



2024

CAMPER HANDBOOK



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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 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: mail@campmuskoka.com

Director, Guest Experience Summer Camp (Registrar)

Local: 705-645-6000

Toll Free: 1-888-734-CAMP (2267) ext 1225

Email: registrar@campmuskoka.com

Office Hours

Summer Camp

July/August

8:00am to 4:00pm daily.

July and August Saturday and Sundays please email registrar@campmuskoka.com to reach us versus the telephone

Outdoor Education Leadership Centre

September-June

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

Mailing address

ATTN: (Insert Camper first and last name AND Cabin Name)

c/o Camp Muskoka

1745 Fraserburg Road

Bracebridge, ON

Canada P1L 1X3

DIRECTIONS TO CAMP MUSKOKA

Directions to Camp Muskoka

From the South

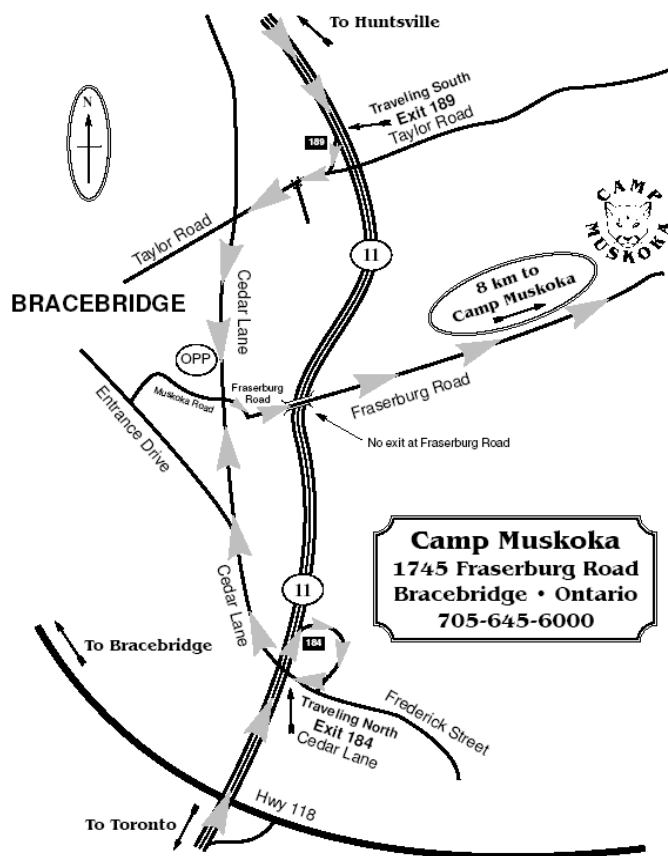
Take HWY 11 north to the Cedar Lane/Frederick Street exit #184 (2nd Bracebridge exit). Turn right and travel north-west on Cedar Lane to Fraserburg Rd. If you pass the OPP Station on Cedar Lane you have gone about 100m too far. Turn right (east) onto Fraserburg Rd. Travel for approximately 8km. Watch 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 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 and enjoy the scenery!

If you have any trouble finding us, or if you are going to be arriving later than expected, please of our staff will be happy to assist you!



ARRIVAL DAY - SUNDAY

Sunday is arrival day at Camp Muskoka.

Arrivals are **Sunday afternoons**. We schedule and stagger arrivals to reduce wait times, and to limit the number of vehicles on site. You will get an arrival day email approximately 2 weeks prior to your scheduled arrival date with your specific time, and detailed reminders. **If you have multiple campers**, you will get multiple scheduled times – **please plan to arrive at the EARLIEST of your scheduled arrival times**.

Please **DO NOT arrive early**, as our entire staff team will be busy preparing for your arrival and welcoming campers. Please do not bring your pets to Camp Muskoka, they will be more comfortable at home.

