

K É N O

Parent's Guide

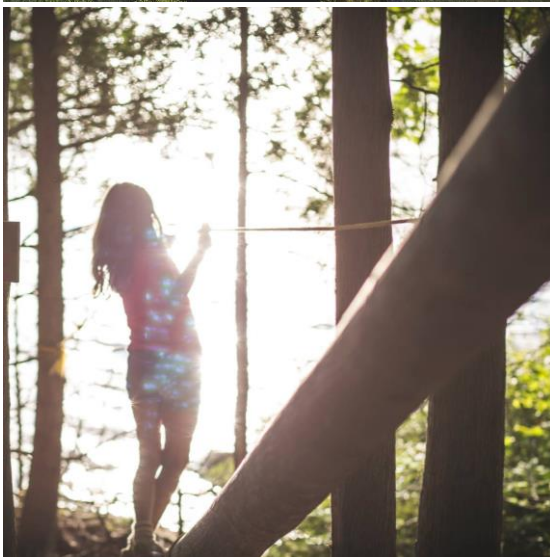
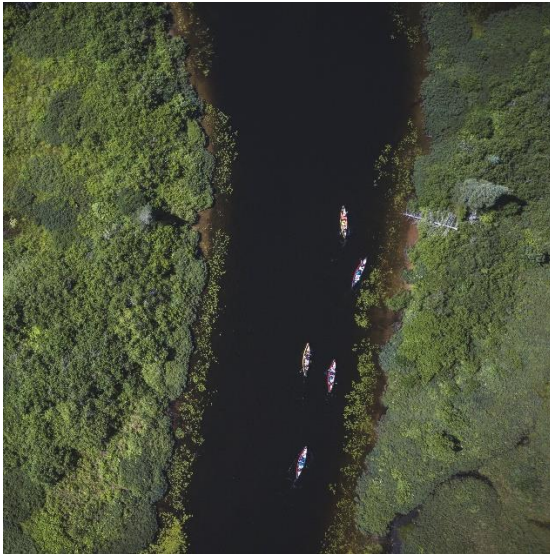


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How can we help you?

You are interested in our Camp and wish more detailed information? We think this document will answer many questions you might have and also give some additional insight into several aspects of Kéno.

If you need any more information, do not hesitate to contact our Customer Service:

1 418 872-9949

1 800 925-4198

infocv@campkeno.com

French Immersion

Please note that Kéno is fundamentally a French camp, hence all regular programming and special activities are held exclusively in French. Counselors are native French-speakers and may have limited fluency in English. Rest assured: some senior staff members are bilingual and our Customer Service staff, living on site during summer operations, is bilingual.

Activities and Facilities

Camp Kéno is located on the shores of Long Lake, nestled in a beautiful regional park in the county of Portneuf, North of Quebec City. This exceptional area of 2.1 square kilometers houses more than 50 buildings and offers numerous outdoor activities, directly on site. The campers of our various summer programs also have access to additional tens of square kilometers of forest, lakes, streams, waterfalls and rivers for them to learn skills and enjoy outdoor activities.

On our vast site, each age group has its own sector, activities, projects and challenges. Although sectors interact during special activities, kids and teenagers mostly regroup with same aged campers, thus building strong friendships and interacting with campmates with similar abilities.

Outdoor Activities

- Archery
- Canoeing
- Climbing (Rock face and Artificial Wall)
- Hiking and Trail Running
- Kayaking
- Obstacle Course
- Outdoor Living
- Rabaska (Native War Canoe)
- Sailing
- Swimming
- Wilderness Survival
- Wildlife - Fauna and Flora
- Wind Surfing

Outdoor Recreation Facilities

- Beach Front
- Circus Tent
- Floating yurt
- Giant Outdoor Projector Screen
- Native Village
- Observation Tower
- Prospector's Tents
- Shelter
- Teepee
- Tree Houses

A Typical Day

While summer camps vary significantly in many ways, most camps will follow a schedule similar to the one we established. Although we have regular activity days, our sessions are punctuated by many special activities or out-tripping, that change the daily routine.

