



Summer Camp
CAMPER HANDBOOK



WELCOME TO SUMMER CAMP!!!

We are excited that Summer Camp is quickly approaching! Our team is looking forward to meeting all our new camper families and getting re-acquainted with our alumni camper families. We are very excited to provide you with a SAFE and FUN summer camp, where you will be making lots of FRIENDS and creating lasting memories, making this summer one of the best Camp Muskoka summers EVER!

It is our goal to set all of our campers and camper families up for success. This Handbook is designed to assist both parents and campers to prepare for summer camp at Camp Muskoka. Please read the information thoroughly and keep it handy, as it will answer many of your questions.

Please feel free to contact us if you have more questions – we are always happy to help!

Contact Information

General Inquiries

Local: 705-645-6000

Toll Free: 1-888-734-CAMP (2267)

Fax: 705-646-9900

Email: registrar@campmuskoka.com

Camp Director

Drew Black

Local: 705-645-6000

Toll Free: 1-888-734-CAMP (2267) ext 260

Email: director@campmuskoka.com

Office Hours

Summer Camp

July/August

8:00am to 4:00pm daily.

Outdoor Education Leadership Centre

September-June

8:30am to 4:00pm Monday through Friday.

Mailing address

ATTN: (Insert campers name here)

c/o Camp Muskoka

1745 Fraserburg Road

Bracebridge, ON

Canada P1L 1X3

CONTENTS

WELCOME TO SUMMER CAMP!!!	1	CLUB MED	12
CONTACT INFORMATION	1	CONTACT WITH INFECTIOUS DISEASES.....	12
OFFICE HOURS	1	CURFEW	12
MAILING ADDRESS.....	1	DRESS CODE.....	13
CONTENTS	2	EMAIL TO CAMPERS	13
IMPORTANT DATES TO REMEMBER.....	3	FINAL PAYMENT INVOICES.....	13
PRE-SEASON DISCOUNT	3	HEAD LICE “NO NIT” POLICY	13
ARRIVAL DAY - SUNDAY	4	HEALTH INSURANCE	14
ARRIVALS BY CAR – CHECK-IN PROCEDURE.....	4	HOMESICKNESS	14
ARRIVAL DAY CONTINUED...	5	INSECTS	14
DIRECTIONS TO CAMP MUSKOKA	5	BED BUGS.....	15
ARRIVAL DAY CONTINUED...	6	THE A-B-CS OF CAMP MUSKOKA CONTINUED...	16
ARRIVALS BY CAMP MUSKOKA SHUTTLE:.....	6	INTERNATIONAL CAMPERS.....	16
ARRIVALS BY PLANE - CAMP MUSKOKA AIRPORT SHUTTLE:	6	LAUNDRY	16
DEPARTURE/FAMILY DAY - SATURDAY	7	LETTERS, CARE PACKAGES & CAMP ADDRESS.....	16
UPON YOUR ARRIVAL ON FAMILY DAY	7	THE A-B-CS OF CAMP MUSKOKA CONTINUED...	17
FAMILY DAY SCHEDULE	7	LOST & FOUND	17
FAMILY DAY – ACTIVITY OPTIONS	8	MEDICATION	17
CAMPERS LEAVING EARLY.....	9	MUSICAL INSTRUMENTS.....	17
DEPARTURES BY CAR	9	NOTE FOR PARENTS AND FIRST TIME CAMPERS	17
DEPARTURES BY SHUTTLE - FROM CAMP MUSKOKA (BRACEBRIDGE)	9	NUT SAFE POLICY	17
.....	9	PERSONAL PROPERTY	18
CAMPERS DEPARTING BY PLANE - CAMP MUSKOKA AIRPORT	9	PETS AT CAMP	18
SHUTTLE.....	9	PICK UP AUTHORIZATION.....	18
SESSION OPTIONS	10	PROMOTIONAL PICTURES/VIDEOS	18
SPECIALTY PROGRAMS	10	SMOKING/DRUGS/ALCOHOL	18
CABIN MATE REQUESTS	10	SUN PROTECTION	18
TRIP CANCELLATION & INTERRUPTION INSURANCE	10	SWIMMING	19
THE A-B-CS OF CAMP MUSKOKA	11	TELEPHONE CALLS	19
ALLERGIES AND SPECIAL DIETARY NEEDS	11	THEFT	19
BIRTHDAYS AT CAMP	11	THINGS TO LEAVE AT HOME.....	19
CABIN GROUPS AND ACCOMMODATIONS	11	TUCK SHOP / CAMP MUSKOKA COFFEEHOUSE	19
CALLS TO AND FROM CAMP	11	TYPICAL DAY AT CAMP MUSKOKA.....	20
CARE PACKAGES	11	VISITORS	20
THE A-B-CS OF CAMP MUSKOKA CONTINUED.....	12	CAMPER CODE OF CONDUCT	21
CAMERAS	12	DRESS CODE	21
CASH	12	LAUNDRY & PACKING TIPS	22
CELL PHONES AND HANDHELD ELECTRONIC DEVICES.....	12	LAUNDRY	22
		PACKING TIPS.....	22
		CAMPER QS AND AS	22
		CAMPER QS AND AS	23
		CAMP MUSKOKA SONGS	24

IMPORTANT DATES TO REMEMBER

April 15	Final balances due
August 31	End of Pre-Season Discount Period - save up to \$100 per camper, per week
September 1	Beginning of Early Bird Registration Discount – Save up to \$50 per camper, per week
September 6	Camp Muskoka Outdoor Education Leadership Centre School Programs begin
February 15	End of Early Bird Registration Discount Period

SPECIAL ALUMNI REGISTRATION PRE-SEASON DISCOUNT

After Session One, registration for next summer begins!

As Alumni families, we invite you to register early, secure your spot, and save! You are special to us, and to show our appreciation we offer you our greatest prices of the year. Register your camper before August 31 to secure your spot. We have three payment options: Pay in full, pay the deposit of \$200 per camper per week of camp and the balance in equal payments, or pay the deposit and the balance later – all options have registration discounts. Please visit our online registration for more details: <http://www.campmuskoka.com/register/>

ARRIVAL DAY - SUNDAY

Sunday is arrival day at Camp Muskoka.

Parents are invited to drop off their camper(s) and meet their counsellors and other members of the Camp Muskoka team. To set your camper up for success, please follow the instructions below:

Arrivals by Car – Check-In procedure

Campers arriving by car are to **arrive at Camp Muskoka between 2:30 pm and 3:30 pm. Please DO NOT arrive early**, as our entire staff team will be busy preparing for your arrival.

