

MEMBERSHIP

POLICY AND CERTIFICATION PROGRAM



Section II

- Standards rating
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- Standards

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Standard Rating

Two main categories of standards have been recognized since February 3, 1998.

Two important principles guided the Board of Directors in their deliberations:

- Establishing controls to mitigate possible laxity in the application of the certification program by imparting a fair value to certain standards considered essential.
- Tempering the inspection process by extending it over three years.

The establishment of ratings aims at speeding up and standardizing processing of members' files while ensuring full compliance with a fundamental set of shared standards.

Standard rating evolves around the two following categories of standards:

Category A: Standards for which no infringement is permitted.

Failure to comply with any Category A standard will result in the revocation of certification.

Category B: Infringement of any standard (Category A standards excluded) for which proof of correction must be made within a period of time specified by the certification consultant.

Within Category B, the camp shall not infringe more than two standards per certified program.

You will find enclosed, in table form, a summary of standards and all details pertaining to the weighting of standards.

To prevent any laxity regarding compliance with the standards in Category A, all camp organizations must provide an annual account of the following information to QCCA headquarters:

- Proof of possession of a Classification Certificate from the Department of Tourism (2.3)
- Name of insurance company providing liability coverage and policy number (2.5.1)

Furthermore, the annual renewal fee must be paid before **November 1st** of the year in progress.

STANDARDS CHART

Bloc 1: THE SITE

Standards	Description	Rating		Programs					Effective	Documents to give to the consultant	Document to show to the consultant
		«A» Mandatory	“B” Correction in prescribed delay	RC	DC	NC	G	F			
1.1	Sufficient indoor program areas		X	X	X	X	X	X	2011		
1.2	Off-site program areas		X	X	X	X	X	X	2011		Written agreements (contracts, letters, emails, etc.)
1.3	Interior & exterior lighting		X	X		X	X	X	2011		
1.4	General upkeep of buildings		X	X	X	X	X	X	2011		Completed inspection forms
1.5	Inspection of security and fire protection systems		X	X	X	X	X	X	2011		Forms, certificates, stickers or labels issued by inspectors
1.6	Tent accommodations		X	X		X	X	X	2011		

Bloc 2: ADMINISTRATION

Standards	Description	Rating		Programs					Effective	Documents to give to the consultant	Document to show to the consultant
		«A» Mandatory	“B” Correction in prescribed delay	RC	DC	NC	G	F			
2.1	Annual membership renewal	X		X	X	X	X	X	2011		Annual membership renewal
2.2	Person responsible for certification file	X		X	X	X	X	X	2011		
2.3	Attestation of classification <i>Tourisme Québec</i>	X		X		X	X	X	2011		Attestation
2.4	Kitchen inspection		X	X	X	X	X	X	2011		Latest report
2.5	Insurance	X		X	X	X	X	X	2011		Insurance Verification form (appendix 1, doc. 1)
2.6.1	Contract with client		X	X	X						Copy of contract
2.6.2	Nature-class – Written agreement		X			X	X	X	*2011		
2.7	QCCA Logo on all promotional Publications and other publicity		X	X	X	X	X	X	2011		Promotional material

BLOC 3: SAFETY

Standards	Description	Rating		Programs					Effective	Documents to give to the consultant	Document to show to the consultant
		"A" Mandatory	"B" Correction in prescribed delay	RC	DC	NC	G	F			
3.1	Safety regulations		X	X	X	X	X	X	2011		Copy of safety regulations
3.2.1	Specific and general emergency plans	X		X	X	X	X	X	2011		Copy specific and general emergency plans
3.2.2	Safety policy on off-camp outings			X	X	X	X	X	2011		Written policy
3.3	Signs for risky activities		X	X	X	X	X	X	2011		
3.4	Written roll call procedure		X	X	X	X	X	X	2011		Written procedure
3.5	Equipment check		X	X	X	X	X	X	2011		Completed inspection forms
3.6	Equipment storage		X	X	X	X	X	X	*2011		
3.7.1	Rehearsal of general evacuation plan (fire drill) for residential camp		X	X							Drill report (appendix 11)

BLOC 3: SAFETY (cont'd)

Standards	Description	Rating		Programs					Effective	Documents to remit to the consultant	Document to show to the consultant
		"A" Mandatory	"B" Correction in prescribed delay	RC	DC	NC	G	F			
3.7.2	Rehearsal of general evacuation plan (fire drill) for day camp		X		X						Fire drill report
3.7.3	Evacuation procedures		X			X	X	X	*2011		
3.8.1	Lifeguards (Reg. S3-r3)	X		X	X	X	X	X	2011		List of lifeguards
3.8.2	Lifejackets		X	X	X	X	X	X	2011		
3.9	Driver's license		X	X	X	X	X	X	2011		Copy of valid license or permit # of carrier
3.10.1	Policy: prevention of sexual misconduct		X	X	X	X	X	X	2011		Policy on prevention of sexual misconduct
3.10.2	Judicial background check		X	X	X	X	X	X	2011		Proof of judicial background check
3.11	Presence of management on site	X		X	X	X	X	X	2011		Copy of valid license or permit # of carrier

Bloc 4: HEALTH AND HYGIENE

Standards	Description	Rating		Programs					Effective	Documents to give to the consultant	Document to show to the consultant
		«A» Mandatory	“B” Correction in prescribed delay	RC	DC	NC	G	F			
4.1	Health and hygiene policy		X	X							Copy of policy
4.2.1	First aid attendants (1/25:RC, DC and 1/35:CN)		X	X	X	X	X	X	*2011		Copy of certificates
4.2.2	First aid attendants 150 + campers		X	X	X	X					Copy of certification
4.2.3	Adequate first aid kits		X	X	X	X	X	X	2011		Kits and inspection forms
4.3.1	Medical records		X	X	X	X					Medical record
4.3.2	Medication dispensation file and new medical information		X	X	X						Copy of file
4.4	Medications stored in secure place		X	X	X	X	X	X	2011		
4.5	Medication distribution procedure and transmission of medical information		X	X	X	X	X	X	2011		Written procedures
4.6	Records of treatments		X	X	X	X	X	X	2011		Copy of treatment records