Check-In Procedure

- **STAY IN YOUR VEHICLE** - Our parking attendants will direct you to various check-in points. Please have your camper's medications available to be signed in, and proof of vaccine handy if you will be providing that. Please leave all baggage in your vehicle.
- **CHECK-IN ALONG THE DRIVEWAY IN YOUR VEHICLE** – We will confirm your camper's specialty programs, check the authorized pickup list, and will remind you what cabin your camper is in.
- **MEDICAL SCREENING ALONG THE DRIVEWAY IN YOUR VEHICLE** – Our 'Club Med' medical staff will meet you and will sign in all medications
- **CAMPER AND COUNSELLOR TO UNLOAD BAGGAGE** - Once you've checked in and completed the medical screening, you will be directed to the SOD, where you can say your goodbyes to your camper. Your camper and their Counsellor will unload their luggage.
- **CAMPERS TO MEET COUNSELLORS, CABIN MATES, AND MAKE NEW FRIENDS** – Your camper will be escorted to their cabin with their luggage, assisted by their Counsellor. A Lice Check will happen at the cabin. The Cabin Counsellors will introduce the other Counsellors and campers, and will help get campers settled in. Counsellors will help campers unpack and set up their bed.
- **LET THE FUN BEGIN!!!** - Parents are to depart as soon as their camper and luggage have been dropped off at the SOD. Let the FUN begin! 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! Please take full advantage of this opportunity and enjoy YOUR time as well. Enjoy yourself...your camper will be!

DEPARTURE DAY - SATURDAY

Saturday is departure day at Camp Muskoka.

Departures are **Saturday mornings**. We schedule and stagger departures to reduce wait times, and to limit the number of vehicles on site. You will get a departure day email part way through your camper's session, with your specific time for pickup. **If you have multiple campers**, you will get multiple scheduled pickup times – **please plan to sign your campers out at the EARLIEST of your scheduled times.**

All campers are to be signed out. Campers must be signed out **ON TIME** at the end of their session.

Check-Out Procedure

- **STAY IN YOUR VEHICLE** - Our parking attendants will direct you to the pickup area.
- **PHOTO ID - Bring your photo ID with you**
- **Sign your camper out** with their Counsellor – they will check your ID and you will sign that you have picked up your camper. If you have multiple campers, please do not leave until you have physically signed for each of your campers.
- Your Camper and their Counsellor will bring the luggage to the car
- Your camper's medications will be packed in their luggage.
- Check your sections lost and found box.

ONLY PERSONS WHO HAVE BEEN PRE-AUTHORIZED, IN WRITING, either on your camp application or by email to the Director, Guest Experience Summer Camp registrar@campmuskoka.com will be permitted to sign out campers. Please make sure to add any/all people (including you, the parents) who are permitted to sign out your camper by contacting the Registrar prior to camp. Staff will review the list with you on arrival, and you can change or update it at that time as we require changes/additions/deletions in writing.

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

LATE ARRIVALS & EARLY DEPARTURES

If your camper is being signed out early, or arriving late, please make sure this has been arranged with the Director, Guest Experience Summer Camp as far in advance as possible, by emailing registrar@campmuskoka.com

SESSION OPTIONS

Specialty Programs

For the adventure-seeking campers, Camp Muskoka offers several Specialty Programs: Aerial Park with zip line, Rock Climbing, Horseback Riding, Paintball, and Flyboarding. These programs are available for additional fees, and can be purchased online through your registration portal, or by contacting our Registrar. You can add Specialty programs at any time up to your arrival day by 4:00 pm. We cannot add specialties after this time.

Please note, for safety reasons Flyboarding is limited to campers who are 12 years of age or older, and Paintball is limited to campers who are 10 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. For the optimum camp experience, we recommend a maximum of 4 sessions of Specialty programming per session of camp.

Cabin Mate Requests

We do our best to honour all cabin mate requests. It is our #1 priority when putting the groups together, and we know this is very important to our campers and their parents.

