



Heart to Heart Handbook_2023

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TABLE OF CONTENTS

WELCOME TO HEART TO HEART	2
AFFILIATIONS AND ACCREDITATION	3
SPECIAL PROGRAMS	3
2023 IMPORTANT DATES	4
2023 STAFF	4
PACKING FOR CAMP	5
CLOTHING AND EQUIPMENT LIST	7
COMMUNICATION	8
HEALTH AND WELLNESS	9



WELCOME TO HEART TO HEART!

On behalf of the Heart to Heart committee, staff, and volunteers, we are so excited to welcome you to the Heart to Heart community!

I can't wait to share this summer with all of your children, learning and growing and being part of the unique magic that happens when young people are given the opportunity and support to become leaders.

This Family Handbook is here to serve as your guide to many aspects of preparation for life at camp. Please read it thoroughly and don't hesitate to reach out if you still have questions. Our team is here to help and support you. Together we are partners in ensuring a safe, healthy, fun, meaningful, educational, and successful summer for your child and the full camp community. We are grateful for the trust that you have placed in us to care for and play a meaningful role in your child's growth and development.

We are looking forward to an amazing summer!

Jenny Isaacs (Executive/Camp Director)

On behalf of the Heart to Heart Team



AFFILIATIONS AND ACCREDITATION

Our summer camp program is hosted by Camp Shomria and runs alongside it. Camp Shomria is an accredited member of the Ontario Camps Association (OCA). Camp Shomria adheres to the OCA guidelines and standards and regularly reviews its operation and procedures with an ongoing responsibility toward making improvements.

SPECIAL PROGRAMS

Ottawa Trip

During our time at camp we will take a day trip to Ottawa, the capital of Canada, located about an hour from camp. Participants will have the opportunity to tour the Canadian Parliament, explore French-English relations, and learn about Indigenous history, culture, and experience in Canada.

Camping and Hiking Trip

A highlight of the Heart to Heart program is our hiking and overnight camping trip. This is a great opportunity for participants to bond and explore the beauty of Canadian nature.

Toronto Program

At the end of our time at camp the group will spend 4 nights in Toronto where they will be hosted, in pairs, by Heart to Heart supporters and community members. During the day the group will visit Niagara Falls and will have a chance to explore the city and learn about Canadian approaches to diversity and inclusion, meet local change-makers, and visit common tourist sites.



2023 IMPORTANT DATES

June 10th	Deadline for submission of camper forms All forms must be submitted through the camp brain account https://hearttoheart.campbrainregistration.com/
July 10th	FLIGHT TO CANADA AND FIRST DAY OF HEART TO HEART 2023
July 30th	Last day at camp. Toronto Program begins.
August 3rd	FLIGHT HOME AND LAST DAY
August 4th	Landing back home
August	Post-camp group meeting and celebration Continue with monthly meetings programming

2023 FORMS CHECKLIST

- Register online through [CampBrain](#) to access and sign the following
 - Health form
 - Code of Conduct
 - Media release and waiver
 - Upload - Proof of COVID vaccination
 - Upload - Immunization record
 - Upload - Health Insurance - must email to info@heart-to-heart.ca and upload online [CampBrain](#)
 - Download - Permission to travel
- eTA - must email to Assia@Heart-to-Heart.ca
- Lice check attestation (to be sent to you closer to camp)

2023 STAFF

Executive Director: Jenny Isaacs, jenny@heart-to-heart.ca

Program Director, and Facilitator: Mohammad Al-Hroub, mohammad@heart-to-heart.ca

Communications Manager: Jacob Mazer, jacob@heart-to-heart.ca

Facilitator, and Coordinator: Assia Adam, Assia@heart-to-heart.ca

Chaperones: Assia Adam and Shir Ravid

Counsellors: Jowana Qeadan and Yoav Barlev



PACKING FOR CAMP

Baggage

We ask that campers pack **ONE** suitcase, backpack, and a sleeping bag. Please make sure that all of your child(ren)'s bags are labelled (either written directly on the bags or with luggage tags) with your child's first and last name. Make sure that your luggage meets the requirements of your flight.

Labels

Every article of clothing, bedding, footwear, and equipment must be labelled. Care should be taken to see that labels are wash-proof and securely attached. Please remember to clearly label all items with your child's full name. LABELLING WILL HELP TO ENSURE THAT YOUR CHILD RETURNS HOME WITH THEIR BELONGINGS.

What NOT to Bring

We recommend that fancy outfits and expensive clothing that requires dry cleaning be left at home - camp clothing should be simple and ready for life outdoors!