- **PARKING** - Our parking attendants will help you find a parking space. Once parked, please go with your camper to the check in window. Take your camper's medications with you. Please leave all other baggage in your vehicle at this time.
- **CHECK-IN AT THE CAMP TUCK SHOP** – We need to know that your camper has arrived. Please check-in at the Camp Tuck Shop first.
- **MEDICAL SCREENING** (beside the Camp Muskoka Tuck Shop) – After you've checked-in at the Tuck Shop, take your camper and medications to the medical screening station where you will meet our Healthcare Team, have a lice check, and check-in all medications. All campers must complete both steps.
- **COLLECT YOUR BAGGAGE** - Once you've checked-in and completed the medical screening, please return to your vehicle to retrieve your camper's baggage, a Counsellor will accompany you.
- **MEET YOUR COUNSELLORS, CABIN MATES, AND MAKE NEW FRIENDS** – A counsellor will show you to your camper's cabin where you will meet more campers and counsellors, and help get campers settled in. Parents are welcome to help their campers unpack and set up their bed.
- **LET THE FUN BEGIN!!!** - Parents are encouraged to depart as soon as possible and let the FUN begin! Please don't linger, as your camper has many new friends to meet and our caring staff will want to get the cabin bonding activities underway!
- **PARENTS, ENJOY YOUR HOLIDAY!!!** - While your campers are here at camp, we will make sure that all their needs are met and they are having FUN making lots of friends! To ensure a successful summer camp experience, please take full advantage of this opportunity and enjoy YOUR time as well. As they say, "absence makes the heart grow fonder" and whether it be painting the house and renovating, or having an undisturbed bath in silence, enjoy yourself...your camper will be!
- We ask parents to **depart Camp by 4:00 pm** so your camper can begin their week of Summer Camp FUN!

ARRIVAL DAY continued...

Directions to Camp Muskoka

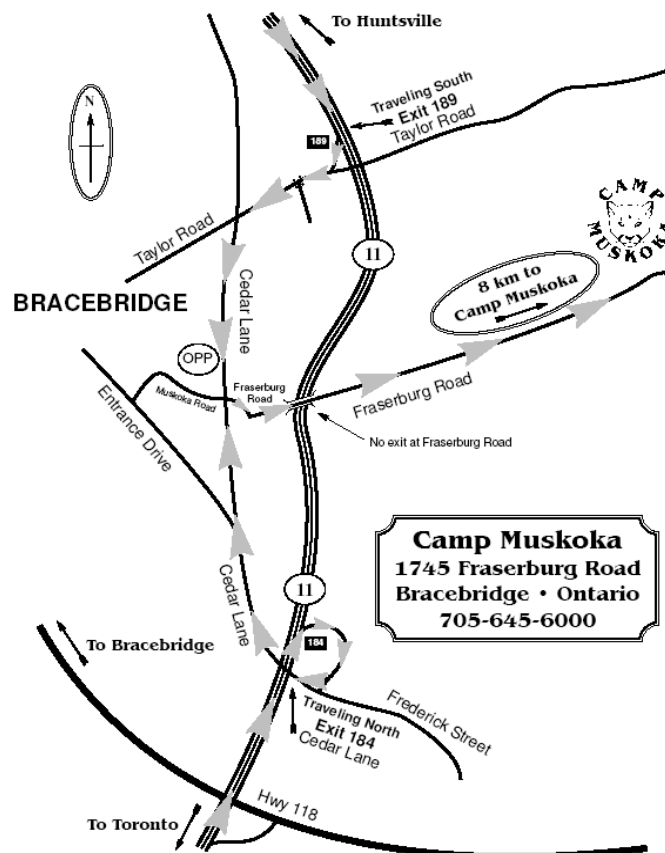
From the South

Take HWY 11 north to the Cedar Lane/Frederick Street exit #184 (2nd Bracebridge exit). Turn right and travel north-west on Cedar Lane to Fraserburg Rd. If you pass the OPP Station on Cedar Lane you have gone about 100m too far. Turn right (east) onto Fraserburg Rd. Travel for approximately 8km. Watch for the Camp Muskoka signs. Our driveway is on the left (north) side of the street. The driveway is about 1km long, please drive slowly (25km/hr) and enjoy the scenery!

From the North

Take HWY 11 south to the Taylor Road, exit #189 (Bracebridge). Turn right onto Taylor Road. Travel through the roundabout to Cedar Lane South. Continue south on Cedar Lane to Fraserburg Rd (approximately 100m past the OPP station). Turn left, (east) onto Fraserburg Rd. Travel for approximately 8km. Watch for the Camp Muskoka signs. Our driveway is on the left (north) side of the street. The driveway is about 1km long, please drive slowly (25km/hr) and enjoy the scenery! (See map on p.8)

If you have any trouble finding us, or if you are going to be arriving later than expected, please call locally 705-645-6000 or toll free 1-888-734-2267. One of our staff will be happy to assist you!



ARRIVAL DAY continued...

Arrivals by Camp Muskoka Shuttle:

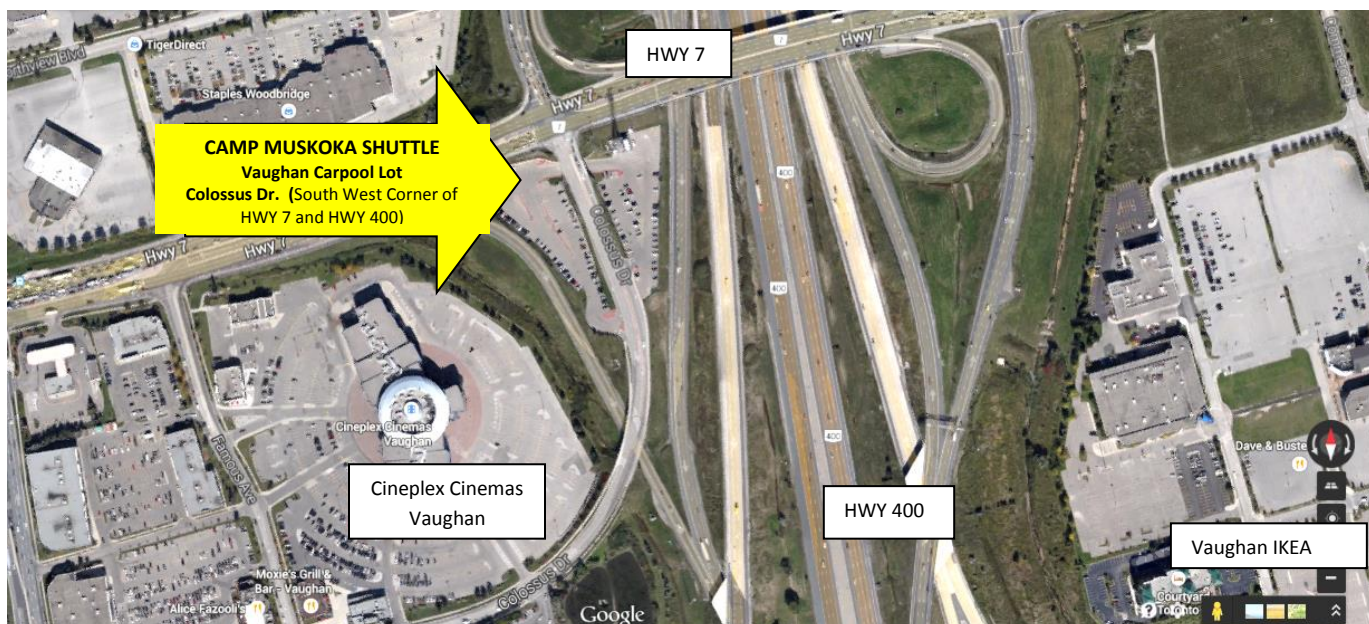
From Toronto (Vaughan)

