HOW TO REGISTER GUIDEBOOK
For Camp Thunderbird Spring Break 2027

Welcome

In this guide, you will find step-by-step instructions for how to use our online system to register with our programs and update your information prior to the start of camp. Please take the time to review these steps so that you are ready on registration day.

Registration for **Spring Break Camp** opens on **Jan. 6 at noon for returning families** and **Jan. 13 for new families**.

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Before Registration Opens

Prior to registration, please take some time to review our registration, cancellation, and refund policies found here: https://vancouverislandy.com/program-services/outdoor-education-overview/registration/
Then, go to our online registration system and ensure your account is ready.

LOGIN (returning family) --> Step 1

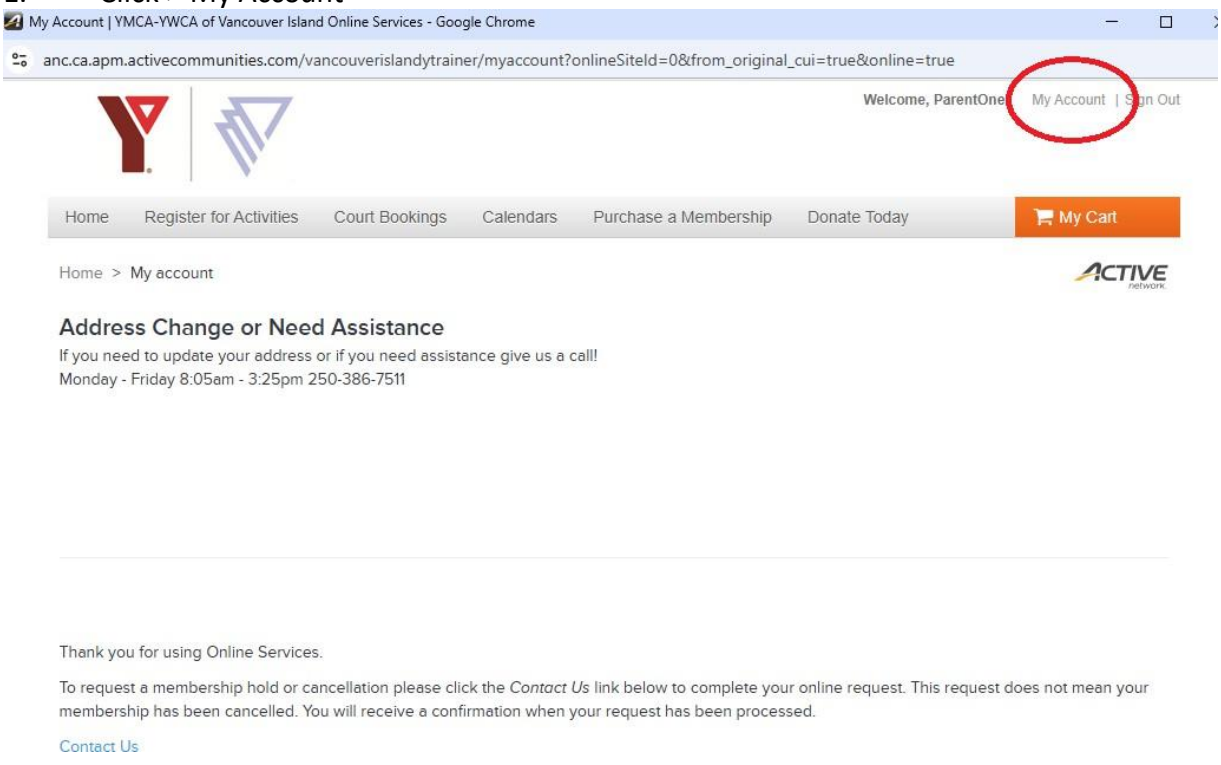
CREATE AN ACCOUNT (new family) --> Step 2

If you are a returning family, go to Step 1. If you are a new family, skip to Step 2 to create a new account.

