

# Chaperone Handbook

## Youth University Educational Field Trips 2022

This package contains everything you need to manage your year-end trip while at Youth University. For many of your students this will be the first time away from home without family, the first time on a University campus, the first time in a real science lab or the first time on a climbing wall. That's what makes our job so great - sharing these experiences with students across Ontario. We aim to make your experience as enjoyable and rewarding as possible.

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## Working together for a great trip

Our staff members are specially selected and highly trained to provide all of the learning modules that start after breakfast and finish with an evening social event. **You can help us offer the best program possible by assisting us with:**

- Monitoring your students during meals and break times
- Assisting students in making transitions (e.g. getting to breakfast on time or from one event to the next)
- Ensuring that your residence floors are quiet during night hours
- Ensuring that a teacher or supervisor is with each group at all times in the event that a medical or behavioral concern arises.
- Ensuring that a teacher or supervisor remains with any students with medical, physical, or behavioural needs.
- Monitoring the change rooms and students during evening swim (if your group is swimming)

Please feel free to participate in the modules with your students. We think this is an excellent opportunity to see your students (and for them to see you) excel in areas that are uniquely different from their school environment.

## Arriving on campus

Upon arrival you will be greeted by Youth University staff outside the Gordon and Betty Vallee Residence building (see attached arrival map). You will be escorted to an area where you and your students may eat the lunch they brought. After eating lunch, students will be called out according to rooming assignments and will be asked to follow one of our mentors to their residence floor. Your students' rooming assignments will adhere as closely as possible to the information that was given to us on the rooming list submitted prior to arrival. After a brief introduction from mentoring staff, each student will receive their camp T-shirt, which must be worn during all camp activities. Any concerns with rooming can be resolved once students start their program.

## Residence room check-in

All chaperones will receive the key to their room and a swipe key to their floor, as well as a rooming list for their students. Students will not be assigned individual keys. Students will access their area with the chaperone's swipe card. The chaperone is responsible for the swipe card and their key during the stay. For floors which do not have an adult, one room key will be provided during the teacher meeting.

## Departing from campus

On the last day of camp, you must check out of your rooms by 9:00am. All guests must move their packed bags from their residence room to the luggage storage room provided to you by 8:45am. It is important that all bags are moved out at this time to ensure rooms can be

cleaned in preparation for the arrival of the next group. Lost keys are charged \$140 for replacement.

### If departing on a Wednesday

For Wednesday check-out all luggage and students will be moved out through Stairwell 18 of Decew Residence. If you are unsure of this location please ask a staff member. This departure point is used to avoid traffic congestion from the groups who will be arriving and moving in through the Gordon and Betty Vallee Residence main entrance. This exit is one door further from the initial drop-off.

### Risk management

**Phones:** Are located inside the Walker Complex, Campus Security, Conference Services, inside Decew Residence and the Youth University office. All camp staff carry cell phones, which are available to you for emergency purposes.

**Emergency Call Boxes:** Emergency call boxes are marked with a blue light; call boxes are located at various points throughout Campus. Those closest to areas of the Youth University activities are located at the tennis court end of the Walker Complex, inside the door at Campus Security, and outside the entrance to Thistle across from Alphonse's Trough.

### Overnight supervision

Teachers are directly responsible for students while in residence. We ask chaperones to help students arrive to activities on time and prepared for the day. We can offer additional direct overnight supervision to support schools through the night at a cost of \$104 per night.

### First aid

Basic first aid kits are located throughout program areas around campus. First Aid Kits are made available for any one in need of its contents. We encourage teachers to bring a first aid kit for their school. It is required that all program delivery staff be trained in standard first aid and CPR C. However, we ask that teachers handle most first aid situations as they know their students best. If further assistance is required from our staff they will be ready to assist. A first aid kit can be provided for teachers who are leaving campus for an add-adventure.

### Emergency Meeting Locations

The purpose of the emergency meeting locations is to gather all participants in a safe and supervised area, allow for the entire school or group to be accounted for, and allow for centralized communication. In most cases our meeting location will be the "Big Rock" in Jubilee Courtyard. Please consult a staff member in the event of an emergency for assistance.

### Residence rules

**Quiet hours begin at 10:00 p.m.** At that time, please stay in your room or lounge area. Excessive noise at any time is not permitted.

**Be respectful when inside campus.** Classes are always underway or people are working in their offices. Do not run or be loud in the halls.

**Balconies are off-limits for your safety.**

**Take care of any room keys assigned to you.** Replacement keys are \$135 + HST.

**Do not rearrange furniture in the residence.** Please ensure everything is returned to its proper place, including mattresses, before check-out.

**T-Shirts must be worn to all meals and during program activities.** You may wear different attire for your evening social event (ask your teacher).

**Learn, participate and HAVE FUN!**

### Emergency contact numbers

<b>General inquiries:</b> Youth University Office 9am - 4pm	905-688-5550 then dial 1, then ext. 3120
<b>Serious emergencies 24 hours a day:</b> Greg Zwiep Overnight Program Manager	Office 905-688-5550 ext. 3120 Cell phone 905 964-8762
<b>Accommodation assistance 24 hours a day:</b> Conference Services	Office 905-688-5550 then dial 1 then ext. 3369
<b>Program related inquiries during your stay:</b> Senior camp staff	Cell Phone: (available at teacher meeting) Office 905-688-5550 then dial 1 then ext. 3120
<b>Assistance with emergencies 24 hours a day:</b> Campus Police	905-688-5550 then dial 1 then ext. 3200
Central Taxi 5-0 Taxi	(905) 685 7343 (905) 685 5464

### FIRE Emergency Procedures

- We require that chaperones and teachers assist with the movement of their students in the event of an emergency situation.
- Youth University program staff members are trained on our fire emergency procedures.
- In the event of a fire alarm, schools are asked to follow a similar procedure as they would at their school. Shout (let people know), Get out (exit the building at the nearest exit), Stay out (gather in a common area a safe distance from the building). Organize students and identify any missing students.
- Note that other buildings may be accessible during a fire alarm for only one building.