Bloc 4: HEALTH AND HYGIENE (cont'd)

Standards	Description	Rating		Programs					Effective	Documents to give to the consultant	Document to show to the consultant
		"A" Mandatory	"B" Correction in prescribed delay	RC	DC	NC	G	F			
4.7	Record of accidents		X	X	X	X	X	X	2011		Record of accidents
4.8	Water tests – drinking	X		X	X	X	X	X	2011		Water tests – drinking
4.9.1	Water tests – swimming	X		X	X	X	X	X	2011		Confirmation from environment dept.
4.9.2	Water tests – pool	X					X	X	2011		Water tests – pool
4.9.3	Conformity with Q-2, r 39. for a camp using a third-party swimming pool	X		X	X	X	X	X	2011		Proof of conformity
4.10	Information on the conservation of lunches at camp		X		X						Copy of records Information on the conservation of lunches at camp
4.11	Approval of menus	X		X	X	X	X	X	*2011	Proof of approval Menu approval form	

Bloc 5: STAFF

Standards	Description	Rating		Programs					Effective	Documents to give to consultant	Document to show to consultant
		"A" Mandatory	"B" Correction in prescribed delay	RC	DC	NC	G	F			
5.1	Management training		X	X	X	X	X	X	2011		Management training
5.2.1	Age of program staff	X		X	X	X	X	X	2011	List of staff	
5.2.2	Maximal proportion (%) re. age of program staff		X	X	X	X	X	X	2011		
5.2.3	Age of staffers for off-site excursions	X		X	X	X	X	X	2011		
5.2.4	Minimum age difference between campers (minors) and staff		X	X	X	X	X	X	2011		
5.3	Ratios	X		X	X	X	X	X	2012		
5.4.1	Training *	X		X	X						Copy of training program and grid of recognized equivalences
5.4.2	Number of hours of training on residential camp site		X	X							Copy of training program
5.4.3	Number of hours of training on day camp site		X		X						
5.4.4	Nature Class Training *	X				X	X	X	*2011		
5.5	Employment contract		X	X	X	X	X	X	2011		Contract template

Bloc 6: Program

Standards	Description	Rating		Programs					Effective	Documents to give to the consultant	Document to show to the consultant
		"A" Mandatory	"B"+ Correction in prescribed delay	RC	DC	NC	G	F			
6.1	Camp's mission and objectives	X		X	X	X	X	X	2011		Mission statement and general objectives
6.2	Description of programs	X		X	X	X	X	X	2011		Description of various available programs
6.3	Description of activities		X	X	X	X	X	X	2011		Description of each available activity
6.4	Programming		X	X	X	X	X	X	2011		Typical schedule of camp stay

Bloc 7: CIT RECOGNITION STANDARDS

Standards	Description	Rating		Programs					Effective	Documents to give to the consultant	Document to show to the consultant
		"A" Mandatory	"B" Correction in prescribed delay	RC	DC	NC	G	F			
7.1	Age of CITs (counsellors-in-training)	X		X	X						List of trainees and their age
7.2	Supervision of CITs		X	X	X						
7.3	Profile of CITs officer/trainer		X	X	X						Resume of CIT officer/training
7.4	Length of program	X		X	X						
7.5	Number of training hours	X		X	X						CIT schedule and content
7.6	First aid training	X		X	X						
7.7	CIT evaluation		X	X	X						
7.8	CIT information documents for participants		X	X	X						
7.9	ACQ attestation given to trainees		X	X	X						
7.10	Copy of exam and trainee information list		X	X	X						Remit to ACQ
7.11	Trainer/trainee ratio	X		X	X						

Operational Definitions

Accident

Unpredictable, unfortunate and damaging event (e.g. sprain, fracture, etc.)

Aide or assistant counsellor

As an individual in the employ of the camp, the aide or assistant counsellor offers support to a counsellor or activities leader without being responsible for a camper or group of campers or for the holding of a specialized activity. The aide or assistant counsellor must be 16 years old at the time of hiring.

Controlled site

Program location situated away from the main site, but used regularly and/or featuring infrastructures installed by the camp or organization owning the site. In the latter case, the camp holds a written agreement stipulating shared duties and responsibilities with the organization.

Excursion

Activity included in the planning of a stay during which a group of campers travels to a controlled site for a period of one or more overnight stays away from their regular sleeping quarters. The camp must abide by supervision ratios prescribed by the QCCA for this type of activity.

Expedition

Program or activity included in the planning of a stay during which a group of campers travels to a controlled site operated by the camp for a period of one or more overnight stays away from the permanent campsite. The group of campers may move from one site to another. Campers may be transported by vehicle, travel on bicycles, in canoes, on horseback, aboard sailboats, etc. The camp must respect the supervision ratios prescribed by the QCCA for this type of activity.

Illness

Unpleasant moral or physical sensation (e.g. fainting, stomach ache, etc.)

Mid-level management

The concept of mid-level management includes all management positions, that is all positions involving the coordination of activities, supervision of activity staff or facilities managers. Camp chiefs, section heads, activity coordinators, program coordinators, etc. are thus considered as being mid-level management.

Outing

Isolated activity included in the planning of a stay during which a group of participants leaves the campsite for a period not exceeding one day and excluding any overnight stay. The camp must abide by the supervision ratios prescribed by the QCCA for this type of activity.

Potentially hazardous activity

Any activity in which the personal safety of participants could be jeopardized by the very nature of the activity or the environment in which it takes place.

Sub-contractor

Supplier of services offered as a complement to or in support of regular activity programming. For example: a supplier of complementary services could be the kitchen food services provider or household staff, or suppliers of specialized activities (e.g. English school, affiliated riding centre, etc.) as well as all of the owners of controlled sites used by the camp as part of its activities. Please note that a self-employed worker employed by the camp is considered as being a sub-contractor.

Chapter 1: The Site

- 1.1** The camp must have enough quality indoor program facilities. These facilities provide adequate space for activities for all campers in the event of inclement weather.

	Yes	No	N/A	Notes
RC				
DC				
NC				
G				
F				

Desirable practice:

- These facilities should be other than the sleeping quarters and the dining hall.

