2027 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. 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 or by calling 226-214-2050 (ON) / 587-855-7300 (AB) / 236-317-4208 (BC) and a member of our Support team will gladly assist you!

Thank you for supporting our not-for-profit, Camp STEAM Canada! Your participation helps us continue to inspire curiosity and foster a love of learning in children across Canada.

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 some of the camp leaders and counsellors, ask questions you may have and request special groupings with friends/siblings/cousins, etc... For anyone who has booked Before Care, early drop off is 7:30am – 9:00am. Most facilities will have their doors locked after programming begins at 9:00am for security reasons. If you are running behind and will arrive after 9:00am to the camp, please call our Support team at 226-214-2050 (ON) / 587-855-7300 (AB) / 236-317-4208 (BC) and we will notify the camp. 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 4:00pm. 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, as Camp STEAM does not supply food for campers. There is one lunch period and two snack breaks each day, giving campers time to eat, recharge, and enjoy some playtime. We encourage families to pack nut-free items. To support our litter-less lunch initiative, please pack food in reusable containers. All wrappers and other garbage from camper lunches will be sent home for disposal. Please note that food sharing is strictly prohibited at Camp STEAM
- Reusable Water Bottle
- Weather appropriate, comfortable clothing (packing a change of clothing is required if taking part in water activities each day)
- Please send two pairs of shoes with your camper each day. One pair must be closed-toe and closed-heel shoes (preferably running shoes) to comply with camp safety rules. The second pair should be water shoes that can be worn during daily water games and activities. They will get wet
- A towel and bathing suit or water clothes for water games
- A plastic bag to put wet towels, shoes and clothes in before it goes in the backpack
- Aerosol sunscreen to comply with camp safety rules in case your child needs assistance in its application

- 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 and smart watches) at home. If you need to contact your child, please call our Support team 226-214-2050 (ON) / 587-855-7300 (AB) / 236-317-4208 (BC) 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 comfortable footwear and clothing. Restrictive or uncomfortable clothing should be avoided. Our on-site counsellors are instructed to let you know if your child needs special clothing at least one day prior to a special dress or activity day such as costumes 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 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 4:00pm. 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 226-214-2050 (ON) / 587-855-7300 (AB) / 236-317-4208 (BC) 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:

- For the safety of all campers, show a physical government-issued photo ID every time they sign out their child. Digital copies or photos of ID will not be accepted. Acceptable forms of ID include a driver's license, passport, or health card. If you do not have acceptable ID with you, your child will not be released. To help ensure a smooth and positive pick-up experience, please come prepared with your physical ID each day. Our staff are required to enforce this policy strictly and consistently to

protect every camper. Please do not argue with staff who are simply following Camp STEAM Canada's safety rules and doing their best to keep your child safe — we will gladly wait while you retrieve your physical ID. This rule applies regardless of how well you know the staff or how many times you have previously picked up your child. All approved pick-up persons must be 18 years of age or older — no exceptions.

- Anyone picking up a camper — regardless of their relationship to the child(ren) — must be listed on the Approved Pick-Up List. The same safety rules apply to all parents and guardians. If you wish to add an authorized pick-up person to your child(ren)'s Approved Pick-Up List, you can log in to your account or contact our Support Team at 226-214-2050 (ON) / 587-855-7300 (AB) / 236-317-4208 (BC), and we 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)

For the safety of all participants, campers are not permitted to leave the camp location at any time without permission. If a camper leaves the premises without authorization, Camp STEAM Canada staff will immediately contact the parent or guardian to inform them of the situation.

Depending on the age and circumstance, a staff member may need to physically intervene to prevent a child from leaving camp and entering a potentially dangerous situation. Please understand that this action would only be taken as a last resort to ensure the child's safety.

No waivers or exceptions are available to permit a child to walk home alone. Every camper — regardless of age or circumstance — must be signed out by an authorized adult (18 years or older) listed on the Approved Pick-Up List (as above).

Sample Schedule

This is what a typical day at camp looks like. Many of our hands-on activities are designed to take place outdoors, making use of the green spaces surrounding our facilities. Throughout the week, staff may (if these areas are close by and accessible) also take campers to local parks, splash pads, or other nearby areas for outdoor fun and games.

If you have any questions or concerns about outdoor activities or offsite visits, please speak directly with the staff at your camp location.

