

HANDBOOK FOR PARENTS POINTE-CLAIRE



SUMMER 2026

Cultural Camps • Sports and Recreational Camps • Paddling Camps



CAMP DE JOUR
COMMUNAUTAIRE
CONFORME

2026

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pointe-claire.ca

Programs

The City of Pointe-Claire offers children and teens a wide range of cultural, recreational, sports and paddling camps in a fun, safe and stimulating environment.

Accessibilité

If your child wants to participate in a day camp and has special needs, please contact us so that we can assess the possibility of providing him or her with an accessible, safe and fun environment. If necessary, we will refer you to a community organization for additional support.

The City of Pointe-Claire has purchased an adapted bicycle to give children a chance to travel together during Teen Camp activities.

Association des camps du Québec (ACQ)

The Cadre de référence pour les camps municipaux (reference framework for municipal day camps) was developed thanks to a partnership between the Association québécoise du loisir municipal (Québec municipal recreation association — AQLM) and the Association des camps du Québec (Québec camp association — ACQ). It includes 45 mandatory sections that define the best practices to ensure that municipal day camp programs offer a safe, quality experience.

The City of Pointe-Claire's sports and recreational camps meet all the requirements of the Cadre de référence and have obtained compliance certification. Counsellors receive yearly certification from the DAFA program. The certification process for the cultural and paddling camps will be undertaken shortly.

Association des camps du Québec : campsquebec.com



GENERAL INFORMATION



Understanding MULTI: account, card and number

The City now uses the MULTI registration platform (multi.pointe-claire.ca) for all activities, including day camps.

To register a child, three different elements exist and each has a specific role:

MULTI ACCOUNT

Your online profile.

Created once by the parent or legal guardian.
All family members can be linked to this account.

MULTI RESIDENT CARD

Physical card issued to residents.

It confirms residency and contains the participant's MULTI number.

MULTI NUMBER

Individual participant number required to register in activities.

Residents obtain it through the MULTI card.

Non-residents receive a MULTI non-resident number instead of a card.

- You must first create a MULTI account, then link each participant's MULTI number before registering for camp.
- To register a child for camp, both the parent/guardian and the child must each have their own MULTI number linked to the account.

Important: Create and link your account before registration day. Accounts cannot be validated during high-traffic registration periods.



Creating your MULTI account

The account must be created in the name of the adult responsible for registrations.

Children are then added to the family profile.

If you need help creating your account or registering, please visit the "MULTI account" page on the City website for step-by-step instructions.

Residents: How to obtain a MULTI card

Go in person to one of the following locations during opening hours:

- Central Library
- Aquatic Centre
- Olive-Urquhart Sports Centre
- City Hall

REQUIREMENTS

- A photo will be taken for each family member aged 6 and over
- Proof of identity and proof of residence are required for each person
- The card is valid for two years

Please verify that your card is valid before registration and renew it if expired.

Non-residents: How to obtain a MULTI number

Non-residents must request a MULTI non-resident number by completing the online form on the City website (MULTI account page).

A number will be issued by email. Each child must have their own number to register.

Relevé 24 tax slip

The Relevé 24 tax slip is now available online only through your MULTI account.

It is no longer mailed or emailed.

The tax slip is issued under the name of the account holder who completed the registration.

GENERAL RULES

Behaviour and disciplinary measures

To make sure everyone has a safe, fun and rewarding experience, a number of behavioural rules must be followed. We ask for your cooperation so that your child understands camp rules and agrees to follow them.

BEHAVIOUR

- No disrespectful behaviour will be tolerated.
- No verbal or physical abuse of other children or camp staff will be tolerated.
- Misbehaviour will lead to disciplinary action.

Respect for facilities and equipment

Facilities and equipment must be treated with respect at all times. No vandalism of any kind will be tolerated.

Any damages resulting from acts of vandalism caused by a child will be billed to their parent or legal guardian.

Personal entertainment devices and items

To provide children with a stimulating experience and help them develop social skills through interaction with their peers, we ask you to keep the following items at home:

- Electronic devices
- Personal games
- Books
- Toys

If you are not sure if an item is permitted, please ask your camp supervisor.

