compliance with all applicable employment, and human rights legislation.

Definitions

Discrimination: any form of unequal treatment based on a Code ground, whether imposing extra burdens or denying benefits. It may be intentional or unintentional. It may involve direct actions that are discriminatory on their face, or it may involve rules, practices or procedures that appear neutral, but have the effect of disadvantaging certain groups of people. Discrimination may take obvious forms, or it may occur in very subtle ways. In any case, even if there are many factors affecting a decision or action, if discrimination is one factor, that is a violation of this Policy.

Guidelines

Our Human Rights Policy is in place to ensure we provide a working environment for all employees that fosters openness and tolerance. This policy is intended to ensure that Kids 4 Kids Leadership Program's practices and the practices of all our employees are free from direct and indirect discrimination. Under the Human Rights Code, employers have the ultimate responsibility for ensuring a healthy and inclusive work environment, including preventing and addressing discrimination and harassment.

Protected Grounds

The following is a list of the protected grounds in Ontario:

- Age
- Ancestry
- Citizenship
- Colour

- Creed
- Disability (mental or physical)
- Ethnic origin
- Family status
- Gender expression
- Gender identity
- Marital status
- Place of origin
- Race/colour
- Record of offenses
- Sex
- Sexual orientation

Accessibility in Employment

Kids 4 Kids Leadership Program is committed to providing accessibility across all stages of the employment cycle, by removing barriers and creating a workplace that is accessible to all job candidates and employees. Any applicant to Kids 4 Kids Leadership Program that communicates the need for accommodation shall be considered in a manner that is non-discriminatory, and respectful of our human rights obligations. We are limited to what we can provide as we do not own the facilities where we run camps and programs. We will, however, we will do our best to address accessibility issues when they are communicated to us.

Accommodation

Kids 4 Kids Leadership Program will support the accommodation of employees and job applicants who require workplace accommodation under any of the grounds described in the Human Rights Code. We will work to achieve a workplace free of barriers by providing accommodation for the needs of those individuals covered by the Code, up to the point where it causes undue hardship for Kids 4 Kids Leadership Program. Every effort will be made such that the impact of accommodation will not discriminate against another group protected by the Code.

Kids 4 Kids Leadership Program shall provide accommodation as appropriate, using a consultative approach that involves the company, the individual, and as appropriate, healthcare professionals, and other third parties that are required to assist in the accommodation process. Kids 4 Kids Leadership Program will work with the individual that requests accommodation in an effort to ensure that the measures taken are both effective and mutually agreeable. Kids 4 Kids Leadership Program encourages individuals to make any needs for accommodation known to the camp director and to work with them in addressing the issue.

Accommodation may be temporary, or permanent, based on the requirements of the individual.

Accommodation Plans

Any employee requesting accommodation must make a request to the camp director or lead staff in writing. The director is responsible for ensuring that a written description of the accommodation plan is prepared for any employee.

Kids 4 Kids Leadership Program shall create an accommodation plan and attempt to determine methods of achieving the requirements for success in the position in alternative manners.

In the creation of an accommodation plan, Kids 4 Kids Leadership Program shall:

1. Identify the need for accommodation.
2. Determine objectives for performance in the role, and potential barriers.
3. Create a plan for achieving the objectives in an alternative manner.
4. Examine the options for accommodation, and select the most appropriate avenue for accommodation.
5. Implement the accommodation process.
6. Provide training as appropriate.
7. Review and revise based on feedback.

Available Accommodations

We are limited to the accommodations we can provide due to the nature of the camp structure. We can offer counselling by senior staff, breaks, and time off. (paid/unpaid)

Complaint

In the event that the employee requesting accommodation feels that their needs have not been met in a reasonable manner, they may file a written complaint. The complaint must be submitted to Scott Graham, Camp Director.

Religious Accommodation

Kids 4 Kids Leadership Program is committed to respecting the religious beliefs and practices of all employees. Kids 4 Kids Leadership Program will strive to accommodate employees who must be absent from work for all or part of a regularly scheduled working day

due to a bona fide religious obligation.

Kids 4 Kids Leadership Program employees who require religious accommodation are directed to provide as much advance notice as is possible, and we will strive to provide the required time off through the normal scheduling of work.

Dress Code

Kids 4 Kids Leadership Program shall strive to allow for religious accommodation where the accommodation does not conflict with established Health and Safety Policies, or where the camp uniforms can be modified easily to permit the person concerned to wear the required item(s) of clothing. Clothing or gear with a health or safety rationale may constitute a reasonable occupational requirement.

Break Policy

Kids 4 Kids Leadership Program recognizes that some religions require the observation of prayer periods at specific times. While this requirement may create a conflict with standard hours of operations, Kids 4 Kids Leadership Program shall work to accommodate the employee's needs, short of undue hardship. Where possible, Kids 4 Kids Leadership Program shall allow for a modified schedule for breaks.

Undue Hardship

Kids 4 Kids Leadership Program shall work to provide workplace accommodation up to the point of undue hardship. Undue hardship may occur where all options have been considered and it is established that no forms of appropriate accommodation exist, or where the creation of accommodation would cause excessive costs that create undue hardship for the organization, or where the accommodation would create a health and safety hazard.

Where the provision of accommodation is found to cause undue hardship on the organization, Kids 4 Kids Leadership Program shall work to find a fair and equitable compromise that meets the needs of the employee and the organization to the greatest extent possible.

If a staff member is unable to perform their duties and/or creates a health and safety issue for their campers, and a compromise cannot be determined, they will be taken off the camp schedule for the rest of the summer. An example of a health and safety issue would be: leaving your campers unsupervised, not attending to a camper's medical needs, not reporting child abuse, or not intervening when a child is in obvious distress. A staff member may reapply for a position for the

following summer term. They must demonstrate that they have improved in the suggested areas of improvement to be considered for employment.

Reporting a Human Rights Issue

While Kids 4 Kids Leadership Program will ensure to adhere to following the Human Rights Code in all of its practices, it is essential that employees adhere to the Code as well. In the event that any employee feels they are being discriminated against or that the company is in violation of the Code, they may make a written complaint to Scott Graham, Camp Director. The written complaint must include the following information:

- The date and time of each incident you wish to report;
- The name of the person(s) involved in the incident(s);
- The name of any person or persons who witnessed the incident(s);
and
- A full description of what occurred.

Investigation

Once a written complaint has been received, Kids 4 Kids Leadership Program will complete a thorough investigation. If it is determined discrimination (or another violation of the Code) has occurred, appropriate disciplinary measures will be taken immediately.

Confidentiality

All records of direct and indirect discrimination and harassment, reports filed, and subsequent investigations are considered confidential and will not be disclosed to anyone except to the extent required by law.

False or Frivolous Complaints

It is important to realize that unfounded/frivolous allegations of discrimination may cause both the accused person and the company significant damage. If it is determined by the company that any employee has knowingly made false statements regarding an allegation of discrimination, immediate disciplinary action will be taken. As with any case of dishonesty, disciplinary action may include immediate dismissal without further notice.

Record Checks Policy			
Policy # 2		Date Created	January 1, 2018
Scott Graham			

Intent

Kids 4 Kids Leadership Program will comply with all federal and provincial legislation regarding the protection of human rights for applicants when conducting any type of record check. Kids 4 Kids Leadership Program strives to hire the most qualified individuals to fill positions that will contribute to the overall success of the organization. Record checks act as an important part of the selection process at Kids 4 Kids Leadership Program. All applicants must submit a current police check with vulnerable sector.

Definitions (FYI)

Criminal Record Check – This type of check will include the following information:

- Criminal convictions from the Canadian Police Information Centre, RCMP National Repository of Criminal Records and/or local police databases;
- Outstanding entries, such as charges, warrants, judicial orders, Peace Bonds, Probation and Prohibition orders; and
- Absolute and Conditional Discharges.

Police Record Check – This type of check includes the following information:

- Criminal convictions from the Canadian Police Information Centre, RCMP National Repository of Criminal Records and/or local police databases;
- Outstanding entries, such as charges, warrants, judicial orders, Peace Bonds, Probation and Prohibition orders;
- Absolute and Conditional Discharges (One to three years);
- Family court restraining orders;
- Criminal charges resulting in dispositions including, but not limited to, Stayed, Withdrawn, Dismissed, and cases of not criminally responsible by reason of mental disorder as listed on local indices; and
- Police contacts including, but not limited to theft, weapons, sex offenses, or violent, harmful or threatening behavior.

Vulnerable Sector Check - The vulnerable sector screening was

established to provide screening of individuals who intend on working or volunteering with the vulnerable sector. A vulnerable person is defined as all individuals who are less than 18 years of age and/or because of their age, a disability or other circumstance, whether temporary or permanent, are in a position of dependence or are otherwise at a greater risk than the general population of being harmed by a person in a position of authority or trust. A vulnerable sector check will include the following information:

- Criminal convictions from the Canadian Police Information Centre, RCMP National Repository of Criminal Records and/or local police databases;
- Outstanding entries, such as charges, warrants, judicial orders, Peace Bonds, Probation and Prohibition orders;
- Absolute and Conditional Discharges;
- Family court restraining orders;
- Criminal charges resulting in dispositions including, but not limited to, Stayed, Withdrawn, Dismissed, and cases of not criminally responsible by reason of mental disorder as listed on local indices;
- Police contacts including, but not limited to theft, weapons, sex offenses, or violent, harmful or threatening behavior;
- Police contacts including, but not limited to theft, weapons, sex offenses, or violent, harmful or threatening behavior, which may or may not have involved a mental health incident where no charges were laid; and
- Pardoned criminal convictions as per the Schedule of the *Criminal Records Act*.

Guidelines

Bona Fide Occupational Requirement

Kids 4 Kids Leadership Program shall establish that a position has a bona fide occupational requirement where a record check serves a legitimate purpose prior to requesting a record check from any applicants.

The Supreme Court of Canada has set out a three-step test for justifying a discriminatory standard, factor, requirement or rule as a bona fide occupational requirement. In general, the requirement should be:

- For a purpose or goal that is rationally connected to performing the job;
- Adopted in the belief that it is necessary to fulfill a legitimate work-related purpose; and
- Reasonably necessary to accomplish the work-related purpose.

As a result of this test, the rule or standard must be inclusive and must accommodate individual differences up to the point of undue hardship. An example of undue hardship is when the health and safety of others are put at risk.

Kids 4 Kids Leadership Program shall only request record checks should there be a legitimate purpose for the position. The type of record check which Kids 4 Kids Leadership Program shall request will be determined based on the type of position being hired for.

Before Requesting a Record Check

Kids 4 Kids Leadership Program shall only request that a candidate consent to a record check following standard hiring procedures, and after providing the candidate with a written job offer, conditional upon a satisfactory outcome.

Requesting a Record Check

Should a record check be a requirement for a position, Kids 4 Kids Leadership Program will explain to the applicant what type of record check is required, and why it is needed.

Kids 4 Kids Leadership Program will carefully review all the information before making a conditional offer. When the offer is made, the individual must be asked for his/her consent where a record check is required.

Results of a Record Check

Although disqualification from Kids 4 Kids Leadership Program employment is possible, a previous conviction does not automatically disqualify an applicant from consideration for employment with Kids 4 Kids Leadership Program. Based on a variety of factors (e.g., the nature of the position, the nature of the conviction, when the conviction occurred), the candidate may retain eligibility for employment with Kids 4 Kids Leadership Program. Kids 4 Kids Leadership Program shall review the results of the record check to see if it is relevant to the job. In the event that the results of a record check are not satisfactory for the position, Kids 4 Kids Leadership Program will withdraw any conditional offers made.

If an applicant attempts to withhold information or falsify information pertaining to any previous convictions, the applicant will be disqualified from further employment consideration in any position with the company due to falsification of an application.

Kids 4 Kids Leadership Program shall ensure that all applicant

information is kept confidential.

Performance Management Policy			KIDS4KIDS LEADERSHIP
Policy # 3		Date Created	January 1, 2018
Scott Graham		Date of Last Review	

Intent

Kids 4 Kids Leadership Program has adopted this policy to ensure that all staff members are provided with accurate and appropriate feedback regarding their performance within the organization. By utilizing a performance management system Kids 4 Kids Leadership Program will work with its staff to ensure organizational objectives are met through the achievement of individual performance goals and objectives.

All senior staff and lead staff will be subject to bi-weekly performance reviews. Performance reviews will be benchmarked against previously determined goals and objectives for the position.

Kids 4 Kids Leadership Program values its staff and will endeavor to aid in employee achievement of professional goals and objectives. Performance management will be utilized as a tool to help ensure the alignment of individual performance goals with that of the strategic direction of the organization through the use of collaborative performance planning, coaching and feedback, and performance reviews.

Kids 4 Kids Leadership Program requires that all employees and supervisors take part in the performance management process with records of individual performance plans and reviews to be discussed and kept on file for each staff member.

The Performance Management Process

Performance management is on-going and cyclical in nature with the process being broken down into three interrelated phases of planning, coaching/feedback, and review.

Planning

Kids 4 Kids Leadership Program lead staff will review each of their employee's job duties and requirements in order to identify key areas of responsibility. Areas of responsibility will be utilized to aid the lead staff in creating individual performance plans for each employee.

Each employee will have a performance plan created for them within designated timeframes based upon prior performance, length of time

with the organization, or significant changes in duties and responsibilities.

Each Performance Plan will include the following information:

- A set of specific goals and objectives for achieving the requirements of the job.
- An action plan or outline of how these goals or objectives will be met.
- A time-frame for when goals or objectives should be met by the employee.
- Additional comments and areas of concern or anticipated restraints.

The performance plan will be reviewed by the employee with their supervisor to discuss the goals and objectives that have been established. The performance plan will be utilized to not only establish performance objectives but will also act as a tool for which actual performance can be measured against.

The performance plan must be signed by both the supervisor and the employee following a discussion of its contents with a copy of the plan being kept in the employee's file. These plans are changeable and can be amended throughout the course of the performance review period.

Coaching and Feedback

Coaching will be continually utilized by supervisors throughout the performance review period. The coaching period will consist of informal and formal feedback being provided to the employee directly pertaining to the progress of the individual towards their established goals and objectives.

Formal feedback sessions will be scheduled for each employee at the mid-point range of the performance review period, or as required based upon the individual's performance and length of time with the organization and within the department. The formal feedback session is conducted to allow for discussion of the employee's progression towards the established goals and objectives. At this point, performance concerns may be formally addressed and documented and the performance plan may be formally altered.

Review

At the conclusion of the performance review period, all supervisors will be required to schedule time with each of their employees to conduct a period ending performance review. Prior to the scheduled performance review meeting supervisors will complete a performance

review for each employee based on the individual's established goals and objectives. The employee will be given the opportunity to review the performance review and add any additional comments they feel necessary.

The performance review meeting will consist of:

- A full review and discussion of the individual's performance in the review period based upon the goals and objectives established in the performance plan.
- A full review and discussion of the individual's performance review.
- The establishment or amendment of the employee's performance plan for the upcoming performance review period.

Both the employee and the supervisor will be required to sign and date the newly created performance plan with a copy being kept on the employee's file.

Kids 4 Kids Leadership Program

- Will provide a performance management process is fair and transparent.
- In conjunction with Human Resources, provide the tools and forms necessary to facilitate the performance management process.
- Provide training and guidance to supervisors and employees on the performance management process.

Supervisors

- Will work with their employees to ensure fair and attainable performance goals and objectives are established.
- Must create performance plans for their employees within the specified timeframes.
- Provide ongoing feedback to employees in the form of coaching and formal feedback meetings.
- Accurately report and document performance observations.
- Conduct performance reviews utilizing performance review forms and conducting review meetings.
- Will utilize the proper forms and documentation provided by Kids 4 Kids Leadership Program in order to facilitate the performance management process.

Employees

- Work with direct supervisors to provide input in the creation of individual employee performance plans and reviews.
- Complete and submit required performance review forms within the

- specified time period and to the appropriate party.
- Attend performance management training as required.

Grievance Process

Employees who feel they have been subject to an unfair performance review or who believe their performance plans to be out of the scope of their normal duties and responsibilities should forward a request for review to Kids 4 Kids Leadership Program's Human Resources Department.

Upon receiving a request, the issue will be looked into and if necessary, a formal investigation will be conducted which could include a formal review of any performance management forms submitted, review of previous performance plans and reviews, interviews with the employee and the supervisor and an investigation into current and past performance.

Confidentiality

All information including performance management forms and discussions in performance management meetings will be kept strictly confidential. All forms utilized for the performance management process will be signed and kept in the employee's file.

Progressive Discipline Policy			
Policy # 4		Date Created	January 1, 2018
Scott Graham			

Progressive Discipline Policy

The Kids 4 Kids Leadership Program has established a set of reasonable rules and guidelines for employees to follow. These have not been put in place to restrict the freedoms of our employees, but rather they are in consideration of their safety, and the overall protection of Kids 4 Kids Leadership Program employees, property, and our business practices.

Guidelines

Progressive Discipline Process

In the event that an employee of Kids 4 Kids Leadership Program violates company policy or exhibits problematic behavior, a system of progressive discipline shall be utilized.