07:30am – 09:00am: Before Care (Games / Drawing / Colouring / Computer Time)
08:50am – 09:00am: Camper Drop Off
09:30am – 10:20am: Activity Block

10:20am – 10:40am: Snack
10:45am – 12:00pm: Activity Block
12:00pm – 1:00pm: Lunch + Games
1:00pm – 1:45pm: Activity Block
1:45pm – 2:30pm: Activity Block
2:30pm – 2:45pm: Snack
2:45pm – 3:00pm: Prep for Water Games
3:00pm – 4:00pm: Water Games (indoor alternative will be available)
4:00pm – 4:15pm: Camper Pick Up
4:00pm – 5:30pm: After Care (Games / Drawing / Colouring / Computer Time)

Air Conditioning

Please note that not all facilities rented by Camp STEAM Canada are air-conditioned. If air conditioning is important to you, we encourage you to visit the Location pages on our website to check whether your specific camp site has this amenity.

We understand that some summer days can be very hot, and we take several precautions to help reduce the impact of heat. These include installing fans where possible, ensuring frequent water breaks, limiting outdoor activity during heat advisories, and incorporating water-based activities to help campers stay cool.

The activities your child will participate in are academic and exploratory in nature and are not considered physically strenuous. Please note that refunds will not be issued due to hot weather conditions 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 the Lost and Found area daily to ensure that your camper returns 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 regarding the appropriate time for your child to return to camp. Absences from camp due to

illness are not refundable per the Cancellation and Refund Policy. Please read below 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 is a nut-aware camp. We ask all families to be considerate of campers who may have peanut and/or nut allergies by providing only peanut-free and nut-free items in your child's lunches and snacks. Your support helps us reduce the risk of exposure and create a safer environment for everyone.

Please note that Camp STEAM Canada staff do not monitor compliance with this request and do not search campers' backpacks or lunches. Additionally, our camp locations may share facilities with other groups or individuals not affiliated with Camp STEAM Canada, and we cannot control what food they bring.

For these reasons, Camp STEAM Canada should be considered nut-aware rather than nut-free, except in certain locations where specific restrictions apply. Any designated nut-free locations will be clearly identified on the individual camp location pages at campsteam.ca.

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 if 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 may 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 or by calling 226-214-2050 (ON) / 587-855-7300 (AB) / 236-317-4208 (BC).

Weather

All Camp STEAM Canada locations are operated out of indoor facilities, so camp will run rain or shine. It is highly unlikely that any 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 226-214-2050 (ON) / 587-855-7300 (AB) / 236-317-4208 (BC).

Fun in the Sun

To help keep campers safe in the sun, we recommend applying sunscreen to your child each morning before camp and sending a bottle for reapplication throughout the day. Aerosol sunscreen is preferred, as campers generally find it easier to apply themselves with staff supervision. Please pack a hat and encourage your child to wear light, breathable clothing that covers their shoulders. Explain to your child the importance of staying hydrated and encourage them to let staff know when they need to refill their water bottles or if they are feeling warm in the sun. Camp staff will remind campers to reapply sunscreen and take shade breaks during peak sun hours to ensure everyone stays protected and comfortable while enjoying outdoor activities.

Medications

If your child requires medication during the camp day, please note that camp staff are not trained or authorized to administer medication of any kind, with limited exceptions. Staff may assist a camper only in the event of a life-threatening medical emergency, such as:

- The use of an Epinephrine Auto-Injector during a severe allergic reaction (anaphylaxis)
- The use of Glucagon for a camper with Type 1 Diabetes experiencing severe hypoglycemia (very low blood sugar)
- The use of an inhaler during a severe asthmatic episode

All other medications must be self-administered by the camper or administered by a parent or guardian who returns to the camp for that purpose.

Please note that there are no medically trained personnel (such as doctors or nurses) on site at camp.

Camp STEAM Canada Policies

Courteous and respectful behaviour is expected from all staff, campers, and their parents and/or guardians. Camp STEAM Canada has more than 30 organizational policies that set the standard for operations and conduct. The following summaries of the most applicable policies outline the core expectations for staff, camper, and parent behaviour, as well as the safety and conduct standards at Camp STEAM Canada. Additional policies may also apply depending on the situation.

