



CERTIFICATION STANDARDS MANUAL

AUTHOR AND REPRODUCTION

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NOTES

The term “camp” in the following document refers to the following five certified programs: sleepaway camp, day camp, nature class / discovery class, family camp and group programs:

- **SC:** Sleepaway camp
- **DC:** Day camp
- **NC/DC:** Nature class/discovery class
- **FC:** Family camp
- **GP:** Group hosting

The generic terms “camper” and “participant” are used interchangeably.

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ACQ

CERTIFICATION STANDARDS MANUAL

ASSOCIATION DES CAMPS DU QUÉBEC

THANKS

The Association des camps du Québec thanks the Membership Commission for the time, energy and ambition its members have devoted to reviewing the ACQ certification program. This committee, representative of our membership, was mandated by the Board of Directors to carry out this work, which was completed in two stages, the first in 2005 and the second in 2019. Some members of the Commission participated in both phases.

Thanks to this methodical and sometimes complex work, we are now able to provide camp managers with a certification program that will contribute to a safe, high-quality service offering and help maintain the excellent reputation that certified organizations and businesses enjoy in the eyes of the general public.

We extend our thanks to the following people who have made up the Membership Commission over time:

Jacques Bilodeau, ACQ consultant
Dany Chénier, Camp Quatre Saisons
Jean DeBlois, Camp Papillon
Frédéric Dyotte, Camp Mariste
Martin Lapointe, Camp De-La-Salle
Sandra Leclerc, Base de plein air Perce-Neige
David Paradis-Lapointe, Camp familial Saint-Urbain
Nancy Rozon, Loisirs 3000
Violène Simard, Espaces pour la vie
Amélie Spain, Camps Odyssée

The Association des camps du Québec also acknowledges the work of its staff in coordinating the review process and in drafting and reviewing the certification program:

Éric Beauchemin, Executive Director
Tanya Desrochers, Program Coordinator
Yan D'amours, Development Officer
Chloé Melançon-Beauséjour, Communications Coordinator
Anne-Frédérique Morin, Assistant Executive Director

Other collaborators:

Linda Corbeil
Geneviève Jourdain

The Association des camps du Québec also thanks its member camps and certification consultants, whose constructive comments over the last few years have helped us enhance the standards.

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I PREFACE

This version of the certification program of the Association des camps du Québec (ACQ)¹ is published in a demanding context: camp programs are constantly developing, camp environments are diversifying, client expectations are growing, legislative requirements are increasing, the leisure market is expanding, and quality seals in various sectors are proliferating.

In order to respond to various concerns, to maintain its credibility in terms of high quality and safety standards, and to unequivocally assert its leadership, the ACQ has reviewed all standards related to the certification process for its members and its related tools. As a result, the *ACQ Certification Standards Manual - 2023 Edition* is attuned to the current context, where prevention and safety management are key issues for all those concerned with the quality of program services in sleepaway camps, day camps, nature classes/discovery classes, and family and group camps.

The process has involved evaluating existing standards, developing relevant standards and revising their weighting. Secondly, the work focused on the development and adaptation of support tools.

The ACQ is now able to present Québec camps with a model that encourages membership, presents simple standards (easy to implement for members and easy to measure for consultants), and is accompanied by clear references to the laws, regulations and standards of competent authorities.



¹ To lighten the text, the abbreviation ACQ will be used throughout the document to designate the Association des camps du Québec.

I GLOSSARY

ACCIDENT

Unpredictable, unfortunate event causing significant impact and damage (e.g. sprain, fracture).

AILMENT / MALAISE

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

ASSISTANT COUNSELLOR

In their role of supporting a counsellor in the supervision of a group of participants, without being the primary person responsible, an assistant counsellor must have completed their third year of secondary school and followed the integration into the camp training hours. These prerequisites mean that an assistant counsellor can be counted in the ratio in certain specific contexts such as outings and excursions or in the daycare service.

ATTENDANT

A person whose main function is to provide support, offer care or manage specific interventions for one or more participants with special needs.

CAMP COORDINATOR

An employee whose role is to directly supervise employees in the field or to manage camp services or other operational activities. This employee implements strategies and actions on behalf of management.

CAMP DIRECTOR/CAMP MANAGER

A person whose main function is the management and general administration of the organization.

Note: In some organizations, the camp manager may also be in charge of other duties (e.g. programming, human resources, operations).

CLIENT

Person or entity that pays to receive a product or a service from an organization or a company.

CONTROLLED SITE

Space outside the main site, but where attendance is regular or occasional, and where infrastructures are developed by the camp or by the owner of the site.

COUNSELLOR

A counsellor's main responsibility is the supervision, security, management and animation of a group of participants.

EXCURSION

Activity within a camp's programming in which a group of participants moves to a controlled site over a period of one or more nights away from the regular accommodation. Camps must comply with the prescribed staffing ratios for this type of activity.

EXPEDITION

Program or activity within a camp's programming in which a group of participants travels outside controlled camp sites over a period of one or more nights away from the camp's permanent site. The group of campers can be mobile from one site to another. Campers can travel by motorized transport, bicycle, canoe, horseback, sailboat, etc. Camps must comply with the prescribed staffing ratios for this type of activity.

FAMILY

A group of persons consisting of adults with or without children who are related or are in a relationship, marriage or otherwise.

GROUP

A set of people sharing goals and interests.

HEALTH CARE ATTENDANT

A person whose main function is the management of health care at the camp. This person can occupy another function as long as this does not prevent them from intervening quickly and effectively.

HIGH-RISK ACTIVITY

Any activity in which participants may have their personal safety compromised because of the nature of the activity itself, the environment in which it takes place or the equipment used.

INCIDENT

Unwanted fortuitous event causing minor impact and damage (e.g., delay or interruption, theft).

NIGHT WATCH

Monitoring and intervention task during participants' sleeping time.

OUTING

A one-off activity in programming during which a group of participants travels outside the camp site for a period not exceeding one day outdoors (without sleeping over). Camps must comply with the prescribed staffing ratios for this type of activity.

PROGRAMMING

A set of activities planned and linked to each other to meet the organization's objectives and fulfil its mission.

SELF-COOKING

Preparing meals using own food and equipment made available, without using the services of the organization.

SENIORITY

An employee's level of experience based on the number of seasons spent in a camp serving an organization.

SERVICE

A set of professional activities and benefits available to a clientele, such as food services, lodging or rental of activity sets, equipment, material and supplies.

SPECIALIST/INSTRUCTOR

A person whose main function is the leading of a specific activity. They may also be responsible for management of the activity set (equipment, repair and monitoring).

STAY

The specified period during which a participant is active or resides in an organized setting.

SUBCONTRACTOR

Provider of services offered to complement or support regular programming. The designation also covers contractors responsible for cooking or housekeeping, specialized entertainment providers (e.g. English school, affiliated equestrian centre), and all owners of controlled sites used by the company as part of its activities.

Note that a self-employed worker hired by the camp is considered as a subcontractor.

I OBJECTIVES AND DEFINITIONS

The ACQ brings together organizations that offer vacation programs or school trips to promote the socio-educational values inherent in group life, education and our relationship with the environment. Through its certification program, the ACQ's mandate is to:

- Certify programs that receive various clientèles in a vacation context by verifying their compliance with certification standards
- Provide support to camps in their preparation and management so that they meet deadlines and comply with the requirements for meeting certification standards

OBJECTIVES OF ACQ CERTIFICATION

The ACQ certifies organizations that offer one or more of the following five recognized camp programs: sleepaway camp program, day camp program, nature class/discovery class program, family camp program and group program. Certification of camp programs by the ACQ has many objectives that concern both clients and camp management.

Objectives that benefit **clients**:

- Ensure customer safety
- Ensure the quality of programs and services offered by certified camps
- Ensure the development of individual values and skills in the clientèle
- Deal with certified camps that demonstrate professionalism

Objectives that benefit **management of camps** offering one or more of programs recognized by the ACQ:

- Serve as a stepping-stone to enable them to reach a higher level of expertise, skills and knowledge
- Serve as a privileged means of offering high-quality services to their clientele
- Obtain the necessary support for effective management that focuses on service quality and safety management
- Allow camps to increase their credibility and improve their public image by the seal of quality afforded by certification.

I DEFINITIONS RELATED TO ACQ CERTIFICATION

In all programs certified by the ACQ, participants are looked after by trained personnel who supervise and / or run, with the aid of appropriate equipment, activities that promote group life and the overall development of the person in a vacation, school, outdoor, recreational or other context.

Five programs are recognized that relate either to specific clientele or to different operational modalities.

SLEEPAWAY CAMP

Sleepaway camps offer participants a stay that includes educational and recreational programming, **with overnight accommodation**. Whatever the orientation, specialization or environment, the structure is adapted to the clientele and the activities carried out.

FAMILY CAMP




Family camps offer families a structure and services tailored to the needs of their clientele, **with overnight accommodation**. Programming includes educational and recreational individual and family activities for all ages, both structured and free. Supervision is shared between camp staff and the clientele, depending on the type of service offered.

DAY CAMP

Day camps offer participants daily educational and recreational programming, **without overnight accommodation**. Whatever the orientation, specialization or environment, the structure is adapted to the clientele and the activities carried out.