Progressive Discipline can be issued on either: attendance, conduct, health, and safety or performance concerns.

Employees will be given four opportunities to correct the unwanted behavior, unless the behavior or concern is one of a severe nature, in which case, progressive discipline can be accelerated to match the violation. Typically, progressive discipline will progress through the following steps:

1. Coaching - informal
2. Verbal Warning - formal
3. Written Warning - formal
4. Final Written Warning with Possible Suspension - formal
5. Termination

With each violation or apparent problem, the employee will be provided with a written document to (1) alert them to the problem, provide a reiteration of the correct company policy regarding the violation, (2) advise them of the consequences associated with further infractions, and (3) provide a suggestion towards a method of improvement.

All formal warnings will be kept on file for a period of twelve(12)

months. If no further discipline happens within the time period, the warning will become inactive. If further offenses relating to the issue have taken place, the warning will be attached to the next set of progressive disciplinary actions.

Degrees of discipline shall be used in relation to the problem at hand. As the situation dictates, based on the past performances of the employee, and the seriousness of the violation, Kids 4 Kids Leadership Program reserves the right to skip the four-step disciplinary process and move straight to termination where necessary.

Investigation and Documentation

All violations or alleged violations will be properly investigated and documented by lead councilors and camp director. All formal measures that have been taken within the progressive discipline process will be documented and kept in the employee's personnel file.

Suspension and Review Period

During the final written warning, an employee may be suspended and/or put on review.

Suspension: Employees put on suspension will be excluded without pay from the workplace for a period of one to three (1-3) days depending on the violation. Typically suspension will be for one (1) day.

Review: Employees may be put on a review period following the final written warning.

Termination of Employment

The final stage of progressive discipline is termination of employment. Termination of employment with Kids 4 Kids Leadership Program may occur following an employee committing multiple violations of company policy, after the logical steps for progressive disciplinary action have been taken or immediately following a severe violation.

Immediate Dismissable Offenses

The following offenses will result in immediate dismissal if they occur during the operation of a Kids 4 Kids camp or a Kids 4 Kids after-school program.

Use of alcohol

Use of illegal drugs

Inappropriate sexual behavior Sexual, verbal or physical abuse of a

camper or staff member Any form of harassment Creating an undue hardship situation. This could include and not be limited to health and safety issues. i.e. leaving campers unsupervised, not attending to a camper in distress.

During the application process summer staff candidates will be given the summer camp counselor job description. This will detail the skills needed for the position of camp counselor and the expectations. Staff must meet the minimum requirements for the job to retain the position. These requirements include:

1. The ability to keep campers safe and not create unsafe situations i.e. leaving your group unattended; not assisting a camper who is in need of first aid; not adequately supervising children in the pool or creek, would be examples of unsafe scenarios.
2. To program fun and enriching activities for your group and contribute to the programming of entire camp activities.
3. To role model, leadership characteristics, and representing the Kids 4 Kids brand appropriately. This includes your behavior and appearance.
4. Your social media presence must also reflect the characteristics of a Kids 4 Kids leader.

Appeals

In the event that an employee feels that they have been wrongfully accused, or disciplined, they may file a written appeal to Scott Graham. Written appeals must contain:

Details of the discipline;

Events surrounding the discipline;

Why the employee feels the discipline is not warranted or appropriate.

Scott Graham shall review and respond to all written appeals within ten (5) business days.

Compensation & Benefits

[Hours of Work Policy - Ontario](#)

Hours of Work Policy - Ontario			KIDS4KIDS LEADERSHIP
Policy # 5		Date Created	January 1, 2018
Scott Graham			

Intent

Kids 4 Kids Leadership Program believes it is important to establish work hours so that employees know the expectations of their job. Working at a summer camp is not a 9 to 5 job. Your job is complete when the campers you are supervising are safely connected to their parents.

Kids 4 Kids Leadership Program is committed to providing employees with appropriate compensation for hours worked, in accordance with the law. This policy will outline the number hours in a regular workweek and articulate what the expectations are for each employee.

Guidelines

Hours of Operation

Staff are expected to be at their bus stop 15 minutes prior to departure. Staff will take attendance and supervise the campers who are at the bus stop. If you are not at a bus stop and are assigned to be at the camp location you must arrive no later than 8:30 am. You will supervise the campers in the park.

Breaks and Rest Periods

In accordance with the *Employment Standards Act, 2000*, each full-time employee will be allowed a half hour unpaid lunch period after working five (5) consecutive hours each workday. Kids 4 Kids Leadership Program also provided employees with two fifteen (15) minute breaks. Such break times may be varied to suit the work schedule of the employee or their workload, at the discretion of the employee's supervisor. It is difficult to schedule specific times for breaks, due to the nature of how camp runs, however, the lead staff will do their best to grant you the necessary breaks each day. If a staff member requires a break at any point during the camp day they will make their request to one of the staff leads. The staff lead will arrange the break. We want all our staff to be healthy and are happy to issue breaks when needed. At the Camp Kahuna sleep-away camps we will issue one hour breaks each day as well as breaks when requested.

Wages

Senior staff are paid \$14.00 per hour for a 35 hour week. Staff receive a \$50 stipend for attending staff training. Staff also receive \$400 stipend per week for the full week sleep-away camp and \$200 stipend for the half week sleep-away camp. A \$50 stipend is also paid to staff who attend the load in days at the sleep-away camps. Attendance at the staff training and the load-in days are mandatory.

Weeks of Work

There are eight weeks of summer camp. There are 7 day camps and a half and full week sleep-away camp. You are not guaranteed to work at every day or sleep-away camp. The summer camp work schedule will be available at the beginning of April. If you have any issues with the number of weeks we have assigned you please let us know in writing. The number of staff we need per week is determined by the number of campers we have and their needs.

Conduct

[Company Dress Code and Personal Hygiene Policy](#)

[Cell Phone Policy](#)

[Grievance Policy](#)

[Parental Complaint Policy](#)

[Camper Conduct](#)

Company Dress Code and Personal Hygiene Policy			KIDS4KIDS LEADERSHIP
Policy # 6		Date Created	January 1, 2018
Scott Graham			

Intent

Kids 4 Kids Leadership Program requires all employees to present themselves in a professional manner, with regard to attire, personal hygiene, and appearance. These standards are corresponding with our organizational practices of appropriate business conduct, professionalism and dress code.

Guidelines

Hygiene

Kids 4 Kids Leadership Program employees are expected to meet hygiene requirements during regular business hours for the duration of their employment.

- Maintain personal cleanliness by bathing daily.
- Oral hygiene (brushing of teeth) required.
- Use deodorant/antiperspirant to minimize body odors.
- No heavily scented perfumes, colognes, and lotions. These can cause allergic reactions, migraines and respiratory difficulty for some employees.
- Clean and trimmed fingernails (fractional 1/4 inch long or less).
- Wash hands after eating, or using the restrooms.

Personal Grooming

- Staff must wear their staff shirts
- Clothing must be clean, pressed, in good condition and fit appropriately.
- Close-toed shoes must be worn at camp.
- Moderate make-up.
- Limited jewelry and no dangling or large hoop jewelry that may create a safety hazard to self or others. A general rule of thumb is that if a pencil can be passed through a hoop earring it is not safe to wear.
- Tattoos that are perceived as offensive, hostile or that diminish the effectiveness of the employee's professionalism must be covered, and not visible to staff, customers or visitors.

Inappropriate Attire

The following items are not permitted in any area during normal working hours:

- Pants that expose the midriff, underwear or leggings
- Low-cut tops
- Halter tops
- Spaghetti strap tops
- Tops that expose the midriff or underwear
- Any form of clothing that is mesh, sheer, see-through or otherwise revealing
- Any form of clothing that is generally offensive, controversial, disruptive or otherwise distracting
- Any form of clothing that is overtly commercial contains political, personal or offensive messages;
- Plastic flip-flops or sandals
- Beach footwear.

Clarification

- Every Kids 4 Kids Leadership Program employee is responsible for exercising sound judgment and common sense for his or her attire at all times. If an employee is deemed to be wearing inappropriate attire, the lead staff is responsible for coaching the employee accordingly.
- Individual situations relating to appropriate workplace attire may be addressed on a case-by-case basis. If you have questions about these guidelines or particular business areas dress requirements, contact the lead staff.

Compliance

- Departure from appropriate grooming, hygiene, and attire standards will result in employee counseling and/or disciplinary action up to and including termination of employment.
- Theme days are occasionally approved by the camp when a deviation from these guidelines is appropriate, and when the business necessities will not be affected.
- Personal appearance standards may be reviewed periodically and updated as deemed necessary.

Cell Phone Policy			
Policy # 7		Date Created	January 1, 2018
Scott Graham			

Intent

Kids 4 Kids Leadership Program has adopted this policy to govern the use of cellular phones at camp. This policy is intended to cover cell phones, PDAs, BlackBerries, and all other forms of portable communication devices. For the purposes of this policy, all communication devices shall be referred to as "cell phones".

Guidelines

- Kids 4 Kids Leadership Program employees are directed to utilize their personal cell phones on their own time unless directed by the camp director or lead staff.
- Cell phones are a distraction at camp. To ensure the effectiveness of camp, employees are asked to leave cell phones in their bags. In the event of an emergency or anticipated emergency that requires immediate attention, the cell phone may be carried on silent or vibrate mode.
- Employees are directed to avoid making or receiving personal calls during work time and use personal cell phones only during scheduled breaks or lunch periods in non-working areas.
- Personal calls should be made during non-work time, and employees should ensure that their friends and family members are instructed on this policy.
- Kids 4 Kids Leadership Program is not liable for the loss of personal cellular phones brought into camp.
- Kids 4 Kids Leadership Program strictly prohibits the use of cell phones or similar devices while at camp at which the operation of such device would be a distraction to the user and/or could create an unsafe work environment.
- Kids 4 Kids Leadership Program employees are strictly prohibited from using cell phones for any other available purpose (e.g. internet access, gaming, texting, music) during business hours. These functions may be used during scheduled breaks or lunch periods in non-working areas.
- Kids 4 Kids Leadership Program employees are strictly prohibited from using any cell phone or similar device as an unauthorized media storage device for the storage or transportation of Kids 4 Kids Leadership Program business information.
- For privacy reasons, Kids 4 Kids Leadership Program employees are prohibited from taking photographs of campers or personnel using

any camera functions on their cell phone without first obtaining express written permission from the camp director.

Campers are not permitted to bring cell phones to camp. The reason for this policy is cell phones can encourage homesickness. It is easy for a child to text or phone a parent when they feel homesick. It can encourage homesickness in others as well. Also:

- they can get lost or damaged
- they can be used inappropriately, accessing social media sites or inappropriate sites on the web.

Grievance Policy			
Policy # 8		Date Created	January 1, 2018
Authority		Date of Last Review	

Intent

Kids 4 Kids Leadership Program has instituted this policy to provide employees with an outlet to express any dissatisfaction with respect to issues related to their employment. In order to foster better employer / employee relations, Kids 4 Kids Leadership Program has established a grievance review system to resolve any issues that may arise.

This Policy Shall:

1. Outline the Grievance review policy and procedures;
2. Provide employee responsibilities;
3. Detail restrictions that apply to the Grievance review process;
4. Outline the Employee Appeal Process.

Guidelines

If you experience a conflict / dispute while on the job Kids 4 Kids Leadership Program expects that you will make every effort to resolve the matter in an appropriate and timely fashion. The following steps have been outlined to assist Kids 4 Kids Leadership Program employees in handling conflicts:

1. Make every attempt to resolve the matter yourself by speaking to the individual with whom you are having difficulty, even if it means having more than one meeting.
2. Consult Kids 4 Kids Leadership Program policy handbook to determine whether or not your concern is addressed in there.
3. Speak to your immediate supervisor / manager about the issue. If however, the issue is with your immediate staff lead and you do not feel comfortable speaking to them about it then you should seek guidance from the camp Director.

4. In the event that you are unable to satisfactorily resolve your conflict and wish to launch a grievance, then the process has been outlined below.

The Grievance review portion of this process is designed to address employee dissatisfaction regarding conditions of employment, or tangible job actions such as:

- Wages
- Working conditions
- The administration of company policies
- Perceived unfair or inequitable treatment
- Written or final warning
- Demotion
- Termination

It is important to note that grievances relating to workplace harassment (sexual, or racial), should be reported as outlined in the Workplace Harassment Policy.

Grievance Review Steps:

1. Staff lead*
2. Camp director

**In the event that a lead staff's performance or conduct is the subject of the employee's grievance, the employee may begin the process at step two rather than step one.*

Administrative Related Issues

Employee Responsibilities

- The grievance may be raised initially through a verbal discussion. However, if an investigation is required, the employee shall submit a detailed written letter of grievance and attach any pertinent documentation within 5 business days of the events giving rise to the aforementioned grievance.
- A written letter of grievance shall generate a written response from the employee's immediate supervisor no later than 5 business days indicating the objectives and / or procedures that will be followed to resolve the grievance issue.
- If the employee's immediate supervisor is unable to resolve the grievance issue, it will be forwarded on to the next level for review. Additionally, where a grievance is filed against the employee's immediate supervisor, the employee shall file the grievance with the human resources employee (Grievance Review Step

2).

- Where a grievance is filed by the Supervisor / Manager, the camp director will review the written grievance within 5 business days of receiving the grievance. The camp director will develop a process with identifiable objectives to resolve the grievance issue.
- Persons other than the affected employee may not represent or file a grievance on behalf of the affected employee(s). Employees must assume responsibility for their own concerns.
- For a grievance to be considered, it must discuss specific incidents or circumstances which have directly affected the employee, and suggest or request improvements which are both reasonable, and within the control of Kids 4 Kids Leadership Program.
- Anonymous grievances shall not be reviewed.
- No employee shall be disciplined for using the Grievance review process.

Disciplinary Action or Termination of Employment

Employee Responsibilities

- Employees that have a grievance due to either disciplinary action or termination of employment may file a written grievance to his / her immediate supervisor within 10 business days of receiving notice of the aforementioned. The written grievance shall include a detailed account of the employee's grievance including names, dates and any other pertinent documentation / information.
- The supervisor shall acknowledge receipt of an employee's written grievance by signing and date stamping the written grievance before the employee. The employee shall receive a copy of their signed/date stamped written grievance.
- The written grievance shall be reviewed by the employee's immediate supervisor at which time a written response shall be forwarded to the employee no later than 5 business days after receipt of grievance indicating one of the following:
 - the objectives / procedures to resolve the grievance issue; or
 - an indication that the supervisor's decision will not be reversed and / or amended and that the grievance issue shall be forwarded for further review.
- The Camp Director shall review all documents related to the grievance issue and schedule a Grievance Review meeting between the employee and his/her immediate supervisor within 5 business days following receipt of the written grievance. In a written response following the Grievance Review meeting, the Office Manager may indicate one of the following:
 - the objectives / procedures to resolve the grievance issue; or

- an indication that the supervisor's decision will not be reversed and / or amended and that the grievance issue shall be forwarded for further review.
- Anonymous grievances shall not be reviewed.
- No employee shall be disciplined for using the Grievance review process.

Managers / Supervisor / Human Resources Responsibilities

- If the employee is filing a grievance due to a disciplinary action or termination of employment within 10 business days of receiving notice of the aforementioned, the immediate supervisor shall acknowledge the receipt of an employee's written grievance by signing and date stamping the written grievance before the employee. The employee shall receive a copy of their signed/date stamped written grievance.
- The written grievance shall be reviewed by the employee's immediate supervisor at which time a written response shall be forwarded to the employee no later than 5 business days after receipt of grievance indicating one of the following:
 - the objectives / procedures to resolve the grievance issue; or
 - an indication that the supervisor's decision will not be reversed and / or amended and that the grievance issue shall be forwarded for further review.
- The Camp director shall review all documents related to the grievance issue and schedule a Grievance Review meeting between the employee and his/her immediate supervisor within 5 business days following receipt of the written grievance. In a written response following the Grievance Review meeting, the Office Manager may indicate one of the following:
 - the objectives / procedures to resolve the grievance issue; or
 - an indication that the supervisor's decision will not be reversed and / or amended and that the grievance issue shall be forwarded for further review.
- Copies of the initial grievance, supporting documentation and all response correspondence / reports must be including in the employee's personnel file for Kids 4 Kids Leadership Program

Time Limits

It is understood that the timelines outlined above for filing and response must be adhered to, unless otherwise agreed to by both the employee and employer.

Employee Appeal Process

The Kids 4 Kids Leadership Program is committed to treat its employees in a fair and equitable manner at all times and to provide a formal

mechanism for any employee to seek redress for any alleged treatment that is not in accordance with the Organizational Policies.

The Employee appeal process is intended to clarify any misunderstandings or to correct a possible mistreatment. This policy does not preclude an employee from accessing their rights under the provincial Employment Standards Office or under the Canadian Human Rights Act.