Code of Conduct Policy

The Code of Conduct Policy outlines expectations for appropriate camper and parent behaviour and identifies actions that constitute misconduct.

Campers and parents must conduct themselves in a mature, respectful, and cooperative manner always. They are responsible for their own behaviour and must contribute to a positive camp environment.

Appropriate behaviour includes:
Encouraging others, sharing ideas, demonstrating curiosity, helping fellow campers, participating fully, showing friendliness to all, making new friends, and thinking creatively.

Inappropriate behaviour includes:
Preventing or interfering with another camper's experience, threats or intimidation, fighting, bullying or harassment, racism or racist remarks, inappropriate touching or physical contact, attending camp under the influence or possession of illegal or banned substances, possession or use of prohibited items, violating any Camp STEAM Canada policy, violence of any kind, and vandalism, theft, or misuse of property.

Inappropriate behaviour also includes using Camp STEAM Canada's computers in one of the following ways: accessing pornography, obscene, or discriminatory materials; harassing or bullying other users; vandalizing accounts or systems; using abusive, vulgar, or otherwise inappropriate language; distributing copyrighted or explicit material; sharing personal, individual, or network account passwords. Such behaviour may result in immediate removal from camp without refund.

Parent Behaviour

Camp STEAM Canada believes that everyone is entitled to be treated with respect and that differences can and should be addressed peacefully and constructively. We encourage parents and guardians to bring any questions or concerns directly to their on-site Camp Coordinator or to our Head Office Support Team so that issues can be resolved collaboratively in a positive and respectful manner.

Just as parents and guardians expect their children and themselves to be treated respectfully, Camp STEAM Canada staff are equally deserving of the same consideration. If a parent or guardian behaves in a manner deemed disrespectful toward staff—either in person or over the phone— Camp STEAM Canada will interpret this as a bullying situation. The staff member will issue a verbal warning that the interaction will be terminated if the behaviour continues. Camp STEAM Canada reserves the right to immediately end the interaction should the conduct not improve.

Threats, yelling, name-calling, or abusive language will not be tolerated under any circumstances. Please note that all support calls may be recorded and monitored by Head Office for safety and quality assurance.

If a parent or guardian continues to act disrespectfully or aggressively, Camp STEAM Canada reserves the right to terminate their involvement with the organization without providing a

refund. Such behaviour is not consistent with Camp STEAM Canada's values of respect, inclusion, and cooperation. Parent behaviour is covered under the Code of Conduct policy.

Workplace Violence Policy
The Workplace Violence Policy applies to any camper behaviour that involves physical harm, threats, or actions that could endanger campers or staff.

This includes:
Physical violence, threats of harm, fighting, intimidation, and any behaviour that jeopardizes the physical safety of others. Such behaviour may result in immediate removal from camp without refund.

Workplace Harassment Policy
The Workplace Harassment Policy addresses behaviours that contribute to an unsafe, exclusionary, or hostile environment.

This includes:
Verbal, written, digital, or social harassment; discriminatory remarks; racism; stalking or e-stalking; deliberate exclusion; inciting hostility or fear toward others; and any unwanted physical contact or violation of personal boundaries. Such behaviour may result in immediate removal from camp without refund.

Vandalism & Theft Policy
This policy outlines expectations regarding respect for property belonging to Camp STEAM Canada, the host facility, staff, and other campers.

Vandalism and Theft include:
Damaging or destroying property, stealing items belonging to others, or misusing Camp STEAM Canada or facility materials. Parents/guardians may be held financially responsible for damages or losses caused by their child. Police may be contacted in serious cases.

Alcohol and Drugs Policy
The Alcohol and Drugs Policy ensures Camp STEAM Canada remains a safe and substance-free environment.

Prohibited items include:
Drugs, alcohol, cigarettes, vape pens or devices, marijuana, other illegal or banned substances, matches, lighters, knives, weapons, or any item that could be used as a weapon.

Any prohibited item found at camp will be confiscated immediately. Disciplinary action will follow, and authorities may be notified, when necessary, especially in cases involving substances or weapons.

Camper Removal Process:

Camp STEAM Canada provides campers with fun, education-based programming in a safe and inclusive environment. Our staff are committed to supporting every child's success at camp and will make every reasonable effort to resolve conflicts and behavioural challenges in a positive and constructive manner.

