

Frequently Asked Questions

What do I need to know about my visit to Camp Manitou?

- The minimum number of participants required is 20. If you are unable to meet this minimum number, we will try our best to accommodate your group. Subject to availability.
- Camp Manitou requires one chaperon per 10 students.
- We accept cash, cheque or credit. Cheques can be made payable to the Winnipeg Jets True North Foundation.
- There is free parking available at camp near the Kinsmen Lodge. During business hours you may be required to contact us at 204-837-4508 to access the camp as we need to ensure camper safety.
- Please let us know in advance if your group may require special assistance.
- Transportation to and from camp is NOT included in the overall cost.
- If you are staying overnight you must provide all of your own bedding.
- If you would like to use the pool facilities after 4:30pm or on the weekends, you must hire a Camp Manitou lifeguard for that time period at an additional fee. The pool cannot be used without lifeguard supervision as it is certified as a public pool.

Why do I need a certificate of insurance or camper release form?

We need to ensure that your participants are properly insured. Certificates of Insurance are designed to prove your insurance status and amount of coverage as you are bringing your group to Camp Manitou and using the equipment and space. Camp Manitou requests that your organization provide a Certificate of Insurance from your insurance company that lists Winnipeg Jets True North Foundation as an 'additional insured'.

Camper release forms are required if Camp Manitou staff are going to be providing programming to your group. The forms ensure that all parents/guardians are aware of the activities that are taking place at camp and the risks involved.

What if I need to cancel/reschedule?

The deposit is non-refundable. No-shows will be charged in full. In the event that bus transportation is cancelled based on the weather, Camp Manitou will work with your group to reschedule.

Camp Manitou reserves the right to cancel any booking it deems to be immoral, improper, or objectionable. In the event of a cancellation by Camp Manitou based on unforeseen circumstances, the deposit will be returned.

If you order catering from Camp Manitou, you must supply us with a \$500 non-refundable food deposit for orders over \$1,000. A 20% cancellation fee will be incurred for any cancellation within 5 days of the event. Cancellations within 24 hours of the rental will be charged in full for food orders.

What are the qualifications of your camp staff?

Camp Manitou staff members have received extensive training and are all well equipped to run activities. Activity Leaders have experience working with children in and out of camp settings, as well as working with children and youth of different ages, backgrounds, and personalities. In addition to First Aid, CPR and AED certifications, staff hold relevant certification in their respective program areas. Staff members are also required to provide a clear Criminal Record Check for vulnerable persons.

What methods do you use to ensure effective supervision?

Safety and supervision is essential at Camp Manitou. Each Activity Leader has participated in relevant training in order to ensure our programs are delivered in accordance to best practices and risk management. Camp Manitou has a Policy, Procedures and Risk Management Plan in place which addresses emergency situations and specific responsibilities of staff. Each Activity Leader will provide clear and concise rules to address safety and supervision concerns prior to starting the activity. Staff meetings occur at the beginning and end of each day to ensure that all staff members are updated on rules, policies and specific group requirements.

What kind of first aid services are available at camp?

Our activities are carefully planned out with contingency plans should situations dictate a change. In addition to explaining safety guidelines to participants, our staff ensures that all participants receive detailed instructions and support as they complete activities. We have a defibrillator, first aid kits as well as water safety kits on site. All of our staff are trained in First Aid, CPR and AED certifications. In addition, we are 15 minutes away from the Grace Hospital and have access to ambulance services and Emergency Response Technicians should an incident arise.

Is your Camp Accredited?

Camp Manitou is accredited by the Manitoba Camping Association. In order to ensure safe, healthy, well-run outdoor activities, Camp Manitou is committed to meeting industry standards and maintaining best practices in its execution of camp programming and delivery.

What certification does your Pool staff have?

Our pool staff members hold a current National Lifeguard Standard along with Standard First Aid, CPR and AED certifications and have previous experience supervising children in a public pool setting.

Will we have access to the pool in the evening?

Camp Manitou staff work between the hours of 9:00am-4:00pm Monday through Friday and will provide lifeguarding services for day programs with programming. If an overnight, weekend, private rental or non-programming group wishes to use the pool they must hire Camp Manitou lifeguards for an additional fee. The pool cannot be used without lifeguard supervision.

Will we have access to the sport and activity equipment in the evening?

Camp Manitou will provide overnight, weekend and private rental groups with a variety of sports equipment for the ability to run activities in the evening. Please let us know what kinds of activities you would like to do. Certain activities must be supervised by Camp Manitou staff and are available for an additional fee. Please contact us for more information.

How does the camp deal with food safety?

Camp Manitou's kitchen has passed a Manitoba Health inspection and uses all industrial grade equipment. For all rental groups using kitchen facilities please note that one in five of the kitchen staff must hold a current Food Handler's Safety Certificate. As well, all staff working in the kitchen must wear closed-toed shoes at all times, and hats or hair nets while preparing food.

How does the camp deal with dietary restrictions?

Our staff members develop appetizing and nutritious meals for both children and youth, and the leaders that accompany them to camp. Camp Manitou strives to serve meals that follow the Canada Food Guide. Camp Manitou understands that many children may have allergies or dietary concerns and this is reflected in the daily menus. Camp Manitou does not serve any nut products. Please notify Camp Manitou staff in advance if anyone in your group has allergies or dietary concerns.

Are we allowed to bring our own food to camp?

Yes. If your rental is between September to June, you will have full access to the Camp Manitou kitchen. Catering is available for your group should you so desire. Rentals that take place in July or August are asked not to bring in additional food for their campers. Unfortunately, because of lack of kitchen, fridge, and freezer space at Camp Manitou, we cannot allow summer weekday (Mon-Fri) rentals to bring in their own food because we do not have the storage space. If you wish to bring in snacks for you campers for the evening you are welcome to do so; we ask that all snacks and other food brought to the camp be peanut free. Anytime that your group is receiving programming from Camp Manitou staff, food will be included and is part of your rental costs.

What to bring for a day visit at camp?

Clothing:

- Runners
- Rubber Boots
- Socks
- Pants
- Shorts
- Hat
- Extra Underwear
- Swimsuit
- Towel
- Sweatshirt/Jacket
- Rain Jacket/Pants
- Bag for wet clothing

- Bug Repellant
- Feminine Products
- Personal Medications
- Backpack
- Sunglasses
- Water bottle

Miscellaneous:

- Waterproof Sunscreen

What to pack for an overnight stay at camp?

Bedding:

- Sleeping bag or sheets and a comforter
- Pillow

Clothing:

- Shoes/Boots
- Jeans/Pants/Belt
- Shorts
- T-shirts
- Socks/Extra Socks
- Hat
- Sweatshirt/Jacket
- Underwear
- Sleeping attire
- Rain Gear (Jacket, Pants and Rubber Boots)
- Laundry Bag

- Swimsuit and Towel

Other:

- Towels/Washcloth
- Soap in plastic case
- Shampoo/Conditioner
- Toothbrush/Toothpaste
- Deodorant
- Comb/Brush
- Feminine Products
- Other Personal Items
- Personal medications – bring extra
- Waterproof Sunscreen
- Bug Repellant
- Whistle
- Backpack/Fanny Pack
- Sunglasses
- Water Bottle

What NOT to bring to camp?

Please refrain from bringing electronics or valuables such as wallets, cellphones, and iPods, as they may get lost or damaged. Camp Manitou is not responsible for lost, damaged or stolen items. In order to maintain safety standards, cellphones and other electronic devices cannot be used during programs/activities. Please do not bring clothing and/or swimwear that is immodest or has offensive language/pictures on it.