Employee Appeal Procedure

The process set out in this policy may only be used to resolve disputes related to the following:

1. Terms and conditions of employment or established human resources organizational policies;
2. Dismissal for cause;
3. Other disciplinary actions, including written reprimands, suspensions, demotions, or other actions resulting in a financial penalty;
4. Complaints of abuse of managerial /supervisory authority; and
5. Complaints of workplace discrimination and harassment that have exhausted the informal and formal stage of resolution within the employment setting.

Employee Appeal Confidentiality

All information regarding the dispute will be treated in confidence to the extent possible but understanding that witnesses may need to be interviewed and the Employer in the process will need to disclose some information to conduct a proper investigation. Information that is shared while conducting the investigation will be disclosed on a need to know basis.

Employee Appeal Hearing

1. Hearing will be informal in nature so that employees are able to present their own submissions;
2. The panel may consider the use of other methods or technologies for receiving submissions, including : written submissions, oral submissions,
3. Employees have the right to be represented before the panel, however any cost associated with such representation is the

responsibility of the employee; and

Complaint Resolution Panel

Where a Complaint Resolution Panel is formed it will consist of the the Camp director and staff leads on the committee.

The role of the Complaint Resolution Panel is to assist the Employee in resolving the disputes set out above.

The Council members are responsible for:

1. Providing interpretation and assistance on the application of this policy directive;
2. Ensuring that disputes raised by employees are investigated and a decision is reached.
3. Ensure that the investigation is treated in confidence without interfering with the investigation process;
4. Forming a Dispute Resolution Panel when required;
5. Providing informal reviews of dismissal for cause when requested;
6. Monitoring the effectiveness of the process in this policy directive; and
7. Delegating any of these responsibilities to the appropriate staff within the administration.

Member of The Board of Directors Are Responsible For Ensuring That:

1. The provisions of this policy are being followed;
2. Disputes raised by Employees are investigated and resolved;
3. Investigations are treated in confidence in accordance with this policy directive; and
4. That Employees are informed of the policy and process;

Procedure to File the Appeal

- Within 5 days of the incident the Employee sends a written complaint to the Executive Director for Kids 4 Kids Leadership Program, to the Director / Manager for explaining in detail the facts of the situation and the name, address and phone numbers of each of the witnesses and what each of them can confirm.

- Within 10 business days of receipt of the written complaint the Executive Director for Kids 4 Kids Leadership Program, the Director / Manager will investigate the matter and meet with the Employee to attempt to resolve the matter informally.
- If the Employee remains unsatisfied after the Decision of the Executive Director or the Director/ Manager has been reached the Employee will within 7 days of receiving the response submit a written complaint to the senior management requesting assistance from the Complaint Resolution Panel.
- The senior management will review the written complaint of the Employee.
- The camp director will provide the Employee with a copy of the written decision he has reached.

Grievance Review Restrictions

- Grievances regarding harassment (racial, sexual, etc.) or illegal discrimination should be reviewed immediately pursuant to the Workplace Harassment Policy. Filing a grievance with the Human Rights Commission or any similar agency shall not preclude an employee's use of the Kids 4 Kids Leadership Program Grievance Policy.
- Employees shall not be disciplined or receive any form of retaliation for utilizing the grievance review process.
- Kids 4 Kids Leadership Program cannot guarantee that an employee's specific grievance will be resolved in the manner he/she requested, or his/her satisfaction with the resolution.

Parental Complaint Policy			KIDS4KIDS LEADERSHIP
Policy # 9		Date Created	January 1, 2018
Scot Graham			

Intent

Kids 4 Kids Leadership Program has instituted this policy to provide parents with an outlet to express any dissatisfaction with respect to issues related to summer camp or a Kids 4 Kids program. In order to foster better parent relations, Kids 4 Kids Leadership Program has established a grievance review system to resolve any issues that may arise.

This Policy Shall:

1. Outline the Grievance review policy and procedures;
2. Provide parent responsibilities;

Guidelines

My staff will do whatever it takes to ensure parents are satisfied with the camp program and their children have a great week at camp. If parents have a concern with any of the leaders or with the camp program they can talk to the camp director or staff leads in person. Parents can also email Scott Graham at kids@kids4kids.ca or phone Scott Graham at the Kids 4 Kids office.

We will always deal with parental concerns professionally. We are interested in constructive criticism as we want to exceed parental expectations.

Face to Face: We prefer face to face conversations as this reduces misunderstandings.

Email: If a parent prefers to send an email outlining their concerns we will respond within 24 hours. We take all concerns seriously.

Once the grievance has been made the camp director or staff leads will gather information and follow up with parents within 24 hours.

Camper Conduct			KIDS4KIDS LEADERSHIP
Policy # 10		Date Created	January 1, 2018
Scott Graham			

Intent

Kids 4 Kids Leadership Program is committed to integrity and ethical behavior at camp and will foster and maintain a camp environment where staff and campers can enjoy our camp program, without fear of bullying, physical threats or disruptive behavior.

This policy has been adopted to ensure that all the children who attend a Kids 4 Kids Program or summer camp are safe and are not being negatively affected by another camper's bad behavior.

Behaviour Challenges

If a camper is having behavioral challenges we have a fair process. We will do whatever we can to help the child succeed, however, if their behavior creates a safety risk for themselves or other campers they may be dismissed from camp.

The Process:

1. We will talk to the camper to see what the difficulty is and relate our expectations
2. If the behavior continues the child will have a timeout, missing a few minutes of an activity
3. If the behavior continues we will contact their parent to inform them of what is going on and ask for suggestions
4. If the behavior continues the child will talk to their parent
5. If the behavior continues the child goes home for a day or for the rest of the week, depending on the behavior

We want all children to be successful and will work with the child and parent to ensure their success. We do have to consider the other campers and if a camper's behavior is affecting other campers, it is then we must decide whether a child stays at camp or goes home.

Guidelines

If a camper is asked to leave camp on either Monday or Tuesday the parents will lose their non-refundable deposit and pay for each day the child attended camp. If the child leaves on Wednesday, Thursday or Friday, the parent loses all funds.

Report Obligations – Employees

All staff are responsible to document all behavioral incidents.

Health & Safety

[Homesickness Policy](#)

[Water Safety Policy](#)

[Inclement Weather Policy](#)

[Staff Vulnerability Reduction Policy](#)

[Health and Safety Policy - Ontario](#)

[Medical Policy](#)

[Substance Abuse \(Drug and Alcohol\) Policy](#)

[Sunscreen and Drinking Water Policy](#)

[Peanut Allergy Policy](#)

[Bus Policy](#)

[Visitor Policy](#)

[Reporting Workplace Injuries Policy - Ontario](#)

[Workplace Accident Investigation Policy - Ontario](#)

[Workplace Anti-Violence, Harassment, and Sexual Harassment Policy \(Bills 168 and 132\) - Ontario](#)

Homesickness Policy			
Policy # 11		Date Created	January 1, 2018
Scott Graham			

Homesickness Policy

Many campers experience homesickness in some way. It is healthy to feel a certain degree of homesickness because it means that your child is attached to you – this is a very good thing! But we also want our campers to have fun and enjoy the full camp experience. Here are a few things parents can do to set their children up for success leading up to camp.

Preparing Your Child For Camp

1. Involve your child in the decision about camp. While a camp experience is wonderful for most kids, it is not for everyone.
2. If, after your best efforts, your child says “I don’t want to go to camp,” you might want to look at an alternative for the upcoming summer. Maybe when his or her friends report back on their camp experiences, he or she will want to be a camper next year.
3. If possible, make a visit to camp.
4. Have your child experience success in another type of overnight stay away from you – like a sleep-over – prior to going to camp.
5. Never tell a child he or she can leave early if he or she doesn’t like camp, as it sets the camper up for failure and he or she will focus on the deal instead of the experience.
6. Have your child attend camp with a friend if you think it might help the transition.
7. Send encouraging letters or emails. Keep the letters focused on camp and not on things that are happening at home. Especially avoid writing about an event he or she would have liked to have attended, saying how much he or she is missed, or writing that “the dog misses you.”
8. Give information to your child’s counselor beforehand about what works for your son or daughter.
9. Don’t linger at camp too long on opening day. Staying too long just delays the transition to new surroundings and can add to your child’s anxiety level.
10. Help your child understand the policy concerning phone calls (i.e. campers do not make calls home) prior to camp so he or she will not be expecting to hear from you.

Homesickness Policy

1. The first person to handle homesickness is the counselor.
 - They will spend one-on-one time with the camper.

- They will find out what the camper likes to do and try to do it with them.
 - They will set short-term goals for the camper to reach.
 - Every effort will be made to have the camper make it through the first night since that is the most difficult time.
 - Campers will not be allowed to call home.
2. If the counselor's attempt fails to resolve the camper's distress after a reasonable amount of time (30 to 60 minutes with no evidence that the child is being consoled):
- The camper will be brought to the head counselor/program staff.
 - They will continue to work with the camper and relieve the time pressure from the counselor.
 - If the camper continues to be upset and still wants to go home, then arrangements will be made to contact parents, as they know their child best and will be able to advise camp staff on how to proceed.
3. If parents are to be contacted, the following parameters will be followed:
- Camp staff will call the parents while the child is NOT present.
 - Parents are to be fully briefed on the situation.
 - Inquiries can be made about any home or medical situations that may be causing the homesickness.
 - Parents are invited to leave their child a message if they want him or her to stay at camp but feel it best that they do not speak to their child.
 - Parents are also invited to send the child emails or cards if they think that will help.
 - Parents are assured that the camp staff will do everything possible to help the child through the situation.
 - At this point, the option to take the child home or leave him or her at camp remains with the parents.
 - Parents must understand that a decision needs to be made quickly and with certainty.
 - The parents should be assured that if the camper is to stay, the camp staff will call back once or twice during the week to inform the parents how the camper is doing.
 - Staff must follow through with the above steps and contact parents to update them on the situation.
4. If the camper continues to be inconsolable, then, in the interest of the homesick camper, the other campers and the well-being of the camp:
- The parents will be encouraged to pick up their son or daughter as soon as possible.
 - The camper can go home for the evening and come back to camp the following day.
 - Once a decision for the child to go home is made, that decision is

final.

- If the parents pick up their child, the program staff will make the following arrangements:
- Parents will pick up the child in a location apart from the rest of the campers. Young children are easily influenced by the actions of others and may be tempted to go home if they see a cabin mate leaving early.
- The parents should sign out the camper.
- The camper should be encouraged to try again next year. Letting them go home is not a punishment, but hopefully leaving them with some positive memories of being here and the belief it will get easier each time.
- **Please note:** No refund will be given to campers going home early with homesickness.

Water Safety Policy			KIDS4KIDS LEADERSHIP
Policy # 12		Date Created	January 1, 2018
Scott Graham			

Intent

Kids 4 Kids Leadership Program believes it is important to establish policies around swimming in the camp pool and playing in the camp creek.

Guidelines

For reasons of safety, we assess each camper's swimming ability on the first day of each Camp session. From these evaluations, we determine to what extent campers may participate in programs in the water and creek. During the remainder of the camp session, campers have plenty of opportunity to improve their swimming qualifications. Your camper may want to practice swimming before arriving at Camp in order to be well prepared for the first-day swim.

Safety

All campers under the age of 7 must wear a life jacket while in the pool or creek and be within arm's length of a counselor. If a camper does not pass the swim test they will not be permitted into the deep end of the pool. If we feel a camper needs extra supervision we will provide a one-to-one swimming buddy for them.

Supervision

Pool

There will be a lifeguard on duty when campers are in the pool. All staff will be in the pool with the campers or be supervising on the pool deck. All staff must be in their swimming suits.

Creek

Staff must be actively supervising the creek. Supervision posts include under the bridge, on the big rock, on the beach, in the water, and around the path. All eyes must be on campers at all times. Children under 7 must wear life jackets and be with a staff member while in the water.

Water Quality

The pool will be maintained and checked by the Camp Sidrabene supervisor.

The creek water will be tested by the Halton Conservation Authority to ensure that the quality of water is safe and does not present any safety risks.

Inclement Weather Policy			KIDS4KIDS LEADERSHIP
Policy # 13		Date Created	January 1, 2018
Scott Graham			

Intent

The purpose of this policy is to outline Kids 4 Kids Leadership Program procedures during inclement weather situations.

Extreme weather Conditions Defined:

If the weather forecast predicts heavy winds or lightning throughout the day we will move camp. We do not want to have our campers under a tent if the weather presents as dangerous.

Guidelines

In the event of either extreme weather conditions, Kids 4 Kids Leadership Program may elect to move the camp to the Burlington Christian Academy.

Unless notified otherwise, or pending a police ordered road-closure, employees of Kids 4 Kids Leadership Program are expected to arrive, on-time, for regularly scheduled work.

In the event that road conditions, or weather conditions, create a situation where the employee deems it unsafe to report to work for their regularly scheduled shift, the employee should use his/her own judgment. In this event, the employee will be expected to contact his/her immediate supervisor, to inform them of their absence due to weather conditions.

Lightning

If campers are under the tent during a lightning storm they are to sit on the wooden picnic tables with their feet off the ground.

Dangerous Weather

If there is dangerous weather we will move the campers to a safe location on the Camp Sidrabene property. Safe areas include: the camp main building gym, the shelter by the pool.

Staff Vulnerability Reduction Policy			KIDS4KIDS LEADERSHIP
Policy # 14		Date Created	January 1, 2018
Scott Graham			

Intent

Kids 4 Kids Leadership Program wants to ensure the integrity and safety of its staff. This policy is in place to protect summer staff from misperceptions, false accusations and to reduce vulnerability.

Definitions

Individuals who work with children need to protect themselves from false accusations and misperceptions. A simple, innocent action could be misinterpreted and cause harm to an individuals integrity and reputation.

Process

- Staff are not to correspond with campers using email or any form of social media without the permission of the camp director.
- Staff must avoid being one to one with a camper. Please use the Three's Company Rule. When you are with a camper make sure there is another staff member with you.
- Avoid being in a washroom with only one camper.
- If a camper requires help in the washroom make sure you ask for the assistance of another staff member.
- Administering First Aid should be in the presence of other staff.
- Sleeping arrangements - Staff should never sleep directly beside a camper.
- Don't encourage campers to sit on your lap.
- Be cognizant of conversations that you are having around campers and everything you say can be brought home to parents and easily be misinterpreted.
- Don't physically apply sunscreen to a camper.
- Don't give campers gifts without the permission of the camp director.

Health and Safety Policy - Ontario			
Policy # 15		Date Created	January 1, 2018
Scott Graham			

Intent

Kids 4 Kids Leadership Program is vitally interested in the health and safety of its employees. Protection of employees from injury or occupational disease is a major continuing objective. We will make every effort to provide a safe, healthy work environment. All supervisors and workers must be dedicated to the continuing objective of reducing the risk of injury. Kids 4 Kids Leadership Program is ultimately responsible for worker health and safety and will take every reasonable precaution possible for the protection of our employees.

We are committed to promoting a safe and healthy workplace for all employees, presenters, customers, and visitors. In pursuit of our commitment, Kids 4 Kids Leadership Program will develop, implement and enforce such policies and procedures that promote and provide a healthier, safer work environment. We understand the importance of safety to the well-being and productivity of our people, and strive to safeguard the workplace from injury and wrong doing through dereliction of duty towards safety.

Kids 4 Kids Leadership Program will act in compliance with all applicable workplace health and safety legislation.

Guidelines

Communication

Kids 4 Kids Leadership Program encourages open communication on health and safety issues. It is essential to providing an injury-free and productive work environment.

- Employees that voice or identify a health and safety concern will not be subject to retaliation.
- Health and safety comments will be reviewed by the camp director. camp director will initiate an investigation on each reported and/or potential hazard.
- Employees are encouraged to inform their supervisor or camp director of any matter they perceive to be an actual or potential workplace hazard.
- Communication can be written or oral, and may be anonymous, if so

desired.

Employee Responsibilities

Lead Staff

- Responsibilities include their assistance in developing, implementing, and enforcing Kids 4 Kids Leadership Program policies and procedures.
- Must continually promote health and safety awareness with instruction, information, training and supervision to ensure the safe performance of employees.
- Utilize the process of hazard identification, risk management and incident investigation.
- Perform occupational health and safety inspections of the workplace to identify and control any and all hazards to employees.
- Held accountable for the health and safety of workers under their supervision.
- Ensure that employees receive adequate training in their specific work tasks to protect their health and safety.
- Safety issues may include and are not limited to poison ivy, hogweed, water contamination, cleanliness of outside washrooms, creek and pool safety.

Camp Director

- Liaison with government agencies to ensure workplace health and safety compliance.
- Act as an advisor to management on safety and health policy issues.
- Coordinate health and safety inspections, and follow up to ensure the completion of necessary corrective actions.
- Develop Best Practices.
- Design and develop accident / incident reports and investigation procedures.
- Maintain an up-to-date working knowledge of health and safety regulations as mandated locally, federally, or by the province / state.
- Design and develop company policies and procedures on camp safety and health issues.
- Review injury and illness trends, and identify problem areas and solutions.

Employees

- Responsible for compliance with occupational health and safety policies and procedures.