However, there may be rare occasions when it becomes necessary to remove a camper from the camp setting to ensure the safety and well-being of other campers, staff, or the camper themselves.

The process for removing a camper from camp is as follows:

Step One:

Camp staff will issue a verbal warning to the camper regarding their behaviour and provide guidance on how to make better choices moving forward. The behaviour will also be discussed with the parent or guardian at pick-up that afternoon to ensure open communication between camp and home.

At this stage, written incident reports are not required and will not be filed. Examples of behaviours that may result in a verbal warning include, but are not limited to inappropriate language, disruptive behaviour, failure to follow instructions, throwing items, roughhousing, removing clothing, agitated or aggressive behaviour, and bullying.

Incidents of a minor nature are typically resolved quickly through discussion and redirection. However, if these behaviours continue or escalate, the process will move to Step 2, where the camper may be removed from camp for the remainder of the day.

Step Two:

If behavioural issues continue after the initial warning and discussions with parents, and no improvement has been observed, camp staff will proceed to Step 2. An Incident Report will be completed, detailing the behaviour, the circumstances surrounding the incident, and the steps taken by staff to resolve the situation. A copy of this report will be sent to Head Office for review.

Head Office will then contact the parents or guardians to discuss the issue further and to develop a behavioural strategy aimed at supporting the camper's success. If the behaviour persists or poses safety concerns, Head Office may determine that it is in the best interest of all parties for the child to be removed from camp.

Step Three:

If, after the behavioural strategy outlined in Step 2 has been implemented, a third incident occurs, Camp STEAM Canada will contact the parent or guardian by phone to arrange for the camper to be picked up from camp immediately. The parent or guardian will

be informed that the camper has been removed for the remainder of the camp season, and **no refund will be issued for the remainder of the week. A refund will be issued for any remaining weeks for which the camper is registered**. The parent, guardian, or another authorized pick-up person must arrive as soon as possible and sign out the camper following the established pick-up procedure.

Note: Camp STEAM Canada reserves the right to immediately remove a camper at any time, without following the full Camper Removal Process, if it is deemed necessary to protect the safety and well-being of others. Campers who pose a risk to themselves or others will be removed from camp immediately.

Please also note that, in accordance with Camp STEAM Canada's Privacy Policy, if your child is involved in an incident with another camper, staff will not share personal or identifying details regarding the other child involved.

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

Camp STEAM Canada is committed to providing a positive and successful camp experience for all campers. However, please note that our staffing structure does not allow for one-on-one (1:1) camper support.

If your child requires additional behavioural or personal support at school and has the assistance of an Educational Assistant (EA), they will also be required to attend camp with a qualified support person. Parents or guardians are responsible for arranging this support, as Camp STEAM Canada is unable to provide it.

All campers must be independent and self-sufficient in the washroom, as camp staff are not authorized to assist with toileting or personal hygiene.

Full disclosure of any medical, behavioural, or support needs must be provided on the Camper Medical and Behavioural Form at the time of registration. Failure to disclose this information may result in the removal of the participant from camp, and no refunds or credits will be issued in such cases.

Complaint Escalation

Camp STEAM Canada is committed to addressing all concerns promptly and fairly. If a parent or guardian feels that their concern has not been adequately addressed by the on-site Camp Coordinator and then the head office customer service department, they may escalate the matter to management using the online complaint form. This link will be e-mailed to the parent following the phone call.

All escalated concerns submitted through the form will be reviewed by management and responded to in writing within 24 to 48 hours. This timeframe allows for both calm reflection and for management to research the issue thoroughly with the camp staff involved before providing a formal response.

Please note that, due to legal considerations, complaint escalations will not be handled by phone. All communications at this stage must occur in writing to ensure accuracy, transparency, and proper documentation of the concern and the resolution provided.

Cancellation – Refund and Credit

This refund policy applies only to new purchases made for the 2027 camp season. It does not apply to camp sessions, services, or merchandise purchased in previous seasons, including any for which credits were previously issued.

Refund Policy: November 2, 2026, to May 31, 2027

Participants who have purchased camp sessions, services, or merchandise products on or before May 31, 2027, may request a full refund (minus a non-refundable 2.4% processing fee) for any reason, provided the request is made in writing to Head Office on or before May 31, 2027. To request a refund, please contact our Support Team via email at support@campsteam.ca.

