

Day Camp F.A.Q.

What are camp hours?

Full day camps run from 9am-4pm. Lunch is from 12-1pm.
Morning camps run from 9am-12pm. Afternoon camps run from 1pm-4pm.
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 on-site from 8am-5pm.

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

Early drop-off and late pick up are available up to 1 hour before the camp start time and up to 1 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?

Pier 21 Canada's Immigration Museum will not leave children unsupervised. If a child is not picked up by 5:30pm 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 Pier 21. Children are to be dropped off to 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. 10 minutes of supervised unprogrammed time is provided each morning and afternoon for snack and 1 hour is given for lunch from 12-1pm. Parents are welcome to pick up children during lunch or leave them in the supervision of Pier 21 Canada's Immigration Museum. If children are staying over lunch, they will need a bagged lunch. A fridge and microwave are available onsite. A café is available on-site for children wishing to purchase a lunch.

Is Pier 21 nut free?

Pier 21 is open to the public and therefore can not 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 may be included in programming.

How many children are in the camp?

Day camps are limited to a ratio of 1 educator to 8 children. This usually means that the program is capped between 35-40 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 Pier 21 Canada's Immigration Museum or cancelled by parents/guardians with a minimum of 48 hours notice (voicemail is available at 425-7770 X 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 on-site 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. Pier 21 Canada's Immigration Museum is not responsible for lost or stolen items.

Who supervises the camps?

Camps are run by the Education Services Department. Camp educators are staff and volunteers from Pier 21 Canada's Immigration Museum or staff and volunteers of our partner organizations. All staff and volunteers have had clear Child Abuse Registry checks and Criminal Record Checks.

What is this password for?

Passwords are optional. A password space has been provided on your registration form. 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 Manager of Education Services during registration about specific concerns. Pier 21 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.
- We ask permission to use the bathroom or to get a drink.
- We keep our hands to ourselves.

What if my child misbehaves?

Parents/Guardians may be called to pick up a child who is behaving inappropriately, without being issued a refund for the day.