NATURE CLASS/DISCOVERY CLASS PROGRAM

A **nature class** offers school groups one or more days of programming, with or without accommodation, in a natural or outdoor-activity environment. The usual names of the different nature class camps according to the seasons are as follows:

-  **Fall:** red camp
-  **Winter:** white camp
-  **Spring:** green camp

GROUP PROGRAM

Group programs offers a structure and services tailored to the needs of the clientele, with or without accommodation. Programming may be conducted under complete supervision or independantly practiced according to the needs of the clientele.

Exclusion: services offered without correspondence with the mission of the organization, i.e. the renting of facilities without animation.

A **discovery class** camp takes place in a different, often urban environment, focusing on a cultural, sporting, artistic, scientific or historical aspect.

In both cases, the program is an educational and recreational experience marked by its complementarity with preschool, school and extracurricular programs as defined by the school.

I WEIGHTING


Standards are divided into two broad categories. Safety standards make up the first category, while the second category consists of standards for quality of experience. Each of these categories is weighted according to two levels: no exception possible, and mandatory.

The diagram below shows the weighting:

STANDARDS CATEGORIES

SAFETY		QUALITY OF EXPERIENCE	
S!	S.	Q!	Q.
No exception	Mandatory	No exception	Mandatory
PERMITTED NUMBER OF UNMET APPLICABLE STANDARDS			
0	Max 2	0	Max 2
No exemption possible	Correction deadline: 10 days	No exemption possible	Correction deadline: October 1

LEGEND

TOOLS: 

NEW IN 2025 : 

I PREREQUISITES FOR CERTIFICATION

An organization wishing to offer one or more high-quality, safe camp programs must ensure compliance with certain requirements that take precedence over the conduct of any activity or service.

The prerequisites stipulated by the ACQ arise out of statutory obligations (laws or regulations) or standards deemed necessary before certification can be granted.

IMPORTANT: The ACQ asks its members, at the time of annual membership renewal, to confirm a list of prerequisites essential to certification. These prerequisites must be respected for each certified program.

The ACQ may, upon request, require supporting evidence of these prerequisites if necessary, and compulsorily prior to the verification visit carried out every three years.

1. CAMP MAIN SITE

1.1. VACATION CENTRE

The camp offering accommodation holds a Tourist Québec classification certificate issued by the Quebec Tourism Industry Corporation.

MEANS OF VERIFICATION

- > Most recent letter of attestation of classification

STANDARD APPLIED

YES NO N/A

 LEGAL INDEX

1.2. CAMP NOT OWNING A SITE

Le camp non propriétaire détient un contrat de location des espaces utilisés avec le propriétaire du site. L'entente de location précise les services offerts et les espaces utilisés pour une durée déterminée.

MOYEN(S) DE VÉRIFICATION

- > Entente écrite ou contrat

STANDARD APPLIED

YES NO N/A

 P1.2 NON-OWNER CAMP AGREEMENT

2. INSURANCE COVERING PROGRAMMED ACTIVITIES

Camp management maintains the following insurance: civil liability of a minimum of \$5 million, premises, goods and operations, non-owner automobiles.

These policies must cover all camp activities, both inside and outside the insured premises. The entities covered by the insurance are the camp, employees, volunteers, directors, and managers, without exclusion for participants.

MEANS OF VERIFICATION

- > Insurance certificate or camp insurance policy

STANDARD APPLIED

YES NO N/A

 P2 INSURANCE VERIFICATION FORM  LEGAL INDEX

3. KITCHEN INSPECTION REPORT

Management of a camp operating a food service must have a copy of the most recent kitchen inspection report.

The camp ensures compliance with the hygiene and health training requirements of the Ministère de l'Agriculture, des Pêcheries et de l'Alimentation du Québec (MAPAQ) regarding its kitchen staff.

If the camp uses an external food service, management must have a written certificate confirming that the subcontractor complies with MAPAQ requirements.

MEANS OF VERIFICATION

- > MAPAQ's latest inspection report for the camp kitchen or written confirmation from the subcontractor
- > Name of the manager trained by MAPAQ for the organization

STANDARD APPLIED

YES NO N/A

 LEGAL INDEX

4. DRINKING WATER

Camp management respects the Québec government's Regulation respecting the quality of drinking water. The operator of the drinking water network holds a recognized qualification certificate.

In seasonal networks, the first test results must be known before water is served to staff members, campers or customers.

Note: Camps that are connected to the public municipal water supply are exempt from this requirement.

MEANS OF VERIFICATION

- > Operator's certificate of qualification
- > Results of drinking water tests

STANDARD APPLIEDYES NO N/A  [LEGAL INDEX](#)**5. BATHING WATER****5.1. 5.1. BEACH**

Camps that operate a beach must be registered in the beach-environment program of the Ministère du Développement durable, de l'Environnement et de la Lutte aux changements climatiques and must have the results of an analysis before the beach is opened.

MEANS OF VERIFICATION

- > Certification from the beach-environment program or bathing water test results. Appropriate information telling users whether water quality allows swimming must be posted, indicating whether the beach is open or closed.

STANDARD APPLIEDYES NO N/A  [LEGAL INDEX](#)**5.2 SWIMMING POOL**

Camp management operating a swimming pool must perform the necessary water tests to comply with the *Regulation respecting water quality in swimming pools and other artificial pools*.

MEANS OF VERIFICATION

- > > Register of bathing water tests

STANDARD APPLIEDYES NO N/A  [POOL WATER QUALITY LOG](#)  [LEGAL INDEX](#)**6. RATIO AND TRAINING REQUIRED BY THE CNESST**

Camp management must have, for every 50 employees, one designated person acting as a first-aider in the workplace. This person must have completed a minimum of 16 hours of first aid and CPR training from the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST).

MEANS OF VERIFICATION

- > Valid certification of first aid in the workplace

STANDARD APPLIED
YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 LEGAL INDEX

7. STANDARDS TRAINING AND CERTIFICATION VISIT

The person responsible for application of the certification must, on taking up their duties, take the full training on certification standards (3 hours) provided by the ACQ. If the mandatory cannot be present at the time of the visit, he or she must designate someone as responsible for applying the standards who must also take the 3-hour training, and must be present at the time of the compliance visit.

MEANS OF VERIFICATION

- > > Attestation or written confirmation of ACQ training

STANDARD APPLIED
YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>



1 PROGRAMMING



Programming is a crucial part of the camp. Driven by the mission and the objectives of the camp, it provides a structured framework for the realization of activities, taking both elements of time and the environment of implementation into account.

1.1 MISSION AND OBJECTIVES OF THE CAMP

Camp management carries out a program based on a clear mission from which general objectives are derived. These elements are presented in a written document known to staff.

The mission reflects the basic intent of the camp and focuses on:


- Target clientele
- Means
- Realization environment
- Values

Recreational, educational and inclusive general objectives are focused on types of specific client needs that camp management wants to meet:

- Entertainment and pleasure
- Personal development and self-realization
- Socialization
- Skills development

MEANS OF VERIFICATION

- > > Document to present: Mission Statement and General Objectives
- > > Exchanges with management and camp counsellors

 <p>CATEGORY Quality</p> <p>LEVEL No exemption</p>	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

1.2 DESCRIPTION OF PROGRAMS AND STAYS OFFERED


Camp management keeps a written document containing a description of typical stays offered. Activity programs are consistent with general objectives and are adapted to participants' abilities.

Camp management ensures that activity programs evolve with the age of the participants in order to give them a meaningful experience of progress, challenges and success.

The content of this document must be known to staff.

MEANS OF VERIFICATION

- > Presentation of a document that includes a description of activity programs and typical stays offered
- > Question: In what ways is the content of this document sent to staff? Examples of answers: the document is given to staff, the document is available at all times, the content of the document is transmitted as part of staff training, etc.

 <p>CATEGORY Quality</p> <p>LEVEL Mandatory</p>	<p>APPLICABLE TO</p>	Sleepaway camp	<p>STANDARD APPLIED</p>	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 1.2 PROGRAM DESCRIPTION BEST  PRACTICE GUIDE

1.3 ACTIVITY GUIDE AND DESCRIPTIVE SHEETS

Camp management has a written document containing a description of all the activities offered. The content of this document must be known to staff. The description of each activity includes the following elements, including high-risk activities offered (see Standard 5.2):

- Definition of the activity
- Specific objectives pursued
- Safety rules
- Performance conditions
- Necessary equipment
- Gradation or difficulty levels
- Possible variants
- Consideration of the potential and aspirations of people living with special needs

Camp management ensures that activities are structured and planned in writing. An activity planning sheet is available for this purpose.

Camp management uses an approach that encourages participants to learn in its activities. To achieve this, camp counsellors use different facilitation techniques and teaching methods.

NOTE: If an activity is offered by a third party, management makes sure to obtain an educational sheet on the activity.

MEANS OF VERIFICATION

- > Documents to be presented: a few activity planning sheets
- > Visual assessment
- > Exchanges with management and camp counsellors

 <p>CATEGORY Quality</p> <p>LEVEL Mandatory</p>	<p>APPLICABLE TO</p>	Sleepaway camp	<p>STANDARD APPLIED</p>	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 1.3 DESCRIPTIVE ACTIVITY SHEET  PEP YOUR GAME

1.4 TYPICAL SCHEDULES

Camp management owns and uses a standard schedule for all age groups covering general objectives and specific activities offered. It also ensures that the programming offers an intensity that respects the participants' rhythm and gives them a significant experience of progress, challenges and success.