System for disciplinary measures

Camp staff use a four-step system for disciplinary measures.

Step A

A child who fails to comply with camp rules will be given a verbal warning by his or her counsellor. All misbehaviour will be noted.

Step B

After the child has been given three verbal warnings, the supervisor will tell parents or guardians about the child's behaviour. Parents and the supervisor will try to find a solution together.

Step C (recreational and sports camps only)

If the disrespectful behaviour persists, the camp supervisor will notify the parents or guardians and introduce a behaviour chart for the child to ensure daily follow-up.

Step D

If there is no improvement, the following steps will be taken:

- The child will be suspended from camp for one day or one field trip. Parents or guardians will receive a written warning.
- The child will be suspended for a period ranging from three days to one week. Parents or guardians will receive a second written warning.
- The child will be expelled from camp for the rest of the summer.

Written warnings will include details of all interventions by counsellors and supervisors.

There will be no refund of the registration fee for a child who is expelled from camp.

Communicate directly with the camp in question (see contact details below).

CANCELLATIONS AND CHANGES

Refunds – Cancelling a week

Requests for refunds must be made in writing and must include the following information:

- Reason for the request
- MULTI Card number or client number
- Dates to be cancelled and refunded
- Name of each child

No refund will be issued less than eight working days before camp begins. Refunds will be made by cheque. Please allow four to six weeks for processing. Absences are non-refundable and non-transferable.

Please contact the relevant department for more information about the cancellation fee amounts.

When to make your request

Requests must be received by the relevant department at least **eight working days** before the week to be cancelled.

The person who registered the child will receive the refund.

Cancellation fees

The following fees will be charged per child and per week cancelled.

Communicate directly with the camp in question (see contact details below).

Where to send your request depending on the selected camp

Cultural camps Sports and recreational camps.

Culture, Sports, Leisure and Community Development Department

94 Douglas-Shand Avenue
Pointe-Claire, Québec H9R 2A8
514-630-1214 | recreation@pointe-claire.ca

Paddling camps

Nautical Activities Department
75 Du Bord-du-Lac – Lakeshore Road
Pointe-Claire, Québec H9S 4H5
514-630-1256 | nautique@pointe-claire.ca

Changing weeks

If you have registered your child for a particular week and would like to change it, a \$20 transfer fee will apply.

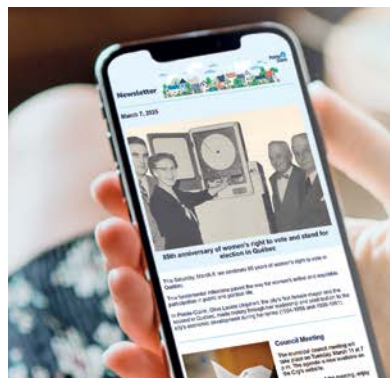
Requests for changes must be submitted in writing at least eight working days before the beginning of the week to be changed, and will be considered as long as there is space left in the new week chosen.

- Requests are subject to approval.
- A transfer fee will be charged.

No transfer will be approved less than eight days before camp begins.

NSF Cheques

There will be a fee of at least \$35 for NSF cheques.



City newsletters

Sign up on the City's website for news and information about upcoming events and registration dates for activities!

Sign up for our newsletters, visit pointe-claire.ca.

Medication

If your child requires medication, you must inform the supervisor of this. If you would like a camp counsellor to help your child take medication, you must provide written consent as well as the original prescription bottle. The same rules apply for any changes in your child's prescription.

Sunscreen

It is mandatory for campers to wear sunscreen. Your child must bring a bottle of sunscreen on the first day of camp.

For health reasons, campers are not allowed to use another child's sunscreen or share theirs.

New prescriptions

It is also important that you notify the supervisor of any new prescriptions or any changes in the dosage of a current medication, if you want a camp counsellor to help your child take medication. You must provide written consent as well as the original prescription bottle.

Lice

If there is lice, all parents and guardians will be notified. It is your responsibility to make sure that your child does not have lice and to take all the necessary steps to eliminate them. Children who have lice must stay home; they may come back to camp once they have been treated. Camp supervisors reserve the right to check for lice when a child returns.