We will notify you which cabin your camper is in and their scheduled arrival time as part of the arrival day email approximately 2 weeks prior to their scheduled arrival date. Please note, we cannot disclose the names of the other campers in the cabin. If we experience any challenges meeting cabin mate requests with friends who are registered in the same session of camp as your camper, we will be in touch. If you do not hear from us, it means the requests were met and your camper will be with the friends they requested.

Campers ages change each Session. There will be times where cabins last year are not the same as this year. It is not a demotion or error; it is based on the ages of registered guests for that session, friend requests and age groups.

Due to privacy laws, we cannot disclose information about other campers' registration details so we cannot tell you whether or not another camper is registered, what cabin they are in, what week they might be in, or who they may have requested as cabin mates. We can only talk to you about your camper.

THE A-B-Cs OF CAMP MUSKOKA

Allergies and Special Dietary Needs

All allergies and special dietary needs should have been completed on your original online application form. Any changes or new developments after you submit the form should be sent to the Director, Guest Experience Summer Camp 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 have a treat prepared to honour their special day. If you wish to leave a card or gift from home, we can arrange delivery for you – Please leave the package with our staff at the Main Office (last stop) on Arrival Day when you check in. On the exterior of the package, please clearly write your camper's name and birthday. *Please Note:* we ask that you please respect our Care Package information (see below) and “Nut Safe” policy, and please 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 have up to 20 campers each. Campers sleep in bunk beds and each camper has a storage area for their 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 having too much fun. Please leave a detailed message **in the general mailbox (x1221)** to ensure your call is promptly addressed and we will return your call as quickly as possible. Alternately, please email the registrar@campmuskoka.com as this is checked more regularly. 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 alternate emergency contacts you provided on your online application.

Note for Parents of 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 their first week, to give you an update on how your camper is enjoying camp life.** The camper is *not* present for this call. If you miss the call, the staff WILL leave a message. Please do not panic. If you miss the call, please listen to the message first and call back if you have any questions.

Care Packages

Gifts such as stuffed toys, books, magazines, cards and games are ideal care package contents. **PLEASE DO NOT 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.

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). Phones, iPods, or other multi-purpose devices that have cameras build in, that have gaming, WiFi or cellular network capability are **not permitted**.

Cash

Please do not send your camper with cash, as it is not needed.

Cell Phones and Handheld Electronic Devices

Electronic devices are **NOT PERMITTED** at camp, except for medical reasons (i.e. for diabetes monitoring, etc.) 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 the session. Camp Muskoka cannot accept any responsibility for lost or stolen electronic devices.

Club Med

Club Med is Camp Muskoka's Health Centre and home-base to our caring medical team. Staffed by a physician, nurses and a nursing student, Club Med is open 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 COVID-19, chicken pox, cold, or flu virus are requested to advise the Director, Guest Experience (Registrar) of such exposure before they arrive 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.

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, they may be asked to change to something more appropriate. Please refer to the Dress Code which is included in the Camper Kit List.

Communication with Campers while at camp

For most, summer camp is a camper's first experience at independence. For our campers, their week flies by very quickly as they are busy and engaged with new friends and lots of cool things to do. If there is a family emergency, or a change in pick up plans, PLEASE call the camp office during office hours and email registrar@campmuskoka.com to ensure your important information is properly received.

A big part of the camp experience **IS** being away. In our modern world of being consistently tethered to communication devices, we have all grown accustomed to being constantly connected with our children. As our grandmothers would say, "absence makes the heart grow fonder" and this is also true with the benefits of camp.

For parents resolute in sending letters, emails, or packages, please note the following.

Packages – being in a rural location, most, if not all courier and postal services will not meet their guarantees, regardless of the service you paid for.

The proper mailing address for Camp Muskoka is 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

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

Letters – as with packages, deliveries to Camp Muskoka are not guaranteed. Once we receive a letter for a camper at Camp Muskoka, it is delivered to that camper the same day during evening cabin time. If you want to bring prewritten letters to be delivered throughout the week your camper is with us, you can drop them off on the incoming day at the office. Again, please ensure they are labelled properly.