- Must notify camp leads to any health and safety concerns, so that they may be dealt with promptly.
- Every employee must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the company.
- Use appropriate personal protective equipment as required.
- Report unsafe or potentially hazardous conditions, without fear of reprisal, to their Manager or Human Resources.

All Staff Are Responsible for the Following

- Completion of required occupational health and safety training.
- Performance of their duties in a manner conducive to a safe workplace, following all safety practices and procedures.
- Reporting of any incident, injury or hazard as outlined in procedures.
- Report any acts of violence or harassment in the workplace.
- Promoting a hazard-free workplace.
- Learning the posted Emergency Plan detailing their facilities procedures pertaining to: Fire, Weather, or Medical Emergency.

Medical Policy		KIDS4KIDS LEADERSHIP	
Policy # 16		Date Created	January 1, 2018
Scott Graham			

Intent

This policy has been created to ensure campers with medication receive their prescribed medication when needed with accurate dosages.

Medication: If a child is on medication during the school year it is recommended that they be on it during the summer. All medication that comes into Camp Kahuna, which includes staff medication, must be in its original container, labeled with the name of the medication, and dosage. All medication will be handed over to our camp nurse at check-in and given back at the end of camp. Our camp nurse is the only staff member permitted to give a child medicine.

We cannot give a camper medicine if it isn't in its original container. This is to ensure the safety of all campers.

Contacting Parents

If a child requires urgent medical attention, parents must be contacted. If we are unable to reach them, leave a detailed message if possible and then try to contact the alternate emergency contact.

Parents will also be contacted under any of the following circumstances:

- Camper needs to be taken to the hospital or clinic
Potential head or spinal injuries
- Vomiting or diarrhea for the camper occurs more than once
- Homesickness, in cases where attempts made to console or distract the campers, have not succeeded (see homesickness policy)
- The camper has lice
- The parents have requested to be contacted for specific items.
- Seeking Medical Support

When to seek additional support can be a very subjective decision for the nurse or first aid attendant, and it will depend largely upon the individual's experience and training. The rule of thumb is that when there is any doubt in the mind of the nurse as to injury or treatment, the camper should be sent to a clinic or to the emergency.

Obvious concerns that would cause automatic sending would include:

- Any compromise or potential compromise to ABC (airway, breathing, or circulation)
- Any wound not treatable with simple first aid

- Any allergic reaction not responding to minor treatment
- Any potential sprain or break
- Any infection
- Any fever that lasts longer than 24 hours
- Swelling or bites that get progressively worse (red, hot, and painful)
- Any serious burn or even a minor degree burns on a large part of the body
- Any complaint related to a serious prior condition

Lice Policy

Head lice have not been a huge issue at Kids 4 Kids over the years, but there have been isolated cases. They are, unfortunately, a part of life wherever there are communities of people. They are not a sign of dirty houses or poor hygiene practices (as once thought), but they are simply a nuisance that can affect anyone with hair.

Good information on lice is essential, and many myths abound. Parents and campers should be aware of the following:

- Lice are generally not a health concern.
- Lice are treatable, though it can take a lot of work to eradicate them.
- Lice don't jump or fly – they crawl from one person to another.
- Head lice are most usually spread by head-to-head contact, though they can sometimes spread from sharing brushes, hats, or bedding.
- Head lice can be on your head, your child's head, or your spouse's head, but they won't affect your pets, and they can't "infect" furniture, bedding, or pillows. They cannot survive more than about two days off the scalp. So if your child has lice, do not panic!
- The following notes are very important for parents and campers to understand prior to camp, as they make up Kids 4 Kids' policy:
- Parents should carefully inspect children's heads for lice at least two weeks prior to sending them to camp, and again no less than 48 hours prior to camp.

Here are some things you should know about doing lice checks:

- Nits are very tiny, yellow, tan, or brown dots before they hatch. These are usually on hair shafts close to the scalp. They may look like dandruff, but they don't come off by brushing or shaking them off. They hatch within 1-2 weeks of being laid.
- Adult lice are no bigger than a sesame seed and are grayish-white or tan. Nymphs are even smaller and become adult lice about 1-2 weeks after they hatch. If not treated, this process will repeat itself every 3 weeks or so.
- You may be able to see the lice or nits by parting your child's hair into small sections and checking for lice and nits with a

fine-tooth comb on the scalp, behind the ears, and around the nape of the neck (it's rare for them to be found on eyelashes or eyebrows).

- An itchy scalp can also be a sign that lice may be present.
- If lice are found prior to camp, the camper must be kept home and treated.
- A 50% refund will be given, if the camp is contacted at least 48 hours in advance (instead of the regular "no refund less than two weeks before camp").
- If the camp is notified less than 48 hours before the camp, a 33% discount will be given. Less time makes it very hard for Kids 4 Kids to fill the spot vacated.
- If there is room in a later camp, that option may be taken instead of a refund.
- As it generally takes a good week or two of treatment to get rid of lice, the child will not be able to come to camp for all that week.
- Parents should talk to their camper prior to coming to camp to help them understand how to avoid lice. Most importantly, tell them:
- Do not touch heads with other campers (often done to pose for photos).
- Do not share beds, pillows, hats, clothes, stuffed animals, brushes, or combs.
- We do not perform lice checks when campers arrive at camp. We believe that this brings needless stress to most children and that it can be a negative way to start camp.
- If a camper is found with lice while at camp, the parents or emergency contact will be called to come and pick up the camper. At this time, since it is too late to fill that spot, no refund will be given.
- The parents of the other campers in the cabin will be contacted to let them know that someone had lice in the cabin. They will be encouraged to check their children's hair when they come home and treat them if necessary.
- Staff members found with lice will be sent home for treatment if possible and treated at camp if not possible. Minimum contact with campers and other staff members will be mandated if they need to stay. Otherwise, they should not return until lice are gone.
- The discovery of lice can be very disconcerting, but remember, lice are simply an unfortunate part of community living, and even when proper steps are taken to avoid them, they can still show up. Many children who come home from camps with lice may have been the ones to bring them to the camp in the first place. Let's work together to minimize this nuisance by carefully checking campers before they come to camp. And then, hopefully, they will be able to not worry about them and have the time of their lives!

Substance Abuse (Drug and Alcohol) Policy			KIDS4KIDS LEADERSHIP
Policy # 17		Date Created	January 1, 2018
Scott Graham			

Intent

Kids 4 Kids Leadership Program is committed to the health and safety of its employees and has adopted this policy to communicate its expectations and guidelines surrounding substance use, misuse, and abuse.

Guidelines

Employees under the influence of drugs or alcohol on the job can pose serious health and safety risks both to themselves and their fellow employees. To help ensure a safe and healthy workplace, Kids 4 Kids Leadership Program reserves the right to prohibit certain items and substances from being brought on to, or present on company premises.

Expectations

The following expectations apply to employees and management alike while conducting work on behalf of the company, whether on or off company property:

- Employees are expected to arrive to work fit for duty and able to perform their duties safely and to standard; employees must remain fit for duty for the duration of their shift;
- Use, possession, distribution or sale of drugs or alcohol during work hours, including during paid and unpaid breaks, is strictly prohibited;
- Employees are prohibited from reporting to work while under the influence of non-prescribed drugs or alcohol; and

Roles and Responsibilities

Kids 4 Kids Leadership Program will:

- Clearly communicate expectations surrounding alcohol and drug use, misuse and abuse;
- Maintain a program of employee health and awareness;
- Provide a safe work environment; and
- Review and update this policy on a regular basis.

Lead Staff will:

- Identify any situations that may cause concern regarding an employee's ability to safely perform their job functions;
- Maintain confidentiality and employee privacy.

Employees must:

- Abide by the provisions of this policy and be aware of their responsibilities under it;
- Arrive at work fit for duty, and remain as such for the duration of shift;
- Perform work in a safe manner in accordance with company established safe work practices;
- Avoid the consumption, possession, sale, or distribution of drugs or alcohol on company property and during working hours (even if off company property);
- When off duty, refuse a request to come into work if unfit for duty;
- Report unfit co-workers to management;
- Communicate dependency or emerging dependency; and

Suspicion of Impairment

The following procedure will be enacted if there is reasonable belief that an employee is impaired at work:

1. If possible, the employee's supervisor will first seek another supervisor's opinion to confirm the employee's status.
2. Next, the supervisor will consult privately with the employee to determine the cause of the observation, including whether substance abuse has occurred. Suspicions of an employee's ability to function safely may be based on specific personal observations. If the employee exhibits unusual behaviour that may include, but not limited to, slurred speech, difficulty with balance, watery and/or red eyes, dilated pupils, and/or there is an odour of alcohol, the employee should not be permitted to return to their assigned duties in order to ensure their safety and the safety of other employees or visitors to the workplace.
3. If an employee is considered impaired and deemed "unfit for work" this decision is made based on the best judgment of two members of management. The employee will be advised that Kids 4 Kids Leadership Program has arranged a taxi or transportation to safely transport them to their home address or to a medical facility, depending on the determination of the observed impairment. The employee may be accompanied by a supervisor or another employee if necessary.

4. An impaired employee will not be allowed to drive. The employee should be advised if they choose to refuse Kids 4 Kids Leadership Program organized transportation and make the decision to drive their personal vehicle the company is obligated to and will contact the police to make them aware of the situation.
5. A meeting will be scheduled for the following work day to review the incident and determine a course of action which may include a monitored referral program as part of a treatment plan.

All medical information shall be kept confidential by Kids 4 Kids Leadership Program unless otherwise authorized by law.

Disciplinary Action

Employees will be subject to disciplinary action, up to and including termination of employment for failure to adhere to the provisions of this policy, including, but not limited to:

- Failure to meet prescribed safety standards as a result of impairment from alcohol and/or drugs; and
- Engaging in illegal activities (e.g. selling drugs and/or alcohol while on Kids 4 Kids Leadership Program premises).

Sunscreen and Drinking Water Policy			
Policy # 18		Date Created	January 1, 2018
Scott Graham			

Intent

In pursuit of our high-safety standards for our campers, we have created this policy to ensure that our campers are well taken care of during the summer heat.

Guidelines

Water: The camp director and staff leads will make sure the campers have access to clean water for drinking. Each morning and throughout the camp day water jugs will be filled with cold water and be accessible to our campers and staff. The water will be collected at the camp well, located near the camp parking lot by lead staff and delivered to the campsite.

Senior staff are responsible to schedule water breaks throughout the day and make sure their campers are drinking water. Campers need more than verbal reminders. Staff needs to see the campers drink to ensure they are hydrated.

We will have water bottles available at camp for campers who may have forgotten their water bottle.

The camper director will communicate with the Camp Sidrabene supervisor to ensure water has been tested and is drinkable.

Sunscreen:

Staff leads: Will make sure senior staff is scheduling sunscreen breaks.

Senior staff will schedule sunscreen breaks throughout the camp day to ensure campers are protected from the sun.

Camp Director will email parents to remind them to ensure their children have sunscreen on their bodies prior to camp starting. Campers must also have extra sunscreen to reapply throughout the day.

Application: Staff is not to physically apply sunscreen. Campers can help each other or staff can use aerosol sunscreen.

The heat and sun can present health risks. We reduce these risks with this policy.

Peanut Allergy Policy			KIDS4KIDS LEADERSHIP
Policy # 19		Date Created	January 1, 2012
Scott Graham			

Intent

This policy has been created to ensure the safety of staff, parents, presenters, and campers with regard to peanut allergies.

Guidelines

Kids 4 Kids Programs and summer camps are peanut aware. We are aware that some individuals have life-threatening allergies to peanuts and tree nuts. We will do everything we can to reduce the possibility of allergen contact.

Responsibilities and Process

The duty of Employer – The employer is responsible for providing a safe and healthy workplace and for taking all necessary steps to protect the safety and health of employees and campers.

The duty of the Employee – Employees are required to take all reasonable and necessary precautions to ensure their own safety and health as well as that of their fellow employees and campers.

Camp Director - Health and Safety Representative – The representative has many of the powers of the safety and health committee. Rights, Obligations, and Liability.

Will inform and remind parents, staff, and campers that we are a peanut-free organization.

Will monitor eating areas to ensure contaminants haven't been brought into camp

Will make sure eating areas are cleaned with bleach to reduce contaminants

Facility

We rent Camp Sidrabene and use their industrial kitchen for our sleepaway camps. Camp Sidrabene is rented out by other organizations who may not be peanut-free. We can not guarantee a total peanut-free environment. We claim to be peanut-aware. We take all

practical measures to reduce allergens by cleaning all food preparation areas with bleach and wiping down bedding with Dedoll.

Legal Requirements – Employer's Duty

Kids 4 Kids Leadership Program shall provide employees with the information, instruction, training, and supervision necessary to ensure the safety and health of both staff and camper.

Kids 4 Kids Leadership Program shall ensure that each employee is informed of every known or foreseeable safety and health hazard in the area where the employee works.

Kids 4 Kids Leadership Program shall train their employees to ensure that all hazardous substances are stored, handled and used in the manner prescribed.

Staff will be trained to use an epi-pen in case a camper or staff member has an allergic reaction.

Bus Policy			KIDS4KIDS LEADERSHIP
Policy # 20		Date Created	January 1, 2018
Scott Graham			

Intent

Kids 4 Kids Leadership Program is committed to the health, safety, and well-being of our employees and campers, and will strive to ensure that all appropriate safeguards are enacted to protect our employees and campers who take the bus we provide to camp. This policy has been adopted to provide a consistent approach to this type of work.

Guidelines

Check-In

Camp Kahuna Day Camps:

Campers who are dropped off at camp: If campers are being dropped off at camp they must be checked in by their parent/guardian. There will be a lead councilor assigned to ensure all campers who are dropped off a camp are checked in. The child's name will be checked off on the attendance list by the lead counselor.

Buses: If a camper is taking the bus they must be picked up and dropped off at the same stop. They are not permitted to change stops unless they have permission from our bus lead who checks the camper onto the bus. Changing bus stops creates a significant safety issue.

Camp Kahuna Sleep Away Camps: The drop-off and pick up times for the full and half week camps will be available on the Camp Kahuna page. Drop off for the August Camp Kahuna is on the Sunday at 12:30 pm for families whose name starts with the letters A to K and 1:15 pm for the families whose name starts with the letters L to Z. Pick up on Friday is anytime between 1:00 pm and 4:00 pm.

Bus Stops: Staff will be at bus stops 15 minutes prior to departure. Attendance will be taken at the bus stop. Staff will stay with the campers at their bus stop until parents pick up their children at the end of the day. Staff will ensure the campers are safe at all times.

On the bus: Staff will provide proper supervision on the bus. Staff will spread out on the bus so all parts of the bus are supervised. Staff will not be on their cell phones until after the campers are connected with their parents unless staff need to contact staff leads or the director or in case of emergency.

Proper bus behaviour: Campers are to sit in their seats, not be standing up or hanging out the window. Nothing is to be thrown out the

window. If a camper is not behaving on the bus the staff leads must be notified and an incident report will be filled out.

Process for inappropriate bus behaviour: 1) Child is given a warning
2) Parents are notified 3) Child misses bus service for a day 4) Child misses bus service for the week 5) There are no refunds.

Bus Service

We use the Hamilton Christian Transportation Service who provide us with safe service. We have the same bus driver for all our camps which gives our families consistent service.

Visitor Policy			
Policy # 21		Date Created	January 1, 2018
Scott Graham			

Intent

Kids 4 Kids Leadership Program has adopted this policy to ensure the ongoing health and safety of visitors, and to protect company assets and information.

Guidelines

All visitors and presenters must report to the Camp Director or Staff Leads before engaging in Kids 4 Kids Leadership Program activities.

Kids 4 Kids Leadership Program will inform visitors of any restrictions with regards to where they are permitted to be during their visit. Visitors will be expected to conform to the requirements of the Company's visitor and health and safety policies for the duration of their visit.

It is Kids 4 Kids Leadership Program policy that all visitors be accompanied by a Kids 4 Kids Leadership Program employee at all times while visiting our offices.

Visitors will be issued identification that must be worn at all times.

Visitor Rules of Conduct

Visitors will be required to follow Kids 4 Kids Leadership Program visitor rules of conduct for the duration of their visit:

- Follow all verbal instructions and signs.
- Don't distract staff.
- Keep out of restricted areas.
- Report all injuries or problems immediately.
- Behaviour in an appropriate manner: no swearing, inappropriate jokes, lude behaviour, no alcohol or drugs and no smoking.

Reporting Workplace Injuries Policy - Ontario			
Policy # 22		Date Created	January 1, 2018
Scott Graham			

Intent

Kids 4 Kids Leadership Program will comply with all required federal and provincial regulations, legislation and workplace compliance issues regarding the correct reporting of any workplace injuries, and will strive to prevent any potential workplace injuries through the implementation of health and safety policies and programs.

Definitions

The following definitions have been taken from the Ontario WSIB:

Workplace Injury - Any injury that occurs in Kids 4 Kids Leadership Program premises or during the transaction of approved Kids 4 Kids Leadership Program business that requires either First-Aid or Health-Care.