Note that this is a “typical day” and, as such, times and activities may change, for example according to weather conditions.

7:30 a.m. – Wake Up

Waking up to another exciting day of camp makes the early start easy... sometimes! The 7:30 wake-up call is a little rough at first, but it will quickly become a normal part of your daily routine!

8:00 a.m. – Breakfast

You will find something sweet and savoury, crunchy and sloppy, toasted or chilled... ready to fuel your day! Your counsellors will receive the group’s schedule during breakfast and you’ll get a peek at what you’ll have planned for the day.

8:30 a.m. – Cabin Cleanup

Everyone heads back to his or her cabin to tidy up. You will be expected to help and clean up your cabin area and personal things. The cleanup will involve sweeping, taking out trash, putting wet clothes out to dry and generally making the cabin neat.

8:45 a.m. – Morning Gathering

Counsellors round the troops at age-specific sites. The day starts with a pep talk, an overview of the day and ... of course, some singing!

9:00 a.m. – First and Second Activity Periods

Along with your group mates, you will take part in two different activities, which vary from day to day and are age-specific: canoe, archery, climbing, camping skills, out-tripping planning – to name only a few.

Noon – Lunch

Already?! More food...and possibly singing! Food... singing... food... singing!

1:00 p.m. – Rest

It will soon become apparent to you that rest hour is among the greatest ideas established at summer camp... both for you AND the staff members! The combination of the early start, the hectic morning and the belly full of food may put you in the mood for an afternoon rest. Take some time to write home, gently strum your guitar, read or sleep.

2:15 p.m. – Three Activity Periods, Beach Time

Rest hour over... back to activities! You will move on to your next assigned activity for the day, one of which might be beach time: aquatic football, free swim, beach volleyball, sand castles (if that’s what you dig...), hammock swinging or just taking a refreshing dip in the lake – you choose!

Two other activity sessions follow the same rhythm.

5:00 p.m. – Dinner

You guessed it...more food and more singing! You'll quickly come to realise that you need three basic things to have an amazing time: fun activities, food and an opportunity to sing! We have an abundance of each!

6:15 p.m. – Spare Time OR Evening Activities

It's fun to have some time available to enjoy your favourite activities or just meet and chat with other campmates.

Evening activities are great fun and a wonderful opportunity for campers from different groups (but same age group) to get to know each other. Campers and counsellors alike can mingle with others. Evening activities range from themed dances, competitions, sports games to group challenges!

8:30 p.m. – Evening Wind-down/Free Time

We offer an evening snack and then will either allow you to interact in a communal space with other groups or will have the you stay with your group to lead a review of the day and to catch up as a group... sometimes under the stars, or by a campfire!

9:00 p.m. – Quiet time/Prep for bed

Time to get settled, brush your teeth and get your pyjamas on.

10:00 p.m. – Lights out

Our Staff

Quality staff is one of Kéno's GREATEST ASSET!

Safety, Quality, Integrity

Your child's well-being and safety are at the core of our organization's thoughts. When it comes to selecting our team of counselors, we are particularly strict. Our careful application and selection process enables us to build a group of high quality counselors. Every individual goes through a thorough screening process: references are checked and judicial record must be clean.

Most staff members are students involved in fields such as teaching, specialized education, physical activity, outdoor sports, social sciences and adventure tourism.

- The average age of our staff members is **20**.
- Staff members receive at least **60 hours of training** focused on: safety, leadership, outdoor activities offered on site, extensive procedures applicable during camp operations and during expeditions, child psychology, children's needs, first aid, and CPR.

Staff members acting as instructors of specialty activities receive additional training (canoeing, kayaking, climbing, etc.).

Supervision and Management

Our counselors are supervised by a team of coordinators as well as managers having significant experience in camp environments.

Health Care

At all times, there is on site a health care provider ready to deal with little bumps and scratches or emergencies.