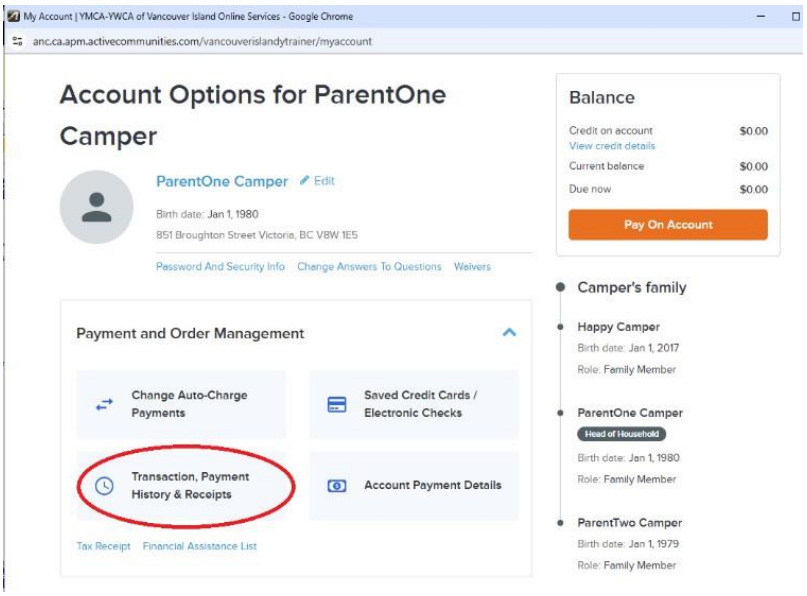
Visit the Y's Online Service Portal

Step 1: LOGIN and confirm that your camper has the prerequisite registration that will allow for early registration.