Nut-free environment:

To ensure everyone's safety, food that might contain nuts, peanuts or peanut butter is not permitted. Children are also not allowed to share their snacks. If your child has any kind of allergy, you must indicate it in the Family Form and advise the camp supervisor.

Family Form

When registering a child, you must fill out a Family Profile online.

Important

The Family Profile is essential for the best possible supervision at day camps. It contains important information about your child's health and allows our teams to ensure your child's safety and well-being while promoting active participation under the best conditions.

The information in the Family Profile will remain confidential. Only relevant information will be shared with the team of counsellors.

HEAT WAVES

Heat waves generally occur when the air temperature is at least 34°C for at least three consecutive days and the temperature is at least 20°C for two consecutive nights. Concrete actions are taken during periods of extreme heat to ensure the well-being, health and safety of all.

At camp

The City of Pointe-Claire has implemented a heat wave protocol for its day camps. The following measures are taken in the event of a heat wave:

- Additional water stations are set up at each camp.
- Shaded areas are set up.
- Fans are brought in.
- Water games are organized.
- High-intensity games, outdoor tournaments, and paddling activities are cancelled.
- Camps without air conditioning are relocated to air-conditioned facilities.
- A weather warning system is implemented for the staff.
- Medical forms are reviewed to identify children with breathing problems or asthma. **It is therefore important that parents fill out the Family Form** (available at ludik.pointe-claire.ca).
- Parents or guardians will be informed about their child's state if he or she is showing signs of heat exhaustion.
- Parents or guardians receive a reminder of the precautions to be followed.













At home

We recommend that you encourage your child to drink, even if he or she is not thirsty, and stay in an air-conditioned place as much as possible.

Les bons gestes :

- Drink plenty of fluids, even if you are not thirsty.
- Stay in the shade or in an air-conditioned place.
- Avoid high-intensity sports.
- Wear light clothing and a hat.
- Take breaks from activities.

Heat-related illnesses – Warning signs

HEAT EXHAUSTION	OR	HEAT STROKE
 Faintness or dizziness		 Throbbing headache
 Excessive sweating		 No sweating
 Cool, pale, clammy skin		 Red, hot, dry skin Body temperature above 103°F or 39°C
 Nausea or vomiting		 Nausea or vomiting
 Rapid, weak pulse		 Rapid, strong pulse
 Muscle cramps		 May lose consciousness
<ul style="list-style-type: none">• Get to a cooler, air-conditioned place.• Drink water if fully conscious.• Take a cool shower or use a cold compress.		<h1>CALL 911</h1> <ul style="list-style-type: none">• Take immediate action to cool the person down until help arrives.

DAILY ORGANIZATION AT CAMP

Lunch and snacks

Your child must bring a snack and a water bottle every day. Healthy snacks such as fruit, cheese, and vegetables are encouraged. Chocolate and candy are not recommended.

If it is a full-day camp, you must also plan for your child's lunch.

Microwave ovens are available for some camps.
For more information, contact the camp directly.



Nut-free environment:

To ensure everyone's safety, it is forbidden to bring any food that might contain nuts, peanuts or peanut butter. It is also forbidden to share.

If your child has any kind of allergy, you must indicate it in the Family Form and advise the camp supervisor.

Reminder

You must fill out the Family Form (available at multi.pointe-claire.ca). It contains information about your child's health (allergies, intolerances and dietary restrictions, medications, etc.) to ensure better care.

Camper's backpack



Labelled hat and change of clothes



Sunscreen



Bathing suit, water shoes and towel

(water games can take place at any time)



Reusable water bottle



Healthy snacks



Lunch
(for full-day camps)

UNCLAIMED LOST ITEMS WILL BE SENT TO A RECOVERY ORGANIZATION AFTER OCTOBER 1 EACH YEAR. PLEASE LABEL ALL OF YOUR CHILD'S ITEMS.

FOR SAFETY REASONS, YOU MUST LET THE CAMP KNOW IF YOUR CHILD:

- is late or will be absent
- will be leaving with another person
- must leave camp early
- will arrive or leave on their own (on foot or by bicycle)

SPECIFIC CAMP INFORMATION

A. Cultural Camps

Participants attend a selected morning camp followed by afternoon activities.