	Yes	No	N/A	Notes
RC				
DC				
NC				
G				
F				

- 1.2** In using activity sites outside the main campsite which meet the definition of controlled site (see lexicon), the camp ensures that these areas have an adequate and secure infrastructure.

The camp possesses a written agreement on the division of duties and responsibilities with owner organizations and/or managers of the controlled sites anticipated for use. The written agreement covers one or more of the following elements:

- Food services
- Transportation and travel
- Communications
- Health and hygiene
- Organized activities and supervision
- Insurance coverage (see standard 2.5.2)
- Other elements, depending on case (equipment, storage and maintenance methods, etc.)

	Yes	No	N/A	Notes
RC				
DC				
NC				
G				
F				

1.3 Interior and exterior accesses to the following should be well lit at all times.

- Health Centre
- Washrooms
- Lodging areas

	Yes	No	N/A	Notes
RC				
NC				
G				
F				

1.4 Camp management must ensure that the facilities are checked and inspected before use at the start of the season as well as on arrival of each new group of campers for their intended stay. Camp management must have a written quality-control system for its facilities and infrastructures in the form of an inspection sheet. One person shall be responsible for following up on inspections. The inspection sheet must include the following information:

- Identification of the building
- Date and time of inspection
- Name of inspector
- Nature of problem observed
- Follow-up or action to be taken
- Name of person assigned to follow up
- Date of follow-up

	Yes	No	N/A	Notes
RC				
DC				
NC				
G				
F				

1.5 Camp management assures the maintenance and annual inspection of fire safety systems in its facilities as well as its outdoor campsites, so as to ensure that they are constantly functional. The equipment in question is as follows:

- Smoke and CO2 detectors
- Fire alarm systems
- Fire extinguishers
- Wood-burning stoves, chimneys
- Emergency lighting system
- Fire protection systems at outdoor campsites (including controlled sites)

	Yes	No	N/A	Notes
RC				
DC				
NC				
G				
F				

1.6 Camps providing tent accommodations must ensure that these structures are safe, both in terms of physical layout as well as fire safety.

- Fire extinguishers and water pails nearby
- Sufficient space

	Yes	No	N/A	Notes
RC				
G				
F				

Desirable practice:

- Have the site checked by a fire inspector.

Chapter 2: Administration

- 2.1** Camp management agrees to abide by certification standards and all laws and regulations applicable to its operations by completing and returning its annual membership renewal form to the QCCA **by November 1st of each year.**

	Yes	No	N/A	Notes: Compulsory standard
RC				
DC				
NC				
G				
F				

- 2.2** Camp management is responsible for the certification file. Responsibility for applying certification standards lies with a person invested with the authority to do so and who reports directly to camp management. The person charged with the application of the Membership and Certification Policy must be present during the certification inspection.

Name of person in charge _____

	Yes	No	N/A	Notes: Compulsory standard
RC				
DC				
NC				
G				
F				

- 2.3** A camp which provides lodging for campers must possess a Tourisme Québec certificate of classification issued by the Corporation de l'industrie touristique du Québec.

Confirmation of classification _____ Issue date: _____

	Yes	No	N/A	Notes: Compulsory standard
RC				
NC				

- 2.4** A camp which provides a food service must possess the most recent inspection report issued by the Ministère de l'Agriculture, Pêcheries et de l'Alimentation.

Report #: _____ Date of issue: _____

	Yes	No	N/A	Notes
RC				
DC				
NC				
G				
F				

2.5 Camp management shall maintain the following insurance coverage: Personal liability in a minimum of \$2,000,000, facilities, property and operations, non-owners' motor vehicles. This insurance is to cover all of the camp's activities, both indoors and outdoors of insured areas. Entities covered by the insurance are the camp, staff, volunteers, administrators, upper management, without exclusion for the campers. The Quebec Certified Camp Association must appear as additional insured.

	Yes	No	N/A	Notes: Compulsory standard
RC				
DC				
NC				
G				
F				

2.6 Client Contract

2.6.1 For each camp client, the camp will hold a written contract (contract, registration form). The following elements should be included in this contract.

- Client name and address
- Dates of session
- Registration or reservation fees and applicable taxes
- Cost of camp session and applicable taxes
- Payment conditions
- Policy concerning deposits (where applicable) and refunds
- Parent's or guardian's signature
- Permission for photos

	Yes	No	N/A	Notes
RC				
DC				

Desirable practice:

- The above-mentioned elements are included on both the registration form and any documentation kept by the parent or guardian after the registration has been sent in.

2.6.2 The camp which operates a nature class program (discovery class) holds a written agreement (contract) for each client containing the following elements:

- Client name and address
- Identification of respondent
- Description of services
- Regulations and policies applicable to session
- Duration of session as well as dates and times of arrival and departure
- Responsibility for obtaining permits, if required (e.g. fishing)
- Fee for session and applicable taxes
- Payment conditions
- Policy concerning deposits and refunds
- Signature of parties
- Agreement between parties

The contract or letter accompanying the contract must also contain the following requests and information addressed to the client:

- ❑ Requirement that teachers and/or accompanying persons hold for each camper a medical record which must be accessible at all times by the person in charge of the group or the camp's health workers. This record is to contain the elements described in the standard on sheets 4.3.1
- ❑ * Requirement that prior to the start of the session, the teachers and/or accompanying persons submit to the camp a list of campers with physical restrictions (allergies, etc.) and/or intellectual handicaps that might affect participation in activities and/or the nature of interactions of camp staff with the participants in question.
- ❑ When groups must be formed in advance, requirement that the teachers and/or accompanying persons provide the camp with a list of participants divided by groups.

⇒ *The elements of the written agreement (contract) and the requirement identified by an asterisk (*) are valid for group and family programs.*

	Yes	No	N/A	Notes
NC				
G				
F				

- 2.7** It is compulsory for the camp to include the logo corresponding to the certification (programme) granted by the Quebec Certified Camp Association on camp brochures or flyers and all promotional publications and other publicity (flyers, Internet, TV, radio, etc.)

	Yes	No	N/A	Notes
RC				
DC				
NC				
G				
F				

Chapter 3: Safety

- 3.1** The camp possesses a document specifying the mode of execution and the safety rules for each potentially hazardous activity (see operational definitions). Some examples of these activities include, archery, boating, rock climbing, hiking trips, horseback riding, etc. These documents are known and available at all times to all camp staff.