Departure Point - Vaughan Carpool Lot – Colossus Drive (Hwy 400 & HWY 7)

Departure Time from Lot - 2:00pm

Arrival Time at Camp Muskoka - 4:00pm (approximate)

Shuttle service is available for our families at the additional cost of \$80 per camper, each way (plus tax.) If you did not sign up for shuttle service online but you require this service, or if you need to change the arrangements already made, please contact the Camp Registrar by emailing registrar@campmuskoka.com as soon as possible.



Arrivals by Plane - Camp Muskoka Airport Shuttle:

Campers arriving by plane and requiring shuttle service to Camp Muskoka from Toronto's Pearson International Airport (YYZ) must contact the Camp Registrar by emailing registrar@campmuskoka.com to make arrangements. Airport shuttle service is \$350 CDN plus tax, each way and must be arranged well in advance.

For campers requiring Airport Shuttle Service, you will need to provide flight details and information regarding your travel itinerary. The Camp Registrar will email you prior to your Camp Session.

Please Note: A Camp Muskoka Shuttle Supervisor will be in uniform, ready to meet and assist the campers. Bottled water and a healthy snack will be provided by Camp Muskoka for all shuttle passengers. Because of our Nut-Safe Policy, please do not pack snacks or food with your campers who are taking the shuttle.

DEPARTURE/FAMILY DAY - SATURDAY

Saturday is departure day, and is our FAMILY DAY at Camp Muskoka.

All campers are to be signed out between 10:00 and 11:00 am.

Parents are encouraged to pick up their camper(s) at the end of their session at Camp so that you can all enjoy our Family Day together! A lunch buffet will be open from 11:30am to 1:00pm in our dining hall "Pine Hall", for those wishing to get a quick bite, we will also have a BBQ option. Participate in our Fun family games for a chance to win a spectacular prize from the Camp Muskoka Tuck Shop, or cheer others on. Go for a swim, canoe, kayak, or stan-up paddleboard on Cougar Lake. You may also participate in the Canopy Aerial Park for an additional fee. It is recommended to make reservations in advance for Canopy Aerial Park, as space is limited. Please call the office for more information and to make your reservation at 1-888-734-2267.

Upon Your Arrival on Family Day

- Bring your photo ID with you
- Sign your camper out with their counsellors at your campers cabin
- Take your baggage to the car
- Collect camper medication from Club Med
- Visit the Camp Muskoka Tuck Shop to purchase camp clothing & souvenirs
- Enjoy the Family Day Lunch & Activities

Family Day Schedule

10:00am - 12:30pm - Waterfront is open

10:00am - Aerial Park Session (reservations required) - Aerial Park, Zip-Lining, *(Subject to additional fees & restrictions)*

11:00am – Potato Sack Race at the SOD

11:30am - 12:45pm - Lunch at Pine Hall (our dining hall) or BBQ for a quick option

11:30am - Water Balloon Toss at the SOD

12:30pm - Camp activities closed

1:00pm – Departure for all guests

FAMILY DAY – ACTIVITY OPTIONS

Swimming, Canoeing, Kayaking, Stand-Up-Paddle Boarding

Bring your swim suits and enjoy Cougar Lake between 10am and 12:30pm.

Win Camp Muskoka Clothing prizes

Traditional family games like Potato Sack race at 11:00am and Water Balloon toss at 11:30am will be on the SOD

Canopy Aerial Park

Camp Muskoka families and friends may make a reservation in advance to attend the Canopy Aerial Park on Family Day. Aerial Park runs at 10am Saturdays only. Participants may choose to enjoy the whole Aerial Park for \$50 (plus tax), or the Zip-Line only, for \$25 (plus tax). Campers with a week pass may participate for FREE on their departure day. Please call the office for more information and to make your reservation at 1-888-734-2267.

Please note: Participants must adhere to the Camp Muskoka Canopy Aerial Park Rules and Regulations which will be on the Canopy Aerial Park waiver form.

- Camp Muskoka reserves the right to suspend Aerial Park activities due to inclement weather (high winds and/or thunder/lightening). The park remains open in rainy weather.
- Individuals who are pregnant, those with heart conditions, or anyone who has recently had surgery, should NOT participate in Aerial Park activities.
- Participants must not exceed 250lbs in weight or exceed 6'6" in height to ride the Zip Line.
- Closed toe, athletic footwear must be worn.
- There is to be no loose jewelry, and long hair must be secured.
- All participants must complete our Static Belay Training prior to entering the Canopy Aerial Park.

DEPARTURE DAY continued...

Campers Leaving Early

If your camper is being picked up early, please make sure this has been arranged with the Camp Registrar as far in advance as possible. Upon arrival, proceed to the purple and green Admin office with your Photo ID and we'll help you sign out your camper.

Departures by Car

All campers are to be signed out at Camp Muskoka between 10:00 and 11:00 am. Please take your photo ID to the appropriate cabin and sign out with your camper's counselor. If you are unsure where to go, please go to the Camp Tuck Shop or Office and our staff will assist you.

ONLY PERSONS WHO HAVE BEEN PRE-AUTHORIZED, IN WRITING, either on your camp application or by email to the Camp Registrar will be permitted to sign out campers, including parents. Please make sure to add any/all people who are permitted to sign out your camper by contacting the registrar prior to camp.

ALL individuals, including parents, will be required to present photo ID. This is for the safety of your children. We appreciate your co-operation with this matter.

Once your camper is signed out, we invite you to enjoy Camp Muskoka's Family Day!