First Aid - First Aid is the one-time treatment or care and any follow-up visit(s) for observation purposes only. First aid includes, but is not limited to:

- Cleaning minor cuts, scrapes, or scratches
- Treating a minor burn
- Applying bandages and/or dressings
- Applying a cold compress, cold pack, or ice bag
- Applying a splint
- Changing a bandage or a dressing after a follow-up observation visit.

Health-Care - includes:

- Services requiring the professional skills of a healthcare practitioner (e.g., doctor, nurse, chiropractor, or physiotherapist (see: Entitlement to Health Care (WSIB Document No. 17-01-02))).
- Services provided at hospitals and health facilities.
- You should also report if dentures, glasses and/or artificial appliances (e.g. prosthetic arm) were damaged while being work in a work-related accident.

Critical Injury - Is an injury that: Places life in jeopardy, involves

unconsciousness, results in substantial loss of blood, results in a fracture of leg or arm but not a finger or toe, results in an amputation of leg or arm but not a finger or toe, involves burns to a major portion of the body, or results in the loss of sight in an eye

Guidelines

Reporting Workplace Injuries

Kids 4 Kids Leadership Program will report a work-related accident to the WSIB if a worker requires health care and/or:

- Is absent from regular work.
- Earns less than regular pay for regular work (e.g., part-time hours).
- Requires modified work at less than regular pay.
- Requires modified work at regular pay for more than seven calendar days following the date of the accident.

When deciding whether to report an accident where a worker requires modified work at regular pay for more than seven calendar days, Kids 4 Kids Leadership Program will consider that:

1. The seven calendar day period is not reset for workers that initially require modified work for less than seven calendar days, return to regular work for a brief period, and then require further modified work. In these cases, the requirement to report is based on whether the worker requires modified work after the initial seven calendar days following the date of the accident.
2. If a worker initially returns to regular work, but then requires modified work, Kids 4 Kids Leadership Program will report the accident if the worker requires modified work for more than seven calendar days from the date that the modified work began. We are limited to the types of modification possible due to the nature of the camp program/environment. Staff must be able to perform their duties and keep the campers safe. If they are unable to do so, because of a specific injury, their employment may be terminated.

The use of calendar days reflects the WSIB's notion that if an injury affects the worker's ability to perform regular work after a week, health care is likely to be sought, regardless of the number of days worked.

Kids 4 Kids Leadership Program will not require a work-related accident report if the worker:

- Receives only first aid (a record of the first aid will be kept

internally).

- Receives first aid and requires modified work at regular pay for seven calendar days or less, following the date of the accident.
- Does not receive first aid, but requires modified work at regular pay for seven calendar days or less, following the date of the accident.

Accidents Requiring Health-Care

When deciding whether an accident should be reported to the WSIB because "care" has been provided to the worker, Kids 4 Kids Leadership Program will consider the type of care provided, rather than the professional qualifications of the provider giving the care, or where the care was provided. Kids 4 Kids will report the accident to the WSIB when a worker is injured and the treatment received could only have been administered by a healthcare practitioner.

The accident will be reported regardless of whether:

- Kids 4 Kids Leadership Program pays the health care practitioner for the service provided, and/or
- The healthcare practitioner treats the worker on Kids 4 Kids Leadership Program premises.

Kids 4 Kids Leadership Program will not report the accident to the WSIB if first aid is provided to a worker by a:

- Co-worker, manager, layperson, or
- Healthcare practitioner, when the first aid did not require the professional skills of that practitioner.

Exposure to Infectious Diseases

If the worker tests negative for exposure to an infectious disease, Kids 4 Kids Leadership Program is not required to submit an accident report. However, if the worker tests positive for an infectious disease, or requires any type of treatment related to the incident, Kids 4 Kids Leadership Program will report this to the WSIB. If a worker tests negative, but claims an emotional or anxiety-related response following the accident, Kids 4 Kids Leadership Program will report the accident.

In cases where HIV infection is suspected, Kids 4 Kids Leadership Program will report the accident if a health care practitioner provides a post-exposure prophylaxis (PEP) (see: Post-exposure Prophylaxis for Occupational Exposure to HIV (WSIB Document No. 23-01-01)).

If it is suspected that a worker has been exposed to an infectious disease, but the worker chooses not to participate in the surveillance protocol, Kids 4 Kids Leadership Program will report the accident to the WSIB. Kids 4 Kids Leadership Program will report when a worker has been exposed to or is suspected of having been exposed to, an infectious disease.

Accident Reporting

Kids 4 Kids Leadership Program will report accidents through the use of:

- Report of Injury/Disease Form 7 (Form 7)
- WCB/ WSIB-approved electronic reporting form.

OHSA Compliant Health and Safety Accident Reporting

The *Occupational Health and Safety Act* (OHSA), and the regulations under OHSA require Kids 4 Kids Leadership Program to provide information to their health and safety committees. If a photocopy of Form 7 is used for this purpose, personal information (e.g., the worker's Social Insurance Number, telephone number, earnings information, and pre-existing medical conditions) will be removed.

Authorization

To be considered valid, a completed Form 7 will be authorized by Kids 4 Kids Leadership Program or a representative of Kids 4 Kids Leadership Program. Sole proprietors and independent operators with optional insurance may authorize a report of their own accident. Partners and executive officers who have obtained optional insurance may not.

Employees

If you are injured or ill because of work, your first priority is to seek proper medical attention. You must then inform your Supervisor/Manager so that Kids 4 Kids Leadership Program can give you support and fulfill our responsibilities. As soon as possible after an accident, workers will file a claim for benefits. They will also consent to disclose their functional abilities information, which is provided by the treating health professional.

Workers will give Kids 4 Kids Leadership Program a copy of the claim for benefits at the same time they give a copy to the WSIB. In the case of occupational diseases, workers will give a copy of the claim to the Kids 4 Kids Leadership Program which most recently employed them in the employment to which the disease is associated.

The WSIB only issues one benefit payment (up to two weeks of loss of earnings benefits) to workers who are entitled to benefits under the insurance plan, but who have not met the claim and consent requirements. No further benefits are provided unless the worker meets the requirements.

Workers meet their requirement to claim for benefits by signing Form 0006A - the Workers' Report of Injury/Disease Form 6 (Form 6) or Form RE06 - Worker's Continuity Report.

How Employees Consent

Workers meet their requirement to consent to disclose functional abilities information by signing:

- Form 0006A - the Workers' Report of Injury/Disease Form 6 (Form 6)
- Functional Abilities Form for Planning Early and Safe Return to Work (FAF), or
- RE06 - Worker's Continuity Report (RE06).

Reporting Deadline

Kids 4 Kids Leadership Program

We will ensure that the WSIB receives a complete accident report within seven business days of Kids 4 Kids Leadership Program learning of the reporting obligation. (Business days are Monday to Friday, and do not include statutory holidays.) Workers will receive a copy of the accident report that is provided to the WSIB (including any additional information provided by Kids 4 Kids Leadership Program).

Employees

A claim must be filed within six months of an accident or, in the case of an occupational disease, within six months of the worker learning of the disease. If the worker does not file the claim for benefits or consent to the disclosure of functional abilities information within the six-month deadline, the WSIB does not provide benefits unless, in its opinion, it is just to do so.

In some cases, workers may ask the Workplace Safety and Insurance Appeals Tribunal (WSIAT) to determine whether they have the right to pursue a legal action against a third party under the *Workplace Safety and Insurance Act*. If WSIAT rules that they do not have that right, the deadline for filing a claim for benefits is six months following WSIAT's decision.

Waiving the Requirements to Claim and Consent

Mentally/Physically Incapable

If, as a result of the accident, the worker is mentally or physically incapable (e.g., unconscious) of claiming benefits and consenting to the disclosure of functional abilities information, the WCB/WSIB waives the requirements and issues the first and subsequent benefit payment(s) to the guardian.

Failure to Comply

Due to the serious nature of workplace injuries and the importance of accurate and timely reporting, Kids 4 Kids Leadership Program employees are expected to fulfill their obligations regarding the correct reporting of workplace injuries.

At the initial entitlement stage of a claim, the WSIB may levy four separate penalties -- one each for:

1. Late reporting;
2. Incomplete reporting;
3. Not reporting on a pre-approved version of the form; and
4. Failing to provide a copy of Form 7 to the worker.

The WSIB may again levy these penalties if Kids 4 Kids Leadership Program fails to respond to subsequent requests for information, or at the time of a recurrence.

Workplace Accident Investigation Policy - Ontario			KIDS4KIDS LEADERSHIP
Policy # 23		Date Created	January 1, 2018
Scott Graham			

Intent

Kids 4 Kids Leadership Program will comply with all applicable regulations, legislation and workplace compliance issues regarding health and safety, the correct reporting of any workplace injuries, and will strive to prevent any potential workplace injuries through the implementation of health and safety policies, procedures and programs.

The Workplace Accident Investigation Policy is intended to provide the correct investigatory procedures in the event of a workplace accident/incident. The creation of complete documentation, proper reports and investigations of workplace accidents/incidents will increase our overall readiness to identify and resolve workplace safety issues, reduce workplace injuries, and increase efficiency.

Guidelines

Response to Accidents Resulting Injuries Requiring Medical Attention

1. Stop the Process Immediately.
2. Contact the camp director and lead staff so that a joint investigation can be conducted (even if the injured staff is not available). Gather all available information such as:
 - How did accident occur?
 - Names of witnesses.
 - Objects, equipment, parts, or substances involved in accident.
 - Maintenance records.
 - Is there a safe work procedure for the work being performed?
 - Was procedure being followed?
 - Did worker receive safety training for work being performed?
3. Identify root causes.
4. Determine and implement temporary or, if possible, long-term corrective measures to address root causes before re-starting the process.
5. Complete an accident investigation form and provide copies to the

camp director and the Health & Safety Representative.

6. Ensure that copies of all records reviewed (training records, maintenance records, work procedures, safety talks, equipment drawings) are attached to the accident investigation.
7. Schedule follow-up review to review the effectiveness of the temporary and long-term corrective measures implemented.

Critical Injury Response and Investigation

If the extent of the injury is unclear but it appears that the potential exists that the injury may fall under the critical injury definition, treat the accident as a critical injury.

1. When notified of a Critical Injury the Supervisor shall immediately proceed to the accident scene and ensure that the area is secured and remains undisturbed until released by a Health and Safety Inspector.
2. The supervisor will contact management and the Health and Safety Representative so that a joint investigation can be conducted of the accident with that person once the injured team member is removed from the scene and it is safe to enter the accident area. Follow the steps outlined for conducting an accident investigation.
3. The Supervisor or other designated member of management will call report the critical injury to the appropriate board (M.O.L in Ontario 1-877-202-0008) within 48 hours. Tell the operator that you are reporting a critical injury. You will need to provide the name of the injured worker as well as the time of the accident. An officer will call you back, so be sure that you leave a number you can easily be reached on. Keep detailed notes as to the times of all calls, the name of the officer(s) you talk to, and details of the discussions.
4. If the root causes of the accident and corrective actions are identified, review these once the officer calls you back. Have the safety committee representative present to talk with the officer to confirm what has taken place. Often the officer will release the scene if the safety committee member confirms that the accident investigation has been completed and corrective actions have been agreed on to remove any unsafe conditions.
5. If the officer agrees with the corrective actions, they will release the accident scene and make arrangements to investigate the following day. If the officer decides to investigate

immediately, the accident scene must then remain secured until the officer has completed their investigation. Continue to follow-up to ensure the accident scene remains secured and nothing is moved. Arrange to have copies of all relevant documentation such as training records, maintenance records, work procedures, etc. available for the officer when they arrive.

6. Complete and FAX to the officer's attention a Critical Injury Report notifying them of the critical injury. You may also be asked to include a copy of the completed accident investigation.

Workplace Anti-Violence, Harassment, and Sexual Harassment Policy (Bills 168 and 132) - Ontario			
Policy # 24		Date Created	January 1, 2018
Scott Graham			

Intent

Kids 4 Kids Leadership Program is committed to building and preserving for its employees a safe, productive, and healthy working environment based on mutual respect. In pursuit of this goal, Kids 4 Kids Leadership Program does not condone and will not tolerate acts of violence, harassment, or bullying against or by any Kids 4 Kids Leadership Program employee.

Our Workplace Anti-violence, Harassment, and Sexual Harassment Policy is not meant to stop free speech or to interfere with everyday interactions. However, what one person finds inoffensive, others may not. Usually, harassment can be easily distinguished from normal, mutually acceptable socializing. It is important to remember that it is the perception of the receiver that determines whether the potentially offensive message is acceptable or not, be it spoken, gestural, pictorial, or some other form of communication which may be deemed objectionable or unwelcome.

Definitions

Workplace violence: workplace violence is the exercise, statement, or behavior of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker, such as:

- Physical acts (e.g., hitting, shoving, pushing, kicking, sexual assault, throwing an object at a worker, kicking an object the worker is standing on such as a ladder, or trying to run down a worker using a vehicle or equipment such as a forklift);
- Any threat, behaviour, or action which is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property; or
- Disruptive behaviour that is not appropriate to the work environment (e.g., yelling or swearing).

Domestic violence: a person who has a personal relationship with a worker—such as a spouse or former spouse, current or former intimate partner or a family member—may physically harm, or attempt or threaten to physically harm, that worker at work. In these situations, domestic

violence is considered workplace violence.

Personal harassment: any unsolicited, unwelcome, disrespectful, or offensive behaviour that has an underlying sexual, bigoted, ethnic, or racial connotation and can be typified as:

- Behaviour that is hostile in nature, or intends to degrade an individual based on personal attributes, including age, race, nationality, disability, family status, religion, gender, sexual orientation, gender identity, gender expression, or any other protected ground under human rights legislation.
- Sexual solicitation or advance made by a person in a position to confer, grant, or deny a benefit or advancement to the person, where the person making the solicitation or advance knows or ought reasonably to know that it is unwelcome;
- Reprisal or a threat of reprisal for the rejection of a sexual solicitation or advance where the reprisal is made or threatened by a person in a position to confer, grant, or deny a benefit or advancement to the person.
- Unwelcome remarks, jokes, innuendos, propositions, or taunting about a person's body, attire, sex or sexual orientation, or religion;
- Suggestive or offensive remarks;
- Bragging about sexual prowess;
- Offensive jokes or comments of a sexual nature about an employee;
- Unwelcome language related to gender;
- Displaying of pornographic or sexist pictures or materials;
- Leering (suggestive persistent staring);
- Physical contact such as touching, patting, or pinching, with an underlying sexual connotation;
- Sexual assault:
- For the most part, victims of sexual harassment are female; however, conduct directed by female employees towards males or between persons of the same sex can also be held to constitute sexual harassment;
- Any actions that create a hostile, intimidating, or offensive workplace, which may include physical, verbal, written, graphic, or electronic means; and
- Any threats of physical violence that endanger the health and safety of the employee.

Racial/ethnic harassment: any conduct or comment which causes humiliation to an employee because of their racial or ethnic background, their colour, place of birth, citizenship, or ancestry. Examples of conduct which may be racial or ethnic harassment include:

- Unwelcome remarks, jokes, or innuendos about a person's racial or

- ethnic origin;
- Colour, place of birth, citizenship, or ancestry;
- Displaying racist or derogatory pictures or other offensive material;
- Insulting gestures or practical jokes based on racial or ethnic grounds which create awkwardness or embarrassment; and
- Refusing to speak to or work with someone or treating someone differently because of their ethnic or racial background.

The following definitions are taken from the [Occupational Health and Safety Act](#):

Workplace Harassment –

(a) engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome; or

(b) workplace sexual harassment.

Workplace Sexual Harassment –

(a) engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or

(b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Guidelines

Kids 4 Kids Leadership Program is committed to providing a safe and healthy work environment, free from violence, threats of violence, discrimination, harassment, sexual harassment, intimidation, and any other misconduct. Similarly, weapons are strictly prohibited from the company's premises; violators will be subject to disciplinary action, and the incident will be reported to the police.

It is also a violation of the Workplace Anti-violence, Harassment, and Sexual Harassment Policy of Kids 4 Kids Leadership Program for anyone to knowingly make a false complaint of violence or harassment or to provide false information about a complaint. Individuals who violate this policy are subject to disciplinary and corrective action, up to

and including termination of employment.

This policy prohibits reprisals against individuals acting in good faith who report incidents of workplace violence or acts as witnesses. Management will take all reasonable and practical measures to prevent reprisals, threats of reprisal, or further violence. Reprisal is defined as any act of retaliation, either direct or indirect.

Kids 4 Kids Leadership Program will ensure that all employees are trained and educated on violence and harassment and that they are clear about their roles and responsibilities, as well as this policy, the corresponding program, and all workplace procedures. In addition, a copy of this policy will be made available to all employees.

Kids 4 Kids Leadership Program will, in consultation with the (Joint Health and Safety Committee OR Health and Safety Representative) develop a written program to implement this policy.

Application of this Policy

This policy applies to all individuals working for the organization, including summer staff, temporary employees, contract service providers. The organization will not tolerate violence or harassment, whether engaged in by fellow employees, managers, officers, directors, or contract service providers of the organization.

