



## 2025 Camp STEAM Canada Guide

Welcome to Camp STEAM Canada, where we encourage exploration! We are excited and honoured you chose Camp STEAM Canada to provide your child(ren) with a fun, educational experience this summer.

The information contained in the following guide will help to answer many of the questions you may have about Camp STEAM Canada. Another great resource for information is our website, found at [campsteam.ca](http://campsteam.ca). There is an extensive [FAQ](#) section as well as information that pertains specifically to the campsite location your child(ren) will be attending this summer. Please note, information on the [Locations](#) pages of the website is updated as it becomes available, so check back often. If you still have questions after reading this guide and visiting our website, please feel free to contact Support via email at [support@campsteam.ca](mailto:support@campsteam.ca) or by calling (587) 855-7300 and a member of our Support team will gladly assist you!

Thank you for supporting our not-for-profit, Camp STEAM Canada!

### Table of Contents

- First Day of Camp
- What to Bring (and What Not to Bring)
- Dress Code
- Drop Off and Pick Up Times
- Sign Out Procedure
- Campers Leaving Camp (Signing Themselves Out)
- Sample Schedule
- Air Conditioning
- Lost and Found
- What if My Child is Sick?
- Allergy and Sensitivity Statement
- Rules and Regulations
- Camper Expectations
- Appropriate Behaviour
- Parent Behaviour
- Prohibited Items
- Accidents
- Weather
- Medication
- Camper Removal Process

Educational Assistants (EA's)  
Care of Equipment  
Computer Use Policy  
Cancellation – Refund and Credit  
Camp Merchandise  
Feedback  
Contact Information

## **The First Day of Camp**

The first day of camp is an exciting and busy day. Some children will be experiencing nervousness about what to expect at camp, who they're going to meet, and will they like it!? We get it! **On the first day**, we encourage you to arrive a bit early. This will allow parents and children time to acquaint themselves with the drop off/pick up location and procedures. This is a great time to meet one of the camp leaders and counsellors, ask questions you may have and request special groupings with friends/sibling/cousins, etc... For anyone who has booked Before Care, early drop off is 7:30am – 9:00am. If you are running behind and will arrive after 9:00am to the campsite, please call our Support team at (587) 855-7300 (press 1 for Parents/Guardians) and our team will notify the camp. Most facilities will have their doors locked after programming begins at 9:00am, this is for security reasons. Alternatively, if you need to pick up your child(ren) from camp prior to the end of programming at 4:00pm, we also ask that you call our Support team or notify camp leadership when you drop off your child(ren) at the start of the day.

Programming concludes at 4:00pm and the pick-up process begins. If you have not purchased After Care, please be sure to have your camper(s) picked up by 4:15pm. After Care service is provided from 4:00pm – 5:30pm and is available for purchase through the camp registration process, or by calling our Support team to have it added to your account.

## **What to Bring (and What Not to Bring)**

It is important that all campers come prepared for a full day of great activities and fun. Please be sure your camper has the following items every day:

- Lunch and snacks are provided by parents/guardians, Camp STEAM does not provide food to campers. There is one lunch period and 2 snack breaks, where children will have an opportunity to eat, refresh and play games. We encourage parents to pack nut free lunches and snacks (we are a nut aware camp, not a nut free camp, unless the site is nut free which can be found on the site location page on our website). Be sure to read the section on allergies and restrictions later in this document. There is absolutely no sharing of food allowed at Camp STEAM Canada. **(Please send reusable containers as garbage items will be sent home with your camper)**
- Water bottle
- Facial covering (if required by public health)
- Pencil case containing basic school supplies (pencils, erasers, scissors, markers and/or pencil crayons)
- Weather appropriate, comfortable clothing (packing a change of clothing is also advisable)

- Closed toe and heel shoes must be worn to comply with camp safety rules (preferably running shoes)
- Sunscreen
- Bug spray
- Hat and sunglasses
- Any doctor prescribed medications (Camp STEAM Canada staff will not administer medications except in the case of a life-threatening situation such as administering an EpiPen which is provided by the parent)

Please do not bring toys to Camp STEAM Canada and please leave all electronic devices (including cellphones) at home. If you need to contact your child, call our Support team (226-214-2050) and we will contact the camp to relay messages or plan for your child to call you if it is urgent.