### MEDICAL Emergency Procedures

- Youth University program staff members are trained on our medical emergency procedures, standard first aid and CPR C.
- We ask that teachers take the initiative in first-aid situations as they know their students best.
- We are located within a short distance of medical clinics and the St. Catharines General Hospital.

### Anaphylaxis to nuts

Our dining halls are very nut conscious during the spring season. We are not a nut-free environment; however, during the camp season, all food items made in-house are “nut-free”. Pre-made or frozen items served are labeled according to manufacturer labels. Parents and students are strongly encouraged to address their allergies with one of our dining hall managers before eating meals. To contact the dining hall management prior to arrival please call (905) 688-5550 ext. 4532.

### Safety equipment standards

Youth University program facilitators know that trust, support, and security - both emotional and physical - are essential elements in helping to build a safe and successful experience. The safety management program at Youth University has two components: those measures that are taken proactively to help maintain a safe environment for our participants and staff, and those measures that have been put in place to ensure that an emergency or crisis, should one occur, is handled swiftly, and professionally.

Our safety management begins at the level of organizational philosophy and goals, and is present throughout program design, staff selection, and training. In addition, it is an integral part of our equipment selection and care, program policies and participant pre-screening and briefing.

### Climbing Equipment and Procedures

The Youth University Challenge Course is externally inspected yearly in accordance with the Association for Challenge Course Technology standards. Equipment and site are inspected on a daily and by use basis.

### Lab Procedures

Staff leading science programs in our labs are aware of the safety hazards particular to the activities they will be teaching, as well as the appropriate procedures to minimize risk. Students participating in laboratory activities are asked to abide by the General Lab Rules and Procedures. These rules and procedures are posted in laboratories used during Youth University programs.

# Swimming

## Swimming at the Brock University Pool:

The Brock University pool is governed by the regulations of the Health Protection Act and adheres to its policies regarding safety emergency and action plans, minimum supervision ratios, life guard qualifications and customary pool rules.

Brock Pool participant to Life Guard ratio is as follows:

- 0 to 60 Swimmers - 2 Life Guards
- 61-125 Swimmers - 3 Life Guards
- 126 - 250 Swimmers - 4 Life Guards
- 251 - 400 Swimmers - 5 Life Guards
- 400+ Swimmers - 2 Guards for every 150 Swimmers

The pool maximum capacity is 517 participants on deck

There is an additional life guard stationed at both the diving board and Rope swing when open.

The Brock Pool has agreed to provide a life guard to do screening for schools who would require their students to be tested / screened, due to board requirements. The basic swim requirement to use the deep end of the pool is the ability to swim 18 meters without stopping.

**In advance of your visit** you must contact Youth University to arrange for testing / screening to take place. Those schools requiring testing / screening should make every effort to be at the pool in a timely manor in order to accommodate the scheduling of additional lifeguards, and to allow for maximum swim time for students. It will be the responsibility of the teachers to monitor those students who are not permitted in the deep end.

Information regarding the students' health history and/or pertinent medical information should be provided by the lead teacher to the head life guard on entrance to the pool facility if required by your board.

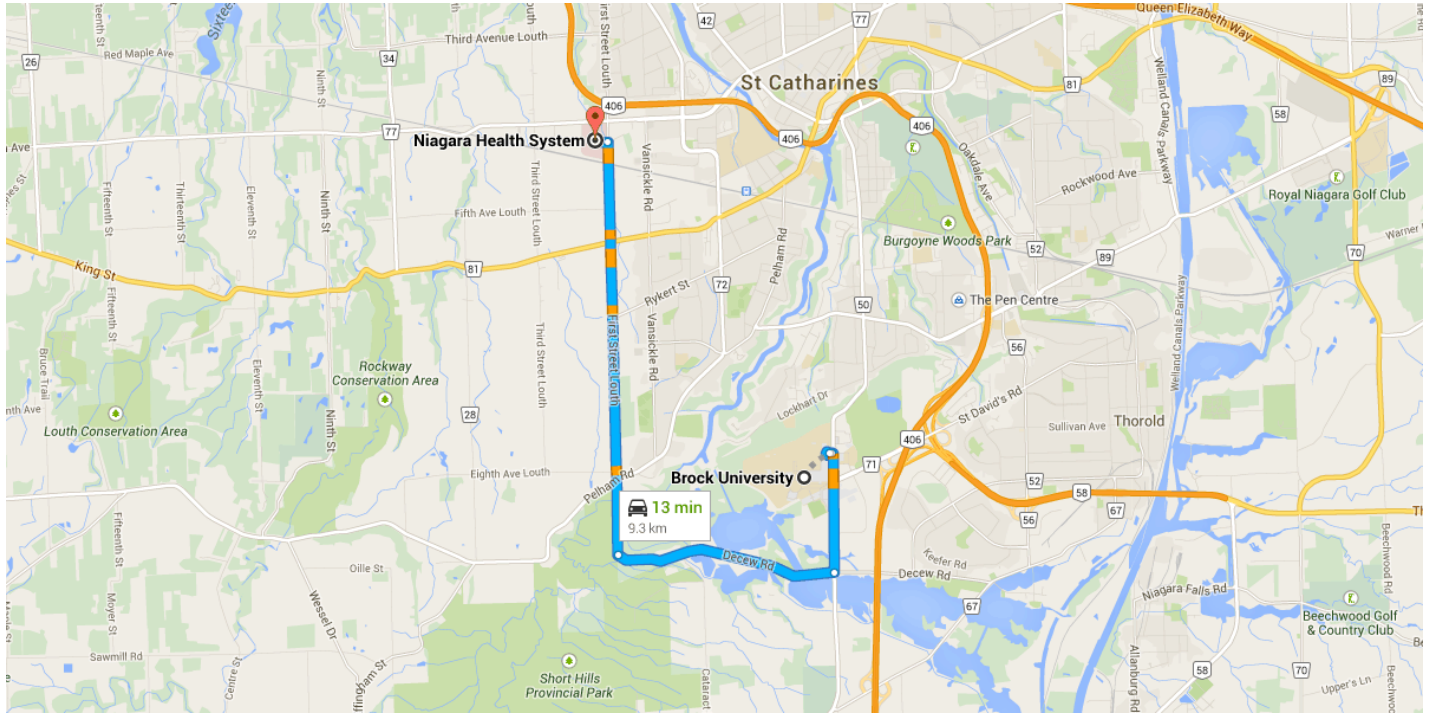
Teachers will supervise the use of the 3 meter and 5 meter diving boards. Some schools require these boards to be off limits to their students. In this case students will be informed that they are not available to their school both prior to their visit to Brock University as well as during the "Pool Rules" portion of their program by their school teachers.