Other Practical Info

Transportation

For parents who cannot drive their child to camp (see Map and Directions, last page of this document), we offer a bus service from our offices, located in Saint-Augustin-de-Desmaures, in the suburb area of Québec City. Fees apply.

You must reserve your child's spot. Plan to arrive **30 minutes before departure time** to confirm your child's presence and go through usual formalities with the person in charge.

If you are from another province or country, your child might travel alone by plane, train or coach. Arrangements can be made with our Customer Service staff to pick up your child from Quebec City's Jean Lesage International Airport (YQB) or from the Sainte-Foy train or coach station. We will either take the child to the camp bus, if schedule fits, or shuttle up to camp in a private vehicle (extra fees apply).

In order for us to make appropriate arrangements and ensure you have all necessary paperwork (proper ID, parental consent letter for unaccompanied minor, etc.), it is important that you let us know the means of transportation and arrival/departure time for your child as soon as possible, and **no later than 21 days before the beginning of your child's stay with us.**

Safekeeping of documents

Campers from other provinces or countries and carrying valuable documents such as passport, proof of insurance, plane/train/coach tickets will have their documents stored in the office's safe deposit during the duration of their stay, along with their cell phone and wallet/purse, if applicable. These items will be handed back to the child or caregiver upon departure.

Health

Medical information and Medication

Upon your arrival, you will have the opportunity to meet the health care provider, who will be available to answer your questions and consider any special need while you are present.

If your child will require medication while at camp, you will be asked to fill and sign a medication form authorizing our staff to administer the prescribed medication and over-the-counter medication, if applicable. In order to optimize efficiency and safety, we recommend that you have your pharmacist provide a **medication profile** and a **pill case** for the duration of your child's camp session. These services, provided by pharmacies, will help optimize the work of our health team, reduce manipulations and risk of errors. If your child needs to carry an epinephrine auto-injector (such as EpiPen), **send along 2.**

We keep a suitable inventory of common over-the-counter medication. Avoid including such medication in your child's luggage. We will provide this type of medication, as required.

In the case of children using our bus transportation or other special means, the person in charge will handle the medical follow-up, i.e. collect appropriate medication and information and hand them over to the camp health care provider.

Food Allergies or Intolerances & Diet Restrictions

We pay special attention to food allergies, intolerances and diet restrictions. Our menus can accommodate several special dietary needs. If your child has special dietary needs, it is crucial to provide detailed information about this when you fill in your child's Health Form. A few weeks before your child's arrival, our staff in charge of dietary needs management will contact you only if we cannot meet your child's needs and will then discuss possible options with you.

Cigarette and Drug Use

Smoking is strictly forbidden on camp premises. Any camper using/possessing drugs will be expelled without reimbursement.

Services

Equipment purchase/rental

Some items may be purchased or rented on site: floater vest, sleeping bag, sleeping pad, mess kit, river helmet (if applicable). You can also order these items beforehand. Contact our Customer Service for pricing and ordering information.

Laundry

For up to two-week sessions, campers usually pack enough clothing and no laundry is necessary. However, if your child needs to have some clothing washed, this service is available at an additional cost. If applicable, this service will be charged and payable on closing day.

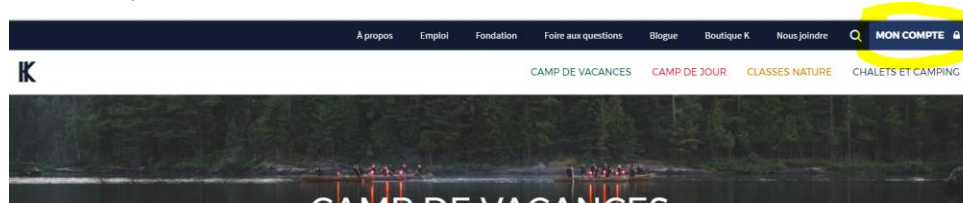


Registration

5 Ways to Register

ONLINE (*Please note: Online Registration System in French Only*)

www.campkeno.com



Click on **MON COMPTE**, in the upper right hand corner of any page of our Website

- You must provide ALL information required and pay by Visa or Mastercard, to complete the registration process.
- If you have any difficulty, contact our Customer Service. We will gladly assist you!
Monday through Friday, from 9:00 a.m. to 5:00 p.m.
418 872-9949, or toll-free 1 800 925-4198

By EMAIL

Fill-in the Registration Form, including the Health Form, then send the scanned forms with your payment (see "Payment Terms") to:
infocv@campkeno.com.

