

CAMP KR C!

DAY CAMP Guide 2019

Day Camp Guide

Table of Contents

Program Enrollment Form	3
Communication/Cell-Phone Policy	4
Registration/Payments Information	4/5
Refunds/Transfers Policy/Drop – Off / Pick - Up Procedures	5
Ages and Ratio Standards/Meal/Medication Policies	6
Meal/Medication Policies/Behavior Management Policies	6/7
Parent Guide & FAQs	7/8
Arizona Department of Health Service Form	9
Arizona Department of Health Services Medication Form	10

The following pages are the Camp Kroc Guide. Please review in detail and return the Program Enrollment Form and Emergency, Information and Immunization Record Card to the Kroc Center. If you have questions that are not included in this guide, please contact Terri Cross, the Arts and Education Manager.

COMMUNICATION/CELL-PHONE POLICY

We will communicate with you the following ways:

- Facebook – “Like” us on Facebook at facebook.com/campkroc.
- Phone & E-mail – Please ensure you have the most up to date information on file. You can check which information is on file by visiting the Day Camp Office or Welcome Desk.

If you need assistance, please contact the following people:

- **Terri Cross, the Arts and Education Manager** – 602-425-5008 or via e-mail at: terri.cross@usw.salvationarmy.org.
 - Terri oversees all operational and planning aspects of Camp Kroc. If you are not sure who to ask, she is a great resource.
 - **Tara Britton Arts and Education Lead II** - 602-425-5075 or via e-mail at: Camp.kroc@usw.salvationarmy.org
 - **Alex Avestruz, Guest Service Manager** – 602-425-5005 or via e-mail at: Alex.Avestruz@usw.salvationarmy.org
- **Kroc Center Welcome Desk** – 602-425-5000
 - Contact the Welcome Desk for general questions or if you need immediate assistance.
- If you need to get a hold of your camper during the day, please contact the Day Camp Desk at 602-425-5075.

Address: The Salvation Army Kroc Center
1375 E. Broadway Road, Phoenix, AZ 85040

Hours of Operation: **Camp** Monday – Friday 8am-4pm
Extended Care – Monday – Friday 6am-8am & 4pm-6pm

REGISTRATION/PAYMENT INFORMATION

Please remember the following regarding registration:

Deposit A \$25 non-refundable per camp is required to reserve a space for a week of camp for each child. Deposits are not transferable between sessions.

Registration Fees

Camp Kroc Adventure & Camp Kroc Pee Wee

- Gold Member – \$140 per week, per camper.
- Silver Member – \$149 per week, per camper.
- Non-Member – \$165 per week, per camper

- Payment in full is due one week prior to the start of each camp, or registration and deposit are forfeited.
- Parents may reinstate enrollment pending space availability.

Payment may be made by debit card, credit card or cash. Checks are not accepted for payment.

Extended Care Fees:

Camp Kroc Adventures & Camp Kroc Pee Wee
6am-8am & 4pm-6pm \$20.00 per week, per camper

Membership Discount

To receive Kroc membership rates, membership must be current for the camper at the time of registration and remain current through enrolled weeks of camp. Membership information is available at the Guest Service Desk or online at www.krocphoenix.org/membership.

Refunds/ Cancellations & Transfer Policy

Refunds follow the Kroc Center refund policy:

- No cash or credit card refunds are issued unless a Day Camp session is cancelled by the Kroc Center.
- Cancellation credits will be issued via a Kroc Center Gift Card and distributed directly to the participant.
- Cancellation at least one week prior to the start of the camp session: full credit on a Kroc Center Gift Card towards Kroc Center programs minus the \$25 non-refundable deposit fee.
- Cancellation less than one week prior to the start of the camp session: no credit will be issued.
- Credit applications are available at the Day Camp office and Guest Service Desk.
- No prorated credits will be issued for partial attendance in a camp session or missed days due to illness, behavioral issues, or any other reason.
- Credits are applicable towards any Kroc Center program, not redeemable for cash, will not be put on any credit card account, and do not expire.
- Please allow for one to two weeks for your request to be processed. Gift Cards may be picked up at the Day Camp Office. Gift Cards will not be mailed.