## Dress Code

Open toe/heel shoes are not permitted at Camp STEAM Canada, as many activities conducted at camp are safer with closed toe and heel shoes. Also, many of the labs at our College partnered locations DO NOT allow them on site for health and safety reasons. Some recreation breaks may include outdoor field activities, so campers should be prepared for light physical activity in both footwear and clothing. Restrictive or uncomfortable clothing should be avoided. Our staff on site will let you know if your child needs special clothing at least one day prior to a special dress or activity day such as water game, costume, or pajama day.

## Drop Off and Pick Up Times

Apart from the first day of camp, drop off should occur just prior to the start of programming at 9:00am. If you have purchased the Before Care service, drop off is 7:30am to 9:00am.

Programming ends at 4:00pm and the pick-up process begins. If you have not purchased After Care, please be sure to have your camper(s) picked up by 4:15pm. If you have purchased the After Care service, pick up is 4:00pm to 5:30pm.

To add either of these services to your account, you may include them in your initial registration by adding them to your cart, or you may call our Support team at (587) 855-7300 and they will add it on your behalf.

## Sign Out Procedure

Camp STEAM Canada staff will bring the camper(s) to the normal drop off/pick up location and the parent/guardian will be required to sign out their camper(s). For your child(ren) to be released from camp, the person signing them out must:

- **Show Physical Government Issued Photo ID (digital copy not accepted), every time you sign out your child.** If you do not have acceptable ID with you (ie. driver's license, passport), your child will NOT be released. To speed up the process and avoid an uncomfortable situation for everyone involved (including your child(ren)), please do

not argue with staff who are merely enforcing Camp STEAM Canada rules and doing their absolute best to keep your child safe. We will wait while you retrieve your ID. This rule applies no matter who you know at the camp and how many times you've already picked up your child(ren). **Approved pick up persons must be 18 years of age or older, no exceptions.**

- Be listed on the Approved Pickup List. Regardless of the relationship to the child(ren), anyone picking up **MUST** be listed on the Approved Pickup List (which is located on the "Household Form" of your online account). You filled this out when you signed up your child for Camp STEAM Canada and you can modify it at any time by logging in to your account and clicking the link for the "Household Form".

The same safety rules apply to all parents/guardians. Should a parent/guardian wish to add an authorized pick-up person(s) to the approved pick-up list for their child(ren), they may login to their account online or call our Support team (226-214-2050) and they will gladly assist you.

**We take the care and safety of your child(ren) very seriously. Under no circumstance will a child be permitted to leave camp without being signed out by an authorized adult that has verified their identification by showing a physical copy of government issued photo ID.**

## **Campers Leaving Camp (Signing themselves out)**

Campers will not be permitted to leave the camp location. Should a camper leave without permission, the Camp Coordinator will telephone the parent/guardian to inform them that the child has left without permission. Depending on age and circumstance, a staff member may need to physically restrain your child to prevent them from leaving camp and entering a dangerous situation. No waivers are available to accommodate the circumstance when a parent may wish their child to walk home by themselves. Every child, regardless of age or circumstance, must be signed out by someone on the Approved Pickup List **(over the age of 18), see the section above "Sign Out Procedure"**.

## **Sample Schedule**

Please find a sample schedule below of what a day in the life of a camper looks like at Camp STEAM Canada. Many hands-on activities are designed to be conducted outdoors in green spaces surrounding facilities. Please note, staff will often take campers to local parks for outdoor fun and games. Staff follow strict safety protocols when taking campers off site.

07:30am – 09:00am: Before Care (Games / Drawing / Computer Time)  
08:55am – 09:00am: Camper Drop Off  
09:00am – 10:15am: STEAM in the Environment / Robotics Tutorial  
10:15am – 10:30am: Snack  
10:30am – 11:45am: Tinkercad / Lego Coding  
11:45am – 12:30pm: Lunch + STEAM Games  
12:30pm – 01:45pm: 3D Printing and Coding  
01:45pm – 02:00pm: Snack  
02:00pm – 03:15pm: Hands-On Activity  
03:15pm – 03:30pm: Clean Up  
03:30pm – 04:00pm: Lego / Minecraft Build Challenge

04:00pm – 04:15pm: Camper Pick Up  
04:00pm – 05:30pm: After Care (Games / Drawing / Computer Time)

## **Air Conditioning**

Not all facilities we rent are air conditioned. If this is important to you, please check your specific campsite on the Location pages of our website to determine if the facility is air conditioned. We understand that some days get quite hot in the summer, so precautions and measures are taken to lessen the impact of the heat. Fans are installed, frequent water breaks are taken, limited outdoor activity during heat advisory days, water activities, etc. The activities your children are involved in are of an academic nature and not considered strenuous. Please note, refunds will not be given due to hot days at camp.