	Yes	No	N/A	Notes
RC				
DC				
NC				
G				
F				

Source: *Guide des règles et consignes de sécurité*, QCCA (1998).

Desirable practices:

- The camp has such a document for all its activities.
- For all these activities, and whenever possible, the camp should see to it that safety regulations recommended by various federations and ratified by the *Direction de la sécurité du Secrétariat au loisir et au sport* are enforced.

3.2 Emergency Procedures

- 3.2.1** The camp possesses a policy explaining emergency measures to take in situations that might arise during camp operations.

Specific emergency procedures:

- General evacuation plan
- Localized evacuation plans
- Intervention plans for:
 - . Missing camper or group of campers
 - . Emergency during excursions or outings
 - . Emergency during swimming or boating activities
 - . Injury or serious illness of a person
 - . Interruption of a public service
- Other specific situations, depending on circumstances

Camps offering mobile programs must have a communication system allowing groups on excursions to be able to contact camp management in the event of an emergency.

	Yes	No	N/A	Notes: Compulsory standard
RC				
DC				
NC				
G				
F				

Source: « *Guide de référence sur la gestion du risque et de la crise* », QCCA.

3.2.2 The camp possesses and applies a safety policy to cover hikes or trips, covering safety regulations, specific procedures, and emergency measures to take in keeping with modes of transportation and types of trips taken by participants and staff. This safety policy for trips is described and made available to staff.

The safety policy for trips contains the following elements for all types of trips, such as: by foot, on bicycle, on public transit, by car, by taxi, by bus;

- Roles and responsibilities of counsellors during trips
- Safety regulations
- Supervision instructions
- Supervision techniques during idle time
- Procedures for crossing streets and embarking/disembarking
- Specific procedures relating to the type of trip and context (city, woods, etc.)
- Emergency measures

	Yes	No	N/A	Notes: Compulsory standard
RC				
DC				
NC				
G				
F				

Sources:

- *Guide de référence sur la gestion du risque et de la crise* (QCCA)
- *Cadre de référence pour la sécurité dans les sorties des camps de jour* (Ville de Montréal, 2005)

3.3 The camp displays weather-resistant signs at all potentially hazardous activity sites (see operational definitions) (c.f. 3.1). The signs explain the rules and safety regulations specific to the activity.

	Yes	No	N/A	Notes
RC				
DC				
NC				
G				
F				

Source: *Guide des règles et consignes de sécurité*, QCCA (1998).

Desirable practices:

- Road signs should be posted on vehicle thoroughfares warning drivers to reduce speed and be aware of children at play.
- Camp boundaries should be easily identifiable by the campers.

3.4 Camp management possesses a written policy on camper attendance, adjusted to suit its different operational contexts. This policy must be developed with the following specific supervisory contexts in mind:

- On the camp premises
- During swimming and boating activities
- During travel off the premises
- During outings, excursions, overnight stays
- At extended service before and after camp at day camps

This policy will include:

- Name(s) of person(s) in charge of attendance and absences
- Frequency and times of attendance-taking
- Procedures, tools, and means used (attendance list, phone calls...)
- Procedure when a participant leaves or doesn't answer to roll call

	Yes	No	N/A	Notes
RC				
DC				
NC				
G				
F				

3.5 Camp management takes the necessary measures to ensure that play areas and equipment used in activities are safe, in good condition, and suitably adapted to participants' capabilities. More specifically, camp management ensures that activity areas and equipment are inspected before use at the start of the season as well as at the start of each session during operating periods. To this end, the camp possesses a written monitoring system for its sites, facilities, and equipment in the form of an inspection sheet. One person will be charged with follow-up of the inspections.

The inspection sheet must include the following information:

- Identification of site, facility or equipment
- Date and time of inspection
- Name of person who conducted the inspection
- Type of problem observed
- Monitoring or action required
- Name of person for follow-up
- Date of follow-up

	Yes	No	N/A	Notes
RC				
DC				
NC				
G				
F				

3.6 Equipment used for any potentially hazardous activity (see operational definition) is stored in such a way that it is accessible only when authorized personnel is present.

⇒ A written procedure, adapted to the context, controls access to available equipment for group and family programs.

	Yes	No	N/A	Notes
RC				
DC				
NC				
G				
F				

3.7 Generalized Evacuation Plan:

3.7.1 The residential camp must hold a generalized camp evacuation for all staff and campers within twenty-four hours of their arrival at camp. The camp provides written reports of all general evacuation drills.

This report must include:

- The name of the person in charge of the drill
- The date and time of the drill
- The time taken for the drill
- Observations and suggestions for improvement

	Yes	No	N/A	Notes
RC				

3.7.2 The day camp must hold a generalized camp evacuation for all staff and campers within the first two days of each session. The camp provides written reports of all general evacuation drills.

This report must include:

- The name of the person in charge of the drill
- The date and time of the drill
- The time taken for the drill
- Observations and suggestions for improvement

	Yes	No	N/A	Notes
DC				

3.7.3 For a nature class program, the camp informs participants about generalized evacuation procedures within the first few hours of each session. Teachers and other persons accompanying the group must be informed of evacuation procedures as well all emergency procedures pertinent to the camp.

⇒ Information and timeframe in which it needs to be given are valid for group and family programs.

	Yes	No	N/A	Notes
NC				
G				
F				

Desirable practice:

- This information is included in a document given to the teachers upon their arrival at camp.

3.8 Safety of Water Bodies

3.8.1 The camp offering swimming in a public bath or pool (no distinction relative to size) must comply with the Quebec government's Regulation respecting safety in public baths (S-3, r-3).

The camp must supply proof of its lifeguard qualifications. In the instance where a camp is using a facility that is not the property of the camp itself, the camp must ensure that the owner abides by the regulations (S-3, r-3). It is the responsibility of the camp to verify the qualifications of its lifeguards.

