

# MANAGEMENT & ADMINISTRATION

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ADMINISTRATION

## Section MA



## Disclaimer

Within these Standards, reference is made to certain laws and regulations that apply to programmes at camps. For the purpose of explanation, education and example only, summaries of some of the applicable legislation are provided within these Standards. The OCA makes no representation or guarantee that the summaries or examples provided are complete, or that they are accurate interpretations of how the legal requirements apply to a camp's particular circumstances. Camps are cautioned not to rely on the summaries contained in these Standards. It is a camp's responsibility to learn about and understand the legal requirements that apply to them, and to ensure that they comply in all respects.

## General Notes

The purpose of these Standards is to address general risk management and safety issues relevant to camp management.

Management practises are intended to create a positive, protective environment for campers, staff and other participants.

OCA camps range from day camps and multi-week overnight camp programmes to schools and private rental groups who lease the camp at any time of the year. These standards provide a framework for the development of procedures in important areas such as risk management, without dictating content of those policies and procedures required for each unique site or programme.

## Relevant Regulations and Resources

- Accessibility for Ontarians with Disabilities Act (AODA) ..... **aoda.ca**
- Accessibility for Ontarians with Disabilities Act (AODA) ..... **aodacompliance.com**
- Personal Information Protection and Electronic Documents Act (PIPEDA) ..... **priv.gc.ca/legc/rope.asp**
- Federal Labour Legislation ..... **hrsdc.gc.ca**
- Ontario Ministry of Labour, Employment Standards ..... **labour.gov.on.ca/english/es/index.html**
- Ontario Ministry of Labour re: workplace harassment ..... **labour.gov.on.ca/english/hs/pubs/wvps\_guide/guide\_7.php**
- Ontario Human Rights Code ..... **ohrc.on.ca/english/code/index.html**
- Ontario Human Rights Code re: sexual harassment ..... **ohrc.on.ca/en/policy-preventing-sexual-and-gender-based-harassment-0**
- Ontario Ministry of Children & Youth Services ..... **children.gov.on.ca/htdocs/English/topics/childrensaidthereportingabuse/index.aspx**
- Ontario Workplace Violence & Workplace Harassment ..... **labour.gov.on.ca/english/hs/topics/workplaceviolence.php**
- OCA Crisis Response Manual ..... available from the OCA office
- College of Nurses of Ontario ..... **cno.org**
- Ministry of Health and Long-term Care ..... **health.gov.on.ca/en**

# MA.1. Application

## MANDATORY: MA.1.1.

Applies to:

- Day Camps
- Overnight Camps

MA.1.1.	Does the camp have a system in place to obtain all relevant information about each camper?	Yes	No	NA
MA.1.2.	Is each application form signed by a parent or guardian?	Yes	No	NA
MA.1.3.	Does the application form provide the necessary written terms of the contract between the parent and the camp?	Yes	No	NA
MA.1.4.	Has the camp received legal advice on how long to keep all application forms?	Yes	No	NA

## MA.1. APPLICATION: Contextual Education

**MA.1.1. Camps should strive to obtain all necessary information about a camper and document this information through the application process or through further communications with the parent or guardian. This could include information relating to behaviour, medical conditions, and limits to participation.**

MA.1.2. Electronic signatures are acceptable. Check with your legal advisor to ensure legal compliance.

MA.1.3. Camper application forms should request all important information about the child and must include signed consent from the parent or guardian for the child to participate. Explanation of relevant camper participation, financial and legal obligations of the parent or guardian, and the cancellation and refund policy should also be on application forms or on other literature. The camp literature must provide a full disclosure of all camp activities in which campers may take part.

MA.1.4. Archived data may be required in future legal proceedings in which their retrieval is necessary.

## MA.1. APPLICATION:

## Compliance Demonstration

### Visitor Written Documentation:

MA.1.1 Check box for e-signature (or contract in regards to outdoor education bookings).

### Visitor Observation/Discussion:

MA.1.2. A physical copy of the application form (or contract for outdoor education). Director/staff explanation of the process.

MA.1.3. Archival database or storage.

