



SNA March Break Camp Handbook - 2026

SNA Staff Contact Information.....	2
Camp Hours.....	2
Pricing & Ages.....	2
Extended Day.....	3
Camp Refund Policy.....	3
Sign In and Out.....	3
What to Bring to Camp.....	4
Lunch/Snack.....	4
Behaviour Management.....	5
Ensuring a Positive Camp Experience.....	6
Parent access to Camp Spaces and Field Trips.....	7
Suspected Child Abuse.....	8

SNA Staff Contact Information

Jess Riggs - SNA Program Coordinator

Contact for march break and general program inquiries

Email: programs@silverheightsneighbourhood.com

SNA Office Phone: 510 - 249 - 1200

Please note that the best way to reach staff during the camp day is by phone. Emails are not continuously monitored throughout the camp day.

Camp Hours

8:30AM - 9:00AM	Drop-Off
10:30AM	First Snack
12:00PM	Lunch
1:30PM	Second Snack
2:45PM - 3:00PM	Pick Up
3:00PM - 5:00PM	Extended Day Program

Pricing & Ages

March Break Camp		
March 16 - 20	\$180	Open to campers born 2021 - 2014
Extended Day: 3:00PM - 5:00PM. \$30 per week.		

Financial Support:

If you require financial support with paying for camp, please reach out to SNA staff prior to registration.

Extended Day

Extended Day is offered after camp until 5:00 PM. A typical afternoon includes craft time and movies in the classroom, snack, and active games in the gym. Please note that extended day spots are very limited and available on a first-come, first-served basis.

Camp Refund Policy

Silverheights Neighbourhood Association does not process full refunds for Summer Camp Programs.

- **There is a non-refundable deposit of \$15 per week for each registration.**
- Cancellations 1 week or more before the start of the program → 50% refund.
- Cancellations 2-5 business days before the start of the program (not including weekends) → 25% refund.
- There will be no refunds with notice under 2 business days (not including weekends).
- Please contact SNA staff if you would like to request a refund.

Sign In and Out

- Drop Off and Pick up is done inside of the school. Please use the side door for entry.
- There is a buzzer to ring if the doors are not open.
- Doors open at 8:30AM each morning. Campers are not permitted inside before 8:30.
- Doors open in the afternoon at 2:45PM.
- Please speak to camp staff at drop-off/pick-up if you have any questions or information to share.

Authorized Pick Up

- **Any parent/guardian or authorized pickup person that is picking up needs to have a photo ID.** ID may be requested in order to ensure camper safety.
- Children over the age of 7 are permitted to sign themselves out. Please add your child's name to the authorized pick up list form if they are permitted to sign out. They will be able to leave at 3pm. If they are leaving with siblings, please make sure the oldest sibling is also on the pickup list

Late Arrival:

- Please let our camp coordinator or office staff know if your child will be arriving late to camp.
- When arriving late, please ring the side buzzer for entry and sign your child in with a staff member.

What to Bring to Camp

- Indoor running shoes
- NUT FREE lunch and snacks
- Refillable water bottle
- Outdoor winter clothes

Please ensure your child is dressed for the weather as they will be going outside throughout the day.

What to leave at home:

- Cell phones
- Valuables, special toys, etc.
- SNA is not responsible for items that are lost while at camp or on field trips. While our staff do our best to ensure that campers have all of their belongings, there is no guarantee.

Lunch/Snack

- At SNA summer camp we have two snack breaks and a lunch break, please pack food accordingly.
- As we are located in a school, as well to be safe for all those with allergies we are a **PEANUT/TREE NUT free zone!** Please keep this in mind while packing lunches and snacks.
- Free pizza lunch is offered on Fridays. Please complete the pizza order form in campbrain during registration.

Behaviour Management

At SNA, we are committed to providing a safe, respectful, and positive environment. Please review the following behaviour guidelines with your child:

- **No Physical Aggression** – Hitting, shoving, or any unsafe physical behaviour will not be allowed.
- **No Name-Calling or Teasing** – Every participant deserves to feel respected and valued.
- **No Bullying of Any Kind** – Bullying, whether verbal, physical, or social exclusion, is strictly prohibited.
- **Respect Staff and Volunteers** – Participants are expected to listen to and follow directions from leaders to ensure safety and smooth programming.
- **Follow Safety Rules** – Unsafe behaviours (e.g., throwing objects, climbing on furniture, leaving designated areas) are not permitted.