Camp management also provides alternative programming in case of rain or bad weather.

MEANS OF VERIFICATION

- > Documents to present: typical schedule for a stay and typical schedule for a rainy day
- > Exchanges with management staff

 <p>CATEGORY Quality</p> <p>LEVEL Mandatory</p>	<p>APPLICABLE TO</p>	Sleepaway camp	<p>STANDARD APPLIED</p>	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 1.4 PROGRAM TABLES BEST  PRACTICE GUIDE

1.5 PARTICIPANT TRACKING SYSTEM

The camp has a system for locating each group of participants over the programmed periods. Camp maps or a map of the site are also available.

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

2 THE SITE AND PHYSICAL RESOURCES



The camp's physical resources are an integral part of the camp experience and contribute to the richness of this experience, playing an important role in the safety of all those present on the site (campers, clients and staff).

2.1 PROGRAM SPACES

2.1.1. OUTDOOR AREAS

The camp must have sufficient outdoor spaces for the number of participants and the holding of its activities.

MEANS OF VERIFICATION

- > Inventory form of the camp's outdoor areas
- > Visual assessment of available outdoor spaces according to groups and activities

Q. CATEGORY Quality LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

2.1.1 LIST OF INTERIOR SPACES

2.1.2 INDOOR SPACES

The camp has sufficient indoor space for the number of participants and the conduct of activities in case of bad weather. These spaces may be non-permanent installations such as tents, inner courtyards or permanent shelters.

MEANS OF VERIFICATION

- > Inventory form of the camp's interior spaces
- > Visual assessment of interior spaces available according to groups and activities

Q. CATEGORY Quality LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

2.1.2 LIST OF INTERIOR SPACES

2.2 LIGHTING

The following indoor and outdoor accesses are lit in the evening and at night:

- Health centre
- Accommodation buildings
- Sanitary block

MEANS OF VERIFICATION

- > Visual assessment

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

2.3 SERVICE AREAS

The camp has accessible service areas on the main site:

- Toilets
- Sinks
- Drinking fountain (or access to drinking water)
- Storage space for participants' belongings and required equipment

MEANS OF VERIFICATION

- > > Visual assessment of available facilities

Q. CATEGORY Quality LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

2.4 VERIFICATION OF SAFETY AND FIRE PROTECTION SYSTEMS

Camp management ensures the maintenance and annual inspection of all fire protection systems in its buildings so that they are in constant working order.

A camp renting a site must ensure that the owner carries out this check annually.

Moreover, camp management conducts a monthly verification of emergency lighting systems to ensure they are always operational.

A camp renting a site must ensure that the owner carries out this check annually.

A camp that offers tent accommodation must ensure the safety of the premises with regard to fire protection.

- Fire extinguishers and/or water buckets near the fire
- For tents with auxiliary heating system (wood, butane, propane or other), CO detector and fire extinguisher required in the tent

FIRE PROTECTION SYSTEMS REQUIRING PROPER MAINTENANCE AND INSPECTION

- Smoke detectors
- Carbon monoxide detectors
- Fire alarm systems
- Fire extinguishers
- Annual cleaning of wood stoves, fireplaces and chimneys

MEANS OF VERIFICATION

- > Model form duly completed by inspectors or copies of certificates issued by inspectors
- > Visual assessment of labels or stickers affixed to fire protection systems

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

2.5 BUILDINGS, ACTIVITY SITES AND EQUIPMENT VERIFICATION

Camp management ensures that the buildings, activity sites and equipment used are inspected and functional at the beginning of the season before their use.

In addition, the camp has a system of periodic checks of damages and repairs to be made. One person is responsible for monitoring the checks carried out.

This check form must contain the following information:

- Nature of the problem observed
- Follow-up or repair to be done
- Repair done
- Person responsible
- Signature and date of the repair

MEANS OF VERIFICATION

- > Written procedure concerning the maintenance routine
- > Fully completed form
- > Visual assessment of sites

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 2.5 VERIFICATION FORM - BUILDINGS, ACTIVITY SITES AND EQUIPMENT  BEST PRACTICE GUIDE

2.6 QUANTITY AND QUALITY OF EQUIPMENT

The camp has the number of items of equipment required for each activity. Equipment is suitable for the age of participants and in good condition.

MEANS OF VERIFICATION

- > > Visual assessment of available equipment
- > > Verification of equipment used during activities: visual assessment
- > > Discussions on MEANS OF VERIFICATION of equipment for replacement

Q. CATEGORY Quality LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 2.5 VERIFICATION FORM - BUILDINGS, ACTIVITY SITES AND EQUIPMENT

2.7 MAINTENANCE OF SANITARY SPACES AND PREMISES

Camp management ensures that sanitary spaces and premises are functional and clean during activity periods. Camp management has a written maintenance routine that includes the following:

- Role of the person responsible for maintenance
- Period and frequency of maintenance
- List of tasks to be performed by the person responsible for maintenance

MEANS OF VERIFICATION

- > Visual assessment of the cleanliness of the premises
- > Written procedure for the maintenance of spaces and premises

 <p>CATEGORY Quality</p> <p>LEVEL Mandatory</p>	<p>APPLICABLE TO</p>	Sleepaway camp	<p>STANDARD APPLIED</p>	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 2.7 MAINTENANCE PROCEDURE  BEST PRACTICE GUIDE

2.8 CONTROLLED SITE AGREEMENT - NON-OWNER

A camp that uses programming spaces outside its main site that meet the definition of controlled site must ensure that these spaces have adequate safe infrastructure.

The camp has a written agreement on the sharing of roles, duties and responsibilities with each owner or organization that owns or manages the controlled site used.

The written agreement relates to one or more of the following:

- Catering
- Transport
- Communications
- Health and hygiene
- Animation and supervision
- Insurance coverage
- Emergency response procedure
- Other items as appropriate (equipment, storage methods and maintenance, etc.)

MEANS OF VERIFICATION

- > Document to be presented to the consultant: copy of written agreements made with the various organizations that own or manage the sites used.
- > A letter, a service contract or an exchange of emails may serve as proof that an agreement has been reached between the camp and the owner or the organization that owns or manages the controlled site used.

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 2.8 AGREEMENT TEMPLATE  BEST PRACTICE GUIDE

2.9 COMPLIANCE OF POOL OR BEACH - OPERATOR AND NOW-OWNER

A camp that regularly uses a pool or beach as part of its program, whether it operated by the camp or by a third party, must make sure to:

- provide the following items to the consultant or have an attestation of compliance or a written agreement with the manager of the pool or beach enabling it to check:
 - certification compliance of lifeguards
 - accessibility of water tests
 - check sheet of safety equipment specified in the Regulation respecting safety in public baths, chapter B-1.1, r-11.

MEANS OF VERIFICATION

- > Document to be presented to the consultant: If you are the operator of the pool or beach: copies of lifeguard certifications, results of tests of bathing water quality conducted, completed check sheet of required safety equipment or copy of written agreements signed with each owner or organization that owns or manages the sites used.
- > A letter, a service contract or an exchange of e-mails may prove that an agreement has been reached between the camp and the owner or the organization that owns or manages the controlled site used.

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 2.9 COMPLIANCE CERTIFICATE FORM - MONITORING AND QUALITY OF BATHING WATER  LEGAL INDEX

2.10 BEFORE AND AFTER CAMP PROGRAMS

Camps that offer pre-camp and after-hours care or a drop-in daycare centre must ensure that the premises, equipment and materials used are functional and clean:

- Service areas nearby
- Communication system
- First-aid kit
- Equipment and material suited to the age and needs of participants (e.g. changing table)
- Safe storage of equipment, materials and toxic products

MEANS OF VERIFICATION

- > Visual assessment of layout and cleanlines

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 BEST PRACTICE GUIDE

2.11 CONTROL PROCEDURE FOR SITE AND VISITORS

The camp puts in place a method adapted to the particularities of its site to ensure the safety of the participants and to control the presence of visitors.

Among the means put in place are found:

- Parking and reception indications
- Site boundaries
- Motor vehicle traffic zones and permitted speed
- Visitor control procedure including information provided to staff regarding attitude to visitors

MEANS OF VERIFICATION

- > Visual assessment
- > Discussion about the means put in place on the site

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 BEST PRACTICE GUIDE

2.12 SELF-COOKING EQUIPMENT

If the camp allows self-cooking, management ensures that refrigeration, preparation, cooking and service facilities are provided for this purpose. There must be enough equipment for users and in good condition. In addition, the camp sends out a list of equipment available, as well as the operating procedures, maintenance and sanitation in effect.

MEANS OF VERIFICATION

- > Visual assessment of the list of self-cooking equipment provided
- > Written rules for use, maintenance and sanitation (posters, instruction booklet, usage labels, etc.)