	Yes	No	N/A	Notes: Compulsory standard
RC				
DC				
NC				
G				
F				

Name of lifeguards	Function	Certificate	Expiry date
_____	_____	_____	_____
_____	_____	_____	_____

Desirable practices:

- Campers should be classified according to swimming ability before they are permitted to participate in the swimming program.
- A head-count should periodically be taken during the swimming session and at the end of the swimming session.
- If an out-trip is planned involving swimming, a responsible staff member should inspect the area first and require that swimmers wear a Canadian-approved personal flotation device or lifejacket of appropriate size during the swim.
- During swim periods, the camp applies the buddy system (see appendix II, doc. 5).
- Camp staff should practice an evacuation of the swimming area.
- Camp improves on the ratio of lifeguards required by the regulation (S-3, r-3) by supplying a ratio of counsellors outlined in accreditation standard # 5.3.

- 3.8.2** All campers and staff in a boat must wear a Canadian-approved personal flotation device or lifejacket of appropriate size.

	Yes	No	N/A	Notes:
RC				
DC				
NC				
G				
F				

- 3.9** For camps transporting their staff and campers in a rented or camp-owned vehicle, the drivers must be licensed to drive the type of vehicle in question.

If a camp uses the services of a transportation company, a copy of the firm's permit issued by the *Commission des Transports du Québec* is required. If a copy cannot be obtained, permit number and expiration date is acceptable.

Note: The camp must provide the certification consultant with a copy of the drivers licenses of all persons involved in the transportation of participants.

	Yes	No	N/A	Notes
RC				
DC				
NC				
G				
F				

Desirable practice:

- The camp's vehicle is regularly inspected.

3.10 Prevention of Sexual Misconduct

- 3.10.1** The camp maintains and applies a written policy concerning prevention and intervention on sexual misconduct of any nature and fostering total respect for the camper.

The policy must address the following concerns:

- Methods of control and procedures applied during staff selection and hiring (references, interview questions, etc.);
- Planned training and information activities (an approved in-house policy and a set of rules and code of behaviour known to personnel);
- Identification of crucial situations in camp operation and implantation of appropriate preventive measures;
- Emergency response procedure in matters of abuse.

Sources:

- ❑ *Guide d'implantation - Politique de prévention et d'intervention en matière de violence et d'agression sexuelle (RRSSS, 2000)*
- ❑ *Guide de référence destiné aux gestionnaires de camp de jour et de camp de vacances – Pour des relations harmonieuses au camp, prévention de l'intimidation, de la violence et des agressions sexuelles (Loisir et Sport Montérégie, 2006)*

	Yes	No	N/A	Notes
RC				
DC				
NC				
G				
F				

- 3.10.2** Camp management provides proof of verification of judicial records of all staff members of legal (major) age at the time of hiring and every three years subsequently, excepting staff who reach legal age in the second year of their employment.

Furthermore, camp management must obtain the driving record of each staff member required to transport campers, with an annual verification of the quality of the driving record from the S.A.A.Q. (e.g. Highway Safety Code violations).

	Yes	No	N/A	Notes
RC				
DC				
NC				
G				
F				

- 3.11** Camp management or its representative shall ensure that a properly trained staff member is on the camp premises at all times and able to handle potential emergency situations. Camp management must inform its clientele as to who that person is, and ensure they know how to reach him/her (sleeping quarters, internal communication system, etc.).

	Yes	No	N/A	Notes: Compulsory standard
RC				
DC				
NC				
G				
F				

Chapter 4: Health and Hygiene

- 4.1** The camp has a policy on health and hygiene for its campers. This includes schedules for:
- Showers
 - Laundry
 - Clothing changes

	Yes	No	N/A	Notes
RC				

4.2 First Aid and Health Care

- 4.2.1** The camp shall have at its disposal at least one individual certified to administer first aid per 25 participants (35 participants in the nature class program) at camp. This individual must be capable of providing care at all times. First-aid workers must hold valid, recognized certification from the following authorities:

- Lifesaving Society (LS)
- C.S.S.T.
- Red Cross
- St. John's Ambulance

* The content of courses offered must meet requirements specified in the appendix. The CPR segment of training may be recognized by the Heart and Stroke Foundation of Canada, insofar as the first aid part of the course is offered by the above authorities.

In the context of a mobile program, the camp must designate at least one certified person for each group participating in the excursion.

⇒ *At least one individual certified to administer first aid at camp is available at all times for group and family programs.*

	Yes	No	N/A	Number of campers	Number of First aid attendants	Ratio
RC						
DC						
NC						
G						
F						

Desirable practice:

- That all staff members have received first aid training.

- 4.2.2** A camp accommodating 150 campers or more must hire a certified first-aid attendant whose primary duty is to manage health and hygiene services.

	Yes	No	N/A	Notes
RC				
DC				
NC				

Desirable practices:

- The full-time staff member has received professional training in health care and is a member of l'Ordre des infirmières et infirmiers du Québec / Quebec Order of Nurses (O.I.I.Q).
- All staff are trained in first aid.
- The person designated by the camp as being responsible for the health care of campers must not be given other tasks that would compromise a quick and efficient intervention.

- 4.2.3** First-aid kits are available at strategic areas in the camp, such as the cafeteria, potentially hazardous activity sites, remote activity sites, communal facilities and spaces, etc. These kits are to be accessible to staff at all times but not accessible to campers.

Furthermore, a kit in conformity with *Règlement sur les normes minimales de premiers soins et de premiers secours*(see appendix) must be available at all times at the health centre and in the office of the director or coordinator.

For excursions, easily portable kits must be available for supervisory staff or counsellors.

Each kit must be clearly labelled and its contents adapted to its use and location. Each kit must also contain a register of treatments administered and medication given. A designated staff member must use a written control system to control contents of first-aid kits and to check and restock them on a regular basis.