See the Day Camp Program for complete details.

Campers' essentials

- The camper's backpack (page 8)
- A smock (or old shirt) for Visual Arts Camp
- Apron and Tupperware for Cooking Camp

Stewart Hall Cultural Centre

176 Du Bord-du-Lac – Lakeshore Road
Pointe-Claire, Québec H9S 4J7
514-630-1220
recreation@pointe-claire.ca

Regular hours, late pickup and early drop-off

Camps begin at 9 a.m.

There is a 15-minute grace period for pick-up and drop-off; beyond this, parents will be charged an additional \$1 per minute, to be paid to the counsellor.

Signing In and Out

Parents must sign their child in and out of camp.

Lunches

Each child must bring a lunch and a snack. **The Stewart Hall Cultural Centre does not offer canteen services.**



B. Recreational and Sports Camps

The sports and recreational camp program meets the requirements of the Cadre de référence des camps de jour municipaux of the Association des camps du Québec (ACQ), a reference framework for municipal day camps that emphasizes the quality of the experience and child safety (campsquebec.com).

- Recreation Camp
- Kidnetics Camp
- Teen Camp
- Sports camp
- Week 9 Camp (if applicable)
- Spring Break Camp

Campers' essentials

- The camper's backpack (page 8)
- Comfortable clothing: shorts, T-shirt, running shoes, water shoes and a hat are recommended.

Culture, Sports, Leisure and Community Development Department

94 Douglas-Shand Avenue
Pointe-Claire (Québec) H9R 2A8
514-630-1214
recreation@pointe-claire.ca



For safety reasons, Kidnetics campers participating in outings must wear the day camp T-shirt, which can be purchased at all camps.

Schedule

Scheduled activities run from 9 a.m. to 4 p.m., but camp hours are from 7:15 a.m. to 6 p.m.

- Drop-off: 7:15 to 9 a.m.
- Pick-up: 4 to 6 p.m.

Fees will be charged if your child is not picked up by 6:00.

Signing In and Out

Parents must sign their child in and out of camp and have their parent passes to show the staff in order for us to release the child..

Lunches

If a lunch has been forgotten or lost, you will be notified by phone. If you are unable to drop off a lunch, a lunch will be provided, and you will be asked to pay for it at the end of the day.

Free swim

At the beginning of recreation camp and Kidnetics camps, campers take a swim test. They are given a coloured bracelet according to their level and are required to comply with safety rules based on their level.

Swimming lessons

Swimming lessons are provided as part of the sports camps (Arthur-E.-Séguin, Ovide and Noël-Legault). It is important to indicate your child's swimming level when you fill out the relevant form.

Field trips

Field trips are organized recreation, Kidnetics and Teen campers must bring their lunch (no microwave is available).

On some trips, Teen campers are allowed to go off in groups, provided they have a signed parent consent form and agree to check in regularly with camp counsellors. An adapted bicycle is available for children to travel together during Teen Camp activities.

C. Paddling Camps

- Canoe Kids
- Teen Paddle
- Competitive Paddling

Campers' essentials

- The camper's backpack (page 8)
- Water shoes are mandatory (beach sandals, such as flip-flops, are not allowed).

Baie-de-Valois Nautical Centre

90 Du Bord-du-Lac–Lakeshore Road
Pointe-Claire, Québec H9S 4H7
514-630-1256
nautiques@pointe-claire.ca

Regular Hours

Activities are offered in half-day or full-day periods.

Canoe Kids camps are from 9 a.m. to 4 p.m. Teen Paddle hours are from 9 a.m. to 12 p.m. Canoe kayak lessons are offered at various times.

Competitive Camp is an extension of the Canoe Kayak Racing program. Campers will need to participate in locals regattas and the Provincial Championships.

Please check *Day Camps Pointe-Claire* for specific camp schedules.

Signing In and Out

Parents or guardians must sign their child in and out of camp.

Lunches

If a lunch has been forgotten or lost, you will be notified by phone. If you are unable to drop off a lunch, a lunch will be provided, and you will be asked to pay for it at the end of the day.



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