Q. CATEGORY Quality LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 BEST PRACTICE GUIDE



3 ADMINISTRATIVE INFORMATION AND COMMUNICATIONS



In order to obtain certification for one or more of the programs recognized by the Association des camps du Québec, the camp must first ensure that certain administrative tools are put in place that demonstrate both compliance with safety standards and the quality of the experience offered to different clientele.

3.1 PARTICIPANT REGISTRATION

Camp management must have a written agreement for each client (contract, registration form). The information may be written or entered on electronic records that are accessible at any time. The following elements must be included in this agreement:

- Client's name and address
- Dates of stay or session
- Registration or reservation fees and applicable taxes
- Payment conditions
- Refund policy
- Signature of parent or mandataries
- Authorization to take pictures or videos

MEANS OF VERIFICATION

- › Document to be presented to the consultant: standard participant registration form

Q. CATEGORY Quality LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

[3.1 MODEL REGISTRATION FORM](#) [LEGAL INDEX](#)

3.2 AGREEMENT WITH SCHOOLS, GROUPS OR FAMILIES

3.2.1 A camp that offers nature classes, family camps or group hosting has a written agreement (contract) for each client. This information may be written or entered on electronic records that are accessible at any time.

The following elements must be included in this agreement:

- Client's name and address
- Identification of site manager
- Description of services
- Rules and policies applicable to the stay
- Dates of stay (arrival and departure times)
- Responsibilities for obtaining permits if necessary (e.g. fishing)
- Applicable fees and taxes
- Payment conditions
- Refund policy
- Signature of parties
- Commitment of parties

MEANS OF VERIFICATION

- > Document to be presented to the consultant: standard registration form for schools, groups or families.

 <p>CATEGORY Quality</p> <p>LEVEL Mandatory</p>	<p>APPLICABLE TO</p>	Sleepaway camp	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature Class/Discovery	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Class Family camp	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
	<p>STANDARD APPLIED</p>		
<p> 3.2 MODEL CONTRACT  LEGAL INDEX  BEST PRACTICE GUIDE</p>			

3.3 SPECIFIC INFORMATION TO BE PROVIDED

3.3.1 NATURE CLASS/DISCOVERY CLASS AND GROUP PROGRAMS

Before arrival or on arrival at camp (with or without accommodation): teachers or guides must provide the camp with, or have in hand, a list of participants who are affected by specific restrictions (allergies, asthma, diabetes, physical or intellectual disability, etc.) that may affect participation in activities or nature of the interventions of the camp personnel with the concerned participants (clause of the contract).

With accommodation: the camp requests that the teachers or guides have a health record for each participant (clause of the contract).

If applicable: if teams have to be formed beforehand, camp management asks the teachers or guides to provide a list of participants in each team.

3.3.2 FAMILY CAMP

Before the beginning of the stay: the person responsible for each family must provide the camp with a list of the names of family members who are affected by specific restrictions (allergies, asthma, diabetes, physical or intellectual disability, etc.) that may affect participation in activities or the nature of interventions by camp staff with the participants concerned (clause of the contract).

MEANS OF VERIFICATION

- > Document to be presented to the consultant: copy of the service contract (customer agreement) used.

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 3.2 CONTRACT MODEL  3.3 SPECIFIC INFORMATION COLLECTION FORM  LEGAL INDEX

3.4 PROCEDURE FOR ANALYZING REQUESTS FOR ACCOMMODATIONS OR ASSISTANCE

Camp management has a procedure for analyzing requests for accommodations or assistance. This procedure lists the steps in analyzing the participant's profile or needs.

MEANS OF VERIFICATION

- > Document to be presented to the consultant: Written procedure for analyzing requests

Q. CATEGORY Quality LEVEL Mandatory	APPLICABLE TO	Sleepaway camp Day camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp Class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature Class/Discovery		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Accueil de groupes		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 3.4 REQUEST ANALYSIS PROCESS  TOWARD SUCCESSFUL INTEGRATION

3.5 INFORMATION PROVIDED TO THE PARTICIPANT-CLIENT

Before the beginning of the stay or session, the camp will make available written information on the following elements depending on the context of the program:

- List of personal effects to bring or clothing required
- Required and prohibited material
- Code of conduct and/or internal regulations regarding expected behaviour
- Daily, weekly or whole-session schedule
- Conditions for transport of participants to the camp (if applicable)
- Reminder of arrival and departure times
- Directions to the camp
- Procedure in case of delay or absence
- Instructions concerning medication, if applicable
- Contact details of the camp and the person in charge in case of emergency

Camp management also makes available, prior to the stay, any specific information necessary for the smooth running of the chosen specialized program.

MEANS OF VERIFICATION

- > Document to be presented to the consultant: inventory of the means of communication used to inform the various clientele of all relevant information before the program begins.
- > Check if the information is actually available to the client before the stay.

 CATEGORY Quality LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 3.5 INFORMATION SENT TO THE PARTICIPANT/CLIENT  BEST PRACTICE GUIDE

3.6 HEALTH RECORD

Camp management has a health record for each participant and each staff member. This record is accessible to the health care manager at all times. The health record contains at least the elements presented in the table below.

ELEMENTS OF THE HEALTH RECORD	SC	DC	FC*	STAFF
Name, contact information and date of birth	X	X	X	X
Date of stay and name of program, if applicable	X	X		
Name and contact details of parents or guardian	X	X	X	
Name and contact information of two additional emergency contacts (specify relationship to participant)	X	X		X
Medical information on the participant: Medical history · Surgical procedures · Serious injuries · Chronic or recurrent diseases · Contagious diseases	X	X		
Allergies, asthma, diabetes	X	X	X	X
If applicable: Dosage of prescription drugs to be administered during the stay	X	X		
Other special remarks, for example: Urinary incontinence · Sleepwalking · Special diet · Motricity problems · Behaviour problems	X	X		
If applicable : request for authorization to administer the following types of over-the-counter medications: Acetaminophen · Ibuprofen · Antiemetic · Antihistamine · Anti-inflammatory · Cough syrup · Antibiotic cream · Homeopathic products	X	X		
Note indicating that the parent or guardian is responsible for transmitting to the camp any new medical information that has occurred between the date the record was completed and the date of arrival at camp	X	X		
Emergency intervention consent form	X	X		
Signature of a parent (or guardian) if the person is a minor	X	X		

*FC: Information to be passed on to camp counsellors when they take charge of a minor.

MEANS OF VERIFICATION

- > Copy of a participant's health record
- > Copy of a staff member's health record

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 3.6 MODEL HEALTH FORMS  LEGAL INDEX  TOWARD SUCCESSFUL INTEGRATION

3.7 LOGO ON ALL PROMOTIONAL COMMUNICATIONS

The camp affixes the “Certified Camp” certification logo granted by the ACQ on the camp’s flyers and on any promotional or advertising communication (website, social media, television or radio advertising, newspapers, posters, etc.).

In addition, the certificate issued by the ACQ must be displayed for the customer, at the office or at the reception desk.

NOTE: This standard does not apply to camps on the route to certification

MEANS OF VERIFICATION

- > Consultation of the camp’s website before the visit
- > Document to be presented to the consultant: inventory of promotional tools used

Q. CATEGORY Quality LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 LEGAL INDEX

3.8 ACCURACY OF PROMOTIONAL INFORMATION AS A REFLECTION OF SERVICES AND PROGRAMS OFFERED

Camp management ensures that the information contained in all its promotional tools accurately reflects the activities offered and the equipment available. The information disseminated is accurate and updated as needed, in line with the development of the offer.

MEANS OF VERIFICATION

- > Document to be presented to the consultant: inventory of promotional tools used
- > Visual assessment: the consultant checks that the activities and equipment advertised match the actual offering and accessibility at the camp site

Q. CATEGORY Quality LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

3.9 COMPLAINT HANDLING POLICY

Camp management relies on a written policy and known procedures to deal with complaints effectively, to follow up as necessary and to carry out concrete actions that may be required as a result.

This policy includes:

- camp commitments in terms of customer service
- name of the complaints manager (or committee)
- steps and processing times (response, follow-up)
- example of a form to record a written trail

MEANS OF VERIFICATION

- > Document to be presented to the consultant: complaint handling policy and tools developed
- > Discussions on the systematic steps of dealing with a complaint

Q. CATEGORY Quality LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 3.9 COMPLAINT MANAGEMENT POLICY  BEST PRACTICE GUIDE  LEGAL INDEX



4 HUMAN RESOURCES



The quality of staff is the main determinant of the quality of the camp and is a priority in the search for excellence.

The many responsibilities entrusted to camp counsellors and other staff members mean that a structured approach to camp job requirements is necessary.

The quality of services and the safety of practices are based on several aspects of human resources, including staff training, maturity and experience, and management quality.

4.1 CAMP MANAGEMENT COMPETENCIES

The person who supervises camp programs has the necessary skills to coach staff and supervise programs under their responsibility. This person has academic training in a related discipline or relevant camp experience.

MEANS OF VERIFICATION

The certification consultant may require documents certifying the required skills:

- > Resumé
- > Letter of attestation from the authorities concerned, for example, board of directors, ACQ, director of service (human resources, general secretariat, etc.)