Policy for Undesired Behaviours

1. **Consultation** – The camper meets with a camp leader to discuss expectations, review concerns, and create a plan for improvement.
2. **Parent/Guardian Contact** – Parents/guardians will be informed, and a behaviour contract may be developed.
3. **Dismissal** – Continued or serious infractions will result in the camper being sent home for the remainder of the day. Severe cases may lead to permanent removal from camp.

Behaviour Reports:

A Camper Behaviour Report will be completed for any disruptive behaviour and parents will be notified, and the camper may be asked to go home early.

If you have any concerns that your child may be experiencing bullying of any kind at camp, please speak with their camp leader or camp coordinator as soon as you are

aware of the situation or suspect anything. While we do our best to supervise all campers, there may be exchanges between campers that we aren't aware of.

Ensuring a Positive Camp Experience

Prerequisite skills for all campers:

- Can open their own backpacks and lunch bag, including their lunch containers, or be comfortable asking for help from camp staff.
- Be able to independently use the washroom with minimal assistance. Leaders are not allowed to go in the washroom with campers to assist.
- Be able to ask for what they need. For example:
 - Help with filling water bottle
 - Changing in the washroom.
 - If they are not feeling well, they are able to inform staff.
 - If they feel left out or are being bullied, they are able to inform camp staff.

Prerequisite skills for parents:

- All belongings should be clearly labeled with your child's name.
- Be proactive by practising the skills mentioned in the successful campers requisite skills section – practise opening lunch containers, applying sunscreen, packing belongings, and asking for help, etc.
- Practise with your child to help them state their needs so they can ask for help if they need it.
- Ask about your child's day every day – talk to them about their friends and how their day at camp went. If you suspect your child felt left out or excluded in any way, please bring it to camp staff's attention right away. We want to fix any issues as soon as we can!

Parent access to Camp Spaces and Field Trips

Parent/Guardian Access to Camp Areas

At SNA Summer Camp, the safety and focus of our campers are our top priorities.

To maintain a secure and well-supervised environment, parents, guardians, siblings, and other visitors are not permitted to enter the gym or any designated camp areas during camp hours.

If you need to reach your child or a staff member:

- Please ring the buzzer at the entrance door, or call the camp phone to speak with a staff member.
- A camp leader will bring your child to the entrance for pick-up or assist with any questions.

This policy helps ensure that all campers remain safe and that our staff can give their full attention to the children in their care.

SNA Field Trip Policy

During field trips and off-site excursions, **only registered campers and authorized SNA staff are permitted to travel with the group.**

Parents/guardians who choose to visit field trip locations independently must follow these guidelines:

- Do not approach or interrupt camp leaders while they are actively supervising campers.
- Do not approach campers at anytime during the trip. Please contact the camp coordinator if you need to contact your child during the field trip.
- If you have questions or concerns during a field trip, please contact the Camp Coordinator directly, rather than engaging staff who are supervising.

Drop-off and pick-up during a field trip are not permitted unless pre-approved by the Camp Coordinator.

Failure to follow these guidelines will result in a verbal warning to the parent/guardian. After one warning, the camper may be removed from camp for the remainder of the week.

Suspected Child Abuse

The Child and Family Service Act of Ontario protects children and gives them the right to be understood, loved and respected within the framework of a caring family and community. All individuals who work or volunteer with children are obligated by law, through this Act, to report anything of an unusual or suspicious nature to Family and Children's Services. This may include, but is not limited to: marks on a child's body, signs of neglect (dirty body/clothing, extreme hunger), play that is violent or sexually explicit or any information shared by a child that would cause a staff person concern for the child's safety. The procedure at SNA for reporting to Family and Children's Services is very straightforward:

- 1.The staff person with a concern talks to the child, apprises their Supervisor of that concern and the intention to make a call to Family and Children's Services (F&CS).
- 2.The staff member places the call to F&CS giving the information clearly and concisely. The phone call and conversation with the child are documented by the staff person and that documentation is reviewed by the Supervisor.
- 3.Note: In order to ensure the safety of the child and maintain confidentiality for staff, parents/ guardians are NOT notified by SNA when a call is made to Family and Children's Services.