## MA.2. Operations/ Records

MA.2.1.	Does the camp prepare annual financial statements as required by law?	Yes	No	NA
MA.2.2.	Does the camp comply with the Personal Information Protection and Electronic Documents Act?	Yes	No	NA
MA.2.3.	Is a written report completed for any incident and/or accident that has occurred?	Yes	No	NA
MA.2.4.	Is the camp compliant with the Accessibility for Ontarians with Disabilities Act (AODA)?	Yes	No	NA
MA.2.5.	Where applicable does your camp adhere to the Childcare and Early Years Act (CCEYA)?	Yes	No	NA
MA.2.6.	Does the camp implement recommendations or orders, which are issued following regulatory inspections?	Yes	No	NA

**MANDATORY:**  
MA.2.1., 2.2., 2.4.,  
and 2.6.

Applies to:

- Day Camps
- Overnight Camps
- Short-term Programmes
- Rentals

### MA.1. OPERATION/RECORDS:

## Contextual Education

**MA.2.1.** The type of financial statements depends on the nature of the camp ownership. It is recommended that camps keep up-to-date budgets pertaining to the camp's operation.

**MA.2.2.** The Personal Information Protection and Electronic Documents Act (PIPEDA) is federal legislation that requires you, among other things, to: obtain the clear consent of an individual before you collect, use or disclose personal information about that individual; use the information only for the purposes for which you have consent; protect the information from unauthorized access and use; keep the information up to date and correctly filed so that decisions are based on correct information; destroy information when you no longer need it for the original purpose, and implement accountability mechanisms in your organizations to ensure compliance with the Act. Camps are required to be familiar with and adhere to any aspect of the legislation or regulations that apply in their circumstances.

MA.2.3. Camps should complete a report form for any significant incident and/or accident. The purpose of this form is to act as an information gathering and communication tool, as well as to track patterns of injuries or incidents. The OCA Crisis Response Manual provides sample incident report forms.



**MA.2.5.** As of July 2015, camps can no longer accept campers under the age of 4 unless the camp is a licensed child centre under the CCEYA.

**MA.2.6.** Government authorities will routinely inspect camps and issue reports. A list of recommendations or orders from the authorities may be issued, and must be implemented by the camp.

**MA.2. OPERATIONS/RECORDS:**

## Compliance Demonstration

**Visitor Observation/Discussion/Written Documentation:**

MA.2.1. Camp annual financial statements.

MA.2.3. An Incident/Accident report viewed.

MA.2.5. Review of any government agency reports issued and compliance.

MA.2.2. Director/staff explanation of the process.



*Whitchurch Riding Academy*

## MA.3. Insurance

MA.3.1.	Does the camp have the appropriate liability insurance?	Yes	No	NA
MA.3.2.	Does the camp carry appropriate fire and property insurance?	Yes	No	NA
MA.3.3.	Does the camp carry insurance for staff members' personal vehicles used for camp business and/or for vehicles rented by the camp (e.g. non-owned motor vehicle insurance), if applicable?	Yes	No	NA
MA.3.4.	If the camp has a board of directors, does the camp carry director and officer liability Insurance?	Yes	No	NA
MA.3.5.	Are the camp's health professionals adequately insured for liability and malpractice if applicable?	Yes	No	NA
MA.3.6.	Has the camp determined if it requires any employee insurance/benefit package?	Yes	No	NA
MA.3.7.	Is an annual review made of the insurance coverage	Yes	No	NA
MA.3.9.	Are OCA Camps added to rental groups insurance (third party insured)?	Yes	No	NA

### MANDATORY:

MA.3.1., 3.2., and 3.5.

Applies to:

- Day Camps
- Overnight Camps
- Short-term Programmes
- Rentals

### MA.3. INSURANCE:

## Contextual Education

**MA.3.1. and MA.3.2.** When purchasing an insurance policy, the camp director should consult an insurance agent/broker to determine adequate coverage for all camp facilities, equipment, programmes, activities, vehicles, buildings, campers, staff and visitors. Insurance is necessary to protect the assets of the camp and provide payment in case of liability issues.