Q.	CATEGORY Quality	LEVEL Mandatory	APPLICABLE TO	STANDARD APPLIED	YES	NO	N/A
					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
			Sleepaway camp		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
			Day camp		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
			Nature class/discovery class		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
			Family camp		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
			Group hosting		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4.2 COORDINATION STAFF SKILLS

Coordinating staff have significant experience related to their duties and have received relevant training. This training can be taken externally (e.g. DAFA coordinator training) or internally, and must be a minimum of seven hours. It must cover the following elements:

- Role, responsibilities and ethics
- Staff scheduling and supervision
- Risk management, camp standards and internal procedures
- Customer service and complaint handling

MEANS OF VERIFICATION

- > Training plan or training certificate in coordination
- > Discussion with coordinating staff

 <p>CATEGORY Quality</p> <p>LEVEL Mandatory</p>	<p>APPLICABLE TO</p>	Sleepaway camp	<p>STANDARD APPLIED</p>	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 BEST PRACTICE GUIDE

4.3 COMPETENCIES OF SITE AND/OR DAYCARE MANAGER

Camp management designates one site and/or daycare manager per site, with at least two years of experience as a counsellor or any other experience deemed appropriate. A counsellor can take on this responsibility.

MEANS OF VERIFICATION

- > > Discussion with the respondent about their role and responsibilities

 <p>CATEGORY Quality</p> <p>LEVEL Mandatory</p>	<p>APPLICABLE TO</p>	Sleepaway camp	<p>STANDARD APPLIED</p>	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 4.3 ROLE AND RESPONSIBILITY OF SITE


4.4 SKILLS REQUIRED OF A COUNSELLOR

Depending on the type of program (with or without accommodation), the camp retains the services of camp counsellors (in direct contact with participants) who hold:

- Secondary 4: camp program **without** accommodation
- Secondary 5: camp program **with** accommodation

MEANS OF VERIFICATION

- > Document to be presented to the consultant: list of staff members

 <p>CATEGORY Quality</p> <p>LEVEL No exemption</p>	<p>APPLICABLE TO</p>	Sleepaway camp	<p>STANDARD APPLIED</p>	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 4.4 STAFF LIST

4.5 STAFF/PARTICIPANT AGE DIFFERENCE

Each camp counsellor is at least three years older than the oldest of the minor participants for whom they are responsible, with the exception of clients with special needs.

MEANS OF VERIFICATION

- > List of staff and discussion on the allocation of groups of participants

 <p>CATEGORY Quality</p> <p>LEVEL Mandatory</p>	<p>APPLICABLE TO</p>	Sleepaway camp	<p>STANDARD APPLIED</p>	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 4.4 STAFF LIST

4.6 SKILLS REQUIRED OF A SPECIALIST/INSTRUCTOR

The camp hires specialists/instructors (activity managers) who have specific training or skills related to the activity or the specialized nature of the assigned function.

MEANS OF VERIFICATION

- > Document to be presented to the consultant: list of staff members
- > Copies of certifications or other certificates if applicable

 CATEGORY Quality LEVEL No exemption	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 4.4 STAFF LIST

4.7 SKILLS REQUIRED OF AN ASSISTANT COUNSELLOR

Camp management hires assistant counsellors (paid or volunteer) who have completed at least their third year of secondary school. A camp may hire employees or volunteers who do not meet these criteria, but they must never be in a role of direct supervision (alone with children).

MEANS OF VERIFICATION

- > Document to be presented to the consultant: list of staff members

 CATEGORY Quality LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 4.4 STAFF LIST

4.8 SELECTION AND FEEDBACK PROCESS

Camp management sets up a structured selection process for hiring staff. It also ensures that feedback is maintained with all hired staff and records employee performance ratings on the job.

MEANS OF VERIFICATION

- > Discussion on the methods used
- > Verification of tools used: interview grids, questionnaires, simulation exercises, evaluation scale, observation rounds, notes on file

 CATEGORY Quality LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 BEST PRACTICE GUIDE

4.9 CRIMINAL BACKGROUND CHECK

Camp management conducts a criminal background check of all staff members (leadership, facilitation and support) at the time of hiring and every three years thereafter.

It requires a sworn statement from staff members whose background checks were not done during the year. This certificate may be the subject of a form or clause in the employment contract.

MEANS OF VERIFICATION

- > Documents to be presented:
 - Evidence of a judicial record check or sworn statement from staff whose record has not been checked during the year according to the cycle prescribed by the standard
 - Memorandum of understanding for judicial record checks
 - Form of attestation on honour or clause of the contract

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 [4.9 JUDICIAL RECORD CHECK FORM](#)  [LEGAL INDEX](#)

4.10 EMPLOYMENT CONTRACT

Camp management hires staff on the basis of a written contract signed by both parties or a certificate of employment.

MEANS OF VERIFICATION

- > Document to be presented to the consultant: employment contract model used or example of proof of employment

Q. CATEGORY Quality LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>


 [4.10 EMPLOYMENT CONTRACT TEMPLATE](#)  [LEGAL INDEX](#)

4.11 JOB DESCRIPTIONS

Camp management has detailed job descriptions that each staff member has been made aware of at the time of hiring.

MEANS OF VERIFICATION

- > Document to be presented to the consultant: job descriptions of the various positions.

 CATEGORY Quality LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 BEST PRACTICE GUIDE  LEGAL INDEX

4.12 CODE OF ETHICS

Camp management adopts a code of ethics that sets out the values, attitudes, and professional behaviours expected of camp staff. This code of ethics is presented to the staff before the beginning of their contract.

MEANS OF VERIFICATION

- > Document to be presented to the consultant: staff code of ethics
- > Discussions on the presentation of the code of ethics to staff

 CATEGORY Quality LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 4.10 EMPLOYMENT CONTRACT TEMPLATE  BEST PRACTICE GUIDE  LEGAL INDEX

4.13 TRAINING OF CAMP COUNSELLORS

Full training of any counsellor is mandatory in their first year of employment with a camp depending on the type of program offered. The necessary training requirements are presented in the table below.

PRIOR TO TAKING UP DUTIES	SC	DC	FC	NC-GP
Basic contents (theoretical DAFA or equivalent offered by the organization)	33	33	17	0
Specific	20	10	16	10

Integration on the site	7	7	7	7
HAVING STARTED WORK				
Continuous training	-	-	-	3
TOTAL NUMBER OF HOURS				
	60	50	40	20

N.B.: First Aid certifications are not included in training hours.

BASIC CONTENT

- Basic content of the *Diplôme d'aptitude aux fonctions d'animateur* (DAFA) (Counsellor's Qualification Diploma) or equivalent provided by the camp

SPECIFIC CONTENT

- Specific content related to the mission, activities and programs offered

INTEGRATION ON THE SITE

- General integration into the camp: 1 hr (orientation visit of the site)
- Integration specific to the job: 1 hr (visit of activity set, management of equipment/material, specific instructions on sequence of events, etc.)
- Routines of operation (daycare, meals, travel, hygiene, outings, etc.) 2 hrs
- Safety and prevention, rules and emergency measures: 2 hrs (policies and procedures, evacuation zones and supervision techniques for emergency situations, etc.)
- Team life: 1 hr (code of ethics and code of conduct, teamwork activity, etc.)

CONTINUOUS EDUCATION

- Information capsules
- Development activities

Camp counsellors who are in their second year or more at the camp may be exempt from basic content.

MEANS OF VERIFICATION

The camp is able to provide the certification consultant with a written training outline that includes:

- > Training objectives
- > Training content and breakdown in hours
- > Training activities selected

 <p>CATEGORY Quality</p> <p>LEVEL No exemption</p>	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

4.14 TRAINING EQUIVALENCIES


Complete training of any member of the staff is mandatory in their first year in as a camp counsellor.

However, camp management may grant equivalence to a counsellor who has relevant camp experience or training relevant to the job. Hours of integration on the site (7 hours) are however mandatory, with no equivalence possible.

For each employee whose equivalences are recognized, an equivalence justification table must be completed.

MEANS OF VERIFICATION

- > Document(s) to present to the consultant: table of equivalences granted

 CATEGORY Quality LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>


 4.14 EQUIVALENCE JUSTIFICATION TABLE

4.15 TRAINING OF ASSISTANT CAMP COUNSELLORS, SPECIALISTS/INSTRUCTORS

Assistant camp counsellors and specialists/instructors must complete annual integration training on the camp site at least once a year.

INTEGRATION ON THE SITE

- General integration into the camp: 1 hr (orientation visit of the site)
- Integration specific to the job: 1 hr (visit of activity set, management of equipment/material, specific instructions on sequence of events, etc.)
- Routines of operation (daycare, meals, travel, hygiene, outings, etc.) 2 hrs
- Safety and prevention, rules and emergency measures: 2 hrs (policies and procedures, evacuation zones and supervision techniques for emergency situations, etc.)
- Team life: 1 hr (code of ethics and code of conduct, teamwork activity, etc.)

 CATEGORY Quality LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 4.13 TRAINING PLAN MODEL  BEST PRACTICE GUIDE

4.16 TRAINING OF ATTENDANTS

Attendants must take at least 10 hours of training annually, made up of at least 3 hours of specialized training as an attendant plus 7 hours of integration. If an attendant takes the AQLPH “Day camp attendant certification” training (7 hours’ duration), they need only complete the 7 hours of integration annually for subsequent years.