Other items that are NOT allowed at camp include:

- Alcohol, marijuana, or illegal drugs, cigarettes (including e-cigarettes), or paraphernalia
- Items of sentimental value
- Expensive items
- Animals of any kind
- Hotpots, kettles, sandwich makers, any butane, gas, or electric appliances
- Candles, incense, matches, lighters, or fireworks
- Knives of any kind
- Rollerblades, scooters, bikes, and skateboards
- Electronic devices: internet connected devices, laptops, tablets, walkie-talkies, PlayStation, Nintendo DS. etc. **These devices are strictly forbidden for campers to have at camp. They will be confiscated and returned at the end of the camper's session.**



What NOT to Bring Continued

We are about building community and thus we encourage conversation, group discussions, and team-building activities. We limit the use of personal music devices to quiet times in the cabin, particularly in the evenings for campers who benefit from auditory self-regulation practices. Only devices that do not have internet access will be allowed. Please contact us to discuss this with our Community Care team.

We encourage campers to take advantage of camp as an opportunity to take a vacation from pressure to look a certain way. We aim to celebrate natural beauty and diversity of shape, size, and appearance of all bodies. We strongly discourage bringing items to camp that encourage a specific or unhealthy self-image into the camp environment (for example beauty products, magazines, etc.).

Heart to Heart and Camp Shomria cannot assume any responsibility for any items brought to camp. Please mark all clothing and personal belongings with your child's full name, especially if they are valuable to you. **Expensive items may get damaged or lost. Please do not bring them.** Misplaced belongings that are located will be placed in our accessible lost and found, which campers are always encouraged to check.



CLOTHING AND EQUIPMENT LIST

The following list is a general guide based on a 10-day supply. Washing is done weekly by the local laundry service.

Bedding

1 sleeping bag (essential)	1 pillow	1 set of sheets (twin size - essential)
1 blanket	1 pillow cases	3 towels (1 beach/2 bath)

Clothing

2 pairs of pyjamas	1 raincoat
8 T-shirts	1 jacket
3 long sleeve shirts	2 or more sun hats (essential) - not visors
3 pairs of pants (lightweight* and warm)	1 Heart to Heart t-shirt
3 pairs of shorts	1 pair of rainboots
3 sweatshirts or warm sweaters	1 pair of running shoes
1 bathrobe	1 pair of hiking shoes (recommended)/boots
10 pairs of underwear	and 1 pair of sandals
10 pairs of socks	and 1 pair of flip flops
2 bathing suits	1 pair of water shoes with a backstrap

Toiletries (include as needed)

1 bag/basket for toiletries	Body and face wash
1 toothbrushes	Shampoo and conditioner
Toothpaste	Deodorant
Dental floss	Shaving supplies
Brush and/or comb	Menstrual products

Other Mandatory Items

1 reusable water bottles

1 flashlight (with extra batteries)	Sunglasses
2 nylon mesh 24"x36" laundry bags	Insect repellent/bug spray
	Sunscreen (plenty! At least 2 bottles)

7-10 medical face masks

Optional but encouraged items include: camera (no cellphones to be used for photos), journal, books, playing cards.

*Please note that campers must wear long pants and sleeves in the evening/night and whenever in the forest or taller grass, therefore, some lighter weight items are helpful for warmer weather.



COMMUNICATION

During camp the chaperones will be your primary contacts for updates. They will share photos and updates regularly via **WhatsApp**. You may also choose to follow the Heart to Heart social media accounts @HearttoHeartCanada to see our posts throughout the summer.

We will always contact you if there are any health or other concerns. In case of an **emergency**, please contact the Heart to Heart Chaperones.

Please note that Heart to Heart campers will not have their cellphones with them while at camp. Campers will be allowed to call home, via WhatsApp voice call (no video), on Fridays. Please note that calls will be approximately 5 minutes.

You can send your child emails by emailing info@heart-to-heart.ca. We will not print emails longer than one full page. We will not print attachments. Please note that only printable materials can be shared - do NOT send video or audio files. If this creates an accessibility barrier for you, please contact us at info@heart-to-heart.ca to make alternative arrangements.

Although your child cannot send you a typed reply, they are welcome to write handwritten letters which will be scanned and sent to you.

If you would like to send a physical letter to your child at camp you may do so. Please keep in mind that mail is slow and there is a chance that your letter will arrive after the group has already left.

Camper Mailing Address

Name of Child
Heart to Heart
C/O Camp Shomria
133 Kenyon Rd,
Perth, ON
K7H 0G1



HEALTH AND WELLNESS

The health, safety, wellness, and welfare of our community is our foremost concern and our highest priority. Our staff, health and safety committee, and board members spend considerable time developing protocols and policies to maintain the safety of our camp community and ensure plans are in place to respond to any type of crisis.