**PHYSICAL ASSET INSURANCE:** This coverage is often called *All Risk Property Insurance*. Camps have unique activities, which may not be covered under a standard policy format. For example, ropes courses, climbing walls and docks are not normally included in standard insurance policies. Special attention must also be paid to these areas, as well as to watercraft and motors. Physical asset insurance should also include property in transit, food and medications dependent on cold storage, the reproduction of important documents, and the costs associated with fighting a fire.

**BUSINESS INTERRUPTION INSURANCE** may allow a camp to continue to pay salaries, property taxes, and other expenses in certain

circumstances when a camp's operation is interrupted by an unforeseen event. Extra expense insurance is also recommended to cover increased costs to operate the camp after a physical asset is damaged or destroyed. **Liability Insurance:** It is recommended that coverage be a minimum of five million dollars (\$5,000,000). It is highly recommended that camps obtain advice on the appropriate amount of insurance, since lawsuits can easily involve higher claims. Coverage should be extended to provide indemnity for staff, volunteers and others that could be named in a lawsuit. **Liability certificates should be kept indefinitely in case of future claims.**

MA.3.3. When camp employees, on camp business, use a vehicle, which is not owned by the camp, a non-owned auto insurance policy covers the camp (not the driver) for damage caused to the car, and for liability for injuries to its occupants, or to third parties, including pedestrians and other drivers, in the event of an accident. Auto Insurance is mandatory in Ontario and camps must make sure all of their vehicles have adequate coverage. If personal vehicles are used to transport campers and staff, an endorsement on each vehicle is required. This is called permission to carry passengers for compensation.

**MA.3.5. Also see Healthcare.** Camps should ensure that health professionals have adequate liability and malpractice Insurance. If they do not, the camp's insurance policy must have the appropriate coverage. In Ontario, health professionals may obtain insurance through their professional associations. Medical staff must be licensed to practise in Ontario, so that their medical insurance applies in Ontario. Non-professional staff, such as first aiders, would normally be covered by the camp's general policy.

MA.3.6. Although camps are not required to provide coverage to employees for workplace accidents through the Workplace Safety Insurance Board (formerly known as "Workers Compensation"), it is advisable to discuss compensation for accident and sickness with an agent or broker/consultant. Accident and sickness coverage may also be extended to campers, summer staff and volunteers.

MA.3.7 An annual update of all values of buildings and capital improvements to calculate replacement cost is necessary to determine "appropriate" coverage.

### MA.3. INSURANCE:

## Compliance Demonstration

#### Visitor Observation/Discussion/Written Documentation:

MA.3.1. and 3.2. Appropriate insurance coverage, including fire, on record. A physical copy of the insurance seen by the visitor.

MA.3.3., 3.6., 3.8. and 3.9. Director/staff explanation of the process.

MA.3.4., 3.5. and 3.6. If appropriate the OCA should be named as additional insured on insurance, and a physical copy of the insurance naming the OCA as an additional insured, Board of Directors insurance policy and for health care staff available for the visitor.



Ryerson Summer Day Camps



## MA.4. Safety Policies and Rules

### MANDATORY:

MA.4.1., 4.3., 4.4., and 4.5.

#### Applies to:

- Day Camps
- Overnight Camps
- Short-term Programmes

MA.4.1.	Does the camp have written policies and rules, which promote safety for all participants and staff?	Yes	No	NA
MA.4.2.	Does the camp have a written emergency plan for severe weather?	Yes	No	NA
MA.4.3.	Does the camp have a written crisis response plan?	Yes	No	NA
MA.4.4.	Does the camp have a written alcohol, tobacco, and drug policy?	Yes	No	NA
MA.4.5.	Does the camp have written policies with respect to workplace violence and workplace harassment as required under Bill 168 and are these policies posted?	Yes	No	NA
MA.4.6.	Does the camp have a written bullying prevention policy?	Yes	No	NA

### MA.4. SAFETY POLICES AND RULES:

#### Contextual Education

**MA.4.1.** The camp must address risk management concerns in camp operations, and identify areas that may be site-specific. The staff should be encouraged to bring to the attention of the directors anything that could compromise anyone’s safety. Rental and short-term resident programmes should be made aware of your safety protocols prior to their arrival. Your camp philosophy should instill a safety standard that protects everyone at camp.