ATTENDANCE TRAINING

- Three hours of awareness by a specialized organization or the equivalent offered by the camp.

INTEGRATION ON THE SITE

- General integration into the camp: 1 hr (orientation visit of the site)
- Integration specific to the job: 1 hr (visit of activity set, management of equipment/material, specific instructions on sequence of events, etc.)
- Routines of operation (daycare, meals, travel, hygiene, outings, etc.) 2 hrs
- Safety and prevention, rules and emergency measures: 2 hrs (policies and procedures, evacuation zones and supervision techniques for emergency situations, etc.)
- Team life: 1 hr (code of ethics and code of conduct, teamwork activity, etc.)

Q. CATEGORY Quality LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 4.13 TRAINING PLAN MODEL  TOWARD SUCCESSFUL INTEGRATION

4.17 RATIOS ON THE CAMP SITE


The camp has a sufficient number of camp counsellors to ensure that the counsellor/participant ratio complies with the standards below.

AGES	SLEEPAWAY CAMPS	DAY CAMP	NATURE CLASS/ DISCOVERY CLASS	FAMILY CAMP	GROUP PROGRAM
9 MONTHS - 3 YEARS				1/4	
3 - 4	1/5	1/8	1/15	1/8	1/15
5 - 6	1/6	1/10		1/10	
7 - 8	1/7	1/12		1/15	1/15
9 - 11	1/8	1/15	1/15	1/15	1/20
12 - 14	1/9			1/15	
15 - 17	1/10				

When a group is made up of participants of different ages, the supervision ratio must take into account the age of the youngest child.

Supervision ratios applicable in adapted camps will vary according to the degree of autonomy of participants and their capacity to perform daily tasks as described in the table below:

ELEMENTS TO BE ASSESSED	DEGREE OF INDEPENDENCE	RATIOS
Ability to move	Constant supervision and assistance	1/1
Ability to take care of oneself physically and eat independently	Partial supervision and assistance	1/3 à 1/5
Ability to participate in activities	Minimal supervision and assistance	1/6 à 1/8

 <p>CATEGORY Safety</p> <p>LEVEL No exemption</p>	<p>APPLICABLE TO</p>	Sleepaway camp	<p>STANDARD APPLIED</p>	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

4.18 RATIOS IN SPECIFIC CONTEXTS

The camp has a sufficient number of camp counsellors to ensure that the counsellor/participant ratio in the following specific contexts meets the standards below.

- A staff member cannot be alone with a group in daycare. An assistant counsellor or a member of security staff can be considered.
- A staff member cannot be alone with a group on a trip or excursion. An assistant counsellor can be considered.
- staff member cannot be alone with a group on an expedition. In no circumstances may an assistant counsellor be considered.

AGES	BEFORE AND AFTER CAMP PROGRAMS	FAMILY CAMP (PARENTS-CHILDREN ACTIVITIES)	EXPEDITION	EXCURSION	OUTING
3 - 4	1/20	1/40		1/4	1/6
5 - 6				1/5	1/7
7 - 8			1/3	1/6	1/8
9 - 11			1/4	1/7	1/10
12 - 14			1/5	1/8	1/12
15 - 17			1/6	1/9	
18 AND OVER			1/6	1/12	1/15

 <p>CATEGORY Safety</p> <p>LEVEL No exemption</p>	<p>APPLICABLE TO</p>	Sleepaway camp	<p>STANDARD APPLIED</p>	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

4.19 FIRST-AID TRAINING AND RATIOS

The camp must have staff trained in first aid and CPR in accordance with the following ratios. These first-aiders must have valid training certificates. To be valid, the first-aid training must be of at least 8 hours' duration, and must be taken in person or in hybrid form (virtual and in person).

SLEEPAWAY CAMP	DAY CAMP	NATURE CLASS/ DISCOVERY CLASS	FAMILY CAMP	GROUP PROGRAMS
1/25 children			1 first aider/camp site	

MINIMUM TRAINING OF FIRST-AID WORKERS: First aid and CPR: 8 hours

MEANS OF VERIFICATION

- > Certificate of first aid training for trained staff
- > Number of first-aiders present at the camp (reference: staff list)

 <p>CATEGORY Safety</p> <p>LEVEL No exemption</p>	<p>APPLICABLE TO</p>	Sleepaway camp	<p>STANDARD APPLIED</p>	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 4.4 STAFF LIST  LEGAL INDEX



5 SAFETY AND EMERGENCY MEASURES



The camp puts in place preventive and intervention measures to prevent emergencies or to react appropriately in such cases.

It is imperative that safety rules and intervention plans be accessible at all times and known to all staff members.


5.1 AGREEMENTS WITH SUBCONTRACTORS AND SELF-EMPLOYED WORKERS

The camp has a written agreement with subcontractors and self-employed workers who offer activities for the camp. This agreement includes the following elements:

- Roles and responsibilities of the parties
- \$2 million public liability insurance coverage of all subcontracted activities not covered by the camp's public liability insurance.
- Activity educational sheet: Description of the activity, objectives, rules, equipment supplied or required, etc.

MEANS OF VERIFICATION

- > Documents to be submitted to the consultant: agreements with subcontractors accompanied by insurance proof or certificates.

 <p>CATEGORY Safety</p> <p>LEVEL No exemption</p>	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 2.8 AGREEMENT TEMPLATE

5.2 SECURITY PROCEDURES AND RULES FOR HIGH-RISK ACTIVITIES

The camp defines conditions of all high-risk activities (water activities, climbing, archery, horse riding, etc.). These activities are included in activity guide described in Standard 1.3. . The content of this document is known to camp counsellors and available to them at all times.

The camp refers to the preventive measures suggested in Camp Emergencies and adopts safety rules for activities not described in the tool.

MEANS OF VERIFICATION

- > Document to be presented to the consultant: activity guide, standard 1.3

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO Sleepaway camp Day camp Nature class/discovery class Family camp Group hosting	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
			YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
			YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
			YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
			YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 5.2 HIGH-RISK ACTIVITY SHEETS  CAMP EMERGENCIES

5.3 SAFETY SIGNS

For every high-risk activity, the camp has weather-resistant signs that are sufficiently large to be easily seen on the activity set and/or in the room. These signs summarize the main execution conditions and safety rules as suggested in *Camp Emergencies*. In the absence of rules in the tool, the camp adopts specific rules.

MEANS OF VERIFICATION

- > Visual assessment of posters

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO Sleepaway camp Day camp Nature class/discovery class Family camp Group hosting	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
			YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
			YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
			YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
			YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 CAMP EMERGENCIES

5.4 PREVENTION OF VIOLENCE, BULLYING AND HARASSMENT

The camp has and implements a written policy of prevention and intervention aimed at countering violence in all its forms and promoting the full respect of persons in body and mind.

This policy includes the following:

- Means of control and procedures applicable at the time of selection and hiring (reference requirements, interview questions, etc.)
- Planned training and information activities (internal policies, rules and code of behaviour known to staff)
- Identification of risk situations related to programming and implementation of appropriate prevention procedures
- Emergency response procedures in case of abuse

MEANS OF VERIFICATION

- > Documents à présenter au consultant : politique écrite de prévention de la violence au camp et tout autre document de soutien servant à appliquer la politique

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 5.4 VIOLENCE PREVENTION POLICY  CAMP EMERGENCIES  GUIDE FOR HARMONIOUS RELATIONSHIPS AT CAMP

5.5 CODE OF CONDUCT

The camp has and applies a code of conduct that stipulates expected behaviour at the camp. This code of conduct is communicated to customers and participants before the camp. Consequences are established in the event of a breach of the code of conduct and are presented in a written document available for consultation.

MEANS OF VERIFICATION

- > Document to be presented to the consultant: camp code of conduct
- > Discussion with staff on the implementation of the code of conduct

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 5.5 EXAMPLE OF CODE OF CONDUCT  GUIDE FOR HARMONIOUS RELATIONSHIPS AT CAMP

5.6 MANAGEMENT PRESENCE ON SITE

Camp management or its mandatory ensures that a staff member is present on camp at all times, properly trained and ready to respond in an emergency situation.

The camp must specify to the customer who this person is, and where and how to contact them (place of accommodation, communication system).

MEANS OF VERIFICATION

- > Exchanges and discussion with management staff.
- > Questions about nighttime operation, low season, etc.

S! CATEGORY Safety LEVEL No exemption	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

5.7 MEANS OF COMMUNICATION

The camp has a communication system and a procedure known to staff that allows them to contact management in case of emergency.

This standard also applies to outings, excursions and expeditions.

MEANS OF VERIFICATION

- > Exchanges and discussion with management and camp counsellors on the means and tools of communication.

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

5.8 ATTENDANCE VERIFICATION

Camp management has a written attendance verification policy adapted to the different activity contexts. This policy must be developed taking into account the following environments and activities:

- Camp main site
- Aquatic and nautical activities
- Moving around
- Outings, excursions and expeditions
- Daycare service in day camps

To be included in this policy:

- Names of those responsible for attendance and absences
- Frequency and timing of checking attendance
- Procedures, tools and means used (attendance lists, roll calls, etc.)
- Procedure when a participant is absent or missing during attendance check

MEANS OF VERIFICATION

- > Document to be presented to the consultant: written policy and control tools designed by the camp
- > Exchanges: camp management explains the attendance control procedure according to the different environments and activities.
- > Possible confirmation with camp counsellors
- > Visual assessment

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 5.8 ATTENDANCE VERIFICATION POLICY

5.9 SAFETY DURING TRAVEL AND TRANSPORTATION

The camp has and implements a safety policy for travel and transportation, including safety rules, specific procedures and the emergency measures to be adopted according to the means of transport and the types of travel of participants and staff. This policy is written and made available to staff.