Kids 4 Kids Leadership Program will not tolerate any form of harassment or discrimination against job candidates and employees on any grounds listed in the definitions for violence and harassment, whether during the hiring process or during employment. This commitment applies to such areas as training, performance assessment, promotions, transfers, layoffs, remuneration, and all other employment practices and working conditions.

All Kids 4 Kids Leadership Program employees are personally accountable and responsible for enforcing this policy and must make every effort to prevent discrimination or harassing behaviour and to intervene immediately if they observe a problem or if a problem is reported to them.

For the purposes of this policy, harassment and bullying can occur:

- At the workplace;
- At employment-related social functions;
- In the course of work assignments outside the workplace;
- During work-related travel;
- Over the telephone, if the conversation is work-related; or
- Elsewhere, if the person is there as a result of work-related

responsibilities or a work-related relationship.

Violence Risk Assessment

Kids 4 Kids Leadership Program will conduct a risk assessment of the work environment to identify any issues related to potential violence that may affect the operation and will institute measures to control any identified risks to employee safety. This information will be provided to the joint health and safety committee or safety representative.

The risk assessment may include a review of records and reports: e.g., security reports, employee incident reports, staff perception surveys, health and safety inspection reports, first aid records, or other related records. Specific areas that may contribute to risk of violence may include but are not limited to, contact with the public, and working alone or at night. Research may also include a review of similar workplaces with respect to their history of violence.

Kids 4 Kids Leadership Program will communicate information relating to a person with a history of violence where:

- Workers may reasonably be expected to come into contact with the person in the performance of their job duties; and
- There is a potential risk of workplace violence as a result of interactions with the person with a history of violence.

The company will only disclose personal information that is deemed reasonably necessary to protect the worker from physical harm.

Reporting Violence or Bullying

If you are either directly affected by or witness to any violence in the workplace, it is imperative for the safety of all Kids 4 Kids Leadership Program employees that the incident is reported without delay. Reporting any violence or potentially violent situations should be done immediately to staff leads, or the camp director.

Investigating Reports of Violence or Bullying

The company shall:

- Investigate all reported acts and incidents of violence, and consult with other parties (e.g., legal counsel, health and safety consultants, JHSCs, employee assistance provider, human rights office, local police services).
- Take all reasonable measures to eliminate or mitigate risks identified by the incident.

- Document the incident, its investigation, and corrective action was taken.
- Submit a report of the incident to the Ministry of Labour where an employee incurs a lost time injury as a result of violence in the workplace.
- Review this policy and hazard assessment annually, or as changes to job responsibilities or environments occur, and revise the assessment as needed.
- Review annually, in conjunction with a review of the hazard assessment, the effectiveness of actions taken to minimize or eliminate workplace violence and make improvements to procedures, as required.

The joint health and safety committees/safety representative will:

- Review the Workplace Violence Hazard Assessment results and provide recommendations to management to reduce or eliminate the risk of violence.
- Review all reports forwarded to the JHSC regarding workplace violence and other incident reports as appropriate pertaining to incidents of workplace violence that result in personal injury or threat of personal injury, property damage, or police involvement.
- Participate in the investigation of critical injuries (e.g., incidents that place life in jeopardy or result in substantial blood loss or fracture of leg or arm.)
- Recommend corrective measures for the improvement of the health and safety of workers.
- Respond to employee concerns related to workplace violence and communicate these to management.

In addition, JHSCs may participate in the investigation of reported incidents that result in personal injury or have the potential to result in injury.

Reporting Discrimination or Harassment

Informal Procedure

If you believe you have been personally harassed you may:

- Confront the harasser personally or in writing pointing out the unwelcome behaviour and requesting that it stop; or
- Discuss the situation with the harasser's supervisor, your supervisor or any other supervisor other than your own.

Any employee who feels discriminated against or harassed can and should, in all confidence and without fear of reprisal, personally

report the facts directly to your supervisor or manager, or to another member of management if the complaint relates to your supervisor or manager.

Formal Procedure

If you believe you have been personally harassed, you may make a written complaint. The written complaint must be delivered to (Company Representative/Job Title). Your complaint should include:

- The approximate date and time of each incident you wish to report;
- The name of the person or persons involved in each incident;
- The name of any person or persons who witnessed each incident; and
- A full description of what occurred in each incident.

Investigating Reports of Discrimination or Harassment

Once a written complaint has been received, Kids 4 Kids Leadership Program will complete a thorough investigation. The organization will ensure that, where practicable, the investigation is completed within 30 days of the complaint being filed.

Harassment should not be ignored, as silence can and often is interpreted as acceptance. Employees will not be demoted, dismissed, disciplined, or denied a promotion, advancement, or employment opportunities because they rejected sexual advances or because they lodged a complaint when they honestly believed they were being harassed or discriminated against.

Kids 4 Kids Leadership Program will ensure that all information obtained during the course of an investigation will not be disclosed, unless the disclosure is necessary for the purposes of investigating or taking corrective action, or is otherwise required by law.

For the purposes of this section the following definitions apply:

Complainant – The person who has made a complaint about another individual whom they believe committed an act of violence, discrimination, or harassment against them.

Respondent – The person whom another individual has accused of committing an act of violence, discrimination, or harassment.

The investigation will include:

- Informing the respondent of the complaint;
- Interviewing the complainant, any person involved in the incident, and any identified witnesses; and
- Interviewing any other person who may have knowledge of the

incidents related to the complaint or any other similar incidents.

A copy of the complaint, detailing the complainant's allegations, is then provided to the respondent.

- The respondent is invited to reply in writing to the complainant's allegations, and the reply will be made known to the complainant before the investigation proceeds further.
- The company will protect from unnecessary disclosure the details of the incident being investigated and the identities of the complainant and the respondent.
- During the investigation, the complainant and the respondent will be interviewed, as will any possible witnesses. Statements from all parties involved will be taken and documented, and a decision will be made.
- If necessary, the company may employ outside assistance or request the use of legal counsel.
- Employees will not be demoted, dismissed, disciplined, or denied a promotion, advancement, or employment opportunities because they rejected sexual advances of another employee or because they lodged a harassment complaint when they honestly believed they were being harassed.
- Upon completion of the investigation, Kids 4 Kids Leadership Program will inform both the complainant and respondent in writing of the findings of the investigation and any corrective action that has been or will be taken as a result of the investigation.
- Where practicable, the complainant and respondent will receive notification of the results of the investigation within 10 days of the investigation being completed.

If the complainant decides not to lay a formal complaint, senior management may decide that a formal complaint is required (based on the investigation of the incident) and will file such documents with the person against whom the complaint is laid (the respondent).

If it is determined that harassment in any form has occurred, appropriate disciplinary measures will be taken as soon as possible.

Seeking Immediate Assistance

Canada's *Criminal Code* addresses violent acts, threats, and behaviours, such as stalking. The police should be contacted immediately when an act of violence has occurred in the workplace or when someone in the workplace is threatened with violence. If an employee feels threatened by a co-worker, volunteer, contractor, student, vendor, visitor, client, or customer, an immediate call to "911" is required.

The Right to Refuse Unsafe Work

- The right to refuse unsafe work is a legal right of every worker provided by the *Occupational Health and Safety Act*. Kids 4 Kids Leadership Program is committed to ensuring a safe workplace.
- If you wish to pursue this right, please refer to the Work Refusal Policy.

Special Circumstances

Should an employee have a legal court order (e.g., a restraining order, or “no-contact” order) against another individual, the employee is encouraged to notify his or her supervisor and to supply a copy of that order to the camp director. This will be required in instances where the employee strongly feels that the aggressor may attempt to contact that employee at Kids 4 Kids Leadership Program, in direct violation of the court order, so that Kids 4 Kids Leadership Program may take all reasonable actions to protect the employee. Such information shall be kept confidential and protected in accordance with all applicable legislation.

If any visitor to the Kids 4 Kids Leadership Program workplace is seen with a weapon (or is known to possess one), or makes a verbal threat or assault against an employee or another individual, employee witnesses are required to immediately contact the police, emergency response services, their immediate supervisor, and the Human Resources department.

All records of harassment and subsequent investigations are considered confidential and will not be disclosed to anyone except to the extent required by law.

In cases where criminal proceedings are forthcoming, Kids 4 Kids Leadership Program will assist police agencies, lawyers, insurance companies, and courts to the fullest extent.

Fraudulent or Malicious Complaints

This Anti-violence, Harassment, and Sexual Harassment Policy must never be used to bring fraudulent or malicious complaints against employees. It is important to realize that unfounded or frivolous allegations of personal harassment may cause both the accused person and the company significant damage. If it is determined by the company that an employee has knowingly made false statements regarding an allegation of personal harassment, immediate disciplinary action will be taken.

Disciplinary Measures

If it is determined by the company that an employee has been involved in a violent behaviour, unacceptable conduct, or harassment of another employee, immediate disciplinary action will be taken. Such disciplinary action may involve counseling, a formal warning, or dismissal.

Record Keeping

Kids 4 Kids Leadership Program will ensure that appropriate records of complaints and investigations relating to workplace harassment and sexual harassment are kept, including:

- A copy of the complaint or details about the incident;
- A record of the investigation including notes;
- A copy of the investigation report (if any);
- A summary of the results of the investigation that was provided to the worker who allegedly experienced the workplace harassment and the alleged harasser, if the alleged harasser is a worker of the employer; and
- A copy of any corrective action taken to address the complaint or incident of workplace harassment.

Confidentiality

Kids 4 Kids Leadership Program will do everything it can to protect the privacy of the individuals involved and to ensure that complainants and respondents are treated fairly and respectfully. Kids 4 Kids Leadership Program will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law. Neither the name of the person reporting the facts nor the circumstances surrounding them will be disclosed to anyone whatsoever unless such disclosure is necessary for an investigation or disciplinary action. Any disciplinary action will be determined by the company and will be proportional to the seriousness of the behaviour concerned.

Kids 4 Kids Leadership Program will also provide appropriate assistance to any employee who is the victim of violence, discrimination, or harassment.

Managing and Coaching

Counseling, performance appraisal, work assignment, and the implementation of disciplinary actions are not forms of harassment, and this policy does not restrict a manager's or supervisor's responsibilities in these areas.

Policy Review

As required by the *Occupational Health and Safety Act*, Kids 4 Kids Leadership Program will review this policy annually and will post the policy in a conspicuous place in the workplace.

Operations

[AODA - Integrated Accessibility Standards Regulation \(IASR\) Customer Service Policy](#)

[Inclusion Policy](#)

[Customer Code of Conduct and Complaint Procedure Policy](#)

[Refund Policy](#)

[Lost and Found Policy](#)

[Collection and Destruction of Customer Information Policy](#)

[Social Media Policy](#)

[Media Relations Policy](#)

[Privacy Policy](#)

AODA - Integrated Accessibility Standards Regulation (IASR) Customer Service Policy			
Policy # 25		Date Created	January 1, 2018
Scott Graham			

***Note: This policy is current to the July 1, 2016 changes to accessibility legislation.**

Intent

This policy is intended to meet the requirements of the Customer Service Standards included in the Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005*. It applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Kids 4 Kids Leadership Program shall follow the principles of dignity, independence, integration and equal opportunity.

Definitions

Assistive Device – Is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – The term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;

A condition of mental impairment or a developmental disability;

A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;

A mental disorder; or

An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Guide Dog – Is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – an animal is a service animal for a person with a disability if:

the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or

1. the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:

- A member of the College of Audiologists and Speech-Language Pathologists of Ontario;
- A member of the College of Chiropractors of Ontario;
- A member of the College of Nurses of Ontario;
- A member of the College of Occupational Therapists of Ontario;
- A member of the College of Optometrists of Ontario;
- A member of the College of Physicians and Surgeons of Ontario;
- A member of the College of Physiotherapists of Ontario;
- A member of the College of Psychologists of Ontario; or
- A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

Service Dog – As reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or

The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – a support person means, in relation to a person with a disability, another person who accompanies him or her in order to

help with communication, mobility, personal care, medical needs or access to goods and services.

Guidelines

In accordance with the Customer Service Standards, this policy addresses the following:

- A. [The Provision of Goods and Services to Persons with Disabilities;](#)
- B. [The Use of Assistive Devices](#)
- C. [The Use of Guide Dogs, Service Animals, and Service Dogs](#)
- D. [The Use of Support Persons](#)
- E. [Notice of Service Disruptions](#)
- F. [Customer Feedback](#)
- G. [Training](#)
- H. [Notice of Availability and Format of Required Documents](#)

A. The Provision of Goods and Services to Persons with Disabilities

Kids 4 Kids Leadership Program will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

Ensuring that all customers receive the same value and quality;

Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;

Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;

Taking into account individual needs when providing goods and services; and

Communicating in a manner that takes into account the customer's disability.

B. The Use of Assistive Devices

Customer's Own Assistive Device(s)

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Kids 4 Kids Leadership Program.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access to goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

Food Service Areas

A customer with a disability that is accompanied by guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

Other types of service animals are not permitted into food service areas due to the *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*.

Exclusion Guidelines

If a guide dog, service animal or service dog is excluded by law (see applicable laws below) Kids 4 Kids Leadership Program will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Applicable Laws

Food Safety and Quality Act 2001, Ontario Regulation 31/05: Animals not intended for slaughter or to be euthanized are not allowed in any area or room of a meat plant. It also makes an exception for service dogs to allow them in those areas of a meat plant where food is served, sold or offered for sale to customers and in those areas that do not contain animals or animal parts and are not used for the receiving, processing, packaging, labelling, shipping, handling or storing of animals or parts of animals.

The *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pitbulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Kids 4 Kids Leadership Program may request verification from the customer.

Care and Control of the Animal:

The customer who is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

Allergies

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Kids 4 Kids Leadership Program will make all reasonable efforts to meet the needs of all individuals.

C. The Use of Support Persons

If a customer with a disability is accompanied by a support person, Kids 4 Kids Leadership Program will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations Kids 4 Kids Leadership Program will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

The support person must abide by the Kids 4 Kids Leadership Program policies. They must also have a current police available.

Admission Fees

Where Kids 4 Kids Leadership Program requires a support person to accompany a person with a disability, and where the person with a disability has agreed to the accompaniment, Kids 4 Kids Leadership Program will not charge the support persons any fees or fares.

D. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Kids 4 Kids Leadership Program. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use Kids 4 Kids Leadership Program's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will include:

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

Goods or services that are disrupted or unavailable;
Reason for the disruption;
Anticipated duration; and
A description of alternative services or options.

Notification Options

Update to include your options and methods

When disruptions occur Kids 4 Kids Leadership Program will provide notice by:

posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Kids 4 Kids Leadership Program website;

contacting customers with appointments;

verbally notifying customers when they are making a reservation or appointment; or

by any other method that may be reasonable under the circumstances.

E. Customer Feedback

Kids 4 Kids Leadership Program shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available by (insert ways in which the process will be publicized). Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (handwritten, delivered, website or email), will be available upon request. *Update to list your options*

Submitting Feedback

Customers can submit feedback to:

Employee Name and/or Position Title

Phone Number

Mailing Address

Email Address

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to any Kids 4 Kids Leadership Program employee. *Update if feedback should only be supplied to specific individuals such as customer service, guides, hospitality, etc.*

Customers who provide formal feedback will receive acknowledgment of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

F. Training

Training will be provided to:

Every person who is an employee of, or a volunteer with, the provider.

Every person who participates in developing the provider's policies.

Every other person who provides goods, services or facilities on behalf of the provider.

Training Provisions

Regardless of the format, training will cover the following:

A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.

A review of the requirements of the Customer Service Standards.

Instructions on how to interact and communicate with people with various types of disabilities.

Instructions on how to interact with people with disabilities who:
use assistive devices;

require the assistance of a guide dog, service dog or another service animal; or

require the use of a support person (including the handling of admission fees).

Instructions on how to use equipment or devices that are available on our premises or that we provide that may help people with disabilities.

Instructions on what to do if a person with a disability is having difficulty accessing your services.

Kids 4 Kids Leadership Program's policies, procedures, and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule

Kids 4 Kids Leadership Program will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractors (insert when such as, during orientation). Revised training will be provided in the event of changes to legislation, procedures, policies, and/or practices.

If you have less than 50 employees you are not required to maintain a record of training

Record of Training

Kids 4 Kids Leadership Program will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

G. Notice of Availability and Format of Documents

This section only applies to businesses with 50 or more employees

Kids 4 Kids Leadership Program shall notify customers that the documents related to the Customer Service Standards are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Kids 4 Kids Leadership Program, the Kids 4 Kids Leadership Program's website and/or any other reasonable method.

Limitations

Kids 4 Kids Leadership Program does not own the facility where the day camps and sleep-away camps are run. We are limited to what we can do to the structure of the camp property. We will do everything possible to ensure campers with disabilities can access the camp buildings and will provide adequate care, and supervision. If a family is considering the Kids 4 Kids summer camps, they must follow the following process.