	Yes	No	N/A	Notes
RC				
DC				
NC				
G				
F				

4.3 The Medical Record

4.3.1 Camp management holds a medical record for each participant and staff member. The record is accessible at all times by the person in charge of health services. Medical records must contain, at the very minimum, the elements listed in the table below:

Medical Record Information	RC	DC	NC	Staff
Person's name, contact info, birthdate	X	X	X	X
Date of camp session and program name, if applicable	X	X		
Healthcare card number and expiration date	X	X	X	X
Names and contact info of parents	X	X	X	X
Names and contact info of 2 other persons to call in case of emergency (including relationship to participant)	X	X		X
Participant's medical information: Medical history – Surgeries - Serious injuries – Chronic or recurring illnesses – Contagious illnesses	X	X		X
Vaccination: Date of last tetanus shot	X	X		X
Allergies and asthma	X	X	X	X
Dosage of prescription medicine to dispense during the session	X	X		
Other comments, such as: bed-wetting – sleepwalking – Diet – Mobility problems- Behavioural problems – Etc.	X	X		X
If you dispense non-prescription medication (over-the-counter drugs), request authorization for all of these types of medications: Acetaminophen – Ibuprofen – Anti-nauseant – Antihistamine – Anti-inflammatory – Cough syrup – Topical antibiotic – homeopathic products – etc.	X	X		
Notice to the effect that the parent or guardian is responsible for giving the camp any new medical information from the date the record was completed and the camper's arrival date at camp.		X		
Authorization of a parent or guardian or the participant him/herself (legal age staff) to act in the event of an emergency	X	X		X
Signature of a parent or guardian if the camper is a minor.	X	X		X

	Yes	No	N/A	Notes:
RC				
DC				
NC				

4.3.2 On the camper's arrival, camp management will obtain in writing any new medical information and include it with the medical record. Management will also collect all valid recent prescription medication not listed previously in the medical record.

To update the medical record, the camp must use a new sheet of medications and the new medical information. The sheet must contain the following elements:

- Camper's name
- Date of session, program name, group name, dorm, counsellor
- New medical information
- Medication name
- Reason for taking medication
- Dosage and frequency
- Comments
- Parent's signature
- Signature of health official
- Note to parent or guardian that the latter persons are responsible for notifying the camp of all new medical information dating from the date when the medical record was completed and the date of the start of the session.

	Yes	No	N/A	Notes
RC				
DC				

4.4 The camp assures that all participants' prescription medications are kept in a safe place and accessible to authorized personnel only.

	Yes	No	N/A	Notes
RC				
DC				
NC				
G				
F				

4.5 The camp possesses and follows written procedures specifying the conditions governing dispensation of medication:

- Procedures on the main campsite
- Procedures during outings
- Procedures during excursions
- Use of a register of distributed medications

Furthermore, camp management possesses and follows procedures detailing conditions relating **to sharing of specific medical information** to staff members to whom the information is relevant:

- Person(s) in charge of preparing and conveying specific medical information with staff member;
- Person(s) to whom specific medical information is to be conveyed
- List of medical information to be conveyed (ex : food allergies, animal allergies, mobility problems restricting practice of an activity, etc.).

	Yes	No	N/A	Notes
RC				
DC				
NC				
G				
F				

Source: *Guide sur la gestion des soins de santé en camp* (QCCA, 2003)

- 4.6** Camp management maintains a register recording all treatments given and medications distributed to campers, staff members, and visitors. The register must include the following elements:

- Patient's name
- Nature of injury or illness
- Observed signs or symptoms
- Treatment administered and/or medication given
- Date and time of treatment and/or medication
- Name and signature of attending person

A form to be completed and attached to the register is included in each first-aid kit. The register must also be completed for activities being held outside the main camp premises. Completed registers must be conserved for a minimum of four (4) years.

	Yes	No	N/A	Notes:
RC				
DC				
NC				

- 4.7** The camp keeps all accident reports on file. The accident report gives the following information about the accident (see appendix).

- Name of person affected
- Date and time of accident (see operational definitions)
- Place of accident
- Description of accident
- Witnesses, including their names and address
- Treatment administered
- Date and time of treatment
- Name of person administering treatment (avoid using camp nicknames)
- Name and address of witnesses

	Yes	No	N/A	Notes
RC				
DC				
NC				
G				
F				

Desirable practices:

- Accident reports are sent to the camp's insurance broker as promptly as possible. In the case of an accident involving a minor, the report is kept on file for at least 36 months after the person has reached the age of majority.
- There should be a section that includes information on events that transpired subsequent to the accident. For example, parental input, reports from medical personnel etc.

4.8 Drinking Water

The camp conforms to the Regulation on the quality of drinking water. Also, for seasonal water networks, test results must be known before the arrival of the campers and staff,

	Yes	No	N/A	Notes: Compulsory standard
RC				
DC				
NC				
G				
F				

Desirable practice:

- The Department of the Environment recommends that seasonal water networks be drained and disinfected upon re-opening.

4.9 Swimming Water

4.9.1 The camp which operates a beach must be registered in the *Programme environnement plage* of the Quebec Environment department.

	Yes	No	N/A	Notes: Compulsory standard
RC				
DC				
NC				
G				
F				

4.9.2 The management camp which operates a swimming pool must keep a register of the results of water tests done in accordance with the *Règlement sur la qualité de l'eau des piscines et autres bassins artificiels*. As of 2007, camps have been required to keep this register and the laboratory reports on file for at least two years. The register of the last 30 days must be posted so that every interested person can read it.

4.9.3 A camp which uses a swimming pool operated by a third party has to ensure that the management of the pool conforms to this standard.

(Ref.: *Règlement sur la qualité de l'eau des piscines et autres bassins artificiels* Q-2, r.18.1.02)

	Yes	No	N/A	Notes: Compulsory standard
RC				
DC				
NC				
G				
F				

- 4.10** The day camp provides participants with information on how their lunches will be stored at camp (ex: is refrigeration provided?).

	Yes	No	N/A	Notes
DC				

Desirable practices:

- For field trips, the camp applies food practices appropriate to this type of activity.
- The camp stores lunches in a refrigerator or a suitable cool place.

- 4.11** For the camp providing food service, the menu must be approved **before** it is served.

To confirm approval, the menu must be signed and dated, or the QCCA form must be completed (see appendix).

Any changes to the menu in subsequent years require approval by a dietician.

- ⇒ *Choices of menus offered “à la carte” are inspired from the menus approved by a dietician.*

	Yes	No	N/A	Notes: Compulsory standard
RC				
DC				
NC				
G				
F				

Desirable practice:

- Revise the menu at three-year intervals. This will correspond to the frequency of the accreditation inspections.