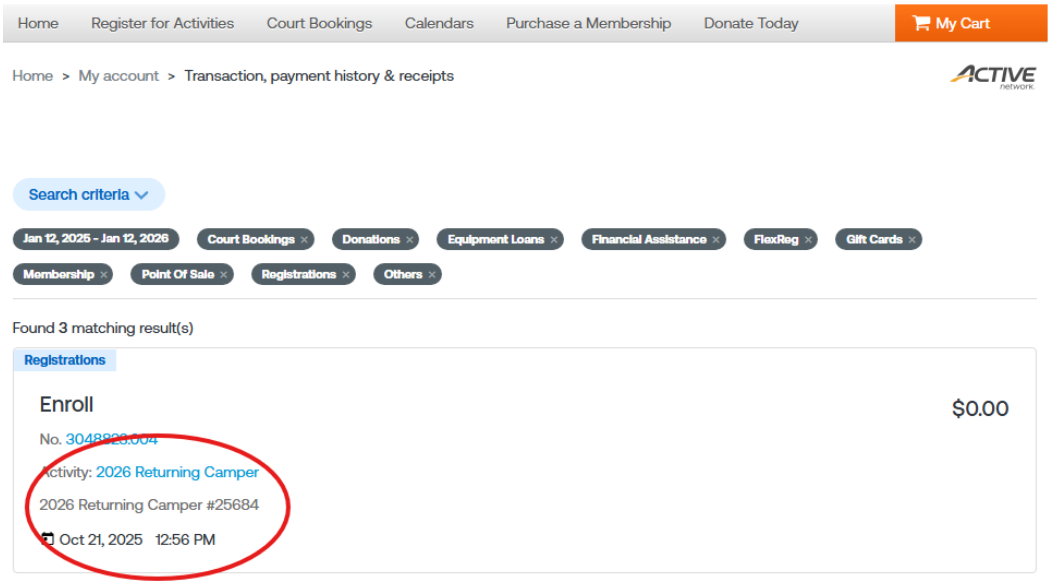
1. Click > My Account



2. Scroll down the page to find Payment and Order Management > click Transaction, Payment History & Receipts.



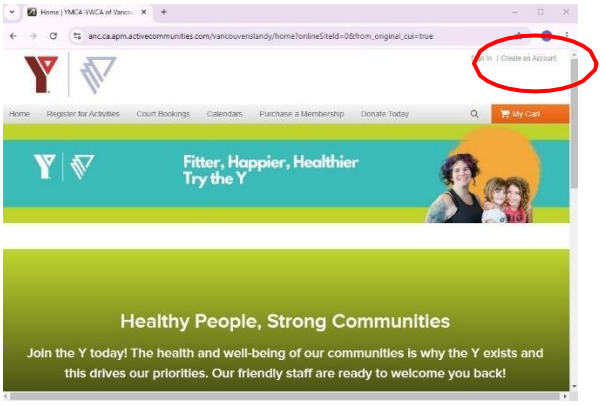
3. You should see a Registration from October 2026 in Activity: 2027 Returning Camper (Activity #25684).



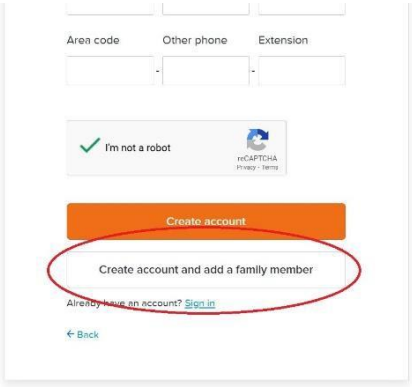
If you are a Y member who actively attends you may have to filter the search criteria or scroll to locate the registration.

4. Skip to STEP 3.

Step 2: CREATE AN ACCOUNT to be able to register for our Camps, by visiting the online services portal.



- You will be prompted to fill in your email address, date of birth, address and other personal details.
- **Start by creating an account for yourself, as the parent/head of household.**
- Scroll to the bottom and select Create account and add a family member.



- **Enter the details for each of your campers.** Their email can be the same as yours.

Step 3: REVIEW the camp registration questions

Coming prepared to registration with your answers will expediate your registration. You may want to have a separate document with your answers prepared so that you can copy and paste them into the system. You will be asked:

- **Full name, relationship to camper and phone number for a Primary and Secondary Contact person.** *The primary contact person is the main person who you want us to get in touch with about your camper, especially while they are at camp. We will call the Primary Contact first and then the Secondary contact, then emergency contacts.*

*If you are the Primary Contact, put yourself here**. The system does not assume that the registering person is also the Primary Contact, so filling out this question is key**.*

- Full name, relationship to camper and phone number for 2 emergency contacts.
- The best email address for program-related updates
- Your camper's BC Personal Health Number, OR out of province insurance/international insurance.
- I authorize camp managers to administer the following over the counter medications (and their generic equivalents), at dosage appropriate to camper's age/weight: Tylenol, Advil, Polysporin, Gravol, Immodium, Pepto Bismol, Claratin/Reactin, Tums, Restorolax, Benadryl, and hydrocortisone cream 0.5% for bug bites/itching
- Will this child be taking medication at camp? Please include if your child has an epi-pen or inhaler.
    a. Specify the details of the medication. Include: medication name, dosage, time of day taken & purpose of medication. NEW 2025: All medication must come to camp in labeled pharmacy-produced blisterpacks.
- Has the camper had a tetanus shot in the last 10 years? Required for programs that leave Camp Thunderbird property. (Note: any child who follows the normal BC vaccination schedule will have had a tetanus shot included.)
- Does the camper have any food or other allergies?
    a. Please list all allergies and severity of reaction (if known).
- Does your camper require an Inclusion Support Worker (additional staff to support disability, neurodivergence, mobility or other need)? Selecting this option does not automatically secure a space. You must email cagocs@vancouverislandy.ca to discuss care plans immediately after registration. Availability of this service is contingent on camp manager approval, and space in the program. If you do not contact camp management you may not get a support worker for your camper.
- Does this camper require program adaptations?
- If Yes, please provide details on adaptions for your camper.
- Please provide any additional information that will help us support your camper.
- For Day Camps, you will be asked to select a bus stop, or whether you will drive your camper to camp
- For Overnight Camps, you will need to register for busing separately, or drive your camper to camp.

