



Answers to Frequently Asked Questions

What happens if my child develops becomes ill or symptoms while at program?

If a child begins to develop any symptoms during the program the parent/caregiver will be notified immediately and will be required to pick their child up immediately. For the safety of everyone involved, the child(ren) will be removed from the group while waiting to be picked up. Any other children from the same household attending Adventure Club will also be asked to go home.

What do I do if my child is ill?

Children who are sick or have any symptoms associated with the COVID-19 virus should remain at home.

What do I do if my child is going to be absent?

Parents/caregivers should report any absences by 10:30am on the day of the absence using the link below for the site the child is attending. Once absence report should be made for each child in a household.

St. Catharines - [Burgoyne Woods Click Here](#)

Niagara Falls - [Fireman's Park Click Here](#)

What is the screening process?

Prior to entering the program participants will be screened daily. If the child has a fever (forehead temperature of 37.2 or higher or higher) or answers yes to any of the illness or travel related screening questions for themselves and others in the household, the child will not be permitted to enter the program.

On the first day of the 4-day program week all screening will be completed in person. On the following 3 days parents/caregivers will have the opportunity to complete screening online up to 1 hour prior to the start of the sign in time. Each week families will be sent the screening link for the specific days of the week.

Screening steps:

1. Approach the sign in area during your 15-minute sign in window
2. 1 parent and participant(s) will stand at the indicated waiting area that is 6 feet from the person ahead of them.
3. Maintain physical distancing from others. When the individuals ahead of you move forward, you can move forward.
4. When you are at the sign in table at the front of the line please provide the staff with your child(ren)'s full names. The staff will go through the screening questions and take the temperature of the child(ren). The staff will confirm the child(ren) are able to enter the program.
 - A. If they are able to enter, please provide the staff with your full name and they will record your name and drop-off time and sign the child(ren) into the program. Parents/caregivers will not be handed a pen or required to sign the child into the program on the paper.
 - B. If they are unable to enter, the parents/caregiver is advised to call the Niagara Region Public Health COVID-19 Information Line or their family doctor for assessment and suitability for testing. If the child is not recommended for COVID testing the child MUST get clearance from their own health care provider if they want to return to the program.

Niagara Region Public Health - Novel Coronavirus (COVID-19) Info-Line

Talk to a public health professional Monday to Friday, 9:15 a.m. - 8:30 p.m. and Saturday and Sunday, 9:15 a.m. - 4:15 p.m.

905-688-8248 press 7, then press 2

Toll-free: 1-888-505-6074

Will my child be required to sanitize their hands?

Before entering the program, all staff and participants will be required to sanitize their hands. If a child has an allergy to the hand sanitizer used on site parents are permitted to provide their own as long as it has 60% or more alcohol content. Handwashing stations will be available on site for children and staff to utilize before and after eating, and after using the washroom.

Do I need to wear a mask when dropping off and picking up?

Staff will be wearing a mask and other personal protective equipment during participant drop off and pick up. Parents/caregivers dropping off are encouraged to wear a mask as physical distancing of 6 feet may be difficult during these times. Drop off and pick up will be outdoors regardless of weather.

Does my child need to wear a mask?

Masks are optional for participants. They are welcome to wear cloth masks if they wish, especially during drop off and pick up times. Disposable masks will be given to a child to wear if they develop symptoms associated with the virus during the program while they are waiting to be picked up.

Will Adventure Club staff wear masks?

Staff will wear masks and other Personal Protective Equipment when they are interacting with parents/caregivers, and individuals from outside of their group for the four-week. With the designated group of 10 staff are not required to wear masks and other Personal Protective equipment unless they need to be in close contact with a participant (i.e. perform first aid) and will encourage everyone to keep a physical distance of 6 feet.

What happens if it rains or is too hot?

Adventure Club is a 100% outdoor program. Pavilion shelters are available in the event of rain, planned activities will be modified, and frequent breaks scheduled in the event of extreme heat. During extreme weather Adventure Club may be cancelled, or hours adjusted at the discretion of the YMCA.

Who do I contact if I am going to be late dropping off or need to pick up my child early?

Each participant will be given a 15-minute drop-off window to allow for screening, and 15-minute pick-up window. If parents/caregivers need to drop-off or pick-up outside of the designed times they will be provided with a site number to text in advance to let the staff know.