Departures by Shuttle - From Camp Muskoka (Bracebridge)

- Departure Time from Camp - 1:30pm
- Estimated Time of Arrival at Vaughan Carpool Lot, Colossus Drive (Hwy 400 & HWY 7) - 3:30pm

Shuttle service is available for our families at the additional cost of \$80 per camper each way (plus tax). If you did not sign up for shuttle service online but require this service, or if you need to change the arrangements already made, please contact the Camp Registrar by emailing registrar@campmuskoka.com as soon as possible as space may be limited.

Campers Departing by Plane - Camp Muskoka Airport Shuttle

Campers departing by plane and requiring shuttle service from Camp Muskoka to Toronto's Pearson International Airport (YYZ) must contact the Camp Registrar by emailing registrar@campmuskoka.com to make arrangements. Airport shuttle service is \$350 CDN plus tax, each way.

For campers requiring Airport Shuttle Service, you will need to provide flight details and information regarding your travel itinerary. The Camp Registrar will email you prior to your Camp Session. Please ensure you have paid the checked baggage fees at time of ticket purchase. Any outstanding baggage fees will be charged to the credit card on file plus a 10% administration fee.

Please Note: A Camp Muskoka Shuttle Supervisor will be in uniform, escorting and assisting the campers. Bottled water and a healthy snack will be provided by Camp Muskoka for all shuttle passengers. If you would like to add Session Options for your camper (Specialty Programs, Transportation, and/or Trip Cancellation & Interruption Insurance), please log into your online account to access these options.

SESSION OPTIONS

Specialty Programs

For the adventure seeking campers, Camp Muskoka offers several Specialty Programs: Our Canopy Aerial Park, Paintball, Rock Climbing, Horseback Riding, and Flyboarding. These programs are available for additional fees, and can be purchased online or by contacting our Registrar. Please note, for safety reasons Paintball is limited to campers who are turning 10 years of age or older this calendar year, Flyboarding is limited to campers who are 12 years of age or older. If you register for a Specialty Program, and your camper refuses to attend when they are scheduled, a refund can be issued, but due to the nature of the programming schedule, campers will NOT be re-booked to attend the activity at a different time. Please discuss with your campers which Specialty Programs they wish to attend prior to arriving at camp. We can accommodate a MAXIMUM of 4 sessions of specialty programming, or an aerial park week pass plus one session, per week of camp.

Cabin Mate Requests

We do our best to honour all cabin mate requests. We cannot confirm groups in advance prior to arrival. If we are unable to accommodate your request our Registrar will contact you by phone in the days leading up to camp to discuss options. If you do not hear from the Registrar, it is safe to assume the requests were met.

Trip Cancellation & Interruption Insurance

We offer trip cancellation and interruption insurance through Chubb Insurance. Insurance is available for campers who are Canadian citizens or residents of Canada, excluding residents of Quebec.

Trip Cancellation of your insured trip must result from any one of the UNFORESEEN EVENTS listed below occurring during the period of coverage:

- 1) A serious injury or illness, grave illness leading to hospitalization or death of a Family Member or you;
- 2) You are being required to serve on a jury, subpoenaed, activated into military service, or having his or her home made uninhabitable by fire or flood or other natural disaster;
- 3) Death, admission to hospital or quarantine of the person with whom you have arranged overnight accommodation for the majority of your insured trip.
- 4) You or your parent/legal guardian's involuntary loss of permanent employment (excluding contract or self-employment), due to layoff or dismissal without just cause, provided that you had no knowledge of such action prior to the date of application for insurance.
- 5) You are directly involved in a traffic accident while travelling to the departure point of their trip;
- 6) *The Government of Canada issuing an "Avoid Non-Essential Travel" or "Avoid All Travel" Travel Advisory for the country or a region of the country that is a destination on the trip;*
- 7) *There is a determination that there is a risk of harm due to terrorism to you during the trip when you are scheduled to travel to a specific region of a country.*

THE A-B-Cs OF CAMP MUSKOKA

Allergies and Special Dietary Needs

All allergy and special dietary needs should have been completed on your original online registration form. Any changes or new developments after you submitted the form should be sent to the Camp Registrar by emailing registrar@campmuskoka.com as soon as possible. If our kitchen team has questions about the allergies / dietary restrictions, someone will call you prior to your arrival day. In some cases you may be asked to provide supplementary food items.

Birthdays at Camp

If your child is celebrating their birthday while at camp, our team is happy to help make it a special one! We sing a birthday song, and have a treat prepared to honour their special day. If you wish to leave a card and/or gift from home, we can arrange delivery for you – Please leave the package with our staff at the Tuck Shop on Arrival Day when you check in. On the exterior of the package, please clearly write your camper's name, cabin name, and birth date. *Please Note:* we ask that you please respect our Care Package information (see at bottom of this page), our "Nut Safe" policy, and omit ALL food, candy, gum, or snack items from all care packages and/or birthday presents.

Cabin Groups and Accommodations

Cabin groups are comprised of campers of the same gender who are close in age. Cabin groups may have up to 20 campers each. Campers sleep in bunk beds and each camper has a storage area for his or her personal belongings. Counsellor rooms are separate but adjacent to the campers so that they are immediately available for any camper's needs.

Calls To and From Camp

If you call and our message service is on, please do not panic. While Camp is in session we are very busy making sure your kids are safe and having fun. Please leave a detailed message in the general mailbox (x221) to ensure your call is promptly addressed and we will return your call as quickly as possible. There is a director on site at all times throughout the summer and messages are checked regularly throughout the day. We do make every effort to respond to calls within a reasonable time frame. We ask for your patience and understanding as we prioritize return calls to families based on urgency. Rest assured, we will return your call as soon as we are able. **Please do not be alarmed if you receive a call from Camp Muskoka while your camper is here.** Sometimes there are administrative details that need clarification. Our staff will always leave a detailed message. If there is an emergency, we do make every effort to reach parents at their contact numbers as soon as the situation permits, and in the event that parents cannot be reached, we then attempt to connect with the emergency contacts you provided.

Care Packages

Gifts such as souvenir Camp Muskoka Clothing, stuffed toys, cards and games are ideal care package contents. **PLEASE DO NOT TO SEND OR BRING OUTSIDE FOOD, CANDY, GUM OR SNACKS.** We take great precautions to ensure we provide our campers with a healthy, nut safe environment and we can't do it without everyone's support. Campers are not allowed to store food in their cabins or tents so please do not include such items in care packages. Improperly stored food can attract unwelcome visitors, such as flies, ants and possibly raccoons and bears. Clean accommodations are essential. Extra snacks are not necessary.

THE A-B-Cs OF CAMP MUSKOKA continued...

Cameras

We encourage campers to take pictures while they are here to share with family and friends when they return home. We highly recommend you label disposable cameras or digital cameras with camper's full name (first and last). Smart phones, cellular phones, iPods, or other multi-purpose electronic devices that have cameras built in are **not permitted**.