It should also be noted that the Brock Pool requires any person on deck be in proper bathing attire (T-shirts are not permitted).

Swimming will take place under the supervision of a Brock lifeguard. Pool rules are designated by Brock Pool Staff.

We follow many board policies by encouraging teachers to support in the supervision of all change room activities as well as on deck. Youth University staff will be available to monitor the change rooms from the entry hallway as well as the deck access.

## Directions from Brock University to Niagara Health System



### ○ Brock University

500 Glenridge Ave, Saint Catharines, ON L2S 3A1, Canada

1. Head west

↑ 36 m

2. At the roundabout, take the 4th exit

📍 160 m

3. Turn right onto Glenridge Ave/Regional Rd 50

**i** Continue to follow Regional Rd 50

↘ 1.4 km

4. Turn right onto Decew Rd

↘ 2.7 km

5. Decew Rd turns slightly right and becomes First Street Louth

↑ 4.9 km

6. Turn left at Burbank Dr

↙ 110 m

# DeCew Residence

## Facility Description:

DeCew Residence is a traditional dormitory-style residence. The main level of DeCew consists mainly of administrative offices, meeting and dining hall spaces.

This residence complex is comprised of 10 adjoining houses, each house accommodating 36 people. Each house has 3 separate and secure floors accommodating 12 people per floor in 4 single rooms, 4 double rooms and shared washroom facilities. Each floor is flanked by two small lounges that allow access to the common house stairwells (one on either end of each floor).

Tour our accommodations by watching our video. Visit <http://www.brocku.ca/youth-university/field-trips/spring-camp-general-information/food-and-accommodation>

## Security Measures:

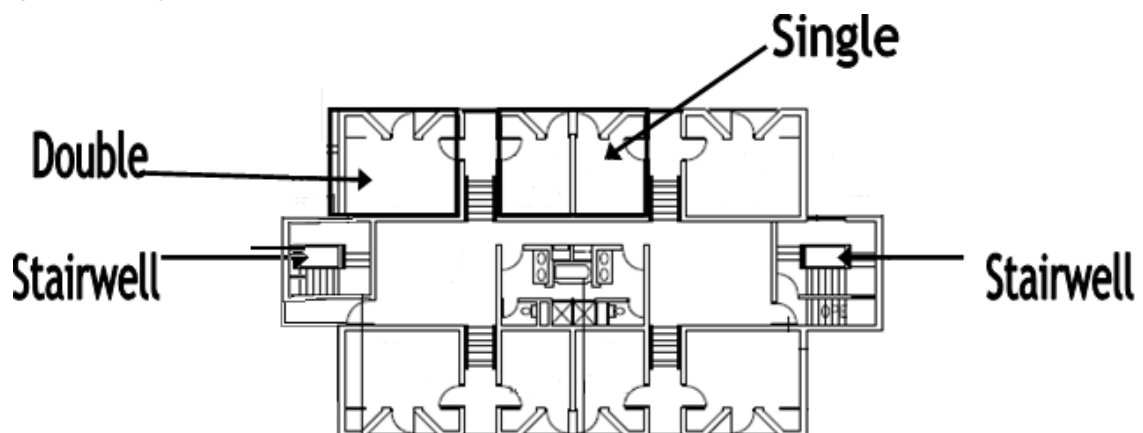
When assigning groups to DeCew accommodations, every effort is made to keep groups contained within individual houses. When occupancy dictates, groups will be assigned full houses where possible and then individual floors as needed in close proximity to the houses already assigned.

Access to each floor is restricted to the occupants of that particular floor, as the guest keys will only allow them access to their floor and into their specifically assigned guestroom.

All exterior doors to the DeCew Residence are secured nightly at approximately Midnight by Brock's Campus Security Services. Only those staying in DeCew Residence can gain access into the building after it is secured.

Conference & Event Services operates a 24-hour per day guest services front desk, which is located in the DeCew Residence, just a short distance from Vallee Residence lobby.