## **Lost and Found**

All lost and found items will be kept at camp until the end of the last week of camp, at which time they will be donated to a local charity if unclaimed. They will not be shipped back to Head Office. Camp STEAM Canada strongly recommends that you label everything and check daily to ensure that your camper has returned home with their belongings. Campers who bring valuables of any kind to camp do so at their own risk, so please leave valuables at home. Camp STEAM Canada is not responsible for any damage, loss or theft of personal items brought to camp.

## **What Happens If My Child is Sick?**

If your child is exhibiting cold or flu-like symptoms or those of any communicable disease, (ex. Chicken Pox, Pink Eye, Hand Foot & Mouth, Lice, COVID-19, etc.) please do not send your child to camp. Follow public health guidelines and/or direction from a medical professional on when it is appropriate for your child to return to camp. Absences from camp due to illness are not refundable per the Cancellation and Refund Policy, please see pages 11 and 12 of this guide for further details.

## **Allergy and Sensitivity Statement**

Due to an increase in food-related allergies and sensitivities in society, we request parents to take special care when preparing their child's lunch and snacks. Camp STEAM Canada tries to provide a peanut and nut free camp. We encourage our families to be sensitive to those who may have peanut butter and/or nut allergies and ask that parents and guardians support our attempts in reducing the risks. Please only provide peanut-free and nut-free items in your child's lunch and snacks. Parents should be aware, however, that we do not monitor compliance of this request in every location and do not search campers' lunches. There may also be other camps or people in these locations that are not affiliated with Camp STEAM Canada. As such, Camp STEAM Canada should be considered a 'nut aware' and not a 'nut free' camp except in some locations where specified on the location page on our website [campsteam.ca](http://campsteam.ca).

Below is a list of materials that campers may come in contact with while participating in Camp STEAM this summer. If your child has allergies or sensitivities to certain food items, please go over this list thoroughly. If you have questions or concerns, please feel free to contact us and we will do our best to accommodate, although we cannot promise we will be able to accommodate in every situation. The safety of our campers remains our top priority.

Please note, on occasion, camp staff may conduct an activity that has been done in previous camp weeks, if time and weather permit. In doing so, camp staff may use a supply item not listed in the specific week your camper(s) is attending.

### **Minecraft: Innovators | Weeks 1 and 5 (June 30, July 2 - 4 & July 28 - August 1)**

- Cleaning Products (Disinfecting wipes, etc.)
- White Glue
- Hot Glue
- Scotch Tape
- Duct Tape
- Food Colouring
- Tinfoil
- Wax Paper
- Plastic Wrap
- Rubber bands
- Marshmallows

### **LEGO: Architects | Weeks 2 & 6 (July 7 - 11 & August 5 - 8)**

- Cleaning products (Disinfecting wipes, etc.)
- White Glue
- Hot Glue
- Eggs
- Borax
- Alka Seltzer tablets
- Food Colouring
- Duct Tape
- Scotch Tape
- Latex Tubing
- Marshmallows
- Tinfoil
- Plastic Wrap

### **Minecraft: Masterminds | Weeks 3 & 7 (July 14 - 18 & August 11 - 15)**

- Cleaning products (Disinfecting wipes, etc.)
- White Glue
- Hot Glue
- Borax
- Duct Tape
- Scotch Tape

- Food Colouring
- Lemon Juice
- Latex Tubing
- Plasticene
- Leaves, Stones, Twigs, etc (natural elements from outside)
- Tinfoil
- Plastic Wrap

## **LEGO: Builders | Weeks 4 & 8 (July 21 - 25 & August 18 - 22)**

- Cleaning products (Disinfecting wipes, etc.)
- Plastic Wrap
- Latex Gloves and Tubing
- Tinfoil
- Parchment Paper
- Food Colouring
- Duct Tape
- White Glue
- Duct Tape
- Scotch Tape
- Hot Glue

## **Rules and Regulations**

Courteous and respectful behaviour is expected from all Camp STEAM Canada staff as well as campers and their parents/guardians. The following section details appropriate and inappropriate behaviour by campers and parents/guardians, as well as the Camper Removal Process.

## **Camper Expectations**

Courteous and respectful behaviour is expected. All campers must conduct themselves in a mature, respectful, and cooperative manner while attending camp. Campers are responsible for their own behaviour and conduct.