By FAX

Fill-in the Registration Form, including the Health Form, then send the forms with your payment (see "Payment Terms") to:
418 872-1239

By MAIL

Send the completed Registration Form, including the Health Form, with your payment (see "Payment Terms") to:

Camp de vacances Kéno
5020, Clément-Lockquell
Saint-Augustin-de-Desmaures (Qc) G3A 1B3

By PHONE

Call 418 872-9949, or toll-free 1 800 925-4198. Please note that you will still have to send us the Health Form.

SIBLING DISCOUNT for 2nd and 3rd child – APPLICABLE ON SELECTED PROGRAMS

- 7% for the 2nd child of the family
- 15% for the 3rd child of the family and the following children

The child whose registration cost is the highest will be considered as the 1st child.

Payment Terms

IMPORTANT: All rates subject to change without notice.

All payments, whether for camp sessions, additional services or items purchased in advance or on site, must be made by credit card (Visa/MasterCard), cash or cheque.

Whichever means of payment is chosen (credit card, cash or cheque), the total amount of the invoice can be paid by several equal amount monthly installments:

- 6 installments if registration occurs by March 31.
- 4 installments if registration occurs between April 1st and May 31.
- 2 installments if registration occurs between June 1st and July 31.

CREDIT CARD

- Installment payments will be processed each consecutive month starting on the date of the first payment.
- Please note that if no number of installments is specified, the total amount will be processed in full.
- \$5 fee for any credit card transaction rejected by a financial institution.

CHEQUE – for MAIL registrations

- 1st cheque on registration date.
- Following cheques dated 1st of the month; last cheque must comply with above calendar.
- Please label your cheque to “Kéno”.
- Send to:
Kéno
5020, Clément-Lockquell
Saint-Augustin de Desmaures QC G3A 1B3
- \$25 fee for any cheque rejected by a financial institution.

Confirmation

Once your registration is received and processed, we will send your confirmation and receipt by email. From this point on, you will have online access to your account, including balance due according to the installments defined, if applicable. Those who don't have an email address will receive their invoicing information and receipt by mail.

Cancellation/Reimbursement

- All cancellations are subject to a \$100 (plus taxes) administration fee.
- In the case of our Long Canoe Expeditions programs, all cancellations are subject to an administration fee of 50% of the total cost of the session, taxes included.
- No reimbursement will be granted if the child leaves for any other reason than sickness or an accident. In case of sickness or accident, the value of each day away from camp will be reimbursed. A doctor's note must be received before a refund will be issued.

General Fees

- No registration fees
- ACQ fees*- \$10 (per child)

*Fees related to our membership to the Association des camps du Québec and its activities

Waiting List

If a specific program is sold out, you may add the name of your child on a waiting list using the online registration system. You can also call our Customer Service:

1 418 872-9949

1 800 925-4198

If a spot becomes available, we will call you and you will then have 24 hours to decide if you wish to register or not.



Packing Checklist – 1 week

Please note that items marked with a 🛒 can be rented (additional fees apply) or bought through our organization. To order or for more information about this list, contact our Customer Service at infocv@campkeno.com.

Ensure all the camper's belongings are identified, either with iron-on name labels or with a permanent marker. Preferably use soft luggage or duffel bag(s) rather than a hard suitcase to pack the belongings.