Chapter 5: Staff

- 5.1** The camp retains the services of a qualified director. This person has an academic background in a related field, and/or has relevant camping experience in a day camp or residential camp (at least two years as a counsellor or section head).

N.B. During the certification visit, the consultant may request, from the director:

- Resume/Curriculum vitae.
- A letter of confirmation from the board of directors.

	Yes	No	N/A	Notes
RC				
DC				
NC				
G				
F				

5.2 Age of Program Staff

- 5.2.1** The camp shall hire program personnel (directly involved with campers' daily activities, excluding supervisory and management personnel) aged 17 years or older.

	Yes	No	N/A	Notes: Compulsory standard
RC				
DC				
NC				
G				
F				

- 5.2.2** A maximum of 35% of program staff (directly responsible for campers, excluding supervisors and directors) can be aged 17 years old upon starting their duties. Other program staff must be aged at least 18 years old. For organizations which operate programs on more than one site, the standard is applicable on each site.

	Yes	No	N/A	Notes
RC				
DC				
NC				

- 5.2.3** Counsellors on expeditions outside controlled sites must be 18 years or older given the level of responsibility and risks involved in this type of specialized program.

	Yes	No	N/A	Notes: Compulsory standard
RC				
DC				
NC				
G				
F				

5.2.4 Counsellors are at least two (2) years older than the oldest minor campers in their charge.

	Yes	No	N/A	Notes
RC				
DC				
NC				
G				
F				

5.3 The camp retains the services of program staff (activity leaders who work directly with the campers) in sufficient numbers so that the ratio of counsellors to participants is in compliance with the standards below. Assistant counsellors (unless they do not meet the requirements of standard 5.2.1) and counsellors-in-training may not be included in these ratios.

AGES	Residential Camp	Day Camp	Excursion* (Residential camps and Day camps)	Outing* (Day camp)	Expedition* (mobile)	Nature Classes	Pre- and post-camp service*
Under 5 yrs old	1/5	1/8	1/4	1/6	-	1/15	1/20
5 to 6 yrs old	1/6	1/10	1/5	1/7	-		
7 to 8 yrs old	1/7	1/12	1/6	1/8	1/3		
9 to 11 yrs old	1/8	1/14	1/7	1/10	1/4		
12 to 14 yrs old	1/9	1/15	1/8	1/12	1/5		
15 to 17 yrs old	1/10	1/15	1/9	1/12	1/6		

- A staff member may not be left alone with a group on an outing, excursion or expedition. An assistant counsellor could be considered in such a case.
- A staff member may not be left alone with a group during extended care hours before and after camp. Security staff could be considered in such a case.

Supervisory ratios applicable to adapted camps vary according to the degree of autonomy of participants and their ability to carry out basic everyday tasks as described in the table below :

Elements to evaluate	Degree of autonomy	Ratios
Ability to get from one place to another	Constant supervision and assistance	1/1
Ability to feed self and care for own physical needs	Partial supervision and assistance	1/3 to 1/5
Ability to participate in activities	Minimal supervision and assistance	1/6 to 1/8

	Yes	No	N/A	Notes: Compulsory standard
RC				
DC				
NC				

5.4 Staff Training

5.4.1 The residential camp and day camp train their staff before camp opens, in keeping with the general guidelines below. The division of hours listed below is intended for information purposes only; it is an example of the general orientation that must be adapted to the context of each camp.

An outline detailing the components of the staff training could be requested by the consultant at the time of certification inspection. The outline would include the following:

- Objectives of staff training program.
- Content of the training program and time allotted to each section.
- Activities included in the training.
- Learning and evaluation methods used.

Training plan at a glance

Mandatory content*	Suggested duration	
	Residential camps	Day camps
Topics		
Counsellor integration	2	2
Introduction to the world of camps	1	1
Counsellor's roles and duties	4	4
The child	9	9
Program delivery	8	6
Choosing and planning an activity	6	4
Regular activities	8	5
Special activities	6	4
Creativity	2	2
Transportation and extended hours care	1	2
Teamwork	3	3
Safety and prevention, including the policy on the prevention of abuses as outlined in standard 3.10 and the rules of safety for staff.	8	6
Round-up activity	2	2
Total	60 hours	50 hours

* See appendix for a detailed description of this suggested content.

Training equivalency

It is compulsory for a counsellor in his or her first year of employment at a camp to follow the camp's training program completely. The camp director can credit previously acquired knowledge to counsellors who are at least in their second year of employment at the camp or who have completed a Counsellor-in-Training program recognized by the Association; for more details, refer to appendix.

However all counsellors and staff must receive annually a minimum of 30 hours of training in a residential camp or 25 hours of training in a day camp. These hours of training must include, without any possibility of credit, all hours relative to Safety and Prevention. For each staff member who is credited hours, the camp must keep a file including the information shown in the appendix.

	Yes	No	N/A	Notes: Compulsory standard
RC				
DC				

Desirable practices:

- Specialists in riskier activities are given recognized training (ex.: rock-climbing, sailing, horseback riding).
- Person in charge of food services has been trained in hygiene and sanitation recognized by the M.A.P.A.Q.
- Person in charge of maintaining facilities and equipment has been trained in management of hazardous products (SIMDUT).

- 5.4.2** For residential camps, staff training comprises a minimum of 60 hours, 20 hours of which must take place on the site itself.

	Yes	No	N/A	Notes
RC				

- 5.4.3** For a day camp, staff training comprises a minimum of 50 hours, 20 hours of which must take place on the site itself.

	Yes	No	N/A	Notes
DC				

- 5.4.4** The camp offering a nature class program offers training to all new staff. This training comprises a minimum of 40 hours, 20 hours of which are completed before the first campers arrive. The training program includes:

- Role and responsibilities of the counsellor
- Characteristics of the clientele
- Activities as per school objectives
- Activity leadership techniques
- Camp safety and policies
- Emergency procedures
- The camp and its external environment (ex: QCCA standards & other partners)

Returning staff are required to take a refresher course lasting 20 hours before the beginning of the camping season. This training could be dispensed by the camp or by another organization accredited by the QCCA for its nature class program. A staff training manual is available to all personnel. It includes information on all of the above.