## **Appropriate behaviour includes:**

- Encouraging fellow campers and sharing creative ideas
- Displaying an eagerness to learn and asking lots of inquisitive questions
- Helping fellow campers whenever possible
- Participation in all activities and willingness to make new friends
- Displaying friendly disposition to all campers, staff and public
- Outside the box thinking

## **Inappropriate behaviour includes:**

- Preventing or interfering with another camper's experience

- Threats, bullying, harassment of any kind, intimidation, abuse or fighting
- Attending camp under the influence or in the possession of drugs or alcohol
- Possession or use of prohibited items
- Violating Camp STEAM Canada policy
- Violence of any kind against campers or staff
- Vandalism, theft or misuse of equipment or property belonging to Camp STEAM Canada, another camper, staff member or the host facility

## **Vandalism & Theft**

The parent/guardian of campers involved in any theft, loss of, or damage to Camp STEAM Canada or third-party property will be held financially responsible. All instances of vandalism or theft of property belonging to Camp STEAM Canada, Camp Staff, or the host facility, will be reported to the police.

## **Bullying**

Camp STEAM Canada takes bullying very seriously. Bullying includes, but is not limited to, actual or threat of physical, emotional and/or psychological abuse, stalking/e-stalking, and deliberately excluding others from participating in any activity or inciting hatred towards others in any form.

## **Prohibited Items**

Items that are deemed hazardous must not be brought to camp. Such items include, but are not limited to: matches, knives, lighters, drugs, alcohol, cigarettes, vape pens, marijuana, illegal substances, and weapons. If any of the above items are found, the item will be confiscated, and disciplinary action will be taken. In certain circumstances, appropriate authorities may be contacted.

## **Accidents**

Regardless of the level of camper supervision provided at camp, accidents happen. Slips and falls, bumps and bruises, scrapes and cuts. Staff at camp will administer basic first aid in the event that a minor accident happens. These types of minor accidents will not be reported and you will not be contacted in the event they occur. Camp staff will discuss these minor accidents with you at the end of the day during the pick-up process. In the event of a more serious accident or medical emergency, staff will call emergency services, head office will attempt to contact you or your emergency contact in the event you do not respond, and a report will be filed with head office, of which you may request a copy by contacting [support@campsteam.ca](mailto:support@campsteam.ca) or by calling (587) 855-7300.

## **Weather**

All Camp STEAM Canada locations are operated out of indoor facilities, so camp will run rain or shine, no cancellations will occur due to inclement weather. In the event of a heat advisory, staff will observe local public health guidelines with regards to outdoor exposure



limits. Special care will be taken to ensure children are properly hydrated and activities are not overly strenuous. In the event of severe weather like thunderstorms and tornados, staff will observe facility emergency procedures to ensure the safety of all campers and staff. Parents / guardians will only be contacted if there is damage to the facility or a prolonged power outage, etc. that would prevent staff from conducting camp activities safely. If you have any questions or concerns when a severe weather event occurs in your area, please call our support staff at (587) 855-7300.

## **Medications**

If your child requires medication to be taken throughout the day at camp, please note that camp staff are not trained or authorized to administer medication of any kind with the exception of, but not limited to, assisting a child with the use of an Epinephrine Auto Injector in the event of a life-threatening episode of anaphylaxis or Glucagon medications for type 1 diabetics experiencing severe hypoglycemia (severe low blood sugar), or assisting a camper with the use of an inhaler in the event of a severe asthmatic episode, etc. All other medications must be taken by the camper independently or parents / guardians must make arrangements to return to the camp to oversee the administration of medicines.

## **Camper Removal Process:**

Camp STEAM Canada is dedicated to providing campers with fun, education-based programming in a safe and inclusive environment. Camp staff do what is within their power to resolve conflict and behavioural issues at the campsite in the hope of avoiding the removal of a camper. Unfortunately, sometimes it is necessary to remove a camper from the camp setting to prevent further safety concerns for the other campers in the program, the staff, or even the camper themselves. The process for removing a child from camp is as follows:

### **Step One:**

Camp staff issue verbal warnings to the camper regarding their behaviour. The behaviour is discussed with the parent/guardian at pick up that afternoon. Written incident reports are not required and will not be filed for step one. Examples of this type of behaviour includes (but not limited to): inappropriate language, disruptive behaviour, not following instructions, throwing items, rough housing, removing clothing, agitated / aggressive behaviour, bullying. An incident of a minor nature is quickly resolved with a verbal warning to the child. Continuation of these behaviours will escalate the process to step 2, where the camper may be removed for the remainder of the day.