St. Catharines - Burgoyne Woods 905-658-2765

Niagara Falls - Fireman's Park 905-658-2766

Can my child sign themselves out in or out of the program if they are 10 and older?

An adult who is 16+ is required to drop off and pick up each day. The individual dropping off in the morning must be aware of the child's current health status and of those in their household.

Who can pick up my child?

Only individuals 16+ listed as authorized pick-up during the registration process will be permitted to sign participants out. Authorized pick-ups including parents/caregivers will be required to show valid, government issued photo identification daily.

Am I allowed to visit my child in the program?

For the safety of everyone involved visitors are not permitted inside the Adventure Club program. Parents/caregivers and authorized individuals are asked to remain at the sign-in and sign-out table/tent and will not be permitted to enter the Adventure Club program space.

Will my child be swimming?

Swimming will not be a part of the Adventure Club program, but water games may be included on hot days. Children should come with a bathing suit and towel or a full change of clothing.

Is busing available?

Transportation is not available. Parents/caregivers are responsible for dropping off and picking up their children directly at the site and signing them in and out, with an Adventure Club staff. Both Adventure Club program locations are within walking distance of a bus stop.

What should my child bring?

- A backpack.
- Two snacks and healthy lunch that will fuel them for an active day.
- Wear running shoes and appropriate clothing for physical activity and the weather.
- Bring a bathing suit and towel, or change of clothes for water games.
- A filled, cold water bottle.
- A raincoat or poncho.
- Sunscreen (please send children to program with sunscreen applied).
- Their Adventure Club hat.
- Bug spray.

* Personal items or toys will not be permitted in the program.

How should I label my child's items?

On the first day of the program each child will be given 9 waterproof permanent labels for their parent/caregiver to help them apply to their bag*, water bottle*, lunch bag, sunscreen*, hat*, craft kit*, pool noodle*, towel, etc.

(items marked with a * will be provided at the beginning of the program)

What should I send for lunch?

Recommended snacks: fresh fruit, fresh vegetables, pretzels, granola bar (peanut free), fruit bar, cheese and crackers, yogurt, etc.

Recommended lunch:

Sandwiches (brown bread, meat, cheese)

Vegetables (carrot, celery, cucumber)

Fruit (apple, pear, orange, banana)

Treat (granola bars)

Drink boxes / bottle of water

Campers will not have access to a microwave or refrigerator at camp. Please do not send items that need to be heated up with your camper.

Sharing of food will not be permitted. Food or snacks will not be served as part of the program.

Can I pick up after my designed pick up window?

There are no extended hours available. Parents/caregivers are responsible for ensuring their child is pick up within the designed pick up window by an authorized individual.

What happens if my child is not picked up on time?

A late and unexplained pick up will result in a suspension or termination from the program for the child. If you encounter an emergency situation and are unable to pick up your child as planned please contact the site phone via text immediately with: your child's name, your name, the emergency and when you will be able to pick up.

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How will the staff communicate with me?

If any major situations arise during the day the Adventure Club staff will strive to reach you by phone. For minor situations or communication, a Communication Form will be completed and shared with you for you to read at sign out.

In situations where a meeting is required between the YMCA Adventure Club and the family the meeting will be scheduled and completed by conference call or video conferencing.

Why can't I meet with a staff at drop off or pick up?

For the safety of everyone involved face to face interaction with individuals who are not registered for the program will be limited to what is necessary for the purposes of screening, sign-in and sign-out. Staff will be encouraged to focus on these important tasks and parents' communication and follow up will happen outside of these times when possible.

How are you handling lost and found?

Each group will keep any lost and found items with them in a plastic bag to be returned or identified. Any items found without a name will be kept on site for that week of adventure club. After the week, any remaining items will be disposed of and no longer on site.

Who do I contact if I have a concern or complaint?

Please email the Adventure Club email adventureclub@niagara.ymca.ca with your name, contact information, your child(ren)'s names, the site and date and the details of our concern. You will receive a follow up email or call from an Adventure Club Coordinator.

Procedures are subject to change at any time based on guidance from the Ministry of Health, Niagara Region Public Health and/or local municipalities.