ESSENTIEL EQUIPMENT

- ☐ 🛒 Personal Flotation Device (PFD) of appropriate size for your child - If you already have one, jackets will be provided for campers who do not have one.
- ☐ 🛒 Sleeping bag 0°C to 10°C, compact if possible - For the out-trip
- ☐ 🛒 Sleeping pad - For the out-trip
- ☐ 🛒 Unbreakable bowl, cup and utensils - For the out-trip
- ☐ 🛒 Bottle - 500 ml or more
- ☐ Flashlight or headlamp, spare batteries
- ☐ Large clear plastic bags (4) - Garbage bags, no opaque bags, are used to keep clothes dry during the out-trip.

CLOTHING ad FOOTWEAR

- ☐ Underwear (6)
- ☐ Socks (7) - 6 pairs of cotton and 1 pair of wool
- ☐ Pants (2) - Avoid jeans
- ☐ Short pants (3)
- ☐ Warm sweaters (2) - Avoid cotton, must dry quickly.
- ☐ T-shirts (5)
- ☐ Long sleeve shirts (2)
- ☐ Pyjamas (2)
- ☐ Hat or cap
- ☐ Raincoat
- ☐ Closed-toed shoes (2 pairs) - Sneakers mandatory, other pair to your liking (e.g.: sandals)
- ☐ Old sneakers or water shoes (1 pair) - For water activities and the out-trip. Crocs are not considered water shoes.
- ☐ Swimsuit (2)

LINGERIE and PERSONAL CLOTHING items

- ☐ Pillowcases (2) and fitted sheet (1)
- ☐ Towels (2) and face cloths (2)
- ☐ Soap, shampoo - Preferably biodegradable
- ☐ Toothbrush, toothpaste, lip balm, etc.
- ☐ Insect repellent / Mosquito repellent – Spray cans prohibited.
- ☐ Sunscreen (SPF 30 or higher) - Water resistant – Spray cans prohibited
- ☐ Neck strap for glasses - Mandatory for those who wear glasses
- ☐ Bag for dirty laundry
- ☐ 2 epinephrine auto-injectors (EpiPen) if your child has allergies that require them.

- ☐ Prescription medication, if applicable. We ask that you have a pillbox prepared for the duration of your stay, along with the medication profile. This service is offered by pharmacies.

Please note that the infirmary has a wide range of over-the-counter medications. Do not put any in your child's luggage. We will be able to administer some to your child if necessary.

OPTIONAL Items

- ☐ A copy of this list - To help your child pack at the end of the trip.
- ☐ Toques and mittens
- ☐ Sunglasses
- ☐ Camera
- ☐ Books, board games, card games, etc.
- ☐ Stationery, pencils, stamps
- ☐ Security blanket or stuffed toy

PROHIBITED Articles

- All food, including treats - This is for safety as there are campers and staff with food allergies at all times.
- Pocket money
- Knife
- Electronic devices (cell phones, video games, etc.)

These items will be confiscated for the duration of the stay. In this eventuality, it is your responsibility to claim them. You have until the end of September to do so.

Equipment specific to the CLIMBING program

- ☐ Slippers - Recommended
- ☐ Extra pair of old sneakers - To replace the slippers

Material specific to the MOUNTAIN BIKE program

- ☐ Standard bike helmet - Mandatory
- ☐ Sneakers - Or bicycle shoes
- ☐ Full finger gloves - Not "cut" gloves.
- ☐ Headlamp - For night hiking
- ☐ Protective goggles - Optional
- ☐ Shorts - Recommended
- ☐ Repair kit: Wheel size inner tube, multitool, patches
- ☐ Mountain bike

Participants must respect the following minimum standards for equipment to ensure everyone's safety on the trails: the bike must be in good condition and must not show signs of excessive wear (no cracks or deformation). The handlebars must be covered at both ends and the saddle must be securely fastened. In case of irreparable damage, the camp will rent a replacement bike and charge the rental cost to the parents.

Kéno cannot be held responsible for the loss, theft or breakage of objects belonging to campers.

Packing Checklist – 2 weeks and more

Please note that items marked with a 🛠 can be rented (additional fees apply) or bought through our organization. To order or for more information about this list, contact our Customer Service, at infocv@campkeno.com.