The travel safety policy includes the following for all types of travel (walking, cycling, transit, car, taxi, bus):

- Roles and responsibilities of camp counsellors
- Safety rules
- Instructions on supervision
- Participant management techniques during wait times
- Procedures for crossing the street and boarding/disembarking
- Procedures specific to the type of travel and the context (urban, forest, etc.)
- Emergency measures

MEANS OF VERIFICATION

- > Documents to present to the consultant: travel safety policy and any other supporting document used to implement the policy

S! CATEGORY Safety LEVEL No exemption	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 5.9 TRAVEL SAFETY POLICY  CAMP EMERGENCIES PRACTICAL  SAFETY GUIDE FOR OUTINGS

5.10 SWIMMING SAFETY POLICY

Camp management has a written swimming safety policy that includes the following for all types of swimming (swimming pool, beach, waterslides and water activities). The content of this document must be known to staff.

- Roles and responsibilities of camp counsellors
- Safety rules
- Instructions on supervision
- Participant management techniques at the pool or at the beach
- Swimming skills assessment procedures
- Procedures in case of missing child
- Emergency measures (in collaboration with lifeguards)

MEANS OF VERIFICATION

- > Documents to be presented to the consultant: swimming safety policy and tools developed by the camp
- > Explanation of procedures by camp management and lifeguards
- > Possible confirmation with camp counsellors
- > Visual assessment

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 5.10 SWIMMING SAFETY POLICY  CAMP EMERGENCIES  SAFE MANAGEMENT OF CHILDREN IN AQUATIC ENVIRONMENTS

5.11 WEARING THE PFD

The wearing of a suitably sized personal flotation device (PFD) in nautical crafts is mandatory for both participants and staff both outside and inside the swimming areas.

MEANS OF VERIFICATION

- > Instructions in writing on safety rules and signs
- > Visual assessment

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

5.12 USING THE SERVICES OF A CARRIER

If camp management uses the services of a private carrier, it must ensure that it holds a copy of the carrier's current licence, or the permit number and its expiry date as issued by the Commission des transports du Québec or the carrier's certification in connection with a school board. The permit number must match the category of transportation provided for the outing (e.g. urban, interurban, tourist, chartered).

MEANS OF VERIFICATION

- > Document to be submitted to the consultant: copy of the carrier's permit or permit number and its expiry date as issued by the Commission des transports du Québec, or certificate of the carrier bound to a school board.

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

5.13 SAFETY IN TRANSPORT PROVIDED BY THE CAMP

If the camp provides transport for participants and staff in a vehicle or nautical craft belonging to or rented by the camp, it must ensure that the drivers of these vehicles have a driving licence valid for the type of vehicle used.

Camp management must obtain that the driving record of each member of staff responsible for transporting participants and check it annually with the SAAQ.

In addition, the camp inspects its vehicles and trailers every day before use.

MEANS OF VERIFICATION

- > Documents to be presented to the consultant: Copy of driver's licence and boating licence of all camp drivers carrying participants or staff members.

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

5.14 HIGH-RISK SITE ACCESSIBILITY AND EQUIPMENT STORAGE

Camp management applies procedures to control access to high-risk activity sites when responsible staff are absent.

Camp management ensures that the high-risk equipment is stored in such a way that it is accessible only when the responsible staff is present on the activity sets. It ensures that hazardous products and materials are stored safely.

A written procedure, suitable for the context, regulates access to the equipment available for Family Camp and Group Programs.

MEANS OF VERIFICATION

- > Visual assessment of potentially dangerous activity sites, equipment and material
- > Opening hours, rules and safety instructions written and posted
- > Assessment of the means of control of access to sites and equipment

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>


5.15 EMERGENCY MEASURES

The camp has a policy explaining measures to be implemented during emergencies that may occur during camp activities.

- General evacuation plan
- Localized evacuation plans
- Response plans in case of:
 - Disappearance of a participant or group of participants
 - Emergency during an excursion or outing
 - Emergency during swimming or water activities
 - Serious injury or ailment
 - Public or private utility outage (e.g. water main)
- Emergency in transport
- Cases of contagion and epidemic
- Weather alert
- Situations during high-risk activities or at remote sites
- Code grey
- Other special situations

MEANS OF VERIFICATION

- > Document to be presented to the consultant: written policy and control tools used by the camp
- > Explanation of procedures by camp management
- > Possible confirmation with coordinating staff and camp counsellors

 CATEGORY Safety LEVEL No exemption	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 5.15 INTERVENTION PLANS  CAMP EMERGENCIES

5.16 GENERAL EVACUATION DRILL

Camp management puts staff and participants through a general evacuation drill within 48 hours of their being placed into the care of the camp. However, camp counsellors are required to inform participants of the general evacuation drill within four hours of their arrival at camp. To demonstrate compliance with this standard, the camp must be able to provide a written report of each general evacuation drill.


To be included in this report:

- Name of the person responsible for the drill
- Date and time of the drill
- Time required for evacuation
- Comments and remarks that could improve the process

MEANS OF VERIFICATION

Document to be presented to the consultant:

- > Copy of evacuation drill reports
- > Discussion on how to convey information on the evacuation drill to participants

 CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 5.16 EVACUATION DRILL FORM

5.17 INFORMATION GIVEN UPON ARRIVAL ON THE SITE

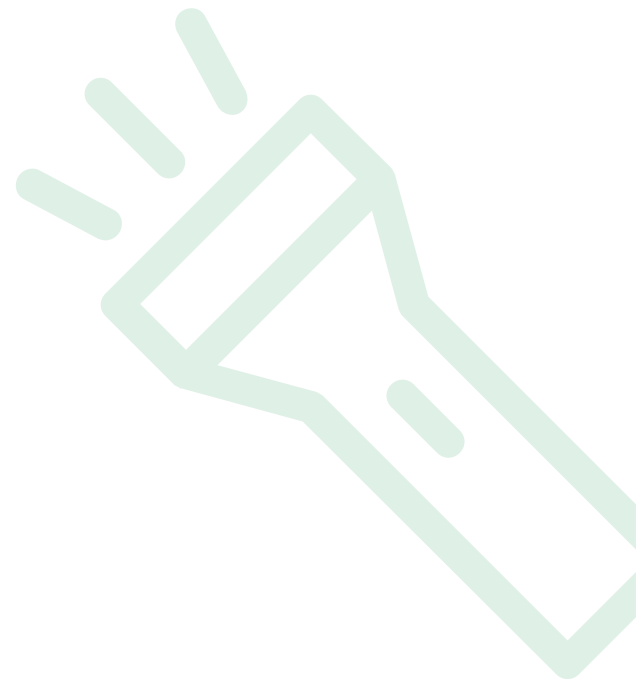
The various groups and families, on their arrival at camp, are given information by management or its mandatory on rules and safety instructions, specific emergency procedures and the general evacuation plan.

MEANS OF VERIFICATION

- > Document to be presented to the consultant: inventory of communications sent to groups and families upon arrival at the camp
- > Explanation by camp management of the procedure upon arrival of a family or a group
- > Possible confirmation with clientele on the site

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 5.17 INFORMATION TO BE TRANSMITTED IN CASE OF EMERGENCY



6 HEALTH AND WELL-BEING



The concern for a healthy living environment and appropriate routines and care provided to participants occupy a prominent place in the planning and functioning of the camp. Management therefore sees to it that mechanisms, procedures, equipment and services are put in place to maximize well-being at the camp.

6.1 HEALTH AND HYGIENE MANAGEMENT POLICY

Camp management must have and implement a hygiene and healthy lifestyle habits policy for participants and personnel designed to ensure their well-being.

This policy must be known to staff and must include at least the following points:

- Goals and means implemented by camp management to promote a physically active lifestyle and healthy eating
- Handwashing routine to be performed before snacks and meals and after using sanitary facilities
- Sun protection measures and frequent rehydration

In addition, depending on the context of the program, this policy addresses the frequency and modalities of:

- Teeth brushing
- Showers and rotation of clothes
- Clothing

MEANS OF VERIFICATION

- > Document to be presented to the consultant: written policy
- > Visual assessment of adherence to the various routines

Q. CATEGORY Quality LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

6.2 ALLERGY MANAGEMENT POLICY

Camp management has and applies an allergy prevention and intervention policy. This policy must be known to staff.

MEANS OF VERIFICATION

- > Document to be presented to the consultant: written policy
- > Visual assessment of tools and means of prevention
- > Discussion with kitchen and health care staff about the policy

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 6.2 ALLERGY MANAGEMENT POLICY  BEST PRACTICE GUIDE

6.3 AUTO-INJECTEUR

The camp has an emergency epinephrine auto-injector available at all times on the camp's main site. The location is clearly indicated and known to the staff.