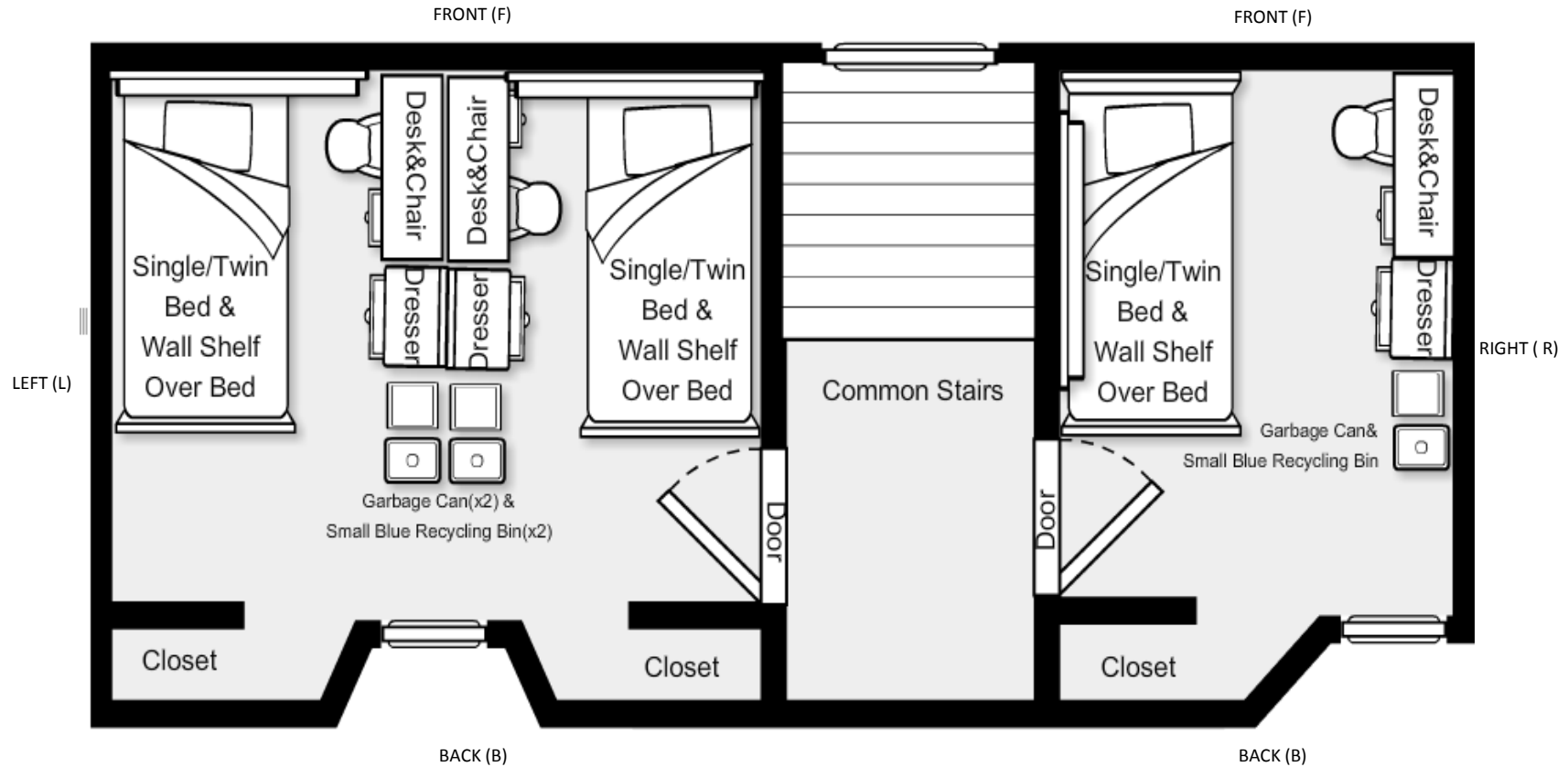
Brock University's Campus Security Services monitors the campus 24 hours per day, throughout the year.





# TYPICAL DECEW ROOM LAYOUT

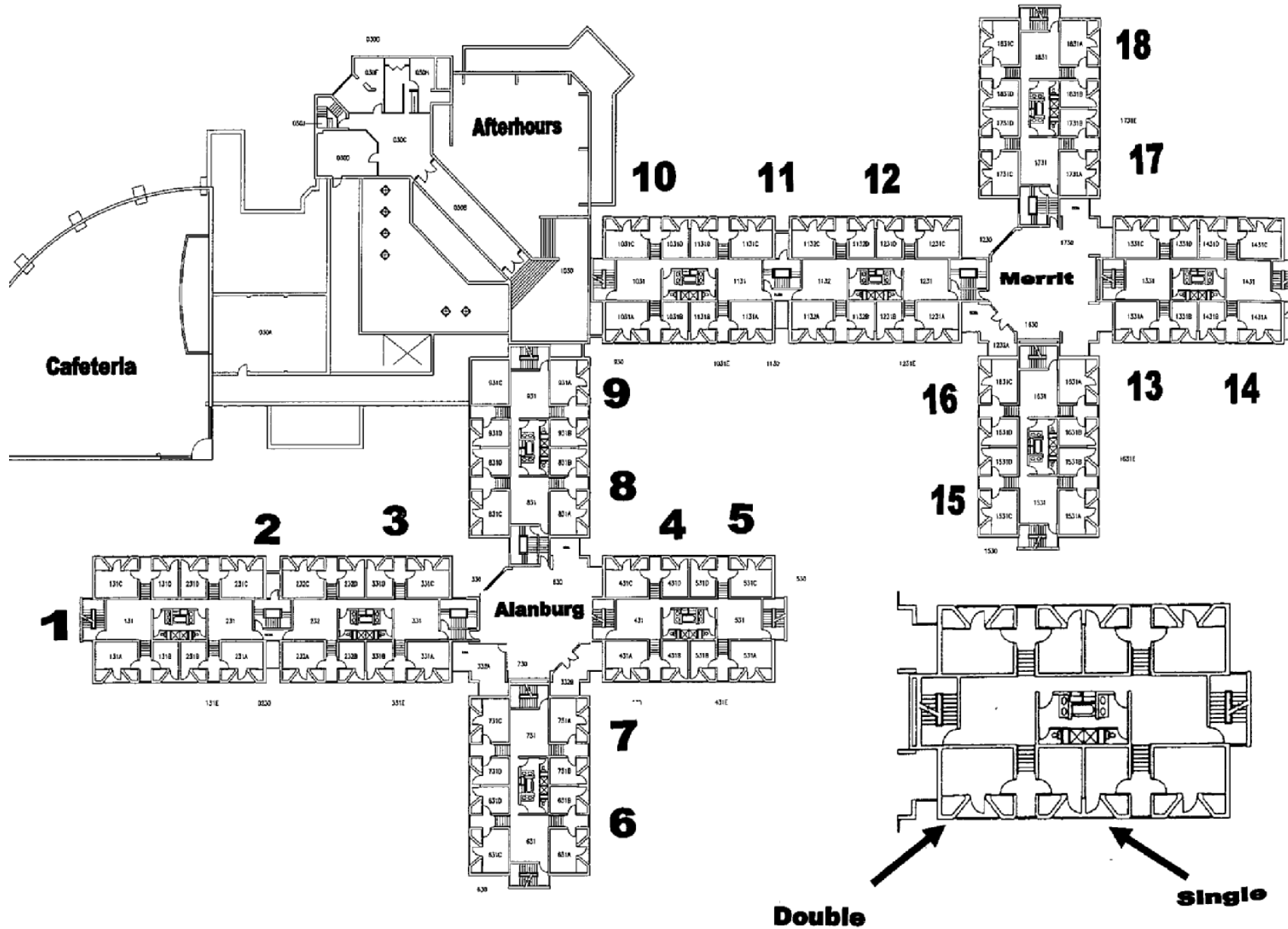
Before checking out of residence it is your responsibility to ensure that your room has been arranged properly (regardless of how it was arranged when you arrived or during your stay). The diagram below demonstrates typical room layouts which follows all of the bullet points listed below. Before checking out of residence, follow the checklist below as closely as possible to correctly arrange your room. Failure to do so may result in financial consequences. For more information please see the End of Term Notice at [http://www.brocku.ca/residence/policies\\_procedures/eot](http://www.brocku.ca/residence/policies_procedures/eot)