⇒ *Training hour's requirements are valid for group and family programs. The training program, adapted to the context, is inspired by the proposed topics.*

	Yes	No	N/A	Notes: Compulsory standard
NC				
G				
F				

Desirable practice:

- Specialists of activities involving risk must receive certified training (e.g. rock climbing, sailing, horseback riding).

5.5 Camp management hires its staff on the basis of a written contract signed by both parties.

With this contract is included a detailed description of tasks and conditions which staff acknowledges having read and understood at the time of hiring.

	Yes	No	N/A	Notes:
RC				
DC				
NC				

Chapter 6: Program

6.1 The camp follows a program based on a clear **mission** with general recreational and educational objectives. These elements are to be listed in a written document and be learned by all staff.

The *mission* reflects the camp's fundamental intent and covers essentially the following elements:

- Target clients
- Means
- Location

The *general* recreational and educational *objectives* cover the kinds of specific client needs which the camp wishes to meet:

- Need for entertainment and enjoyment
- Need for personal development and achievement
- Need for socialization.

	Yes	No	N/A	Notes: Compulsory standard
RC				
DC				
NC				
G				
F				

6.2 The camp possesses a written document describing all activities offered in each certified camp program. Activities are in keeping with general objectives and adapted to participants' capabilities. Camp management ensures that activities evolve with the participants' age in order to present them with new experiences and stimulating challenges. Staff must be familiar with the content of this document.

	Yes	No	N/A	Notes: Compulsory standard
RC				
DC				
NC				
G				
F				

6.3 The camp possesses a written document describing all activities offered at the camp. Staff must be familiar with the contents of this document. The description of each camp activity should include the following elements:

- Definition of activity
- Specific desired objectives
- Safety regulations and measures
- Required material

	Yes	No	N/A	Notes:
RC				
DC				
G				
F				
NC				

6.4 Programming (session schedule) takes place at a pace suitable to participants and with the aim of having them experience measurable progress, challenges, and achievements. Camp management will make provision for programming on rainy days or otherwise inclement conditions.

	Yes	No	N/A	Notes:
RC				
DC				
NC				
G				
F				

Chapter 7: CIT Recognition Standards

The Counsellor-in-Training Program (CIT) officially recognized the by QCCA involves the following basic standards. To have this program officially recognized, a camp administration must submit a request to the QCCA and demonstrate its compliance with these standards. The standards apply equally to residential camps and day camps. Only those camps which offer a recognized CIT will be able to advertise it in the Annual Directory.

Standards for Recognition:

- 7.1** Candidates must have reached their 15th birthday to be eligible for this program. (No possible exceptions.)

Note 1: Any camp accepting a 14-year-old candidate will automatically lose its CIT recognition status for the following season and must re-apply for recognition.

Note 2: Candidates are deemed to be eligible if they reach their 15th birthday during the course of the program.

	Yes	No	N/A	Notes: Compulsory standard
RC				
DC				

- 7.2** The CIT program instructor is responsible for supervising the CITs (more than 75% of the instructor's job assignment).

	Yes	No	N/A	Notes
RC				
DC				

- 7.3** The CIT Program instructor must have had at least two years experience as a camp counsellor and one year as a senior staff1 and/or have completed the CIT Director training session offered by the Association.

	Yes	No	N/A	Notes
RC				
DC				

Note 1: A senior staff suggests someone having major responsibilities in all aspects of supervision, activities co-ordination, site management and/or staff training. Program directors, section heads, activity co-ordinators etc. are also deemed to be senior staff.

Note 2: May qualify upon approval of his or her resume by the QCCA.

- 7.4** The minimum duration of a CIT program is 200 hours.

	Yes	No	N/A	Notes: Compulsory standard
RC				
DC				

7.5 The program involves practical and theoretical training as defined in the CIT Guide – 2001 revised edition, as follows:

- Camp integration
- Introduction to the world of camping
- Role, responsibilities and tasks of a camp counsellor
- Children
- Activity leadership
- Selecting and planning activities
- Regular activities
- Special activities
- Creativity
- Life and camping trips in a forest (RC) or urban (DC) setting
- Teamwork
- Safety and accident prevention
- First aid
- Placement in group of campers
- Evaluation
- Job search
- Summary
- Other topics specific to the camp

	Yes	No	N/A	Notes
RC				
DC				

7.6 The CIT program must offer a certified first aid course of at least 8 hours offered by a recognized institution.

	Yes	No	N/A	Notes: Compulsory standard
RC				
DC				

7.7 To successfully complete the CIT Program, candidates must pass tests in both theory and practice in conformity with QCCA requirements. Re: CIT Guide – 2001 revised edition.

	Yes	No	N/A	Notes:
RC				
DC				

7.8 Camp offering the CIT Program must give each candidate, at the time of registration, information documents on the following:

- CIT Program goals

- Camp counsellor hiring criteria (ref.: standard # 5.2) in effect at camps which are members of the Association.
- A letter informing candidates, their parents or guardians of the QCCA suggested grading system that could result in a candidate's failure, in which case the QCCA attestation of the candidate would not follow.
- A letter informing candidates that their final evaluation results (including grades and official record) will be submitted to QCCA headquarters.

	Yes	No	N/A	Notes
RC				
DC				

Desirable practice:

- Candidates should be given a support document (CIT Handbook) containing basic information on training received.

7.9 Camps offering the CIT Program must complete and provide each successful candidate with an official attestation prepared by the QCCA, including evaluation results and name of the camp granting the attestation.

	Yes	No	N/A	Notes
RC				
DC				

7.10 Before September 1st every year, camps offering the CIT Program must submit to the QCCA a copy of their theory exam and a list that includes the following:

- The name of all candidates having completed the program;
- Their date of birth;
- The dates of their CIT session;
- The grade and final results inscribed on each candidate's attestation.

	Yes	No	N/A	Notes: Compulsory standard
RC				
DC				

7.11 The instructor/CIT supervisory ratio is 1 to 12.

	Yes	No	N/A	Notes: Compulsory standard
RC				
DC				

MEMBERSHIP

POLICY AND CERTIFICATION PROGRAM



Section III

- Appendix I: Documentation to hand off to consultants
- Appendix II: Toolbox

www.camps.qc.ca/membres

Toolbox – Section III

Coming soon.