MA.4.2. and 4.3. The OCA Crisis Response Manual is available from the OCA office.

**MA.4.5.** As of June 15, 2010, all employers are required to be in compliance with the Occupational Health and Safety Act, Bill 168, including sexual harassment. For more information visit the Ministry of Labour website. Camps are required to be familiar with and adhere to any legislation or regulations that apply in their circumstances.

## MA.4. SAFETY POLICES AND RULES:

# Compliance Demonstration

### Visitor Observation and Interviews:

MA.4.1. Written policies and procedures that promotes camper and staff safety. Director/staff level of understanding of their own policies and procedures, OCA Standards, MA.4.2. Written weather related emergency plans.

MA.4.3. Written Crisis Response plan and other industry practises specific to the camp.

MA.4.4, 4.5. and 4.6. Written workplace protocols for alcohol, tobacco, drugs, workplace violence, harassment, sexual harassment and bullying.



C.Y.O. Camp Marydale

## MA.5. Vehicles

**MANDATORY:**

MA.5.1., 5.2., and 5.3.

Applies to:

- Day Camps
- Overnight Camps
- Short-term Programmes

MA.5.1.	Does the camp check the license validity and driving record of each driver on camp business?	Yes	No	NA
MA.5.2.	For land vehicles, do staff hold the required class of license issued by the Ontario Ministry of Transportation or equivalent when driving on camp business?	Yes	No	NA
MA.5.3.	Are all vehicles and equipment in safe operating condition?	Yes	No	NA
MA.5.4.	Do drivers check towing equipment prior to use?	Yes	No	NA

**MA.5. VEHICLES:**

### Contextual Education

These standards apply to vehicles owned or leased by the camp.

**MA.5.1. and MA.5.2.** It is the camp’s responsibility to ensure that all individuals who drive a vehicle for any camp business hold the appropriate license. Camp business includes transporting campers or staff, picking up mail or supplies, transporting garbage to the dump, etc. Drivers’ abstracts can be obtained online from Service Ontario.

**MA.5.3.** All vehicles, owned or leased by the camp or by staff, must be in good repair and should have a first aid kit. It is also recommended that each vehicle have a record of use to ensure proper maintenance.

MA.5.4. The driver must check that the hitch size is correct, that the chains are fastened properly, that the trailer lights are working, that the tires are properly inflated and that the load is properly distributed and secured. Towing increases the risk of rollover.

**MA.5. SAFETY POLICES AND RULES:**

### Compliance Demonstration

Contract/agreement terms should include:

**Visitor interview:** Discussion and review with director of class licenses.

**Written documentation:** Documentation of licenses held by the operators.

## MA.6. Short Term Programmes or Rentals

MA.6.1.	Does the camp require a written use agreement, signed by authorized representative of the camp?	Yes	No	NA
MA.6.2.	Upon arrival are groups informed about emergency procedures and contact information?	Yes	No	NA
MA.6.3.	Does the camp provide a waiver releasing the camp from all responsibilities for health care?	Yes	No	NA

**MANDATORY:** None

**Applies to:**

- Short-term Programmes
- Rentals

### MA.6. SHORT TERM PROGRAMMES OR RENTALS: Contextual Education

Written contracts should be in place that deals with as many aspects of the programme, but perhaps most importantly with the sharing of risk between the two organizations. Insurance is another important consideration. Waivers for adults are extremely valuable.

Contract/agreement terms should include:

- terms of use, including dates times and costs;
- cancellation, minimum fees and refund policies;
- services that will be provided by the camp;
- costs and conditions for the use of the facilities and equipment;
- insurance; and
- waivers.

Conditions for the use may include such aspects as adult supervision, expectations, clean-up responsibilities and the reporting of damage.

### MA.6. SAFETY POLICES AND RULES: Compliance Demonstration

**Visitor Observation and Interview:**

MA.6.1. Written agreement between the camp and Renter.

MA.6.2. Camp's handbook of policies and procedures, including weather related emergency plans, crisis response plan workplace protocols for alcohol, tobacco, drugs, workplace violence, harassment, sexual harassment and bullying.

MA.6.3. Copy waiver, releasing the camp of all health care responsibilities.