When crafting your camper letter, please note "letters from home" containing sentiments of "missing you" may often have a negative impact on the camper's experience resulting in homesickness. Instead, words of encouragement, like "I can't wait to hear about all the fun things you did at camp and all the friends you made".

Emails – as with letters, any camper emails sent to

To: camper@campmuskoka.com (this is the email address to use for all campers)

With

Subject: ***Session #, Cabin Name, Camper first and last name***

Will be delivered to that camper the same day during evening cabin time.

Final Payment Invoices and Tax Receipts

Invoices for all campers are available online in your account. Log in and under this year's camp heading, click on the purple "view details" button. On the right, you will see a "download account statement" link. A valid credit card *must* be on file for incidental charges your camper may incur. If you need assistance accessing your final statement, please reach out our Director, Guest Experience Summer Camp at registrar@campmuskoka.com

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 checkup and to check for head lice. Every camper will be screened for lice upon arrival. 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, and notify the Director, and the parents. Our staff will treat the camper at the family’s expense. The cost of this service can vary depending on severity and time required to treat the issue.

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 make sure you have travel insurance. 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 the 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 to have FUN in a new setting. We need parent and camper cooperation to achieve these goals.

Children of any age may experience homesickness regardless of whether they have ever been away from home before. When homesickness occurs, the child may sometimes describe the situation dramatically, 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 you 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) on Arrival Day.

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 building new friendships. A staff member will keep an extra close eye on your camper, making sure they eat, look after personal hygiene and keep 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 their 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 labelled 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.

Bed Bugs

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

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.

What we do to help:

Since 2011, Camp Muskoka has 'exceeded best practices' by consistently and proactively performing a routine bed bug treatment and enacting 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. Camp Muskoka's accommodations are routinely treated, regardless of bed bugs are present or not. That being said, considering these insects are unknowingly imported, with new guests arriving weekly, these insects can reappear at any time. We inspect our accommodations daily, and if there is any sign of bed bugs, the treatment 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.

Laundry

Laundry service is available for campers who are staying for two or more consecutive camp sessions for an additional fee of \$30 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 Director, Guest Experience Summer Camp by email as soon as possible

registrar@campmuskoka.com. **Laundry service is included in the fees for our LIT Campers.** Camp Muskoka is not responsible for lost or damaged clothes from the laundry service provider.

Lost & Found

With their schedules filled with friends and fun, campers misplace things and sometimes leave things behind. We try to get as many items as possible back to the rightful camper. Clearly labeled personal items make this job much easier. We make every effort to assist 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.

Medication

Please have all of your camper's medications easily accessible 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 will be kept in a secure location and signed out by the camper on request. Camp Muskoka cannot accept responsibility for any loss or damage to personal items brought to Camp.

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.

Please also check all toiletries and personal hygiene items to ensure they do not contain nuts or nut products, oils, etc. (ie. Almond oil)

Camp Muskoka assumes no responsibility for reimbursing the cost of any confiscated food or hygiene item(s). Please **DO NOT** send *any* food products with or to your camper, and please ensure everything they bring is nut safe.

Personal Property

At Camp Muskoka, we promote and 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, stolen, or damaged 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. We recommend items of high value (sentimental or otherwise) are left safely at home.

Pets at Camp

Pets are not permitted to visit Camp Muskoka. Please do not bring pets for arrival and departure day – they will be more comfortable at home.

Pick Up Authorization

Written authorization is required from parents or guardians who are arranging travel for campers. Please indicate the first and last names of any/all people who are authorized to pick up your camper from Camp Muskoka on your application form, or by email to the Director, Guest Experience Summer Camp registrar@campmuskoka.com. Please note, **parents are NOT assumed to be authorized to pick up people**, you must make sure parents are on this list. **For the safety of your child, EVERYONE (including parents) will be required to present photo ID when signing out campers.** We appreciate your co-operation with this matter.