### **Step Two:**

Camp staff have consulted parents regarding the behavioural issues and no improvement has been made by the camper following the initial incident. An Incident Report is to be filled out describing the incident and steps taken by camp staff to resolve the situation. A copy is sent to head office. Head Office contacts the parents to discuss the issue and implement a

behavioural strategy or decide that the time has come for the child to be removed from camp.

### **Step Three:**

After implementing the behavioural strategy discussed above, a third incident will result in a phone call to the parent/guardian where arrangements are made for the camper to be picked up from camp. The parent/guardian will be informed that the child has been removed for the remainder of the camp season and no refund will be provided. The parent/guardian or other authorized pick-up person must pick the camper up as soon as possible and sign the camper out as per the pick-up procedure.

Note: Camp STEAM Canada reserves the right to immediately remove a camper at any time without adhering to the Camper Removal Process should Camp STEAM Canada management deem it necessary to do so. Campers who are considered a risk to themselves or others will be immediately removed from camp. Please also be aware that should your child be involved in an incident involving another child, in accordance with our privacy policy, we will not discuss certain details of the incident that specifically pertain to the other camper.

### **Educational Assistants (EA's) and 1:1 Support**

Camp STEAM Canada is committed to ensuring the successful camp experience of all campers. Unfortunately, our staffing structure does not allow for 1:1 camper support. If your child has an Educational Assistant (EA) at school that assists with behaviour concerns, they are required to bring a **qualified** support person with them to camp. Please note, all campers are required to be self-sufficient in the washroom as camp staff are not authorized to assist your child. Camp STEAM Canada is unable to provide this support, parents/guardians are required to make these arrangements. Full disclosure on the camper Medical and Behavioural Form is required at the time of registration and failure to do so may result in participant removal, no refunds or credits will be issued should this occur.

### **Parent Behaviour**

Camp STEAM Canada believes that everyone is entitled to be treated with respect and that differences can be resolved peacefully and respectfully. We encourage parents/guardians to discuss situations of concern with their on-site Camp Coordinator and/or with Head Office. However, just as parents/guardians would expect their children or themselves to be treated with respect, Camp STEAM staff also deserve the same consideration. If parents/guardians are deemed to be disrespectful to staff either in person or on the phone, Camp STEAM staff will interpret this as a bullying situation and issue a warning that the interaction will be terminated if it does not improve and reserve the right to do so if the parent/guardian is disrespectful in any way. In particular, threats, yelling and name calling will not be tolerated. All support calls are recorded and monitored at Head Office. Camp STEAM Canada may decide to terminate your involvement with our organization at this point without issuing a refund. Disrespect is not consistent with Camp STEAM Canada values.

## Care Of Equipment

Camp STEAM staff will assign and monitor the usage of equipment as required for each activity. Campers are expected to follow all instructions regarding the care of equipment as provided by Camp STEAM staff.

## Computer Use Policy

Campers will spend time on a computer with internet access while at camp. Camp STEAM staff will make reasonable efforts to restrict access to questionable material; however, the possibility of intentional or inadvertent access exists. Camp STEAM takes no responsibility in the event a camper intentionally or inadvertently accesses inappropriate material. The following are considered inappropriate computer use and are in violation of Camp STEAM's Computer Policy:

- Accessing pornography, obscene or discriminatory materials
- Harassing other users, vandalism of accounts and systems
- Using abusive, vulgar, and other inappropriate language
- Distributing copyrighted material, creation, or publication of explicit material
- Sharing of individual and/or networked accounts and/or passwords

Please talk with your Camp Coordinator if a child attending camp reports unacceptable, inappropriate, or concerning behaviour during camp activities.

## Cancellation – Refund and Credit

Participants that have purchased camp sessions, services or merchandise products prior to June 1, 2025 may request a full refund (minus the 2.4% Credit Card Surcharge) for ANY reason, if such a request is made to Head Office on or before May 31, 2025. Please contact our Support team via email at [support@campsteam.ca](mailto:support@campsteam.ca) or by calling (587) 855-7300. Please note, this applies to new purchases made for the 2025 camp season, NOT for camp sessions, services or merchandise products purchased in any previous season, for which credits were issued. Camp Session purchases made on or prior to May 31, 2025 are non-refundable as of June 1, 2025.