1. Conversation with the camp director: Parents will tell us about their child's needs and requirements. Kids 4 Kids and parents will assess whether we can meet the child's needs.
2. Parents will visit the camp facility to see if the camp is suitable for their child.
3. A plan will be created by the camp director and parents to ensure their child's needs are met. This plan will include staff training, support workers, and structure changes.
4. If the child requires a support worker or a modification to the camp property needs to be made that creates an extra expense, parents are responsible to cover any additional costs.
5. If the camp director feels that a camper presents a safety risk to themselves or other campers, they may be denied access to the camp program. Safety is always our priority.

Inclusion Policy			
Policy # 26		Date Created	Nov 18, 2017
Scott Graham			

Kids 4 Kids Leadership Program is committed to providing excellence and accessibility in its camp programming to campers and staff. Services will be provided in a manner that respects the dignity and independence of campers, staff, families, and guests. Persons with exceptionalities will be welcomed, included and supported by the camp and the camp will endeavor to meet the special needs of such individuals to the best of its abilities. The provision of services to persons with exceptionalities will be integrated wherever possible. The camp promotes equity of opportunity to those with exceptionalities and will provide support systems when necessary and where reasonably possible, to facilitate equal access to obtain, use or benefit from the goods and services offered by and on behalf of Tamarack.

With Respect to Staff:

Kids 4 Kids Leadership Program welcomes staff of diverse backgrounds, ethnicities, needs, and abilities. We strongly believe that diversity is an important aspect of camp and will foster a positive camp environment for all involved in the Kids 4 Kids program. Kids 4 Kids Leadership Program is committed to hiring individuals who will promote our inclusion policy. All individuals who are able to fulfill the responsibilities and requirements of a staff member at Kids 4 Kids Leadership Program are encouraged to apply. Whenever reasonably possible, Kids 4 Kids will provide support and assistance to staff members with exceptionalities.

With Respect to Campers:

Kids 4 Kids Leadership Program promotes inclusion for campers with exceptionalities and will strive to meet the specific needs of each individual camper whenever possible.

In order to maintain the integrity of our inclusion program, and to ensure the safety of all participants at camp, it is necessary to put limits on how many campers with exceptionalities can be enrolled and to outline the nature of the program and the physical facilities.

Steps To Determine whether Kids 4 Kids Leadership Program Can Meet

Needs of a Camper With Exceptionalities:

1) Inquiry by parent(s)/guardian(s) of potential camper with exceptionalities as to whether Kids 4 Kids Leadership Program can meet the needs of the child in question;

2) Kids 4 Kids Director(s) will have an initial conversation with the parent(s)/ guardian(s) to discuss the camper's specific needs and to provide a detailed outline of the camp program and opportunities for accommodation;

3) If, following the initial conversation, it appears that Kids 4 Kids Leadership Program may be an appropriate fit for the potential camper, the next step is to have a meeting that includes Kids 4 Kids's Director(s) and the family and, as appropriate, the potential camper to further assess whether Kids 4 Kids is an appropriate camp for the child. If, following the initial conversation, it is determined by Kids 4 Kids, hopefully in conjunction with the camper's family, that Kids 4 Kids cannot meet such camper's needs, Kids 4 Kids will endeavor to recommend a good alternative for the camper. Kids 4 Kids maintains the right to make such a determination in what it believes are the best interests of the camper and the camp.

4) In order to meet the specific needs of campers with exceptionalities, Kids 4 Kids Leadership Program may determine that particular support systems will be required to ensure the safety and dignity of the camper, staff and other participants in the Kids 4 Kids program. The goal of the camp will be to integrate the camper with exceptionalities as much as possible into the regular camp program. Such support systems may include one of the following:

a) a determination that the camper requires a 1:1 support staff to be provided by the family. In this situation, the family will be required to hire, train and pay the support staff. Kids 4 Kids Leadership Program will require that the support person attend the camp prior to the camper's start at Kids 4 Kids to receive specific training about Kids 4 Kids Leadership Program camp policies and procedures. The training session will take place at Kids 4 Kids Leadership Program summer camp site. The support staff will be required to adhere to Kids 4 Kids Leadership Program policies and direction while at camp.

b) a determination that the camper requires additional support, but that a 1:1 support staff is not required. In this instance, Kids 4 Kids may assign an additional counsellor to the cabin group for assistance. In this circumstance, the family must recognize that

the additional staff member is there for the benefit of the entire cabin group and is not there specifically for the individual camper. The additional counsellor may have to be moved from the cabin group if necessary to meet the needs of the camp and, if this is necessary, it is at Kids 4 Kids sole discretion to move the counsellor as necessary without notice to the family. Kids 4 Kids will endeavour to let the family know about such movement if possible;

c) a determination that an additional staff is not required to meet the needs of the individual camper. In this circumstance, the counsellors and other staff (e.g. swim instructor, specialists, etc.) will be informed of the camper's special needs and will be offered specific guidance (if applicable) about how to best meet the needs and abilities of the camper.

Steps To Determine If Support Systems Are Required:

To best meet the needs of campers with exceptionalities, it is essential that Kids 4 Kids Leadership Program and the family work together to ensure the success of the camper in question, such camper's group and the overall camp program. The family's providing accurate information prior to camp is necessary for both parties to be comfortable and properly prepared to support the camper as necessary.

During the course of the camper's time at Kids 4 Kids Leadership Program, it may become apparent that the circumstances are not what either Kids 4 Kids Leadership Program and/or the family expected. Sometimes campers respond differently than anticipated. If this is the case, then the camp will provide descriptive and ongoing information to the family as the situation is being monitored. It may be that changes to the camper's program are required. For example, a level of support different than what was originally expected and put in place may be required. Kids 4 Kids Leadership Program will work in partnership with the family if such changes are required. The family must recognize however, that the safety and well-being of its camper and everyone at Kids 4 Kids Leadership Program must be the camp's priority and that changes to the camper's support systems (or, if necessary, a decision as to the appropriateness of the camper remaining at camp) might be required at the discretion of Kids 4 Kids Leadership Program to ensure that the integrity of the camp program for all participants is maintained in a safe and appropriate manner.

1) Completion of the Health form will be required for all campers, including those with exceptionalities, by a date set by Kids 4 Kids Leadership Program prior to the camper's first day of camp. Such form

must be received by the office and Kids 4 Kids Leadership Program must have an opportunity to follow up with questions or concerns that are adequately addressed by the family before the child will be allowed to participate in any camp activities.

2)Parent(s)/guardians are required to provide updated information to Kids 4 Kids Leadership Program if new information is learned about the child prior to or during the camper's time at Kids 4 Kids Leadership Program. Parent(s)/ guardian(s) are also encouraged to provide Tamarack with any resources or additional information that might help the camp to best meet the needs of the exceptional camper.

3)In order to enable the camp to fulfill its responsibilities to the exceptional camper, Kids 4 Kids Leadership Program may request permission from the parent(s)/ guardian(s) to allow Kids 4 Kids Leadership Program Director or other appropriate person permission to speak with individuals who may have relevant knowledge about the child such as the child's teacher, doctor or past camp supervisors, etc.

4)During the camp session(s), it is important for the parent(s) / guardian(s) to recognize that there are numerous staff who play an integral part in the successful transition and success of any camper at camp. For campers with exceptionalities, the relevant camp staff to work with the camper will often include our Directors, Medical Team, Head Counsellor, specialists, counsellors and 1:1 support staff (if applicable).

5)Modifications to the camper's program may be necessary during the child's time at camp. It may be determined that certain activities may not be suitable for the camper (e.g. if there is a physical challenge preventing rock climbing). In these circumstances, an alternative activity that can be done in the same location can be made available during that period (e.g. a craft), but please note that individualized alternative programming may not be an option for safety, supervision and/or logistical reasons.

6)Kids 4 Kids Leadership Program will provide ongoing communication with the family of the camper to update the family about the camper's integration and progress in the camp. Parent(s) / guardian(s) are always welcome to contact Tamarack for information about the camper and a Director or other relevant staff member will contact the parent(s) / guardian(s) as soon as possible. We ask the family to remember that during the day, the staff are busy supervising and participating in camp programs. We therefore, ask the family to be patient if it does not hear back from Kids 4 Kids Leadership Program immediately. An appropriate staff member will get back to the family

as soon as possible, and if there are any concerns, parent(s)/guardian(s) will be contacted as soon as possible. Parent(s) / guardian(s) are reminded that they are not permitted to follow their child around the camp premises during the day. Visitors' Day (if applicable) and/or a camp tour is a potential opportunity which could allow the parent(s)/guardian(s) to see the camp in action.

With Respect to Families and Guests:

Kids 4 Kids Leadership Program is committed to providing accessible services to family members of campers and guests to our camp. We will do our best to meet the needs of these individuals and will provide accommodations that are reasonably possible to assist a camper's family members and guests.

In Conclusion:

Kids 4 Kids Leadership Program's goal is to provide an exceptional camp experience for all of its participants and to meet the unique needs of all those involved in the camp. Kids 4 Kids Leadership Program cannot meet the needs of every child, staff, family member or guest, but we will strive to do our best to work towards a safe, inclusive and successful summer for all involved. If you have any questions or comments, please contact the Kids 4 Kids Leadership Program office.

Customer Code of Conduct and Complaint Procedure Policy			
Policy # 27		Date Created	January 1, 2018
Scott Graham			

Intent

Kids 4 Kids Leadership Program seeks to continually provide a welcoming and comfortable environment which ensures trust and respect for all clients, visitors, staff, and volunteers. Kids 4 Kids Leadership Program strives to provide clients with a safe environment to grieve, regardless of culture or religious beliefs. In order to maintain our longstanding reputation in the community, we have established this Client/Customer Code of Conduct Policy to specify our expectations.

Guidelines

Expectations of our Clients

All clients of Kids 4 Kids Leadership Program are expected to treat our employees, other clients and visitors with the utmost respect and dignity while on company property. Kids 4 Kids Leadership Program strictly forbids discrimination or harassment of any kind, whether based on race, color, national origin, religion, creed, sex, age, physical, mental or developmental disability, marital status, sexual orientation, political ideology or any other reason. Harassment may include unsolicited or unwelcome remarks, gestures, or physical contact, as well as the display or circulation of inappropriate or derogatory written materials or pictures.

The following is a list of behaviors that will not be tolerated:

- Physical violence;
- Verbal abuse;
- Profanity;
- Any form of harassment;
- Intimidation tactics and/or making threats;
- Malicious or harmful statements about others;
- Public disclosure of another's private information;
- Possession of dangerous or unauthorized material; and
- Solicitation, purchase or selling of illegal substances.

Clients and/or visitors who appear to be under the influence of alcohol or illegal drugs may be asked to leave the premises.

Violations

Of paramount importance to Kids 4 Kids Leadership Program is the safety and security of its employees, clients, and visitors. This policy is strictly enforced and non-compliance will result in corrective measures being undertaken.

The General Manager and staff of Kids 4 Kids Leadership Program reserve the right to exclude any person from accessing services as a consequence of violating this policy.

Client Complaints

At Kids 4 Kids Leadership Program we value our clients and what they have to say about the service they receive. We take all complaints seriously as they assist us to improve our products, services, and client service.

We are committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all clients making a complaint equally.

Please remember there are always two sides to a story and more to the story than initially presented. We will gather the facts and follow up with parents once all information has been gathered.

Recording Procedure

All complaints made, whether verbal or written, will be recorded at the time the complaint is made, or as soon as possible afterward. The complaint should be recorded by the staff member who took the details.

When taking a complaint, staff will record the name and contact details of the client, as well as full details of the complaint including the date. Details of all communication with the client and any actions to resolve the complaint will be recorded in the same place. Reassure clients that we will follow up with them as soon as is reasonably practicable, and provide them with a date and time to expect a response, where possible.

Recorded complaints will also be monitored for any ongoing trends in Management and efforts will be made to resolve any ongoing issues.

Clients' personal details or details of their complaint will not be divulged to third parties unless prior written consent of the client has been received.

Informing Clients of Progress

Written complaints will be acknowledged promptly. We strive to resolve all complaints within a few days; however, clients will be given an approximate timeframe of resolution at the time that they make their complaint. They will also be informed of the progress of their complaint on a regular basis, especially if there are any delays or changes to what has been agreed.

We will ensure that clients are informed of any changes to our products or services as a result of their complaint. Where appropriate, clients who have had a complaint resolved will be contacted at a later date to see if they are happy with how their complaint was handled.

Responding to Complaints

All clients making a complaint will be treated with courtesy. Where possible, complaints will be resolved at the first point of contact. Complaints that are solved immediately will still be recorded, as outlined above.

If the complaint can't be resolved immediately, the client will be given a timeframe, a contact person, and details of our complaint handling process. Where possible, the staff member taking the complaint details will be the contact person.

The camp director will resolve a complaint by communicating directly with all parties in determining an acceptable resolution to the situation.

Escalation of Complaints

If a complaint cannot be resolved by the usual complaint process, it should be referred to the Camp Director and the client will be informed and given an amended timeframe for resolution.

If we are unable to resolve the client's complaint to their satisfaction, we will inform them about where they can take further action (e.g., Office of Consumer and Business Affairs, Equal Opportunity Commission).

Our Goal

We want the families who send their children to the Kids 4 Kids summer camps to be satisfied with our services. We take all complaints and concerns seriously and will do our best to resolve any issue promptly.

Refund Policy		KIDS4KIDS LEADERSHIP	
Policy # 28		Date Created	January 1, 2018
Scott Graham			

Intent

REFUNDS:

Camp Kahuna Sleep Away Camp Refund: If you cancel 30 days prior to camp starting you will receive a full refund minus your nonrefundable deposit. If you cancel after the 30 day period you will not receive a refund. If you have registered for Camp Kahuna and do not show up, your Visa will be charged the full camp fee. You have taken a camp spot and prevented another camper from having a camp experience. In addition, camp expenses have been paid in advance for rental/food/admin fees and costs based on the number of registrants. Camp Kahuna reflects the Ontario Camping Association's standard refund policy. This applies to the day camp portion of Camp Kahuna as well.

THE NON REFUNDABLE DEPOSIT is a standard feature at all summer day and sleepaway camps. You lose your nonrefundable deposit per child/per camp. For example: If you register two children for two camps you lose \$200.00. In past years I have had families register for multiple camps, then cancel at the last minute. This prevents other children from attending the Kids 4 Kids camps. Please do not register until you know your summer schedule; plan early. It is not fair to Kids 4 Kids or to the children who want to attend camp, but can't because a spot was unnecessarily taken. Consideration for a change to the refund policy is at the sole discretion of the director and only for major life events (i.e. illness of participant, death in the family, etc.) Documentation may be required.

Camp Kahuna Summer Day Camp Cancellation: If you cancel a week prior to camp starting or earlier you will receive a full refund minus your \$50 nonrefundable deposit per child per camp week registered. If you cancel during the camp week there is no refund. Please make sure your child is an appropriate fit for camp. Children with significant behavior issues usually do not do well in a camp environment. It is the camp policy to try and work with a camper who is struggling with their behavior, however, Camp Kahuna has the right to expel a camper who is violent, bullying others, or hurting others. This includes staff, other campers or other camp personnel. A camper who is sent home for any of the above behaviors or issues will not be granted a refund. If you need to transfer your child from one Kids 4 Kids camp

to another Kids 4 Kids camp, as long as there is space, you are charged a \$10.00 administration fee per transfer.

Lost and Found Policy			KIDS4KIDS LEADERSHIP
Policy # 29		Date Created	January 1, 2018
Scott Graham			

Please label all your child's belongings before you arrive. Please do not send valuable items (video cameras, digital cameras, cell phones, iPods, money, etc.) to camp with your child.

We will either notify you if you have labelled your child's items, or will have the lost and found set out at the end of the camp week. Please use [Mabel's Labels](#) to identify your child's clothing.

Retrieving lost items

If you discover you are missing an item once you return home, please do not call the office, but rather [send us an email](#). The following items should be included in the message:

- camper name
- camp attended
- item description
- colour
- size (youth or adult: small medium or large)
- identifying marks
- brand name
- where it was possibly left

If your item has been turned in, you will be contacted.

We try to reunite reported lost and found items with their owners; however, our priority is children on site. We attend to lost and found items as time allows.

If your items are not claimed within a 30 day period they will be donated.

Collection and Destruction of Customer Information Policy			
Policy # 30		Date Created	
Scott Graham			

Intent

The purpose of this policy to establish the procedures and processes that Kids 4 Kids Leadership Program will follow when collecting and disposing of customer information. Kids 4 Kids Leadership Program has adopted this policy to ensure that all Kids 4 Kids Leadership Program employees are aware of the importance of properly collecting, protecting and destroying customer information. The collection of customer information is an increasingly important aspect of our business and is a critical element for all employees – customer interactions.

Guidelines

Collect Customer Information

Kids 4 Kids Leadership Program employees are directed to ensure that customer information is gathered during each initial customer contact. This is a critical element in the ongoing success of our business. As a result, Kids 4 Kids Leadership Program will monitor employee interactions and performance metrics regarding the collection of customer information.