Ensure all the camper's belongings are identified, either with iron-on name labels or with a permanent marker. Preferably use soft luggage or duffel bag(s) rather than a hard suitcase to pack the belongings.

SPECIFIC equipment for the out-trip

The articles suggested below are very useful once the camper reaches a certain age, but remain non-mandatory, **except when specified**. We emphasize that it is unnecessary to invest in high-end models.

	Adventure	Climbing	Leader 1 Lakes Challenge	River Initiation Leader 2 Métabetchouane Ashuapmushuan Rivers
🛠 Personal flotation jacket that meets standards and is the right size	X	X	X	Mandatory
Resistant transparent plastic bags	X	x		
🛠 Dry bag			1 (30-55 litres)	1 (30-55 litres)
Duffel bag	X	x		
🛠 Leakproof barrel				recommended
Backpack			recommended 50-70 litres	60-70 litres if no barrel
Safety whistle				mandatory
🛠 White water helmet				mandatory
Coverall (top and bottom) made of synthetic fibres	recommended	recommended	recommended	mandatory

ESSENTIAL EQUIPMENT

- ☐ 🛠 Sleeping bag 0 °C to 10 °C, compact if possible - For the hut and for the out-trip
- ☐ 🛠 Sleeping pad - For the out-trip
- ☐ 🛠 Unbreakable bowl, cup and utensils – For the out-trip
- ☐ 🛠 Bottle - 500 ml or more
- ☐ Flashlight or headlamp, spare batteries

CLOTHING/FOOTWEAR

- ☐ Underwear (12)
- ☐ Socks (13): 10 pairs of cotton and 3 pairs of wool
- ☐ Pants (6) - Avoid jeans, must dry quickly
- ☐ Shorts (6)
- ☐ Warm sweaters (2) - Avoid cotton, must dry quickly.

- ☐ T-shirts (8)
- ☐ Long sleeve shirts (4)
- ☐ Pyjamas (2)
- ☐ Hat or cap
- ☐ Raincoat
- ☐ Closed-toed shoes (2) - Sneakers mandatory and the other pair at your choice (e.g. sandals)
- ☐ Old sneakers or water shoes - For water activities and expedition. Crocs are not considered water shoes.
- ☐ Bathing suits (2)

LINGERIE and PERSONAL CLOTHING items

- ☐ Pillowcases (2) and fitted sheet (1)
- ☐ Towels (2) and face cloths (6)
- ☐ Soap, shampoo - Preferably biodegradable
- ☐ Toothbrush, toothpaste, lip balm, etc.
- ☐ Insect repellent / Mosquito repellent – Spray cans prohibited
- ☐ Sunscreen (SPF 30 or higher) - Water resistant – Spray cans prohibited
- ☐ Neck strap for glasses - Mandatory for those who wear glasses
- ☐ Bag for dirty laundry
- ☐ 2 epinephrine auto-injectors (EpiPen) - If your child has allergies that require them.
- ☐ Prescription medication, if applicable. We ask that you have a pillbox prepared for the duration of the stay, along with the medication profile. This service is offered by pharmacies.

Please note that the infirmary has a wide range of over-the-counter medications. Do not put any in your child's luggage. We will be able to administer some to your child if necessary.

OPTIONAL Items

- ☐ A copy of this list - To help your child pack at the end of the trip.
- ☐ Toques and mittens
- ☐ Sunglasses
- ☐ Camera
- ☐ Musical instrument
- ☐ Books, pocket board games, card games, etc.
- ☐ Stationery, pencils, stamps
- ☐ Knitting hook and wool

DEFENDED Articles

- All food, including treats - This is for safety as there are campers and staff with food allergies at all times.
- Pocket money
- Knife
- Electronic devices (cell phones, video games, etc.)

These items will be confiscated for the duration of the stay. In this eventuality, it is your responsibility to claim them. You have until the end of September to do so.