**Before checking out of residence these diagrams and points must be followed as closely as possible (ensure you follow the applicable layout for your style room). Failure to do so may result in financial consequences regardless of how the room was arranged upon arrival or during your stay.**

- All doors and drawers should open fully without hitting anything.
- The bed must be returned back to original state & should not be placed in a way that blocks access to the window. (Having to climb on the bed to get to the window is not acceptable)
- Vents and grills should not be blocked or covered (to ensure proper air flow).
- All furniture should be reasonably accessible.
- Light switches, blind cords, etc. should not be blocked or covered by furniture.
- The desk should be reasonably close to the Phone/Internet ports.
- Cable/Phone/Internet ports should be reasonably accessible.

# Decew Residence Floor Plan



# Upgrade Residence

## Facility Description:

The **Vallee Residence** and the **Earp Residence** can each accommodate 250 people in single rooms with every two single rooms adjoined by a four-piece washroom. There are 14 accessible guestrooms for those with special needs.

The main floor of the Vallee Residence building houses the Conference & Event Services administrative offices, public washrooms, an elevator, guestrooms and one lounge. Each of the 4 floors of Vallee Residence are split into 2 wings - east and west, with a common lobby area where the elevator is located.

All remaining floors offer 62 single guestrooms (20 in the east wing and 42 in the west wing), 2 lounges and 1 study room. Lounges are furnished with couches, chairs, tables and a television. Groups may be provided with a lounge for their use only - these lounges are kept locked with only the group supervisor having access to their lounge key/swipe card.

A covered walkway connects Vallee Residence to the east end of DeCew Residence, however the Earp residence is a separate residence that sits directly beside the Vallee Residence

## Security Measures:

When assigning groups to the upgrade accommodations, every effort is made to keep groups together by floor. When occupancy dictates, groups will be assigned full floors where possible and then either the east or west wing of another floor.

While each floor is split into east and west wings, they are only separated by a common lobby area where the elevator is located. This means that all residence guests potentially have access to all floors. Each guest has a key for his or her specifically assigned guestroom only.

All exterior doors to the residence are locked at approximately midnight by Brock's Campus Security Services. Only those staying in this residence can gain access into the building after it is secured using their room key.

Conference & Event Services operates a 24-hour per day guest services front desk, which has recently been relocated to the DeCew Residence, just a short distance from Vallee Residence lobby.

Brock University's Campus Security Services monitors the campus 24 hours per day, throughout the year.

# Vallee Residence Floor Plan

Vallee Floor  
63 beds

Notes:  
 -Room 1 is the only single room with its own washroom  
 -Rooms 30 and 64 are accessible  
 -lines show which rooms share washrooms