Promotional Pictures/Videos

Throughout each week, Camp Muskoka has a staff videographer and several staff photographers roaming around camp, capturing all the FUN to share with our camper families through our social media channels.

We strive to include all campers in a reel or post however with our “choose your own adventure” format, it is not always possible. Be sure to follow us on our social media channels for all the updates! Facebook “Camp Muskoka” and Instagram @CampMuskoka.

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 in vehicles 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.

Stayovers

Campers staying over for two or more weeks will be involved in quieter activities in the afternoon and evening of Saturday and a little sleep in on Sunday mornings. Parents are welcome to come and sign their camper(s) out for the afternoon/evening and if desired, overnight. We do require pre-arranged times for the pick-ups as well as photo ID and on the authorized list. Please email the Director, Guest Experience Summer Camp in advance to have the camper ready.

Sun Protection

We encourage staff and campers to wear a hat, wear loose fitting and light coloured clothing, and to apply and re-apply sunscreen regularly. For the health and safety of your camper, please discuss the importance of remembering sunscreen, and wearing hats and protective clothing prior to camp.

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. 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 or while in boats.

Telephone Calls

We do not accept phone calls to campers. Instead, you should speak to the Director, Guest Experience Summer Camp (registrar@campmuskoka.com) regarding your child. If there is a family emergency, please contact the office regarding the urgency.

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. If something of value or personal electronics (including 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 Director, Guest Experience Summer Camp 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

Campers have opportunities after lunch to enjoy some of their favourite treats (chips, chocolate, candy, freezies, ice cream, pop, etc.) with a limit of **TWO items per day**, Monday through Friday. **Tuck is INCLUDED with your camp fees.** Please email the registrar – registrar@campmuskoka.com if you DO NOT want your camper to have access to treats at the Tuck Shop.

Visitors

Visitors during camp sessions are not permitted.

Camp Muskoka Clothing Store

Our ONLINE Camp Muskoka Clothing Store will be open to purchase Camp Muskoka souvenir items such as t-shirts, sweatshirts, and additional souvenir items. The online Camp Muskoka Clothing Store accepts Visa and MasterCard. To avoid shipping and handling costs, **PLEASE order items prior to or while your campers are at camp!** We will ensure your purchases are delivered to campers before their departure. Visit our store <https://www.campmuskokaaclothing.com>

Typical Day at Camp Muskoka

Meal Times	
7:30 am	wake up
7:45 – 8:25 am	breakfast
8:35 - 9:15 am	Cabin clean-up
9:30 - 10:30 am	Activity Period
10:45 - 11:00 am	snack
11:15 am - 12:15 pm	Activity Period
12:30 - 1:10 pm	lunch
1:20 – 2:00 pm	relaxation
2:15 - 3:15 pm	Activity Period
3:30 - 3:45 pm	TUCK – AT CABIN
4:00 – 5:00 pm	Activity Period
5:30 - 6:10 pm	dinner
6:20 -7:00 pm	relaxation
7:30 pm	Activity Period

**Note* – Above schedule may change, without notice. 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 disinfect surfaces and washrooms daily while campers are away active in program.

CAMPER CODE OF CONDUCT

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

- Adhere to all Public Health and Government safety guidelines and protocols.
- Adhere to the guidelines and philosophies of Camp Muskoka as described in the Camp Muskoka brochure, on the website, and within this 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 a refund.
- Abide by the dress code outlined in the camp handbook and on the Camper Kit.
- 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, are sensitive, and 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

Clothing should reflect the demands of the outdoors. Be sure to keep your camper's most expensive or treasured clothing at home. Despite 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 he/she may be asked to change (at the discretion of our Director). Please refer to the dress code below.

- ❖ Shoulders and heads are to be covered 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-toed shoes and socks are required - runners are acceptable.
- ❖ Shorts should be an appropriate length and should be modest.

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 bedtime?

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.

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 www.theweathernetwork.com

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: 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!