Cash

Please do not send your camper with cash, as it is not needed. For campers travelling by airport shuttle, cash needs for your camper's travel to and from camp is permitted. In this case, please advise your camper to deposit any cash with our Shuttle Coordinator upon check-in. Camp Muskoka cannot accept any responsibility for lost or stolen money that is not deposited with the Shuttle Coordinator.

Cell Phones and Handheld Electronic Devices

Electronic devices are **NOT PERMITTED** at camp. Camp is a social environment intended for children to socially interact together and not isolate themselves. **Please note this policy applies to ALL devices**. We want all campers to enjoy their time at Camp Muskoka, unplugged. Any devices found will be confiscated, stored in the main office and returned at the end of camp session. Camp Muskoka cannot accept any responsibility for lost or stolen electronic devices.

Club Med

Club Med is Camp Muskoka's Health Centre and is home-base to our caring medical team. Staffed by a medical team of a physician, nurses and a nursing student, Club Med is open throughout the day to dispense medication, administer first aid, perform minor medical procedures and maintain the overall health and wellness of our camp community. The health services team at Club Med is well equipped to tend to our campers needs 24 hours a day, 7 days a week throughout the summer. To further support our Healthcare needs Camp Muskoka has an approximate 8 minute emergency response time from EMS and is just a 12 minute drive from South Muskoka Memorial Hospital in Bracebridge. Families will meet our Club Med Team on Arrival Day.

Contact with Infectious Diseases

Parents who are aware of any possible exposure their camper may have had to an infectious disease, such as chicken pox, cold, or flu virus are requested to advise the Camp Registrar of such exposure before he/she arrives at camp.

Curfew

Bedtime at Camp Muskoka varies depending on age group and evening programming but is generally between 9:00 and 10:30pm. Campers are not permitted to leave their cabins after curfew. Any camper found outside of their cabin after curfew may be subject to disciplinary action up to and including dismissal from camp.

THE A-B-Cs OF CAMP MUSKOKA *continued...*

Dress Code

At Camp Muskoka we want everyone to be comfortable. Clothing should be appropriate to meet the demands of an active outdoor setting. If a camper's clothing is deemed offensive, or is making others uncomfortable, he/she may be asked to change to something more appropriate. Please refer to the Dress Code on the back of your Camper Kit List.

Email to Campers

We offer families the opportunity, free of charge, to send emails to their campers. Our Registrar will send you instructions on how to send your camper an email. Please be aware that emails will be distributed once daily, with the regular mail and campers **WILL NOT** have opportunity to respond to emails. Emails received before 4:00pm will be delivered same day after dinner, email received after 4:00pm will be delivered next day after dinner.

Final Payment Invoices

Final invoices for all campers will be sent after the camper's session concludes. A valid credit card *must* be on file for incidental charges (medical expenses, lost & found, etc.). The final invoice will not be available on Departure Day, but rather will be sent as soon as possible in the following weeks. If you need your final invoice sooner, please contact the Camp Registrar by emailing registrar@campmuskoka.com in advance of Departure Day.

Head Lice "No Nit" Policy

As part of our "No Nit" policy, we encourage all families to take their campers to the Doctor **prior to coming to camp**, for a general health check up and to check for head lice. Every camper will be screened for lice upon arrival as part of the Check-In process. Because of the potential for head lice to spread rapidly in a communal setting like a camp, we want to take proactive steps to avoid an outbreak.

If a camper is found to have head lice, our staff will host the camper in supervised isolation, notify the Director, and the parents will be presented with the following two options:

1. Parents may choose to have Camp Muskoka or a designate 3rd party service treat the camper at the family's expense. Cost of this service can vary depending on severity – range is typically from \$150 - \$350 or more, plus applicable taxes.
2. Parents may choose to take their child home to treat the lice themselves. We suggest using a chemical lice treatment and manually remove the eggs and nits by using a special nit comb.

Campers will only be admitted back to Camp Muskoka after the head is completely free of nits and/or lice. In some cases, if too much time has passed, campers will not be permitted to return to camp, and an alternate camp session will be arranged, based upon availability.

In the case of campers who arrive via Shuttle have lice, the parent or guardian will be contacted immediately.

THE A-B-Cs OF CAMP MUSKOKA continued...

Health Insurance

All campers must have valid health insurance coverage (i.e.) OHIP while at camp. For our international and out of province campers, please provide the Camp Registrar with a copy of your travel insurance documents. For all of our families, any medical expenses incurred will be charged to your camper's file, and processed at the end of the camp session. For this reason, a valid credit card must be on file.

Homesickness

Some of the goals of our summer camp experience are to foster a child's sense of independence, to teach each camper to learn to live happily while away from home, to make friends, and have FUN in a new setting. We need both parent and camper co-operation in order to achieve these goals. Children of any age may experience homesickness regardless of whether or not they have ever been away from home before. When homesickness occurs, the child may sometimes describe the situation in a dramatic manner which is often distorted. The child may seem to take on a physical illness, making it difficult for parents to deal with. Parents should understand that children are not homesick 24 hours a day, but that they tend to have bouts of missing home, often during downtime, or at night.

To set your camper up for success, in conversations leading up to camp, we recommend to always be positive about camp with your camper. Focus on all the FUN and new FRIENDS they will meet at Camp. We recommend avoid asking them questions like "do you think you'll be homesick?" or "are you going to miss me?" as these are seeds of homesickness being planted. Instead, we encourage you to focus on conversations like "I heard they have great food!" "I'm so excited for you!" and "what activity are you looking forward to the most?" Experience has taught us to advise parents to refrain from giving their camper the option to "come home if they are homesick" as this will often result in the camper "tapping out" at the first bump in the road. If you are concerned that your child may miss home, please send a "happy letter" properly timed to arrive during the first few days of camp, or, leave it with our staff when you check-in your camper(s) at the Tuck Shop or Office on Arrival Day, or, send an email. Email instructions will be sent to you by the Registrar

Camper phone calls TO and FROM home are not permitted.

In case of homesickness, we empathize with the camper, help them understand that what they are feeling is normal and we keep them busy by encouraging participation in activities and the fostering of new friendships. A staff member will be assigned to keep an extra close eye on your camper, making sure the camper eats, looks after personal hygiene and keeps busy and involved. Our healthcare team knows how to see the signs of homesickness and how to handle the camper's needs appropriately. In the case of international campers, we try to find someone who speaks his/her language, as it is easier to feel more comfortable when there is not a language barrier.

Insects

Mosquitoes, black flies, and other insects are part of life in the outdoors at Camp. Please make sure that your camper has enough bug repellent packed for their length of stay. Bugs are attracted to dark coloured clothing, and perfumes. Please pack light coloured clothing and non-perfumed toiletry items for your camper's comfort.