Heart to Heart and Camp Shomria comply with all Provincial and Municipal codes of health, the Ontario Camps Association standards, and other regulations governing children's camps. Fire safety plans and other emergency procedures are practised appropriately, and fire safety rules are strictly enforced.

Health Team

Our integrated health team includes both medical professionals and mental health professionals. The Infirmary and Community Care staff work together closely to ensure a holistic approach to care.

Health Forms

The health form is an essential component of camper care. It is vital that parents/guardians provide the camp health staff with a complete, accurate, and up-to-date health history and answer all applicable questions. The more information shared, the better equipped our team is to care for your child(ren).

The health form is a record of conditions, illnesses, disabilities, allergies, and special considerations that affect a camper. This must include specific prescriptions/orders for medications, treatments, or special procedures and care. It should also include strategies that are used at home for dealing with known health, social, emotional, or behavioral issues. **The information must be accurate and complete.** This form enables Heart to Heart to offer better care for your child.

All the information shared in the health form is considered to be confidential; it will be secured and will only be shared amongst healthcare providers as needed. Specific information will be shared with the Camp Director and Heart to Heart staff strictly on a need to know basis to ensure the physical and mental health of your child.

You must also upload and send proof of health insurance to info@heart-to-heart.ca which should be booked through the travel agent.



Please be sure to provide complete information regarding your child's medical insurance. Although no one will ever be denied life-saving measures, lack of a valid health card number or insurance when there is a less than urgent visit to a hospital/clinic/physician's office may present a problem.

Once forms have been submitted, it is the parent/guardian's responsibility to notify us of any/all changes that occur in their child(ren)'s health, including mental health and general wellbeing.

Please read the entirety of the health form carefully. Instructions for correctly completing health forms are clearly detailed throughout the form. **It is your responsibility to reach out to the camp leadership if you have any questions regarding the health form.**

You are required to upload the following documents in addition to a completed health form:

- Immunization record
- Proof of vaccination against COVID-19
- Copy of health insurance card

Medication Procedures

Medications (prescription and non-prescription, including vitamins, aspirin, tylenol, advil, etc.) may not be kept in campers' possession at any time. All medications of any type must be clearly labelled with your child's name, the prescribing physician's name, the name of the medication, and the required dosage, and given to the medical personnel on the first day of camp (at the bus or on arrival if dropping off at camp). The infirmary (clinic) will dispense all necessary medications as ordered by your child's physician. **Children who require an Epipen or puffers are required to bring 2 sets of their own; one to be kept on their person and one to be stored in the Infirmary.**

The Infirmary is stocked with medications for common ailments. Medications that accompany your child must be listed on the health form, signed by a parent/guardian, and given to the designated medical staff.

If your child is prescribed medication for a medical need arising while at camp we will ensure that the prescription is filled. Parents/guardians will be responsible for reimbursing Heart to Heart for all prescription drugs specifically purchased for your child by the camp.



Out-of-Camp Medical Treatment

Parents/Guardians are responsible to assume all costs out-of-camp medical treatments and/or expenses that are not covered by their camper's medical insurance. At the end of camp, any costs related to prescription drugs and out-of-camp medical treatment (lab tests, crutches, x-rays, glasses replacements, lice treatment, etc.) will be billed to camper families. The receipts will be included with the invoice for submission to your supplementary medical plan.

While your child(ren) is under our camp staff care, we hold the important responsibility of securing proper treatment for your child. The health form **MUST BE SIGNED BY A PARENT/GUARDIAN** in order for any child to be accepted into the camp program (your electronic signature is valid and binding). It is important that you include a legible photocopy of your child's medical insurance. Please be assured that we will make every effort to reach you in the event of any medical concern or emergency.

Dentist/Orthodontist

A pre-summer visit to the dentist and/or orthodontist is a wise move to avoid potential problems during the summer. Should an issue arise while at camp, we will contact you and do our best to find a dental care provider near camp for your child. You will be billed for any expenses incurred.

Lice

Head lice are tiny insects which live on the scalp. They do not pose a health threat; they are, however, a nuisance. **You are responsible to ensure that your child does not come to camp with lice.**

We will be conducting a mandatory lice check within the first 24 hours of arrival at camp. If your child is found to have lice on arrival (or at any time during camp), the camp will do its best to treat your child, which may include services administered by an outside professional. Families will be charged for the cost of lice treatments.