short hallway  
21 beds

units share washroom

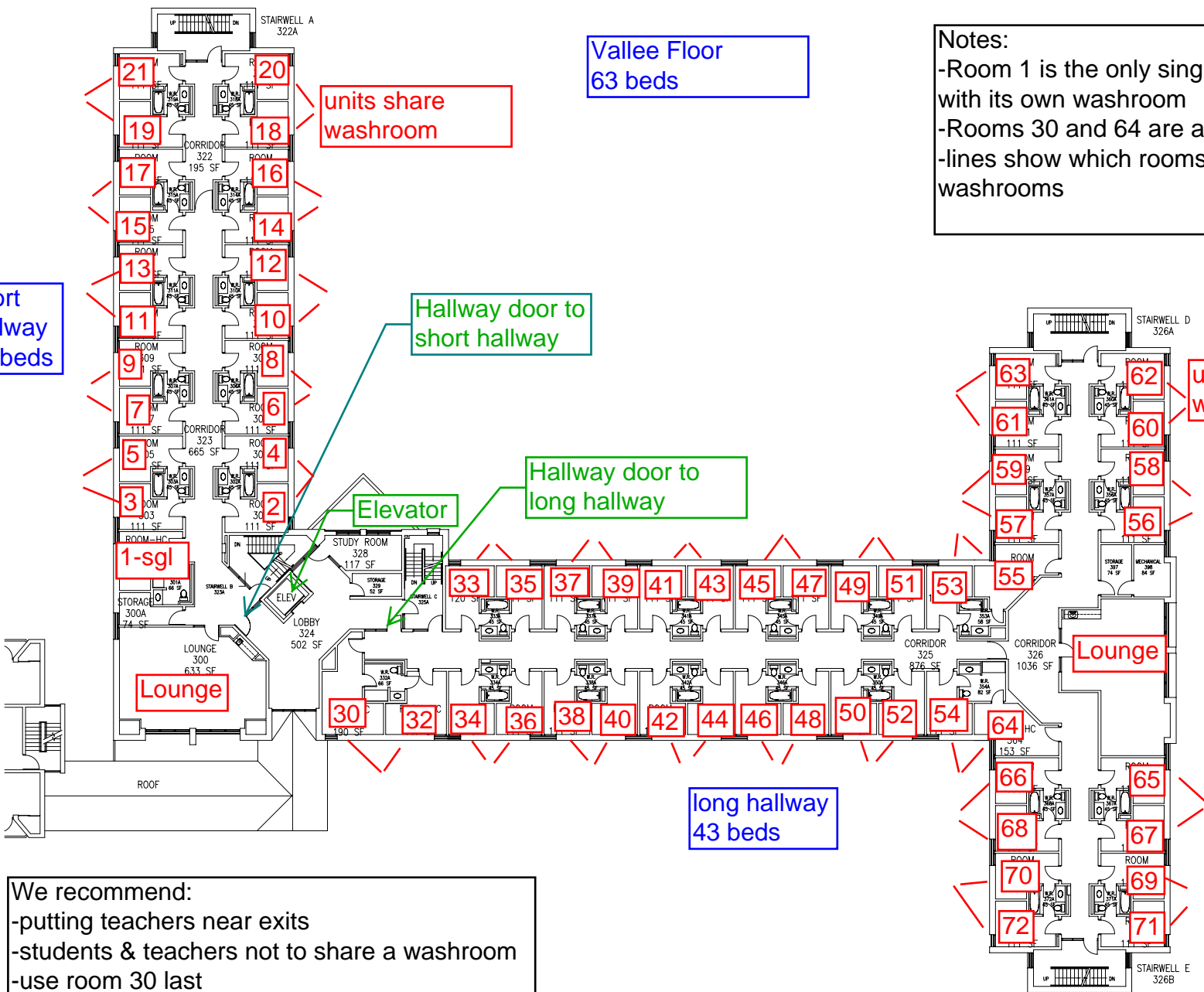
Hallway door to short hallway

Hallway door to long hallway

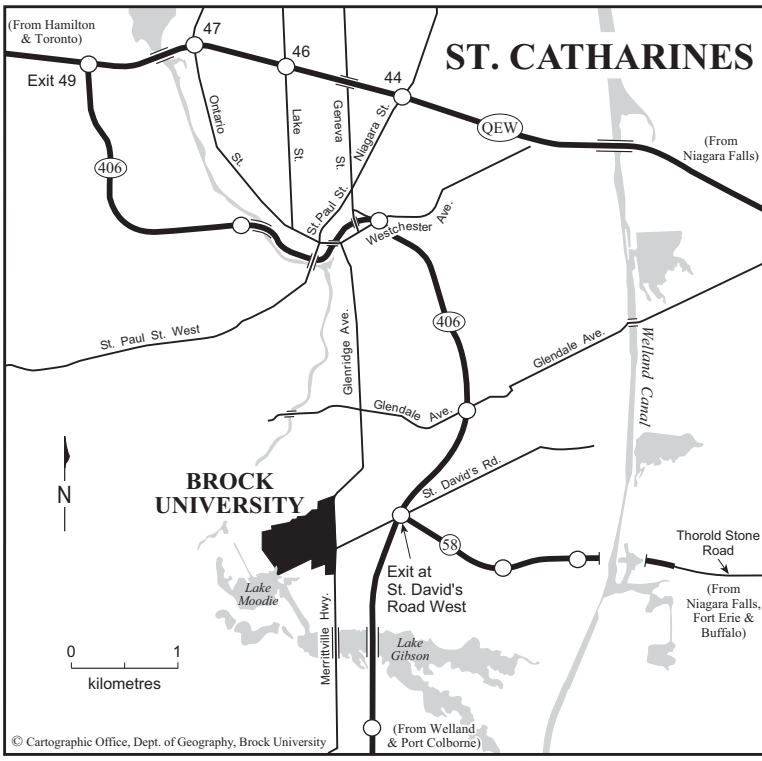
Elevator

units share washroom

long hallway  
43 beds



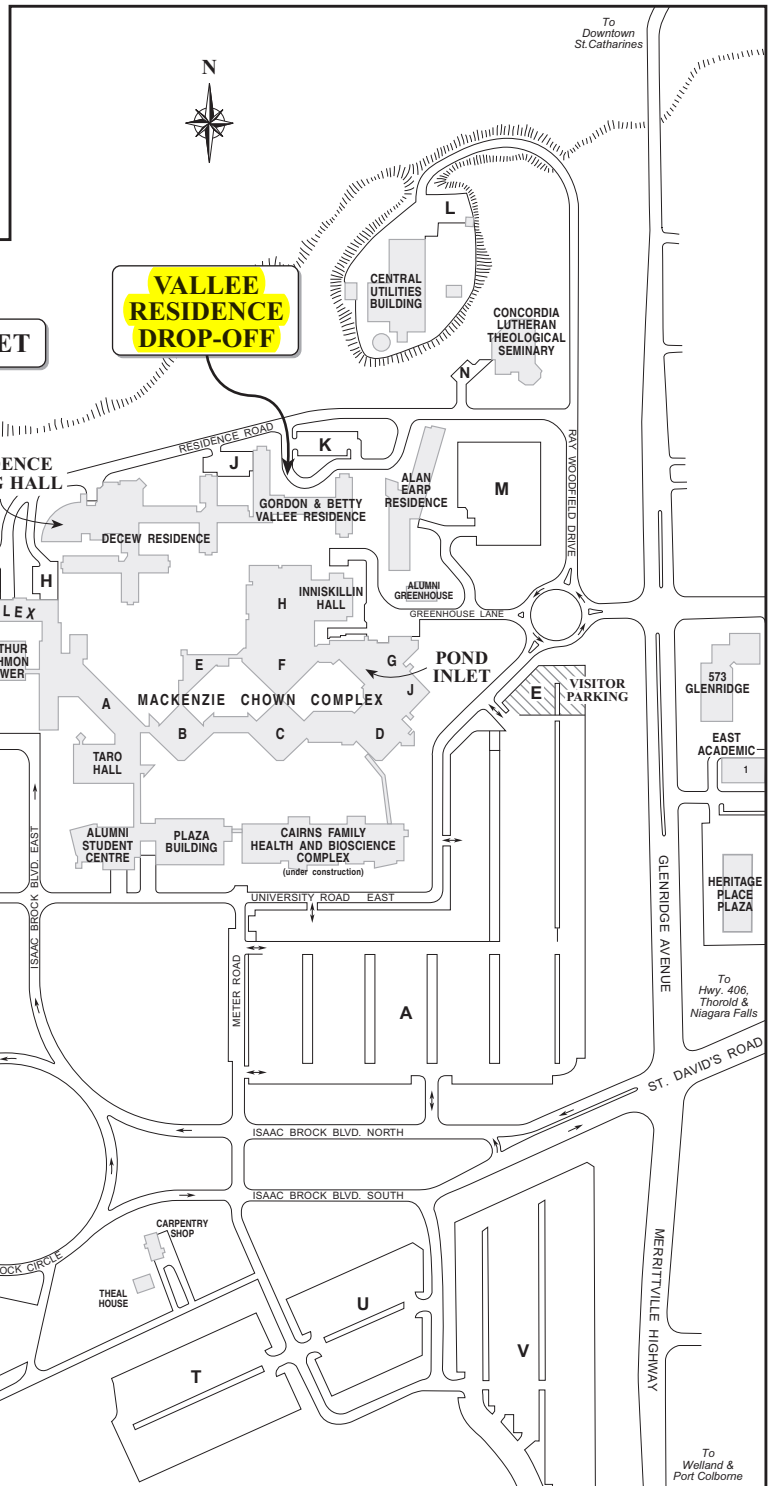
We recommend:  
 -putting teachers near exits  
 -students & teachers not to share a washroom  
 -use room 30 last



## Brock University

To reach Brock University, take the Queen Elizabeth Way (Niagara) to Highway 406 (exit 49) and continue until you reach St. David's Road. Take the St. David's Road West exit (Highway 71) and follow until you reach Glenridge Avenue.

Office Phone: (905) 688-5550 Ext. 3120



# HEALTH, SAFETY & WELLNESS CAMPUS MAP AUGUST 2014

Know the location of  
emergency equipment:



**DEFIBRILLATOR WITH  
EMERGENCY PHONE**



**FIRST AID STATION**

- CUB 107
- GLN-A 110
- MCD 205
- MCF 237A
- ST 216
- SBH Computer Commons
- TH 235
- WC Cage
- WH IRC
- CRN 338
- MCG - Shipping & Receiving