Transfer Requests

Please complete the Change of Enrollment form for all day Camp session transfers. Transfer requests are not guaranteed. Requests must be made one week prior to each camp. Summer Day Camp Sign -Up Spectacular discounted fees and camp session deposits are non-transferable. Regular payment policies apply: balances resulting for a transfer must be paid one week prior to the start of the camp.

DROP - OFF & PICK – UP PROCEDURES

Drop-off occurs at the gymnasium between 8:00am and 8:30am. Extended Care drop-off occurs between 6:00am-8:00am. Pick-up for all campers occurs at the gymnasium 3:30pm-4pm.

Parents arriving after 8:30am or pick-up before 3:30pm will need to report to the Day Camp office to sign their child in and out and will be instructed where to go to meet their camper's group. Please leave enough time, as pick-up may occur in the middle of an activity on the other end of the campus.

Campers must be signed in and out of camp each day by an authorized adult in the presence of Kroc Center staff.

Photo identification:

- Current and valid photo identification is required each day at pick - up.
 - Valid forms of photo identification include current state-issued identification card or driver's licenses, U.S. military identification cards, or U.S. passports.
- Only adults listed as custodial guardians and additional adults authorized for pick-up will be allowed to sign campers out.
 - Only custodial guardians are authorized to make changes to the contact list of individuals allowed or NOT allowed to pick-up a camper.
 - All changes must be made in person with Camp Kroc leadership.
- Only adults over 18 years of age can be authorized to sign out a camper.

AGES AND RATIO STANDARDS

Children must meet the age requirement by the time they start camp:

- Kroc Pee Wee – 4-5 years
- Kroc Adventurers –5-13 years

We comply with all state regulations for ratios:

- Camp Kroc Pee Wee – 1:6 ratio
- Camp Kroc Adventure – 1:10 ratio
- Minimum of two staff must be present always.

MEAL/MEDICATION POLICIES

Please review the following notes about meals:

- Breakfast and lunch provided to each camper.
- Meal time depends on their age group.
- Breakfast served between 6:15am -7:45 am.
- Lunch served between 10:30am-12:30 pm.
- One designated snack time at 4:30 pm.
- If your camper is a fussy eater, has severe allergies, or has very limiting dietary restrictions, we encourage you to pack a lunch from home. Be sure to make us aware of allergies and dietary restrictions on their medical paperwork.
 - We do not provide alternative meals.
- For the safety of our campers, we ask that you abstain from including peanuts and/or peanut butter in your child's meals.

Medication and emergency protocol:

- If your camper has any special medical needs please include these with the desired response on the camper Emergency, Information and Immunization Record Card These will include, but are not limited to, any medical or behavioral diagnoses that may affect your child's experience at camp. By providing this information, you are providing our staff with the knowledge and ability to provide the best care possible for your child. Please note that there will be no nurse/doctor on-call at The Kroc Center.
- Please note that, we do not provide any medication to children, prescribed or otherwise.
 - This includes over-the-counter medications like Advil, Benadryl and etc. If your child may need any of these medications, please provide a prescription for these medications in an unopened bottle with the child's name printed on the label.
 - Please place in a plastic bag.
 - Please note that we cannot administer medication, that we can only oversee campers self-administer medications approved by a doctor.
 - Permission to Carry: All (prescriptions such as asthma inhalers and epi-pens), will be carried by the counselor in the child's group. Head Counselor, Lead or Manager will oversee all medications.
 - Per state regulations, a medication documentation form will be filled out by staff after your child has taken their medication.
- If a camper becomes ill or injured, the parent guardian will be notified immediately and asked to pick up the camper. For minor scrapes and bruises, Day Camp staff will complete a Report to parent (RTP) form to notify parents of the event at pick-up time.
 - If deemed necessary, Camp Kroc staff will contact 911 to ensure proper medical attention is given. Camper is responsible for any costs associated with medical emergencies.

BEHAVIOR MANAGEMENT POLICIES

Should disciplinary action be needed, we will use the following behavioral management plan:

1. Verbal reminders
 2. Report to Parent documentation
 3. Behavior Contract
 4. Dismissal from camp for the day
 5. Dismissal from camp for the rest of the week
 6. Dismissal from camp for remainder of season
- Severity of behavior and steps taken will be determined by Kroc Center management.
 - No refunds, credits, or transfers are given for campers who miss time as a result of the behavior management policy.
 - The Salvation Army is a mandated reporter and will report signs of abuse, neglect, and other alarming behavior to the proper authorities.