THE A-B-Cs OF CAMP MUSKOKA continued...

Bed Bugs

With increasing popularity in global travel and restrictions on pesticides, the fact is bed bugs have spread to virtually every city in the world.

What are bed bugs?

Bed bugs are small, oval shaped bugs that are primarily active at night. Although bed bugs are a nuisance and can cause discomfort, their bites are not known to spread disease. Bites may not hurt at first, but may become swollen and itch with time. As the actual irritant is classed as an allergic reaction, some people react worse than others. Watch for clusters of bites, usually in a line, on exposed areas of the body.

How do places get bed bugs?

Bed bugs are never home grown, but rather always imported from somewhere. The source of bed bugs often cannot be determined, as bed bugs can be found in many public places like hotels, air planes, buses, second hand shops, movie theatres, and basically anywhere people are sedentary for prolonged periods of time. Bed Bugs have become more common in recent years with several large municipalities in Ontario announcing infestations in pockets of their cities. The reality of any travel in this day and age is that whether it is on buses, planes, camps, university dorms, hotels, and other forms of overnight accommodations, travelers are at a higher risk.

Treatment and Prevention – What you can do to be part of the solution:

Before packing, please run all belongings that are going to camp, including the bag, bedding and sleeping bags, through the dryer for 30 minutes on high heat.

When returning home (from camp or a hotel, boarding school, university residence, etc.) it is advisable to take precautions with bedding, bags and clothing. We suggest you do the following:

- Once home, be proactive. Do not leave clothes, bedding, or bags where bugs could crawl out and escape before treatment.
- Wash clothes and bedding in warm or hot water (minimum temperature of 120°F/48.8°C) immediately and then place them in a dryer on high heat for a minimum 30 minutes. For garments that cannot be washed, placing them in a dryer on the highest heat setting for a minimum of 30 minutes will also eradicate bed bugs and other pests.

What we do to help:

We know from time to time that some of our guests have brought bed bugs to camp. For that reason, Camp Muskoka consistently and proactively performs routine bed bug inspections and enacts a prevention program at our facility. Our treatment program uses 'Heat Assault' technology - an environmentally friendly, pesticide free treatment designed to eradicate bed bugs, mold, and other microscopic household threats, all of Camp Muskoka's accommodations are routinely treated. That being said, considering these insects are unknowingly imported, with new guests arriving weekly, these insects can reappear at any time within our accommodations. We inspect our accommodations daily, and if there is any sign of bed bugs, the treatment

THE A-B-Cs OF CAMP MUSKOKA *continued...*

of that building is prioritized immediately. If you would like more information regarding Camp Muskoka's process of treatment, please visit the following website: <https://www.heat-assault.com/about-bed-bug-heat-treatment>

If you have any questions regarding Bed Bugs, please visit the following Government of Canada website: <http://www.healthycanadians.gc.ca/healthy-living-vie-saine/environnement/environnement/pesticides/bedbugs-punaises-lits-eng.php>

If you have medical concerns for you or your child, please contact your local health care professional.

International Campers

Immigration Officials require a valid passport for ALL non-Canadian Citizens. Note: passports and return flight tickets or e-tickets must be held for safe keeping in the Camp Office. Please advise your camper of this policy and instruct him or her to check in any valuable documents with the Shuttle Coordinator or Camp Registrar. We **MUST** have a copy of health insurance documents, and a valid credit card on file.

Laundry

Laundry service is available for campers who are staying for more than one consecutive camp session for the additional fee of \$25 plus tax. Laundry Bags are loaned to campers who have registered for laundry service. Laundry service can be added online, or upon arrival at Camp. If you need to change your arrangements please contact the Camp Registrar by email as soon as possible registrar@campmuskoka.com. **Laundry service is included in the fees for our LIT Campers.**

Letters, Care Packages & Camp Address

When sending mail please remember that because the volume of mail going through the local Post Office in Bracebridge is so much greater in the summer, mail to and from Camp will be **slow**. Mail is picked up and dropped off once daily, Monday-Friday. If there is a holiday, mail will be delayed a further 24 hours. The proper mailing address for Camp Muskoka is located on page 2 of this Handbook. Please ensure that when you send items via courier they are paid in **FULL**. Any packages arriving COD or with unpaid charges applied to them, will be refused.

Please ensure your camper's FIRST and LAST names and their Cabin Name are clearly marked on all items being mailed or sent to camp by courier. If you want to bring mail / letters to be delivered throughout the week, you can drop them off on incoming day.

We ask that you please respect our "Nut Safe" policy, and refrain from sending all food, candy, gum, or snack items in care packages including birthday presents.

THE A-B-Cs OF CAMP MUSKOKA *continued...*

Lost & Found

With their schedules filled with friends and fun, campers misplace things and sometimes leave things behind. Lost and found is a full time job at Camp Muskoka. While we cannot prevent children from sharing their belongings, we do try to get as many items as possible back to the rightful camper. Clearly labeled personal items make this job easier. Labeled clothing is easily returned to the appropriate campers. At the end of each week, clothing is put on display at the Tuck Shop in a last effort to unite campers with their belongings. Socks and underwear are thrown out. Families are encouraged to check the lost and found before departure. At the end of camp we make every effort to contact families and make arrangements for returning lost and found items, with Canada Post shipping costs charged to the families. Items that are not claimed within 7 days of your camper's departure will be donated to a charitable organization. Camp Muskoka is not responsible for any loss or damage to personal items brought to Camp.

Medication

Please have all of your camper's medications easily accessible in your camper's luggage, and ready to check-in with our "Club Med" Healthcare Staff **upon arrival**. Ensure all medications are packed in a sealed, transparent bag, and remain in their original packaging. All medications must be clearly labelled with your camper's name, and dosage instructions. **Prescription or over the counter medications not in original packaging WILL NOT BE DISPENSED.** If families arrive with unlabeled medication, they can see the MD for a new prescription which can be filled in the town of Bracebridge, or delivered to Camp. If the medication in question is an over the counter medication, a new package may be purchased in town and returned to Club Med healthcare staff for dispensing.

Musical Instruments

If your camper is musically inclined, we do encourage them to bring their instrument to camp! Musical Instruments must be in a protective case, and clearly labeled with the camper's first and last name. Instruments can be kept in a secure location and signed out by the camper by request. Camp Muskoka is not responsible for any loss or damage to personal items brought to Camp.