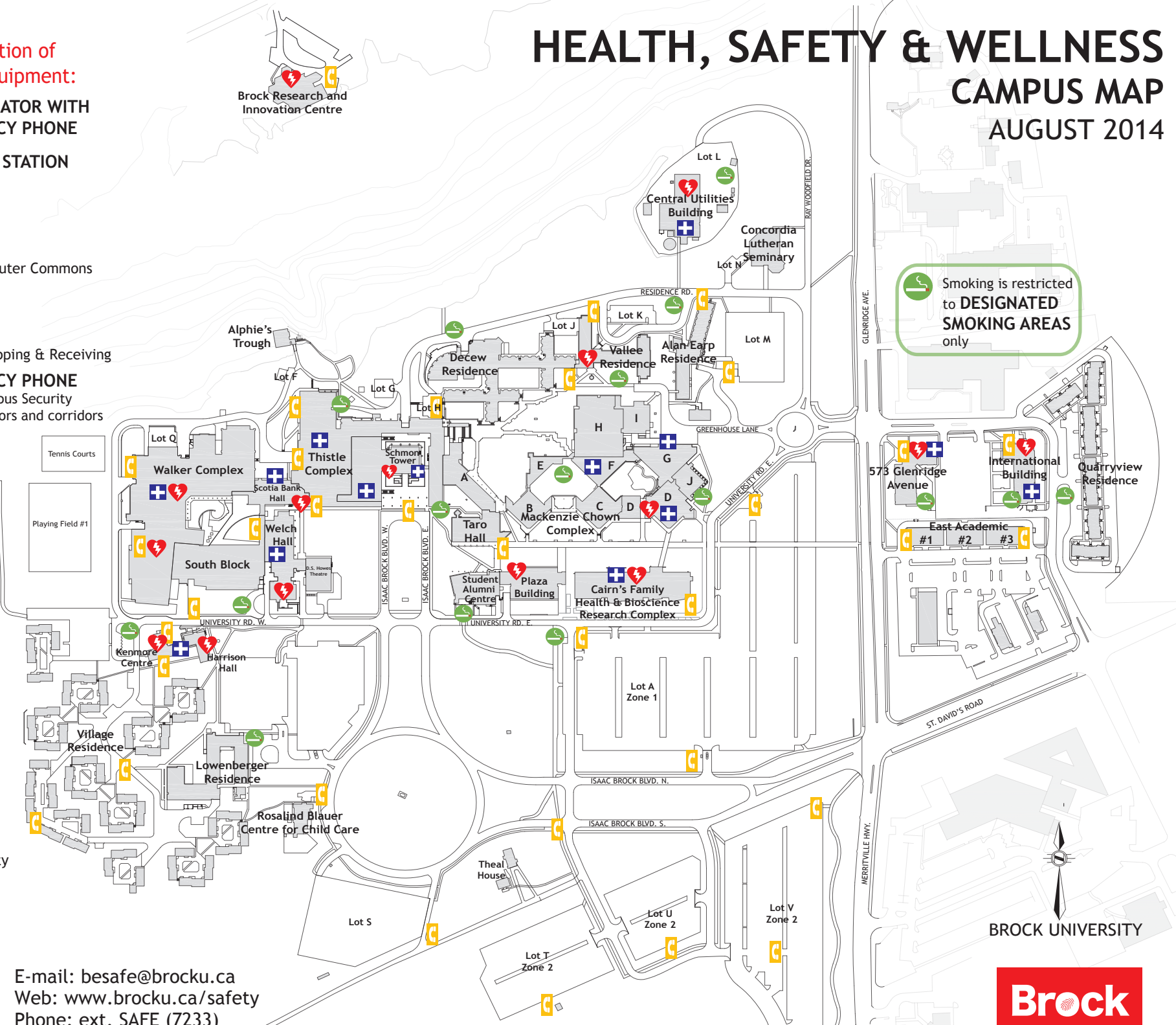


**EMERGENCY PHONE**

24/7 to Campus Security  
inside elevators and corridors

Smoking is restricted  
to **DESIGNATED  
SMOKING AREAS**  
only

Smoking locations for  
Village Residence are  
located in the centre  
of the courts.



Stay Connected with  
the Brock Mobile Safety  
App



E-mail: [besafe@brocku.ca](mailto:besafe@brocku.ca)  
Web: [www.brocku.ca/safety](http://www.brocku.ca/safety)  
Phone: ext. SAFE (7233)



# BROCK UNIVERSITY EMERGENCY PROCEDURES

E-mail: [besafe@brocku.ca](mailto:besafe@brocku.ca) Web: [www.brocku.ca/safety](http://www.brocku.ca/safety)

## FIRE EMERGENCY

If you discover fire:

- SHOUT & pull fire alarm

If you hear the fire alarm:

- GET OUT, close doors & exit the building. You are responsible for evacuating yourself & anyone you are supervising when alarm rings.
- STAY OUT until told to return. Silenced bells do not mean the situation is safe. WAIT for the "all clear" from Campus Security & Wardens

At all times:

- PREVENT FIRES - no open flames
- KNOW exit and emergency equipment locations
- MAINTAIN safe passage for egress

**SHOUT - GET OUT - STAY OUT**

## MEDICAL EMERGENCY

Minor Cuts and Burns

- GIVE FIRST AID & seek follow up medical attention as appropriate

Major Illness or Injury:

- GET HELP - 911 for ambulance then Campus Security x3200 to coordinate
- GIVE HELP - check breathing, pulse, stop bleeding, give first aid. Do not move victim unless in danger.
- GIVE COMFORT - keep victim warm and calm.

Fatality/ Critical Injury: (ie. Loss of consciousness, sight or limb, significant bleeding, burn or fracture)

- SECURE SCENE but control any hazards
- IDENTIFY WITNESSES
- CONTACT HR/ EHS x7233 to call regulator & arrange investigation

## IMMINENT THREAT

Shelter in Place/ Lockdown

- AVOID OPEN AREAS including corridors
- SECURE yourself & others
  - lock doors, close blinds, turn lights OFF, quiet phones
- COMMUNICATE
  - Active threat or injuries only to 911 or x3200
  - Location & occupants to [security@brocku.ca](mailto:security@brocku.ca)
- REMAIN CALM, Quiet, Patient
- LEAVE ONLY when help arrives or as directed by authorities.

## SPLASH OR SPILL PROCEDURE

Splash:

- RINSE exposed skin or eye 15+min
- CALL others to assist & handle any spills
- REMOVE contacts or contaminated clothing
- CHECK MSDS & get medical attention

Spill:

- WARN all those in the area
- CONTAIN spills quickly by diking
- EXTINGUISH all possible ignition sources
- COVER to suppress fumes and evacuate
- PULL the fire alarm if in a public area, high volume/volatility/toxicity
- CALL HR-EHS if released to the environment
- CHECK MSDS for clean-up/disposal information (universal precautions if biological).
- LOCATE appropriate spill kit, absorbant &/or PPE
- CLEAN-UP, decontaminate, label & dispose as hazardous materials

## EMERGENCY CONTACTS

Police/ Fire/ Ambulance	
Niagara Emergency Services	911
Violence/ Threat/ First Aid	
Campus Security Services - Emergency	3200
Critical Injury/ Spill/ Concern	
Health, Safety & Wellness	SAFE (7233)
Lights Out/Hazards/Damage	
Facilities Management	3717
Injury/ Illness or Health Question	
Student Health Services	3243
Student Help or Report "Student at Risk"	
Student Development Centre	3240/5484
Harassed or Bullied?	
Human Rights and Equity Services	5657

## BOMB THREAT

- REMAIN calm & note telephone display information
- KEEP caller talking and gather information
- BE ALERT to suspicious packages (know your area)
- NOTE location, time and type of package or device
- DO NOT move the package
- NOTIFY Campus Security at x3200 upon hang up or discovery
- INFORM supervisor & await further instruction
- FOLLOW instructions of Campus Security & Police who will determine the need for evacuation and search.