Camper Code of Conduct

- 1.Campers must stay with their age group and be accompanied by a counselor during all camp activities.
- 2.Campers must remain with camp staff members at all times unless checked-out by an authorized adult with photo I.D.

- 3.Camp attendees are expected to respect peers, The Kroc Center staff and the facility at all times.
- 4.The use of foul language, abusive actions, and inappropriate behavior is prohibited.
- 5.Alcohol and/or drugs are not allowed anywhere on the premises or at any location where camp is taking place.
- 6.Bicycles, roller blades, skateboards, scooters or pets will not be allowed inside the facility.
- 7.Shirts and shoes must be worn in all areas outside of pool. Any logos or messages on clothing must be acceptable in a family setting.
- 8.The Kroc Center staff reserves the right to dismiss a camper without a refund who does not meet behavior expectations.

PARENT GUIDE & FAQs

Backpacks and other items needed:

- Backpack or bag to carry their belongings
 - Everything should be labeled.
- Water bottle with their first & last name
- Sunscreen (SPF 35 or higher is recommended) – recommended that you apply once before arriving at camp
 - Counselors can only apply spray sunscreen.
- Modest swimsuit or shorts and towel for aquatic days

Lost and found:

- Lost & found items are kept for a period of two weeks after a session, then donated to the local Salvation Army Thrift Store.
- The lost & found box is available at the Day Camp Office. Please see a counselor if you need to find a missing item.

Pool area:

- Appropriate swim attire is required.
 - No basketball shorts, cut-off jeans, tank tops or t-shirts.
- Camper must take a swim assessment each session.
- Due to safety, the only floatation devices or life jackets allowed are the ones we provide.
- Pool toys of any kind are not allowed.
- Indicate on your enrollment form if special assistance is needed while swimming.

Key Safety Guidelines

*All staff members will receive First Aid & CPR certification.

*All staff members will receive a Finger Print Clearance Card certification.

*All staff members will receive a Food Handlers Card certification.

- *All staff members will receive 18 hours of training in Childhood Development.
- *All staff members will receive Praesidium Accreditation, a leader in risk management.
- *There will be a 1:6 counselor to child ratio for Pee Wee Camp and 1:10 counselor to child ratio for all other camp offerings at minimum, at all times.
- *Camp staff will be equipped with radios and first aid kits, as well as emergency information needed for each participant.
- *Lifeguards will be present during all swim sessions that take place at the Kroc Center.
- *A first aid kit and a list of medications and allergies will be on camp staff at all times. Emergency contact information will remain on staff no matter the activity.

Who is watching my child?

The majority of our staff members are recruited from local colleges and universities. Most importantly, our staff is made up of people who love kids. They want to spend their time playing, teaching, and working with children. All Kroc Center Day Camp staff members have cleared reference checks and have a Fingerprint Clearance Card. In addition, all staff members are certified in basic First Aid & CPR and receive 18 hours of extensive training in both how to care for youth and how to prevent childhood abuse. Staff also have Food Handlers Cards that allow them to handle the food distributing process. You can be sure that we are hiring the best of the best to work with your children.

What is Arizona Department of Health Service, Bureau of Child Care Licensing (DHS)?

They monitor the health, safety, and well-being of children in child care licensed facilities throughout Arizona by regulating, establishing and enforcing appropriate rules, and by providing technical assistance, rigorous training and in-depth set of standards affecting camp operations, staffing, programming, and safety procedures. We are proud to be a licensed Day Camp, providing a safe and enriching experience for our campers.

What if My Child Has Special Needs?

The Kroc Center is committed to the inclusion of all children in our Day Camp Program, however, the Kroc Center Day Camp Inclusion Program cannot provide specialized 1-on-1 supervision/ care for any individual camper. As part of the Inclusion Application process, each child (and at least one parent) will be required to attend an interview with the Arts & education Manager to discuss/ determine if we can provide reasonable accommodations to meet your child's needs and (most importantly) keep them safe while at camp. Please call the Arts & Education manager at (602-425-5008) at least two weeks prior to your session's start date to schedule your Inclusion Application Interview.