Note for Parents and First Time Campers

For all first time campers, our senior staff members will check in on them regularly to make sure they are feeling safe, making friends, and having FUN! **We call parents of first time campers mid-way through the first week, to provide an update on how the campers are enjoying their experience.**

Nut Safe Policy

Camp Muskoka is a Peanut & Nut Safe facility. Year round, we welcome people with life threatening nut and peanut allergies. In no way do we wish to compromise their safety during their stay at Camp Muskoka. Our Chef has created our menus with this policy in mind. We ask all Campers to please refrain from bringing any food/snacks/gum to camp for this reason. Any camper found to be in the possession of any personal food item(s) will have the item(s) confiscated immediately and the item(s) will be permanently removed from camp.

THE A-B-Cs OF CAMP MUSKOKA continued...

Camp Muskoka assumes no responsibility for reimbursing the cost of any confiscated food item(s). Please DO NOT send *any* food products with your camper.

Personal Property

At Camp Muskoka, we pride ourselves on building and maintaining a trusting, safe environment. Despite our best efforts, there are times when belongings are forgotten, lost or misplaced. Campers need to understand that they are responsible for knowing where their belongings and personal property are at all times. Camp Muskoka is not responsible for any lost or stolen property at camp. It is up to the campers and parents to have all items (not just clothing) brought to camp clearly labeled with the camper's name.

Pets at Camp

Pets are permitted to visit Camp Muskoka with families for Arrival and Departure Days ONLY. All pets must be kept on a leash at all times. Pets are not permitted to enter any buildings. Please remember to clean up after your pet!

Pick Up Authorization

Written authorization is required from parents or guardians who are arranging travel for campers. This includes shuttle service. Please indicate the first and last names of any/all people who are authorized to pick up your camper from Camp Muskoka or at the shuttle point on your application form, or by email to the Camp Registrar registrar@campmuskoka.com. For the safety of your child, EVERYONE (including parents) will be required to present photo ID when signing out campers on departure day or otherwise. We appreciate your co-operation with this matter.

Promotional Pictures/Videos

Many photos and videos are taken every day at Camp Muskoka to use for commemorative albums and videos, website, brochures, marketing, and camp archives. If for any reason you wish for your child to **not** appear in these pictures or videos, please notify the Camp Registrar in writing by emailing registrar@campmuskoka.com prior to your camper's arrival, and make sure he or she is aware of these wishes. Please be aware that campers may bring their own cameras to photograph their time at camp, and Camp Muskoka has no control over pictures being taken or how these pictures will be used.

Smoking/Drugs/Alcohol

There shall be no smoking, no vaping, no use of smokeless tobacco, no cannabis, and no drinking of alcoholic beverages at Camp Muskoka, this includes parents on pick up and drop off days. **Please respect our smoke/vape free policy.** There will be no use of or involvement with cannabis, narcotics, controlled substances, or any accompanying drug equipment. Use of any of these substances will result in the camper being sent home. NO refund will be provided. Abuse of prescription or non-prescription drugs will result in similar disciplinary action.

Sun Protection

Our staff is vigilant about encouraging campers to wear a hat, wear loose fitting, light coloured clothing, and to apply and re-apply sunscreen regularly. For the health and safety of your camper, please discuss with him or her, the importance of remembering sunscreen, and wearing hats and protective clothing.

THE A-B-Cs OF CAMP MUSKOKA continued...

Swimming

For safety reasons, each camper's swimming ability will be assessed at the beginning of each session. This is not a "Pass or Fail" test – it is an assessment to ascertain the swimming ability of each camper in accordance with the Ontario Camps Association (OCA) safety standards. In order to keep swimmer safety our top priority, depending on each individual assessment, campers may be required to wear a Personal Flotation Device (PFD) while at the waterfront. ALL swimmers (camper and staff) regardless of ability are required to wear a PFD when playing on the inflatable water toys. Swimming lessons are available at camp, however due to time constraints; swimmers *will not* be able to achieve official swimming certifications.

Telephone Calls

We do not accept phone calls to campers. Instead you should speak to the Camp Director, Camp Registrar or a Camp Coordinator regarding your child. If there is a family emergency, please contact the office regarding the urgency. Only in rare circumstances will campers be permitted to make calls home.

Theft

Any camper caught stealing will be dismissed from Camp Muskoka. NO refund will be provided. Items of great sentimental or financial value are best left at home.

Things to Leave at Home

Camp Muskoka cannot be responsible for lost, stolen, or damaged items. Any personal valuables should not be brought to camp. In the event that something of value or personal electronics (including iPods and cell phones) are brought to camp, they will be confiscated and held in the office until departure day. If you are not certain whether something is permitted, please contact the Camp Registrar or stay on the safe side and leave the item at home. See the Camper Kit List for more information about packing for camp.

Tuck Shop / Camp Muskoka Coffeehouse

The Camp Muskoka Tuck Shop, located at Camp, is open Monday – Friday after lunch. Campers have the chance to choose some of their favourite treats (chips, chocolate, candy, pop, etc.) with a limit of three items per day. Tuck is INCLUDED in your camp fees. Please contact the registrar by emailing registrar@campmuskoka.com if you DO NOT want your camper to have access to treats at the tuck shop.

The Camp Muskoka Tuck Shop is open on Departure day to purchase Camp Muskoka souvenir items such as t-shirts, sweatshirts, etc. The Camp Muskoka Tuck Shop accepts cash, Visa, MasterCard, or Debit.

We also have our Camp Muskoka Coffeehouse, located in downtown Bracebridge, at 72 Manitoba Street. Feel free to stop in for a delicious beverage, ice cream, or snack!

THE A-B-Cs OF CAMP MUSKOKA continued...

Typical Day at Camp Muskoka

7:00 am	Wake-up and shower time
7:30 am	Breakfast
8:30 am	Cabin Clean-Up*
9:00 am	First Program Period
10:30 am	Snack and water break
10:45 am	Second Program Period
12:30 pm	Lunch
1:15 pm	Tuck & Quiet Cabin Time
2:00 pm	Third program Period
3:30 pm	Snack and water break
3:45 pm	Fourth Program Period
5:30 pm	Dinner
7:00 pm	Camp-wide or cabin activity
8:00 pm	Evening snack
8:30 pm	Cabin group activity
9:00 – 10:30 pm	Lights Out

(Please note the typical day at camp schedule may change to enhance campers experience)

**Note – Campers are expected to keep their cabin areas clean and neat. Part of Cabin Clean up each day includes sweeping the cabin and communal areas, tidying personal belongings, making the bed and hanging wet clothing items on the clothesline. Our housekeeping staff clean surfaces and washrooms daily while campers are away active in program.*

VISITORS

Visitors during camp sessions are strongly discouraged, and are only allowed in special circumstances (such as an international camper staying for multiple consecutive sessions) at the discretion of the Camp Director. All visitors must have prior approval from the Director, or Registrar, and must notify us at least 24 hours in advance of any plans to visit. All visitors are required to sign in at the Main Office immediately upon arrival. If someone will be visiting your camper, written authorization from the parent or guardian must be sent to the Camp Registrar registrar@campmuskoka.com in advance. All visitors must visit during regular business hours.