Camp Session purchases made on or after June 1, 2025, through to August 23, 2025, are considered FINAL SALE. No cash refunds will be granted, or credits issued, for ANY reason. Please be aware of this when purchasing camp sessions on or after June 1, 2025. If you are not agreeable to this condition, do not proceed in purchasing camp sessions. Before and After Care services are refundable at any time (not including the 2.4% credit card surcharge), including throughout the camp season, provided the service you purchased is cancelled a minimum of one full business day prior to the start of the camp session for which you purchased the service. To cancel Before or After Care, please contact our Support team via email at [support@campsteam.ca](mailto:support@campsteam.ca) or by calling (587) 855-7300.

In the event that Camp STEAM Canada cancels a camp location, session, day, service or merchandise product, before or after June 1, 2025, a full refund will be issued to the Participant. Reasons for cancellation include, but are not limited to: funding availability, lack

of enrolment, insufficient staffing, or supply chain issues. Decisions to cancel camp locations is done with consideration of families searching for summer care options for their child(ren) and best efforts are made to finalize these decisions by May 15, 2025, however this is not always possible.

In the unlikely event that Camp STEAM Canada is forced to shut down due to a government order (ie. Pandemic related restrictions), the Participant will receive a credit for the full value of their purchase, to be used in the 2026 camp season.

Participants may switch their camp week(s), if notice is provided to Head Office by contacting our Support team. This must be done a minimum of 14 days in advance of the start date of the original purchased camp session and is contingent on available spots for the requested week(s). There is no guarantee that sessions will be available for your requested date(s) and location(s). To contact our Support team, please email your request to [support@campsteam.ca](mailto:support@campsteam.ca) or call (587) 855-7300 to speak with one of our Support team members.

Camp STEAM Canada reserves the right not to offer refunds or credits after June 1, 2025, under any circumstances, including, but not limited to:

1. Inclement weather or unforeseen facility closures
2. No air conditioning in a facility or it is hot outside
3. A child is removed from Camp STEAM Canada as a result of inappropriate behaviour or as a result of parental bullying of Camp STEAM Canada staff
4. A child is removed from Camp STEAM Canada because they require one on one support. One on one support is not provided at Camp STEAM Canada due to our staffing structure. Parents / guardians must disclose if a child has an EA (Educational Assistant) at school that assists with behavioural concerns. Failure to disclose this information in the camper Medical and Behavioural Form at the time of registration may result in participant removal, no refunds or credits will be issued should this occur.
5. A health or safety situation, including situations resulting from a pandemic, epidemic or other health-related matter
6. The Participant's decision not to attend for any reason at any time
7. Unforeseen illness or injury
8. A child decides that they are "not enjoying" Camp STEAM Canada. This happens in life, and we are not under any illusion that Camp STEAM Canada is for everyone. Please talk with the camp staff about strategies to make the camp more enjoyable but realize that sometimes a child just does not enjoy something. This is no one's fault, and children need to learn how to cope with situations that are not, in their opinion, ideal for them.
9. A child does not meet the minimum age requirement to attend camp,

## **Camp Merchandise**

Camp merchandise is available for purchase through our online registration platform. A new T-shirt will have your child(ren) camp'n in style. If you have already completed your registration and would like to add camp merchandise to your account, please contact our Support Team at [support@campsteam.ca](mailto:support@campsteam.ca) or by calling (587) 855-7300. Please note, camp merchandise sales close on June 1, 2025 to allow time for packing and shipping to camp locations. Any camp merchandise you have purchased will be shipped to the location of the first camp session you have purchased and will be provided to your camper(s) on the first day of camp.

## **Feedback**

We welcome your feedback: positive and constructive. Please address any concerns with the Camp Coordinator at your location before you call Head Office. They will have first-hand knowledge of the facility, the camp environment, and your child, and can usually quickly address and resolve any challenges you may have.

## **Contact Information**

Please note that we do not provide direct site contact information as we want our camp staff focusing on the care of your child, not their phones. You are most welcome and encouraged to speak with the camp staff during drop off/ pick up. Any questions or concerns you may have about the camp should be addressed during this time. If your question or concern has not been addressed or you have any other need to contact us, please contact our Head Office. We are staffed to handle any questions, concerns, or situations as they arise. Anything that needs to be relayed to the site will be communicated.

Website: [campsteam.ca](http://campsteam.ca)  
Email: [support@campsteam.ca](mailto:support@campsteam.ca)  
Phone: (587) 855-7300

**Thank you for supporting our not-for-profit Camp STEAM Canada!**