

## **Parents Page**

Who are 'NYQUEST'? Can I trust this company, all the way in Canada, to take care of my child's wellbeing for 8-10 weeks? How does this whole Camp Canada thing even work? This wasn't around in my day!

If you find yourself asking these questions, fear not. We are here to provide a concise summary of our program, the process your offspring will go through by signing up, what exactly it is that we do, etc. This will hopefully address your concerns and allow you to give your full blessing to your child, on their adventure in Canada.

Before we get into the details, please always remember that your child is participating in this program and that they are our client. We will happily respond to their concerns/questions/etc, but we ask that you refrain from 'advocating' on their behalf and contacting us about their applications. We would much rather speak with your child, our participant, directly! As our program is open to those who are 18 or over, we expect a level of independence and indeed, it reflects much better on their application that they can communicate with us and discuss anything they wish. This suggests their ability to do the same with their employer whilst they are in Canada, when you are not around. Please only contact us if the situation is an emergency (e.g. "I haven't heard from my kid in a month! Are they still alive?" – chances are, they're simply having too much fun to respond to an email!)

### **The Canadian Camp Experience Program**

NYQUEST was established in 2006 by Jonathan Nyquist, who remains the Operations Director to this day. Thousands of young people from around the world have participated in the camp placement program, and hundreds more have used us to support their successful visa/work permit endeavours. We currently work with over 50 camps in Canada ranging from traditional, overnight camps in the provincial parks of Ontario to rustic Scouts camps at the base of the Rocky Mountains, to bilingual camps in Quebec and special needs camps on Vancouver Island.

Taking part in this program has many benefits – too many to list! As an organization our primary objective is matching the right staff with the right camp, and we take pride in learning about your child, recognizing their strengths and knowing the challenges that they will be able to succeed in. You will no doubt notice the changes in your child when you welcome them back off the plane in late summer.

### **The Applications Process**

This differs whether your child goes through a recruiter in their home country, or whether they come to NYQUEST directly. Either way, a detailed application and an application fee payment is required before an applicant progresses to be interviewed, either in person, or on Skype. We assess the personality, skill set, experience and maturity of applicants. Once accepted, NYQUEST begins the process of placing the individual and participants must complete a criminal background

check and a medical check, done by a licensed medical professional, as well as pay the remaining program fee.

### **Fees and Refunds**

For a breakdown of fees, please see the fees page of our website. All payments are non-refundable if the applicant cancels, as per the program agreement. If the cancellation is due to unforeseen medical or family circumstances, NYQUEST will refund on a case-by-case basis. If a placement is not found, NYQUEST will refund in full.

NYQUEST charges a fee to the camp, per staff that they hire. Fees are charged to cover a fully supportive, comprehensive program and ensure that we are able to deliver on the high level of service that we pride ourselves on.

### **Work Permit**

NYQUEST takes care of the particular work permit process that an individual must go through, based on their employer and their country of citizenship. There are various scenarios to this, but we fully support the process. Participants do not need to go to a Canadian Embassy in their home country as part of the work permit process; this is all done electronically and in rare cases, via mail.

### **Health Insurance**

NYQUEST provides ten weeks of comprehensive health insurance for all participants, as standard. This covers them to work and travel in Canada as well as the USA. It should be noted that the insurance does not cover pre-existing medical conditions and healthcare required for treatment of such conditions – additional insurance is recommended in these cases.

### **Travel to and from Canada, and Transportation within Canada**

As per the Program Agreement, participants are responsible for their own flights. NYQUEST covers the transportation from the airport to the accommodation in the participant's host city, and their trip up to camp. In rare cases, NYQUEST is able to cover a participant's return flight if the participant agrees to a reduction in salary.

### **Placements and Camps**

Most participants complete an 8-10 week placement at an accredited camp. The camp is the employer of the participant, not NYQUEST, and whilst we can advocate and support your child if they experience any struggles or challenges, there is an expectation that the participant will be aware of and follow all rules and regulations regarding behavior and conduct at camp. If rules are broken, the participant will be fired or asked to leave camp. NYQUEST will work with the participant on their specific situation.