CAMPER CODE OF CONDUCT

As members of the Camp Muskoka community, all campers agree to and understand the following:

- Adhere to the guidelines and philosophies of Camp Muskoka as described in the Camp Muskoka brochure, on the website, and in the Camper Handbook.
- Respect themselves, fellow campers, staff, the environment and facilities and Camp property.
- Camp Muskoka has a Zero Tolerance policy towards physical violence and non-physical bullying/aggression. Any camper causing harm, or intending to do so to any other camper, or staff will be sent home without refund. Disciplinary action as a result of bullying is at the sole discretion of the Camp Director.
- Abide by the dress code outlined in the handbook and on the Camper Kit List.
- Do not use alcohol, drugs, cannabis, cigarettes, vape, or misuse or abuse prescription and non-prescription drugs.

As a part of the Camp Muskoka community, you have the right to feel safe, secure and supported. You have the right to be free from name calling, putdowns, threats of violence, false accusations, unwelcome contact, isolation and disrespect. As a part of the Camp Muskoka community we all stand up for others, we are sensitive, and we show tolerance, courtesy, and respect. If we all adhere to these guidelines, Camp Muskoka will always be the greatest, most FUN place to spend your summer.

DRESS CODE

Camper clothing should reflect the demands of the outdoors. Be sure to keep your camper's most expensive or treasured clothing at home. Despite all of our best efforts, items do get lost. Campers will be active and involved in programs where the quality of the experience is more important than fashion, and damaged or stained clothing may occur.

At Camp Muskoka we want everyone to be comfortable. If a camper's clothing is offensive or making others uncomfortable they may be asked to change. Please refer to the dress code below.

- ❖ Remember to be sun safe during the day to avoid sun exposure
- ❖ Tank tops can be worn but should be modest.
- ❖ Light coloured, loose fitting clothing is best for insect protection.
- ❖ Swimsuits should be modest
- ❖ closed-toe shoes and socks are required; runners are acceptable.
- ❖ Shorts should be an appropriate length and should be modest

LAUNDRY & PACKING TIPS

LAUNDRY

Laundry service is available once a week on Fridays for campers who are staying for 2 or more consecutive weeks of camp, at the additional fee of \$25 plus tax. Clothing is sent out, washed, dried, folded and returned later that same day. A laundry bag will be loaned to campers for laundry service. To avoid disappointment, please do not send any clothing that will not stand up to commercial laundering or which required delicate care.

PACKING TIPS

All Camper clothing and equipment must be clearly labelled with camper's first and last names. To avoid the disappointment of returning home without a favourite (and costly) shirt or pair of jeans, we strongly recommend that you leave those clothing items at home, and pack clothing that can get a little dirty! When packing, please keep in mind the following:

- ❖ Keep packing as simple as possible. Try not to over pack.
- ❖ Parents, please pack WITH your camper. This helps reduce lost and found items.
- ❖ Luggage storage is limited. Duffel/Hockey bags work best.
- ❖ LIT Campers, please remember to pack a backpack.

CAMPER Qs and As

Q: Can I call Home? Can I email and text my friends?

A: Camp is a time to make new friends, and enjoy new experiences. You can write letters and postcards, but you may not use the telephone, cell phone or computers while you are at Camp.

Q: Will I meet new people?

A: You will meet many new friends at Camp. Most campers meet friends that become so close, they stay friends for life! You will also meet many counsellors and staff who will be like big brothers and sisters.

Q: Will we be outside a lot?

A: YES! Make sure you pack clothes that are good for all kinds of weather. We will be outside every day! Don't bring your favourite expensive jeans or t-shirt. Check our Camper Kit List for help packing.

Q: What time is bed-time?

A: Bedtime varies depending on how old you are, and what special evening activities we have planned for you. Your counsellors will make sure you are in bed at a reasonable hour, so that you get a good sleep and are ready for all the FUN each day has to offer.

CAMPER Qs and As

Q: What is the weather like at Camp Muskoka?

A: The weather here is a lot like it is in Toronto, or other areas in Ontario. Some days are very hot and humid, and other times it rains! Usually Camp doesn't get quite as hot as it does in cities. Check the Bracebridge, Ontario forecast on <https://www.theweathernetwork.com/ca/weather/ontario/bracebridge>

Q: What if I lose something?

A: We need you to have your name on everything you bring to camp. If you lose something, check the lost and found! Your counsellors will help you. Always remember to check the lost and found regularly, and especially at the end of Camp, to make sure you have everything that is yours!

Q: Will I be in a cabin with my friends?

A: When your parents registered you for camp, they told us who you wanted to be with. You will find out which cabin you are in when you arrive at camp. We work very hard to put the cabin groups together, and we do our best to meet any requests you have, but please remember it is okay to come to camp without a friend, because of all the new ones you will make while you are here!

Q: Are there any special events while I am at Camp?

A: Of course! Each week we have special events like talent shows, camp-wide theme days, friendly competitions, camp-outs, and of course, on the final evening of camp, our famous Karaoke Dance Party!

Q: Why can't I bring my phone?

A: We want all campers to enjoy the community of Camp Muskoka. Using personal electronics isolates the user and is contrary to our community values. We want you to enjoy your time at Camp Muskoka unplugged!

CAMP MUSKOKA SONGS

CAMP MUSKOKA THEME SONG

We're from CAMP MUSKOKA, and we're on the BEST team
We do the wha-too-ssie, we're SEVEN FEET TALL
Mosquitoes may bite us, but they'll never fight us
Cause we're from Muskoka, and WE'RE ON THE BALL!
Sing along! Sing along! Sing along! WOOOO!
Umm bop bop, umm bop bop, umm bop bop, umm bop bop, Umm bop bop, umm bop bop umm bop
bop bop!

CAMP MUSKOKA STARS

I like to sit and dream all night long
Under a bed of Camp Muskoka stars
I want to stay up, and watch the full moon rise
Under a bed of Camp Muskoka stars

I know a place, where friends laugh out loud
In the sun, I'm Camp Muskoka bound
I'm going to make friends, that'll last my whole life long
Where we can lay, under Camp Muskoka stars

I have a place I call my summer home
It's a place where Camp Muskoka stars
Where they shine, and make my dreams come alive
I'm going back to find those friends of mine

I'm sure you know, where I'll be next year
The place I live, I'm Camp Muskoka bound
Where I will meet up, with old friends of mine
Under a bed, of Camp Muskoka stars
I have a place I call my summer home
It's a place where Camp Muskoka stars
Where they shine and my dreams come alive
I'm going back to find those friends of mine.