



Canadian Museum of Immigration at Pier 21 Day Camp Frequently Asked Questions

What are camp hours?

Full-day camp runs from 9 a.m. to 4 p.m. Lunch is from 12 p.m. to 1 p.m.

Drop-off times are up to 15 minutes prior to the start of camp.

Pick-up times are up to 10 minutes after the end of camp.

Camp educators are onsite from 8 a.m. to 5 p.m.

Do you have early drop-off or late pick-up?

Early drop-off and late pick-up are available up to one hour before the camp start time and up to one hour after the camp end time for a small additional fee. Please note, no programming is planned for this time, however, supervision will be provided by staff and volunteers. If your child/ren is being dropped off early or picked up late, please send them with something to occupy their time if needed. Some games, books and colouring pages are provided during this time.

What if I'm running late?

The Museum will not leave children unsupervised. If a child is not picked up by 5:30 p.m., every attempt will be made to contact the parents/guardians or emergency contacts listed on the registration form to arrange pick-up for the child. If no one can be reached to pick up the child at this point, authorities will be contacted to make arrangements for the child and locate parents/guardians. The first time a parent or guardian is more than 10 minutes late to pick up their child, the parent/guardian will be notified that they are late. Any subsequent time the parent/guardian is more than 10 minutes late they will be asked to pay the additional late pick-up fee. Any time a parent/guardian is more than 30 minutes late to pick up their child, even on the first occurrence, the parent or guardian will be asked to pay the late pick-up fee.

Where are the programs located?

All activities take place indoors at the Museum. Children are to be dropped off at the Ticket Counter just inside the main entrance and picked up in the Windsor Foundation Global Classroom. Most camp programming takes place in the Classroom, however, occasionally children will visit travelling exhibits or have activities in public areas of the Museum.

Am I to send a lunch with my child?

Juice boxes and water are provided. Ten minutes of supervised, un-programmed time is provided each morning and afternoon for snack and one hour is given for lunch from 12 p.m. to 1 p.m. Parents are welcome to pick up children during lunch or leave them under the supervision of the camp educators. If children are staying over lunch, they will need a bagged lunch. A fridge and microwave are available onsite. A café is available onsite for children wishing to purchase a lunch.

Is the Museum nut-free?

The Museum is open to the public and therefore cannot guarantee a nut-free environment. We ask that children bring nut-free lunches/snacks to reduce any potential for nut exposure. The café is not nut-free.

Am I required to send my child with any materials from home?

No, all materials are provided. Toys and other valuables should be left at home.

What should my child wear?

Children should be dressed comfortably and appropriately for crafts and physical activities. Painting and other messy crafts, as well as running and other physical activities may be included in programming. Please no flip-flops, fancy dresses or crocs.

How many children are in the camp?

Day camps are limited to a ratio of one educator to eight children. This usually means that the program is capped between 35 and 40 children. This is done to ensure that each child gets the attention they need and that everyone has a fun and valuable experience. Registration is on a first-come-first-serve basis.

What if the program is cancelled or I have to cancel?

Cancellation Policy:

- Fees will only be refunded for programs cancelled by the Museum or cancelled by parents/guardians with a minimum of 48 hours notice (voicemail is available at 425-7770 ext. 243).
- No credit or refund will be given to “no shows” or to cancellations with less than 48 hours notice.
- Camps fill up quickly and there may be a waiting list for participants wishing to attend the camp. Please respect other participants by registering only if you are certain you intend your child/ren to attend the camp.

What safety/security is available?

A security officer is always onsite during day camps. There is always a minimum of one person with first aid/CPR onsite during camps, but often more. Please leave valuables at home. The Museum is not responsible for lost or stolen items.

Who supervises the camp?

Camps are run by the Education Department. Camp educators are staff and volunteers of the Museum. All staff and volunteers have had clear Child Abuse Registry checks and Criminal Record Checks.

What is the password on the registration form for?

A password space has been provided on your registration form and passwords are optional. If a password has been provided, the person picking up the child **MUST** give the password in order for the child to be released to that person, so please choose something you will remember. Parents/guardians can request the password with identification when dropping off the child if they have forgotten the password provided. The password is provided to protect the security of the child and to ensure that only those with permission of the parent/guardian are permitted to pick up the child.

What if my child has special needs?

If your child has any special needs, details must be included with your registration. Please speak with the Education Manager during registration about specific concerns. The Museum is fully wheelchair accessible. *Please note: We cannot provide one-on-one supervision or specific medical support.*

What are the rules of the Museum?

We ask that your child/ren use the following museum manners:

- We walk slowly. We speak quietly.
- We follow the directions given to us by the supervisor.
- We stay in a group with our supervisor and ask permission to use the bathroom or to get a drink.
- We respect ourselves and each other.
- We keep our hands to ourselves.

What if my child misbehaves?

For the comfort and safety of all participants, parents/guardians may be called to pick up a child who is repeatedly or severely behaving inappropriately, without being issued a refund for the day.