On Registration Day

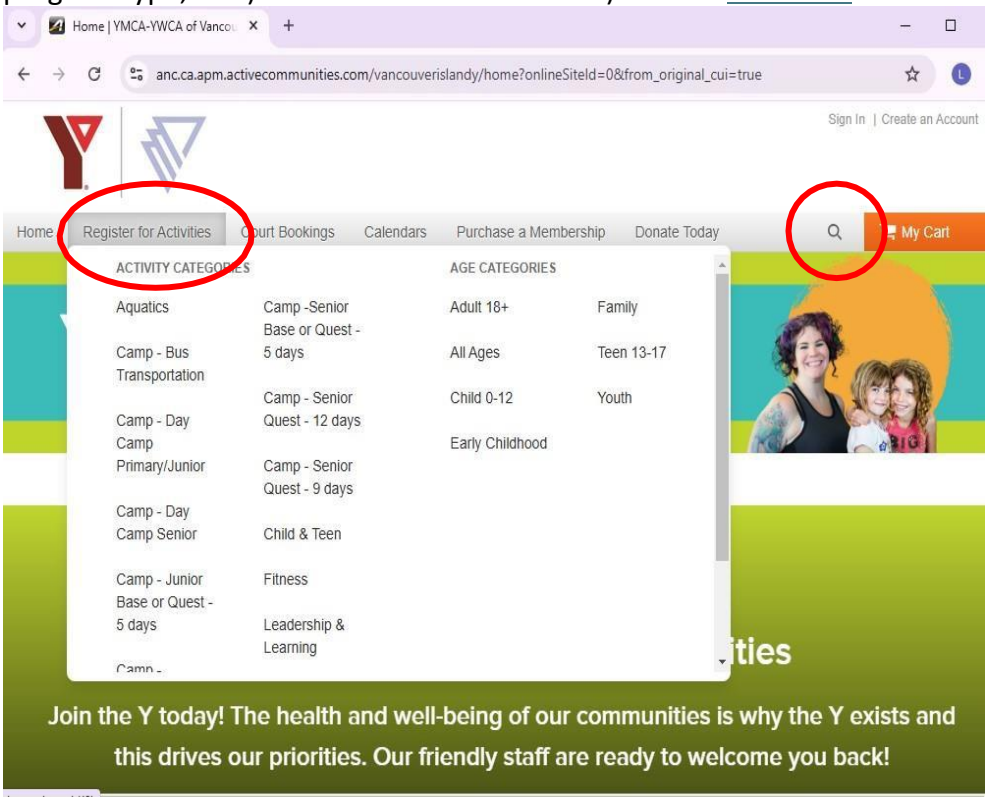
Registration day can feel rushed if some camp programs fill up quickly. It is critical for your camper's safety and comfort at camp that all registration questions are answered thoroughly and accurately. You may wish to have a document prepared with answers to the above questions, so you can copy-paste them into the form. Alternatively, once you have your camper registered, you can go back to update your answers to questions. If there is any question that does not have enough space, please email Claire **cagocs@vancouverislandy.ca** with additional information. You will be able to update the
answers to your campers' questions until close to the time that camp starts. If you need to update questions and they are locked, please email us.