NOTE: For family camps and camps hosting adult groups: the camp should ideally have a supply of Naloxone in case of opioid intoxication.

MEANS OF VERIFICATION

- > Visual check that an auto-injector is present

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

6.4 HEALTH FACILITIES AND EQUIPMENT

The camp has a variety of tools, equipment and accessories needed to manage health care. Here is a list of basic material:

- • First-aid kit
- • Box of disposable latex or vinyl gloves
- • Thermometer
- • Flashlight
- • Blankets
- • Splints
- • Slings
- • Disposable glasses (cardboard or plastic)

In addition, the camp makes sure to keep available:

- • A list of useful phone numbers prominently displayed near phones
- • A semi-closed workspace to promote confidentiality during consultations and treatments
- • A safe place, kept locked and accessible only to authorized personnel, to store all medications

MEANS OF VERIFICATION

- > Visual assessment of available material

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 6.4 HEALTH EQUIPMENT VERIFICATION FORM  LEGAL INDEX

6.5 ACCESSIBILITY OF FIRST AID KITS

Camp management ensures that first aid kits are placed at strategic locations on the site. These kits are available to staff at all times. Strategic locations include: high-risk activity sites, potentially hazardous locations (e.g. kitchen, garage) and any vehicle used by the camp to transport participants.

In addition, a kit is available at all times at the health centre and in the management office.

Portable kits are also available for staff at activity sites remote from the main site, as well as for excursion, trips and outings.

MEANS OF VERIFICATION

- > Visual assessment of the presence of the kits at the camp

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

6.6 CHECKING OF FIRST AID KITS

Each first aid kit is clearly identified, with names or symbols. The content of each kit is suitable for its use. Each kit includes a record of the treatments provided and drugs dispensed to be updated, as well as accident reports, treatment records and medication records.

Camp management designates a manager (e.g., health care worker) to check the contents of these kits and restock them as needed using a checklist, on a weekly basis and after each trip, excursion or outing.

MEANS OF VERIFICATION

- > Visual assessment of the contents of the different kits
- > Completed first aid kit contents verification form

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

 [6.4 HEALTH EQUIPMENT VERIFICATION FORM](#)  [LEGAL INDEX](#)

6.7 TRANSMISSION OF MEDICAL INFORMATION AND PROCEDURE FOR DISPENSING MEDICATION

Camp management has and implements written procedures specifying how to transmit medical information and distribute medication on or off the camp site.

MEANS OF VERIFICATION

- > Verification of written procedures for the transmission of medical information and the distribution of medication

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 6.7 PROCEDURES FOR THE TRANSMISSION OF MEDICAL INFORMATION AND MEDICATION DISTRIBUTION  LEGAL INDEX

6.8 MEDICATION AND NEW MEDICAL INFORMATION FORM

Camp management has a written procedure for updating medical information in order to obtain in writing any new medical information to be attached to the health record.

MEANS OF VERIFICATION

- > Verification of the procedure for updating medical information
- > Copy of a medication and new medical information form.

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 6.8 MEDICATION DISPENSATION FORM  LEGAL INDEX

6.9 MEDICATION KEPT IN A SAFE PLACE

Camp management stores participants' medication in a safe place accessible only to authorized personnel. The same is true for medication kept by the camp.

MEANS OF VERIFICATION

- > Visual assessment of the intended location for the safe storage of medication

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

6.10 TREATMENT REGISTER

Camp management keeps a register in which any treatment given and any medicine dispensed is recorded. This register, which is included in each of the first aid kits, must also be used during activities outside the camp's main site.

Treatment registers, once completed, must be kept at the camp for a minimum of three years, which is the statutory requirement.

MEANS OF VERIFICATION

- > Copy of records of treatments used

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 6.10 TREATMENT REGISTER  LEGAL INDEX

6.11 ACCIDENT/INCIDENT REPORT

Camp management ensures that an accident report is completed whenever an emergency situation requiring a major first aid intervention occurs. These reports are completed systematically.

Accident reports must be kept at the camp for a minimum of three years, the statutory requirement. In case of a minor situation, camp management completes an incident report.

Accident reports and incident reports contain at least the following information:

- Name of the victim
- Date and time of the accident or ailment
- Location of accident or ailment
- Nature of the accident or ailment
- People present during the accident or ailment
- Nature of the intervention
- Date and time of the intervention
- Name of the treating person (don't use camp nicknames)
- Name and address of witnesses
- Procedures carried out after the intervention (e.g. contact with parents or authorities, debriefing activity).

MEANS OF VERIFICATION

Documents to be presented to the consultant:

- > Major accident or ailment report template used
- > Incident report template used
- > File where the completed reports are kept

S. CATEGORY Safety LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 6.11 ACCIDENT AND INCIDENT REPORT TEMPLATE  LEGAL INDEX

6.12 REVIEW OF MENUS

With regard to food offerings, camp management must ensure that nutritious and balanced meals are provided daily to participants and staff for any food offer.

For this purpose:

- Before the start of the season, and on a triennial basis, the menu must be reviewed and approved by a nutritionist who is a member of the ODNQ (Ordre des diététistes nutritionnistes du Québec)
- The food that is served must comply with the recommendations of the nutritionist.

Q. CATEGORY Quality LEVEL Mandatory	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

 6.12 MENU APPROVAL FORM

7 CIT PROGRAM STANDARDS



The Counsellor In Training (CIT) program recognized by the ACQ complies with the standards below.

To have a CIT program recognized, a camp organization must make a request to the ACQ and provide proof that it complies with these standards. These equally apply to a CIT program offered at a sleepaway camp, day camp or certified family camp. Only camps that offer a recognized CIT program can advertise it as certified by the ACQ.


7.1 THE CIT TRAINER

7.1.1 The CIT leader/trainer has a minimum of two years of experience as a camp counsellor and one year as a supervisor, or three years of experience as a camp counsellor.


Note: Possibility of recognition of an equivalence on presentation of résumé to the ACQ committee

 <p>CATEGORY Quality</p> <p>LEVEL No exemption</p>	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

7.1.2 The trainer must follow the CIT Trainer program offered by the Association des camps du Québec.

 <p>CATEGORY Quality</p> <p>LEVEL No exemption</p>	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

7.1.3 The main responsibility of the CIT leader is to supervise trainees (must amount to more than 75% of their tasks during the duration of the program).

 <p>CATEGORY Safety</p> <p>LEVEL No exemption</p>	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

7.1.4 The trainer/trainee ratio is 1 to 12.

 CATEGORY Safety LEVEL No exemption	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

7.2 THE PROGRAM

7.2.1 A CIT program has a minimum duration of 200 hours, including:

- 150 hours of theory (including the DAFA 33 hour theory or equivalent)
- + 15 hours of planning / realization of a specific project
- + 35 hours of practice (DAFA internship or equivalent)

 CATEGORY Quality LEVEL No exemption	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

8.2.2 It is mandatory for the CIT program to include a minimum of 8 hours of first aid training provided by a recognized organization.

 CATEGORY Safety LEVEL No exemption	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

7.3 EVALUATION

8.3.1 To succeed in the CIT program, a trainee must obtain the pass mark (60%) in the manner prescribed by the ACQ (see CIT Guide), at both the practical and theoretical evaluations.

 CATEGORY Quality LEVEL No exemption	APPLICABLE TO	Sleepaway camp	STANDARD APPLIED	YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Day camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Family camp		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/> NO <input type="radio"/> N/A <input type="radio"/>

7.3.2 A camp offering a CIT program must provide the ACQ with a list including the following before September 1:

- Names and dates of birth of all trainees who have followed the program
- Dates of their stay at the camp
- Commendation entered on their certificate and overall final score obtained
- Copy of the theoretical examination given

 <p>CATEGORY Quality</p> <p>LEVEL No exemption</p>	<p>APPLICABLE TO</p>	Sleepaway camp	<p>STANDARD APPLIED</p>	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

7.4 PARTICIPANT

7.4.1 Trainees completed their secondary 3 before starting their internship.

 <p>CATEGORY Quality</p> <p>LEVEL No exemption</p>	<p>APPLICABLE TO</p>	Sleepaway camp	<p>STANDARD APPLIED</p>	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>

7.4.2 A camp offering a CIT program should give the following information to each participant:

1. An information package (letter or leaflet) at the time of registration. This package includes the following elements:
 - CIT program objectives
 - Criteria for hiring camp counsellors (see standard 4.4) in effect in ACQ member camps
 - Note informing trainees and their parents or guardians that the grading formula recommended by the ACQ may lead to failure and that in this case, the ACQ attestation will not be issued.
 - Note informing trainees that the results of their final evaluation (grade and mention of the certificate) will be sent to the ACQ.
2. A support document (camp book) containing the outline of the training.
3. An official ACQ training certificate indicating the mention obtained and the name of the camp that provided the training.

 <p>CATEGORY Quality</p> <p>LEVEL No exemption</p>	<p>APPLICABLE TO</p>	Sleepaway camp	<p>STANDARD APPLIED</p>	YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Day camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Nature class/discovery class		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Family camp		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>
		Group hosting		YES <input type="radio"/>	NO <input type="radio"/>	N/A <input type="radio"/>