Ticks

Given the growing concerns about ticks in Ontario and beyond, we are in regular communication with our local public health officials about ticks in the area. Our staff are trained on our tick protocol including learning about what a tick bite might look like and are instructed to direct any suspicious bites or rashes to the Infirmary for medical inspection. Campers are trained by staff about potential tick bites including how to perform body checks, paying special attention to their groin, scalp, underarms and back. Tick checks are included as part of bedtime routines, especially for younger campers. Campers are not permitted to be in areas where grass is not cut regularly. If an activity takes place in an area with taller grass, long pants and socks must be worn.

Communication with the Health Team

We want every camper to have a safe and fun experience while at camp. In the event that medical support is required, here are the specific scenarios in which we'll reach out to you to let you know what's happened.

Parents should be updated on camper wellbeing in the following scenarios:

- Any new prescription medication is prescribed
- Overnight stay in the infirmary
- Head injury
- Any invasive treatment (eg. sutures) performed
- Camper has to leave camp for any medical or health related reason
- Any significant medical or health related concern (eg. major injury, mental health crisis, etc.)

Prevention of Common Concerns






Camp is such a special and unique environment. It provides so many opportunities for both campers and staff to be independent from their parents or guardians and learn the importance of prevention. There are many elements at camp from which we must do our best to protect our campers and staff. These include our friend the Sun and the loving mosquito/tick/black fly family of critters.



Sun Safety

Campers must be reminded constantly to protect themselves from the sun. While at camp, our health team and staff will do this, but we encourage you to discuss with your child in advance as well. This includes:

Practise the 5 S's

-  Slip on a shirt
 - Avoid sun tanning and sunburn at all times
-  Slop on some sunscreen
 - Sunscreen, broad-spectrum with SPF 30+ must be applied 30 minutes PRIOR to sun exposure and after swimming, exercising, and sweating. Camp is an active place so this means reapplication will need to happen multiple times each day!
-  Slurp up some water
 - Carry a water bottle around constantly and DRINK fluids
-  Slide on some shades (sunglasses)
 - Sunglasses that offer UVA and UVB protection are recommended to prevent burns to eyes
-  Slap on a hat
 - Wearing hats during the day - in sunny or cloudy skies



Bug Bites

Campers will also need to be reminded to protect themselves from bug bites by doing the following:

- Wear long sleeve shirts and pants at dawn and dusk (sending lightweight items for warmer weather can help encourage campers to do so)
- Tuck pants into socks if possible (especially when entering forest or camping)
- Use of DEET containing insect repellent

HELPFUL TIPS FOR FIRST TIME CAMPERS

A child's first summer at camp can be both an exciting and overwhelming experience (for campers and for parents/guardians). Our staff are trained on how to support the specific needs of first-time campers and our social worker (Director of Community Care) is there to provide an extra layer of support to all. **If you have any concerns about your child's adjustment to camp, please be in touch with us before the summer.** We do our best to ensure a successful camp experience for all, and the more information we have from you, the better we can support your child.

A few helpful hints...

1. Talk to your child about camp and discuss any concerns they may have about their new camping experience. Feel free to contact the camp office prior to camp to discuss any concerns you may have about your child's adjustment to camp.
2. Teach your child how to make a bed. This is an important part of the daily routine and will be helpful when campers first arrive at camp.
3. Have your child practice organizing clothing and other personal belongings. Neatness and organizational skills count when children live in group situations.
4. Your child may be most anxious about the unexpected. Talk through these concerns and try to answer all their questions. Visit our website together to learn more about what to expect in a day.
5. Please stay positive and encouraging, letting them know how proud you are of them to be taking this important step. You may also be nervous about your child's camp experience and



your child should know that you are going to miss them, but not your feelings of anxiety and fear of letting them go.

6. Involve your child with packing for camp. They will love labelling their items, and when they help pack, they know what they are bringing and how to find things when they unpack at camp.
7. Pre-addressed, stamped envelopes and postcards will help ensure that you and others receive mail from your camper. Be sure to discuss expectations on how often you will be writing to your camper and how often you expect to hear from them (please see communication section).
8. Please do not tell campers that they can call home, or that you will come pick them up. Allowing our staff to do what they do best will give your child the best chance for success. A few days of homesickness is normal, we need a bit of time to help them adjust.
9. Make sure to participate in all pre-camp group meetings. This will help with the transition to camp.
10. Be sure your child knows who will be taking care of them – experienced counsellors and staff who want to make this summer the best for every camper. Encourage them to ask questions and seek help from the staff when needed.

WE CAN'T WAIT TO SEE YOU AT CAMP!!!