Kéno cannot be held responsible for the loss, theft or breakage of objects belonging to campers.

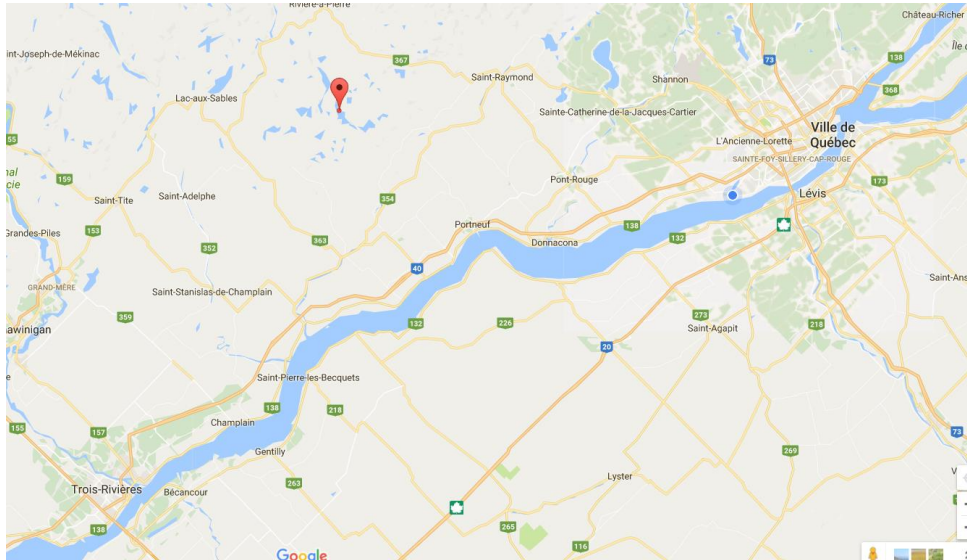
Map and directions

Camp Kéno is located in the Portneuf region, between Québec City and Trois-Rivières, at roughly 100 km from Québec City and 300 km from Montréal. **Plan a 1 hour 45 minutes trip from Québec City or 3 and a half hours from Montréal (each way)**

CAUTION : Follow strictly the following directions.

If using a GPS device, **DO NOT** select a city or enter an address. You could end up at our downtown offices or elsewhere! Use *strictly* the following coordinates:

46.845861 N 72.143920 W



From Quebec City

- On Highway 40, take exit 281, heading north.
- Follow Route QC-365 North until you reach Saint-Raymond (**last gas station**).
- At this point, Route QC-365 becomes QC-367. Continue to follow this route until you reach the village of Saint-Léonard-de-Portneuf.
- About 19 km from Saint-Léonard's church, look for a large sign that reads "*Bourgs de la Seigneurie de Perthuis*" on your left. The road to Camp Kéno, "*chemin Joseph-Perthuis*", starts at this point.
- Turn left on this gravel road and drive about 13 km until you reach the camp.

From Montréal or Trois-Rivières

- On Highway 40, take exit 254 (Saint-Marc-des-Carrières), heading north.
- Follow Route QC-363 North until you reach Saint-Marc-des-Carrières (**last gas station**).
- In the village, take Route QC-354 East, leading to Saint-Alban.
- Continue to follow this route until you reach the village of Sainte-Christine-d'Auvergne.
- At the end of the village, turn left onto Rang Saint-Jacques leading towards Saint-Léonard-de-Portneuf until you reach route QC-367.
- Take route QC-367 north towards Saint-Léonard-de-Portneuf.
- About 19 km from Saint-Léonard's church, look for a large sign that reads "*Bourgs de la Seigneurie de Perthuis*" on your left. The road to Camp Kéno, "*chemin Joseph-Perthuis*", starts at this point.
- Turn left on this gravel road and drive about 13 km until you reach the camp.

**SING, LAUGH AND MAKE
EVERLASTING FRIENDSHIPS**

**BUILD YOUR MEMORIES
SHARE YOUR STORY**