The following information should be collected:

- Customer Name
- Address
- Province / Territory
- Postal Code
- Telephone Number
- Email Address
- Preferred Method of Contact
- Notes Regarding Customer Interests
- Medical information
- Camper personal information
- Payment information

If we use customer personal information to make a decision that directly affects the customer we will retain that personal information for at least one year so that the customer has a reasonable opportunity to request access to it.

We will retain customer personal information only as long as necessary to fulfill the identified purposes or a legal or business purpose.

Obtain Consent for Collection, Use or Disclosure

Kids 4 Kids Leadership Program employees must obtain the consent of an individual for the collection, use or disclosure of his or her Personal Information.

1. The consent of an individual is required for the collection, use, or disclosure of Personal Information. Ask the customer if you may collect some information about them. If they reply in the negative, explain the benefits as stated within this Policy.
2. In obtaining consent, Kids 4 Kids Leadership Program employees will ensure that the customer is advised of the identified purposes for which Personal Information will be used.
3. Kids 4 Kids Leadership Program will require individuals to consent to the collection, use or disclosure of Personal Information as a condition of the supply of a product or service (For use only if such collection, use or disclosure is required to fulfill identified, legitimate purposes).

Inform the Customer of the Benefits

In the event that customer inquiries into the rationale for collecting their information, inform the customer that by collecting their information, we are able to:

- Process and fill orders;
- Refill orders as specified;
- Ensure proper billing;
- Service customer accounts;
- Access customer accounts to provide friendly, knowledgeable service based on their individual needs; and
- Offer friendly advice regarding alternate Kids 4 Kids Leadership Program product offerings, special offers, and discounts.
- Bus stop information - We need to know where our campers are being picked up and dropped off.

Securing Personal Information

Kids 4 Kids Leadership Program is committed to ensuring the security of customer personal information in order to protect it from unauthorized access, collection, use, disclosure, copying, modification or disposal or similar risks.

The following security measures will be followed to ensure that customer personal information is appropriately protected: the use of user IDs, passwords, encryption, firewalls; restricting employee access to personal information as appropriate.

We will use appropriate security measures when destroying clients' or customers' personal information such as shredding documents and permanently deleting electronically stored information.

We will continually review and update our security policies and controls as technology changes to ensure ongoing personal information security.

Offer Assurance of Privacy

Inform the customer that all information gathered will be kept confidential, and will be subject to our Privacy Policy.

It has always been Kids 4 Kids Leadership Program's priority to safeguard any information provided by our customers. We are committed to meeting, and where possible, exceeding, the requirements of all applicable privacy legislation that relates to our business.

At Kids 4 Kids Leadership Program, customer information is maintained as strictly confidential. Unless the customer authorizes us to release it, or release is required by law, we will not disclose any customer information to third parties. We never sell, lease or trade information about our customers or their accounts to other parties, unless authorized to do so, or unless required by law.

Questions and Complaints

Customers should direct any complaints, concerns or questions regarding Kids 4 Kids Leadership Program compliance in writing to the Scott Graham. If he is unable to resolve the concern, the customer may also write to the Information and Privacy Commissioner of Ontario.

Staff

Staff will give their attendance sheets to the camp director or staff leads. This information will be shredded by the Camp Director.

Internet

Personal information, like bus and group lists, will not be posted on the Kids 4 Kids website. All lists containing information will be given to Scott Graham at the end of each camp week to be shredded.

Photos

Parents will give consent during the registration process to whether or not they want their child's photo taken. Parents will also be sent an email prior to camp starting asking whether or not they want their child's photo posted/taken. Camp photos will be posted on a privacy protected SmugMug page. Group photos may be posted on the Camp Kahuna Facebook page.

Kids 4 Kids staff members will not post photos or private information of campers on social media sites.

Emails: Staff will not correspond with campers or parents through texting or emails. There is no tone in an email or text, which may lead to misinterpretations.

Social Media Policy			
Policy # 31		Date Created	January 1, 2018
Scott Graham			

Intent

This document is designed to provide all Kids 4 Kids Leadership Program employees with guidelines regarding the appropriate use of the company's social media accounts with Facebook, Twitter, LinkedIn, the company's blog (this list is not exhaustive).

Guidelines

- Employees may not disclose confidential or proprietary information on any of Kids 4 Kids Leadership Program's social media pages. The disclosure of confidential or proprietary information without prior authorization may result in immediate termination.
- Kids 4 Kids Leadership Program employees will be held responsible for what they write or post on any of Kids 4 Kids Leadership Program's social media pages. Inflammatory comments, disparaging remarks, or negative/inappropriate language or posts are not permitted and may result in termination.
- Kids 4 Kids Leadership Program employees are directed not to engage in discussions regarding competitors' products, legal issues in which the company is involved, or government issues related to the company and our industry without prior approval from management.
- Employees are required to respect copyrights and never post text, images or video created by someone else without proper attribution and/or authorization. If employees have questions about copyright law and/or the usage of certain media, they may contact (Insert applicable authority).
- Social media is not a substitute for inter-company communications. Important information should be transmitted within normal company communication channels (i.e. the company's email platform), and not through social media outlets.
- Social media is not a substitute for customer service. Employees are required to refer customers to the Kids 4 Kids website instead of handling inquiries entirely through social media.
- In the event that a Kids 4 Kids Leadership Program staff member discovers any group(s) that users have formed to discuss the company, its products, or services, employees are requested to bring them to the attention of management.
- Employees are required to relay important issues to the camp

director as soon as possible.

- Employees should always carefully consider what to post in response to an argumentative or accusatory post. If employees have any questions regarding how to respond to a particular post, employees should discuss the issue with management prior to posting.
- Always adopt a positive attitude when responding to comments on the company's pages or applications, or comments about the company in general.

Photography

Consent is required prior to posting any photographs of employees or campers on any of Kids 4 Kids Leadership Program's social media pages.

Be the Example

Staff reflect the values of the Kids 4 Kids Leadership Program. Staff need to be the example of a good leader. Staff or not to post any text or photos that detract from the Kids 4 Kids brand. Parents check social media profiles. Parents want to know who are supervising their children. Inappropriate posts can negatively effect the reputation of Kids 4 Kids and its staff. If staff post inappropriate content they will be 1) given a warning and must remove the inappropriate content 2) will be given a written warning, asking them to remove the inappropriate content and to change their behaviour and 3) be terminated.

Media Relations Policy			
Policy # 32		Date Created	January 1, 2018
Scott Graham			

Intent

Effective media relations are critical to the ongoing success of Kids 4 Kids Leadership Program and the way that Kids 4 Kids Leadership Program is perceived by our customers and the public at large. Kids 4 Kids Leadership Program will work to ensure that information regarding the organization is accurate, informative and positive. Kids 4 Kids Leadership Program will work to manage information provided to media outlets, including traditional news media formats and online coverage.

Guidelines

- Kids 4 Kids Leadership Program will provide information regarding our products, services, and performance to the media and the public at large as appropriate.
- Kids 4 Kids Leadership Program will provide a consistent source of information when posting news to any media format, and when responding to inquiries.
- Kids 4 Kids Leadership Program staff shall direct any media inquiries to Scott Graham.

Public Statements

- Public statements regarding or in reference to Kids 4 Kids Leadership Program must use positive language, and shall not defame, and/or speak negatively of Kids 4 Kids Leadership Program as an organization, Kids 4 Kids Leadership Program staff or Kids 4 Kids Leadership Program departments.
- Kids 4 Kids Leadership Program strictly prohibits the disclosure of confidential information regarding our processes, products, objectives, client information, financial information, or any other information protected as confidential under the Kids 4 Kids Leadership Program Confidentiality Policy.
- Kids 4 Kids Leadership Program strictly prohibits the public communication of unverified information, e.g. rumors or information gathered from a third party.
- Kids 4 Kids Leadership Program media releases must use appropriate trademark information.
- Kids 4 Kids Leadership Program media releases must be approved by Scott Graham, Camp Director prior to their release.
- Only a designated Kids 4 Kids Leadership Program spokesperson

shall be allowed to make public statements and/or provide media releases.

Privacy Policy			
Policy # 33		Date Created	January 1, 2018
Scott Graham			

Intent

Protecting the privacy and confidentiality of personal information is an important aspect of the way Kids 4 Kids Leadership Program conducts its business. Collecting, using, and disclosing personal information in an appropriate, responsible, and ethical manner is fundamental to Kids 4 Kids Leadership Program's daily operations.

Kids 4 Kids Leadership Program strives to protect and respect personal information of its customers, employees, business partners, and so on in accordance with all applicable regional and federal laws. Each staff member of Kids 4 Kids Leadership Program must abide by this organization's procedures and practices when handling personal information.

Guidelines

Applicability

This Privacy Policy informs every one of Kids 4 Kids Leadership Program's commitment to privacy and establishes the methods by which privacy is ensured. This Privacy Policy applies to all personal information within Kids 4 Kids Leadership Program's possession and control.

Personal information is defined as any identifying information about an individual or group of individuals, including name, date of birth, address, phone number, e-mail address, social insurance/security number, nationality, gender, health history, financial data, credit card numbers, bank account numbers, assets, debts, liabilities, payment records, credit records, loan records, opinions, and personal views.

Business information is defined as Kids 4 Kids Leadership Program, business address, business telephone number, name(s) of owner(s), executive officer(s), and director(s), job titles, business registration numbers, and financial status. Business information is treated and handled with the same level of confidentiality, privacy, and respect for personal information.

Consent occurs and is obtained when an individual signs an application

or other form containing personal information, thereby authorizing Kids 4 Kids Leadership Program to collect, use, and disclose the individual's personal information for the purposes stated on the form or in the Appropriate Use section of this policy.

- Implied consent is granted by the individual when he/she signs the application or form. This allows Kids 4 Kids Leadership Program to obtain or verify information from third parties in the process of assessing the eligibility of an individual, customer, client, job applicant, or business partner.

Appropriate Use

Kids 4 Kids Leadership Program collects and uses personal information solely for the purpose of conducting business and developing an understanding of its customers. Kids 4 Kids Leadership Program hereby asserts that personal information will only be used for the following purposes:

- verifying credentials
- reference check

Policy Statements

- Kids 4 Kids Leadership Program assumes full accountability for the personal information within its possession and control. This organization has appointed Scott Graham as custodian of all privacy matters and legal compliance with privacy laws.
- Kids 4 Kids Leadership Program obtains personal information directly from the individual to which the information belongs. Individuals are entitled to know how Kids 4 Kids Leadership Program uses personal information and this organization will limit the use of any personal information collected only to what is needed for those stated purposes. Kids 4 Kids Leadership Program will obtain individual consent if personal information is to be used for any other purpose. Kids 4 Kids Leadership Program will not use that information without the consent of the individual.
- Under no circumstances will Kids 4 Kids Leadership Program sell, distribute, or otherwise disclose personal information or contact lists to third parties. However, limited disclosure may be required as part of Kids 4 Kids Leadership Program fulfilling its stated business duties and day-to-day operations. This may include consultants, suppliers, or business partners of Kids 4 Kids Leadership Program, but only with the understanding that these parties obey and abide by this Privacy Policy, to the extent necessary of fulfilling their own business duties and day-to-day operations.
- Kids 4 Kids Leadership Program will retain personal information

only for the duration it is needed for conducting business. Once personal information is no longer required, it will be destroyed in a safe and secure manner. However, certain laws may require that certain personal information is kept for a specified amount of time. Where this is the case, the law will supersede this policy.

- Kids 4 Kids Leadership Program vows to protect personal information with the appropriate security measures, physical safeguards, and electronic precautions. Kids 4 Kids Leadership Program maintains personal information through a combination of paper and electronic files. Where required by law or disaster recovery/business continuity policies, older records may be stored in a secure, offsite location.
 - Access to personal information will be authorized only for the employees and other agents of Kids 4 Kids Leadership Program who require the information to perform their job duties, and to those otherwise authorized by law.
 - Kids 4 Kids Leadership Program's computer and network systems are secured by complex passwords. Only authorized individuals may access secure systems and databases.
 - Routers and servers connected to the Internet are protected by a firewall and are further protected by virus attacks or "snooping" by sufficient software solutions.
 - Personal information is not transferred to volunteers, summer students, interns, or other non-paid staff by e-mail or any other electronic format.
- Kids 4 Kids Leadership Program's Web site will include our privacy policy and disclose our personal information practices. Individuals inputting data into the Website will be notified of:
 - Personally identifiable information about the individual that is collected from the Website or through affiliate sites.
 - Information about the organization collecting the data.
 - How the data will be used.
 - With whom the data may or may not be disclosed.
 - What options are available to the individual regarding the collection, use, and disclosure of personal information?
 - The information technology security procedures in place that protect against the destruction, loss, theft, alteration, or misuse of personal information under Kids 4 Kids Leadership Program possession and control.
 - How the individual may access and correct any inaccuracies in their personal information.
 - Kids 4 Kids Leadership Program may share compiled demographic information with its business partners and/or advertisers, but no personal information that can identify any individual person shall be disclosed.
 - This Website may contain links to other sites, but Kids 4 Kids

- Leadership Program is not responsible for the privacy practices of other organizations' sites.
- While IP addresses will be logged in order to administer the site, track visitor movement, and gather demographic information, these IP addresses will not be linked to any personally identifiable information.
 - Any registration or order form asking site visitors to enter personal or financial information will be protected by SSL encryption.
 - Site visitors are given the choice to opt out of having their personal information used at the point where the information is gathered.
- In most instances, Kids 4 Kids Leadership Program will grant individuals access to their personal information upon presentation of a written request and satisfactory identification. If an individual finds errors of fact with his/her personal information, please notify Kids 4 Kids Leadership Program as soon as possible to make the appropriate corrections. Should Kids 4 Kids Leadership Program deny an individual's request for access to his/her personal information, Kids 4 Kids Leadership Program will advise in writing of the reason for such a refusal. The individual may then challenge the decision.
 - Kids 4 Kids Leadership Program may use personal information without the individual's consent under particular circumstances. These situations include, but are not limited to:
 - Kids 4 Kids Leadership Program is under obligation by law to disclose personal information in order to adhere to the requirements of an investigation of the contravention of a regional or federal, under the purview of the appropriate authorities.
 - An emergency exists that threatens an individual's life, health, or personal security.
 - The personal information is for in-house statistical study or research.
 - The personal information is already publicly available.
 - Disclosure is required to investigate a breach of contract.

Conclusion

Any questions or concerns regarding this Privacy Policy can be addressed by contacting Scott Graham at kids@kids4kids.ca. Kids 4 Kids Leadership Program will investigate and respond to concerns about any aspect of the handling of personal information. This organization will address concerns to the best of its abilities.

Technology

[Food Management Policy](#)

Food Management Policy			KIDS4KIDS LEADERSHIP
Policy # 34		Date Created	January 1, 2018
Scott Graham			

Intent

This document is designed to provide all Kids 4 Kids Leadership Program employees with guidelines regarding the appropriate handling of food while at camp.

1. We are a peanut-sensitive camp. Peanut products are not to be brought into camp by staff, parents or campers. Food for Camp Kahuna residential camps are peanut free. Other allergens may be present in foods or on the premises so parents/guardians must be very clear on the possibility of cross contamination.
2. We cannot guarantee the absence of allergen contamination in the kitchen or in the camp cabins or dining areas as other camps rent the facilities. We use a three sink method for sanitizing dishes. We use parchment paper on all baking sheets.
3. All snacks brought into camp by staff must be labelled peanut or nut free. Staff snacks are to be stored in the kitchen or in the nurse's cabin only, not in individual cabin locations. Campers are asked not to bring snacks as they cannot be kept in sleeping areas.
4. We may be able to accommodate other allergen sensitive foods such as dairy and gluten sensitive (at an additional cost) however we cannot accommodate other allergen foods which have serious health consequences (i.e. celiac, life threatening peanut/nut allergy, etc.) because we cannot guarantee the rental environment.

We reduce risk of contamination by:

- We wash all cooking surfaces with Lysol kitchen cleaner.
- After each meal in the dining area all table surfaces are washed with Lysol.
- We use a three sink method for sanitizing dishes (using a small amount of household bleach).
- We check product ingredients before purchasing them for camp and purchase items with the peanut free label.
- All foods are kept in a climate controlled environment to ensure food safety.
- We inform staff and camper families not to bring peanut related products to camp. If products are found after arrival at camp they are immediately removed from camp.
- We train our staff how to use epi-pens and deal with

anaphylactic reactions and have trained nursing staff on site for both residential camps.

- Kitchen staff must wash their hands after exiting and re-entering the kitchen each time, after using the washroom, after handling one food and before touching another food.
- We use Lysol household cleaner to wipe down each of the camp mattresses we use, and do not use mattresses that have open areas in the covering.
- All sleeping areas are vacuumed prior to occupation by campers. If tents are used they are swept and wiped down prior to use.

Acknowledgement & Agreement

I, _____, acknowledge that I have read and understand the Policy Manual of Kids 4 Kids Leadership Program. Further, I agree to adhere to this Policy Manual and will ensure that employees working under my direction adhere to these guiding principles. I understand that if I violate the rules or procedures outlined in this Policy Manual, I may face corrective action, up to and including termination of employment.

Name: _____

Signature: _____

Date: _____

Witness: _____