

Modified Summer Day Camp FAQ's

Updated June 30, 2020

How can I register for day camp?

You can register online at activewindsor.ca or over the phone by calling 519-966-6065.

What happens during drop off and pick up?

Participant arrival

- i. Customers will arrive on-site and remain in their vehicles in a queue where signage will be clearly displayed outlining direction, flow of traffic, and stations for check in.
- ii. A Program Instructor will greet each visitor in our parking lot at our three (3) check in stations:
 - Station 1: COVID-19 Screening Station** - Participants will be screened from their vehicles and their temperature will be checked. Participants will then be asked a series of screening questions.
 - Station 2: Sign-in Station** – The participant and drop off person(s) will be confirmed by the photos on the account. Contactless sign-in will be conducted by our staff.
 - Station 3: Participant Drop Off** – The participant will be asked to exit the vehicle from the passenger side and enter the final check-in tent where they will be required to use hand sanitizer (provided by the City of Windsor) prior to entering the building.

Arrival

- I. Participants who arrive between 7:30 am and 9:00 am will be escorted to our designated program room where they may read a book, participate in a seated activity or watch the offered video.
- II. Participants who arrive any time after 9:00 am (or any time after the check-in tents have been closed) will be required to call 519-966-6065 (CPRC) or 519-974-7979 (WFCU) upon arrival. A staff member will come out to meet the participant and follow the steps listed above. Once screened the participant will enter the facility and be escorted to the appropriate programming room.

Pick up

- I. Upon arrival parents will remain in their vehicles in a queue where signage will be clearly displayed outlining direction and flow of traffic and stations for check-in.
- II. A Program Instructor will greet the pick-up person from their vehicle at the pick-up check point. Upon confirmation of the identity of the pick-up person, the outside staff will radio to the staff inside to bring the participant to the exit.
- III. The participant and pick-up person(s) will be confirmed by the photos on the account. Contactless sign-out will be conducted by our staff.

How will travel in the hallways, during breaks and lunch hour be managed to ensure everyone's safety?

Our facilities have been mapped out similarly to our roadways. Facility tour videos will be available soon. Check back for details.

Our lesson plans will have detailed transition plans and paths for each group. We will:

- Limit travel within the facilities
- Minimize times when groups travel at the same time
- Use staggered schedules to maintain social distance

Groups will use one room for classes, lunch and general play. They will take turns using the outdoor space, gymnasium and breakout rooms which will be sanitized between cohorts. Students must wash their hands regularly, after every transition and avoid physical contact with each other.

Can I visit the day camp facility?

For the safety of our participants and employees at this time we are limiting access to our facilities to only participants and employees. *Coming soon: Please visit our web site for up to date information on our facility lay outs and tours.*

What are the rules for classrooms?

Classes will be limited to a maximum of 10 cohorts, and the two-metre distancing rule will be respected at all times. Our classrooms are set up so there are visual markers to indicate the required distance between participants. As well, ample time and space will be given for transitions.

What about lunch?

We serve optional lunches five days a week for \$6.00/day (menu options will be available soon). However, you may bring your own lunch if you do not wish to purchase lunch from us.

Will participants and City of Windsor staff be required to wear masks?

No, wearing masks will not be mandatory. Corporate guidelines are based on the Public Health Guidelines set out by the Ministry of Health. Staff and participants who wish to wear a mask are welcome (and encouraged) to do so.

Employees conducting screening will be required to wear a mask and face shield.

What should I do if my participant experiences skin irritation or allergic reactions when using an alcohol-based hand sanitizer?

Please indicate this on the required questionnaire (provided at a later date). We will provide the participant regular access to soap and water to ensure proper hygiene guidelines are followed.

What measures will be in place to ensure the health and safety of participants and staff?

Our Corporate procedures will be based on public health recommendations and are constantly evolving. These procedures may vary as we proceed with opening protocols in our community.

The health and safety of our employees and guests is our number one priority. With this being said, we have implemented the following guidelines to assist in our return to operation:

- I. **COVID-19 Check Points** – Points of entry will be limited to our screening team to conduct non-invasive temperature checks and recommended questions. Anyone who displays a temperature of 37.8°C or greater (as recommended by the WECHU) or does not pass the screening process will not be allowed to enter the facility.

- II. **Physical Distancing** – Participants will be advised to practice physical distancing by standing at least 2 metres (6 feet) away from each other while utilizing our facility. Program rooms, work stations and other physical layouts will be arranged and marked to ensure appropriate distancing. Lesson planning will incorporate activities that encourage more space between participants. Employees and participants will be reminded not to touch their faces and to practice physical distancing by standing at least 2 metres (6 feet) away from their peers and staff whenever possible. Groups will not exceed 10 cohorts (or current suggested gathering limitations) including required staffing. All facilities will comply with or exceed the local or provincially mandated occupancy limits.
- III. **Facility Maintenance** – We will be consulting with our local health unit (WECHU) to review our disinfecting procedures to ensure the health and safety of our participants and staff. We have implemented enhanced cleaning practices to ensure the safety of all who enter our facilities. Each room that may be used as a shared space will be sanitized between uses.
- IV. **Hand Sanitizer / Hand Washing** – Hand Sanitizer will be placed in all program rooms as well as key participant / employee entrances and contact areas. Participants will be given the opportunity to wash or sanitize their hands at a minimum of every 60 minutes. These processes and the importance of them will be reviewed daily with participants.
- V. **Signage** – We will have health and hygiene reminders throughout the facility and at our main entrances and exits. This signage is to encourage all participants / employees who enter / exit our facilities to follow best practices as determined by the WECHU. Signage will also be posted for all employees / participants on the proper way to use gloves, to wear a face mask, to wash hands, etc.
- VI. **Employee & Participant Health Concerns** – Our employees have been given clear instructions on how to respond and report all presumed cases of COVID-19. Employees are instructed to stay home if they do not feel well and have been instructed to contact a Supervisor immediately if they notice a co-worker or participant with a cough, shortness of breath, or other known symptoms of COVID-19.

What happens if there is a confirmed case of COVID-19 in a recreation centre?

As soon as a case is confirmed or suspected, the participant or employee will be isolated and arranged to be picked up from our facility. Enhanced cleaning measures will be put in place immediately and contact tracing will begin. We will work with the local Health Unit to assess the situation and issue appropriate instructions and communication.

What is your refund policy?

If the participant or someone in your household is ill we encourage you to stay home from camp. We will give full refunds for withdrawals with 24-hour notice or we will evaluate on a case-by-case basis.

I have a question or concern, how do I get in touch with the Day Camp Coordinator or Supervisor?

You can contact us by phone at 519-966-6065 or by email at:

- **Capri Pizzeria Recreation Complex** - CPRC@citywindsor.ca
- **WFCU Centre** - WFCU@citywindsor.ca