Step 1: LOGIN to the Online Services Portal

Login by clicking here

Step 2: FIND YOUR PROGRAM

There are 3 ways to find the program: 1) Click Register for Activities and select the camp program type, or 2) use the search button or 3) use the Y website to find the program



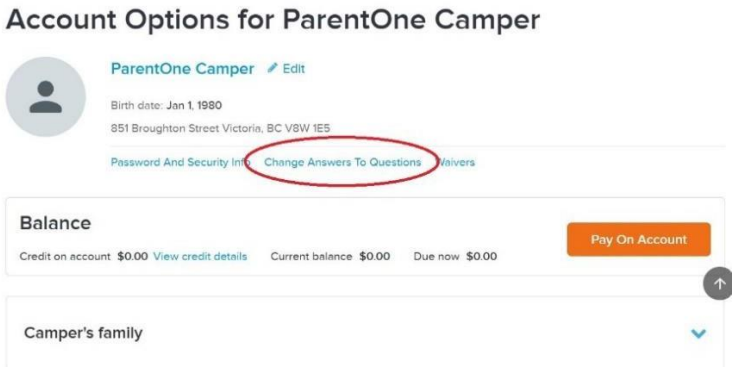
Step 3: ANSWER THE REGISTRATION QUESTIONS AND CHECKOUT

Once a camp is in your cart, the space is held for one hour, only if you got one of the available spaces. After the available spaces are in other people's carts, the system will assign campers to waitlists *upon checkout*, and unfortunately there is no way to know if you have a waitlist space or one of the available spaces until after you check out. **If you are rushing to complete the checkout, please return to the system afterward and ensure all questions are thoroughly and accurately answered.**

Updating answers to registration questions

Step 1: LOGIN to your account

Step 2: Scroll down and select "Change Answers To Questions"



Step 3: Select "View and Modify" next to your campers name, and then select the ORIGINAL registration (not any duplicates that show up due to a payment plan). Scroll down and modify questions, then scroll all the way to the bottom to hit Save. **You will need to repeat this process for each camp, if you registered in multiple camps.**

Questions and Answers for All Family Members



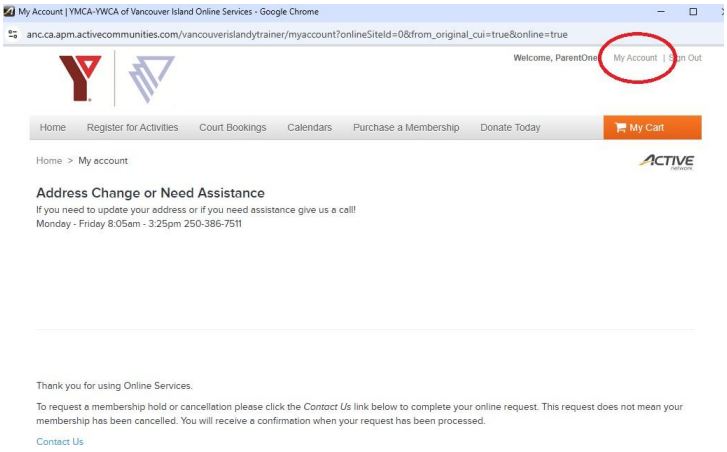
Updating Authorized Pick Up People

Who Can Pick Up?

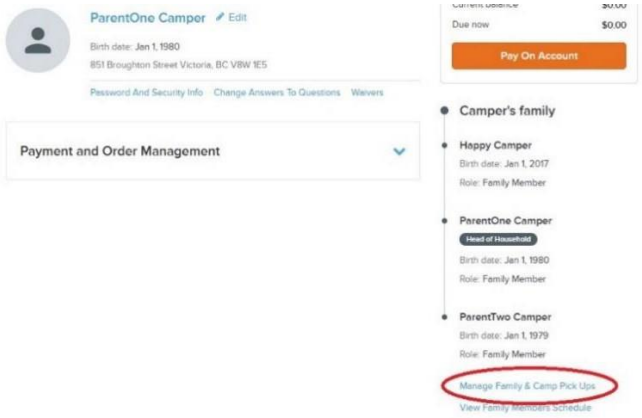
Campers must be picked up by an adult who is listed on the Authorized Pick Up list. This adult will be You will need to be/send an "Authorized Pick-up Person" with government-issued photo ID to collect your child. We are **VERY** particular about this! You can update the Authorized Pick-Up List by logging into your account online and following these steps:

Online Update to Authorized Pick-Up People

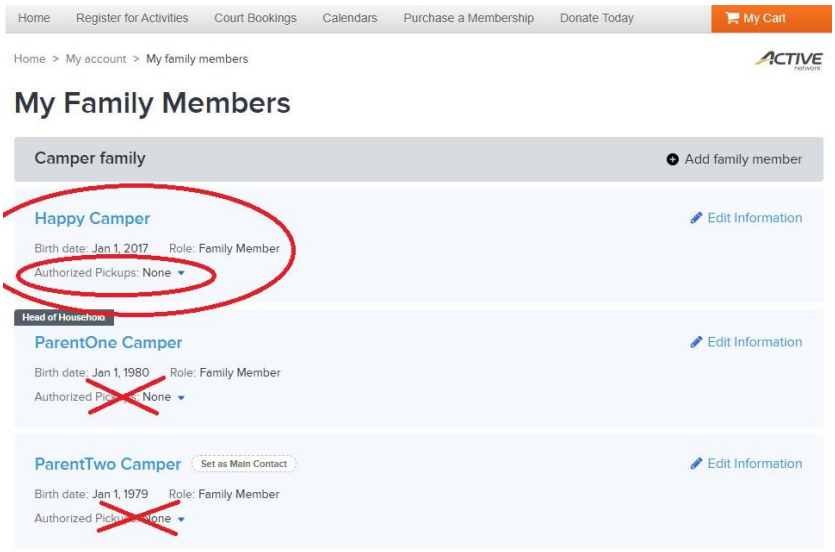
1. Please log in to the account originally used to register your camper.
2. After logging in, click **My Account** on the top right of your screen.



3. Scroll down and click **Manage Family & Camp Pick Ups**



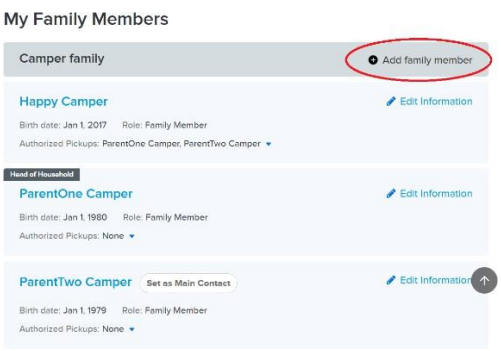
4. Find your **Camper's Name,** and select the Authorized Pickups dropdown. Do not select Authorized Pickups under your own name or other adults on your account.

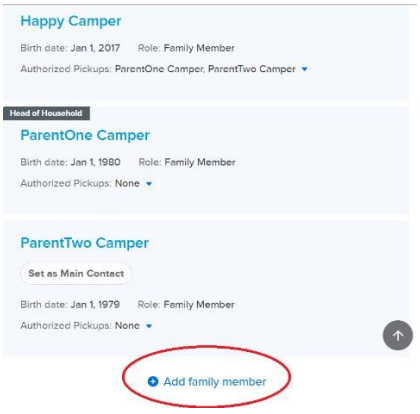


5. Add people by clicking the **Authorized Pick Ups drop down list** and checking off all pickup adults.



6. If the person you want to add is not listed, select Add family member, and complete their details. Details will need to match their ID. The Add family member function will either be on the top right or below the list of current family members.





7. Once the new family member has been created, add them using the above steps as a pick up for your camper.
8. If you are adding authorized pick up people while your child is at camp, they must be added before 2pm daily for Day Camp and prior to 2pm on THURSDAY for overnight camp pick up.

Contact Us

If you require assistance through this process, please call or email Registration Services, open 8:05 to 3:25 daily and can be reached at 250-386-7511 or registration@vancouverislandy.ca.

To contact camp staff about programs, questions, or concerns about your camper (office open May-September) call 672-884-1264 or email:

Alex Crouch, Program Manager, Overnight Camps
acrouch@vancouverislandy.ca

Claire Agocs, Program Coordinator, Day Camps
cagocs@vancouverislandy.ca