Refund Policy: As of June 1, 2027 Onward (FINAL SALE)

Camp session purchases made on or after June 1, 2027, 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, 2027. If you do not agree to this condition, DO NOT proceed in purchasing camp sessions.

Switching your Location or Camp Week:

Participants may transfer to a different camp week by providing at least 5 business days' notice to Head Office. Switching camp locations or weeks is subject to availability and cannot be guaranteed. To request a location or week switch, please contact our Support Team by email at support@campsteam.ca or by phone at 226-214-2050 (ON) / 587-855-7300 (AB) / 236-317-4208 (BC).

Cancelling Camp Merchandise and Before/After Care

Camp Merchandise and Before and After Care services are refundable at any time, including during the camp season, provided they are cancelled at least one full business day before the start of the camp session for which they were purchased. To cancel Camp Merchandise or Before/After Care services, please contact our Support Team by email at support@campsteam.ca or by phone at 226-214-2050 (ON) / 587-855-7300 (AB) / 236-317-4208 (BC).

If Camp STEAM Canada must cancel a camp location, session, day, service, or merchandise product (either before or after June 1, 2027), a full refund will be issued to the participant. Reasons for cancellation may include, but are not limited to, funding availability, low enrolment, insufficient staffing, or supply chain issues. While Camp STEAM Canada makes every effort to finalize these decisions by June 1, 2027, this may not always be possible.

In the unlikely event that Camp STEAM Canada is forced to close due to a government order (e.g., pandemic-related restrictions), participants will receive a credit for the full value of their purchase, which may be applied to the 2028 camp season.

Camp STEAM Canada reserves the right not to issue refunds or credits after a camp session has started, under any circumstances, including but not limited to:

1. Inclement weather or unforeseen facility closures
2. Lack of air conditioning in a facility or hot weather conditions
3. Camper removal due to inappropriate behaviour or parental bullying of Camp STEAM Canada staff
4. Camper removal due to requiring one-on-one support (Camp STEAM Canada does not provide 1:1 support due to staffing structure)
5. Failure to disclose a need for one-on-one support or an Educational Assistant (EA) on the camper's Medical and Behavioural Form at registration
6. Health or safety situations, including those arising from pandemics, epidemics, or other public health matters
7. The participant's decision not to attend for any reason at any time
8. Unforeseen illness or injury
9. A camper expressing that they are "not enjoying" Camp STEAM Canada (we encourage parents to speak with staff about strategies to improve the experience; however, not every activity or environment suits every child, and learning to adapt to new experiences is an important life skill)
10. The camper does not meet the minimum age requirement to attend camp

Camp Merchandise

Camp merchandise is available for purchase through our online merchandise store. A fresh Camp STEAM Canada T-shirt is a great way to get your child(ren) camp'n in style!

Please note that merchandise sales close on June 1, 2027, to ensure enough time for packing and shipping to camp locations across Canada. Any items you purchase will be shipped to the location of the first camp session your child is registered for and will be distributed on the first day of camp. Some items and sizes may sell out and will not be replenished during the camp season.

If you do not receive your merchandise by pick-up on Day 1, please remind staff to check their supply totes to ensure your camper's gear is not missed.

Feedback

Please address any concerns with a camp leader onsite before you call Head Office. They will have first-hand knowledge of the facility, the camp environment, and your child. They are in the best position to address your concerns or questions and can usually quickly address and resolve any challenges you may have. We welcome your feedback: positive and constructive.

Contact Information

Please note that direct contact information for camp staff is not provided, as we want our camp staff to remain fully focused on the care and supervision of your child—not on their phones.

Parents and guardians are welcome and encouraged to speak with camp staff during drop-off and pick-up times. This is the best opportunity to ask questions, share information, or discuss any concerns you may have about your child's camp experience.

If your question or concern cannot be addressed during drop-off or pick-up, or if you need assistance at any other time, please contact our Head Office. Our Support Team is fully staffed and ready to handle any questions, concerns, or urgent matters as they arise. Any information that needs to be communicated to the camp site will be promptly relayed by Head Office to ensure a quick and accurate response.

Website: campsteam.ca
Email: support@campsteam.ca
Phone: 226-214-2050 (ON) / 587-855-7300 (AB) / 236-317-4208 (BC)

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