

Camp Zoo Policies and Procedures

Thank you so much for registering for Camp Zoo. Before your Camper arrives, all families are asked to read and acknowledge our terms and conditions. Caregivers sign and agree to these terms when registering for camp.

Communication

All our communication is via email. Please expect to receive updates from us through the email provided at registration. Any questions or updates may be directed to camps@phoenixzoo.org. Emails are typically responded to within a 48-hour time; however, anticipate some delays when camp is in session.

Any emails received from the Camps email on behalf of UltraCamp (our registration platform) can also be replied to and will be sent straight to camps@phoenixzoo.org

The Camp Zoo emergency line is 602.574.2253. You may use this number during your camper's week to communicate urgent/time-sensitive information (pickups, drop-offs, late arrivals, etc.). This emergency line is NOT monitored when camp is out of session. To ensure the quickest response to calls, the emergency line is handled by a staff member who is supervising the camp. This number will also be used by staff to call guardians regarding time-sensitive questions or information about your Camper, please monitor for calls from this number during your camp week. To ensure our staff can be as present with campers as possible, we ask that all administrative questions are directed to camps@phoenixzoo.org.

Communication is key to a successful week of camp. Please reach out to us should you encounter any issues. Additionally, many campers in a new setting can find communicating problems intimidating. We encourage families to have regular conversations with their child about letting instructors know of issues as soon as they occur.

Camp Times

Camp starts at 8:00 am with the check-in beginning at 7:45. Monday check-in will begin 15 minutes early, at 7:30.

Camp ends and check-out begins at **2:45**. All campers must be picked up by 3:00. We do **NOT** offer aftercare.

Kindergarten Camps are half day, ending at 11:45. All Kindergarten campers must be picked up by 12:00.

Each day we have a late check-in from 8:00-8:15. During this time, campers may be signed in, but will stay with camp staff and join camp when Late-Check in ends.

Departure

Campers will only be released to individuals identified as a designated pick-up person for the camper. **Anyone picking up a camper must show a photo ID to confirm they are designated for pickup.** We will email additional details about the check-in/check-out process about one week before camp, as well as provide detailed instructions for check-out at check-in.

Camp Zoo makes child safety their top priority. To avoid elevated temperatures and interference with the public, Campers remain in classrooms with staff for pickup. Guardians are expected to park and walk up to our classrooms

to pick up their camper. Please reach out to us at camps@phoenixzoo.org if you would like to request assistance going up to our classrooms.

When picking up your camper, instructors may share the highlights of your camper's day and communicate any other relevant information. All pickup personnel should be prepared to have conversations with staff, even if they are not the primary caregiver.

Late Arrivals and Early Pickups

Camp Zoo is happy to accommodate late arrivals and early pickups!

1. When possible, please notify your camp counselor or email camps@phoenixzoo.org in advance!
2. Call the Camp Phone at (602) 574-2253 when you are 10 minutes away from the Zoo.
3. Park and walk to the Nina Mason Pullium South Gate (same gate as check in). Wait for Zoo staff to arrive.
4. Our team will sign in/out your camper at the gate. Be sure to have your ID with you if signing out!
5. **We cannot facilitate timely departures during lunchtime (12:00-12:30) and up to 30 minutes before dismissal (2:15-2:45).** If you need to pick up your camper during these windows, be prepared to wait longer than normal for staff or pick up your camper prior to these times. Thank you so much for your cooperation.

We will do our best to accommodate these requests according to the time you have specified, but please know that additional staff and time are needed to escort early departures within the Zoo. Thank you for being patient and allowing yourself a time buffer.

If a camper must be picked up early without notice due to an unforeseen emergency, please call the **Camp Zoo emergency line 602.574.2253**. Please be aware that the Zoo spans over 120 acres and may take time to transport campers to the gate.

Camp Registration

Due to the increased demand for Camp Zoo, **campers may only register for one week of camp over the summer.**

If campers are in the same grade level as a friend/family member also attending camp, and you would like the campers in the same group, please make this request known through registration. We will do our best to accommodate requests, but we cannot guarantee them. **We will not be able to accommodate any group requests once Camp is in session.**

Campers must be registered for their current grade level. We will not honor requests to be in a grade above or below. **NOTE: In Summer Months, Campers should register for the grade they will be ENTERING in the fall.** Please email camps@phoenixzoo.org if a switch needs to be made.

Every group is set to a specific capacity to ensure instructor-camper ratios that align with the standards of the American Camp Association. If a session is sold out, we cannot move your camper from one group into another, **no exceptions.**

Upon registering, you will receive a detailed receipt containing the Phoenix Zoo's Tax ID. Please Note: we **cannot** guarantee that Camp fees will qualify for dependent care credits, dependent care reimbursement plans, or ESA Vouchers.

Refunds/ Rescheduling

You can cancel or move your session online through our registration portal up to 1 week before your camp begins. The cancellation will be sent to our team to process your refund. Please allow 1-2 business days for your refund to be processed.

Refunds can be obtained up to 7 days (1 week) before your camp begins. Please email camps@phoenixzoo.org if you need to cancel less than 1 week before camp. Refunds made within 7 days (1 week) of the camp session will be subject to a \$50 cancellation fee (per camper per session), or caregivers can elect to receive credit towards a future session instead of a refund.

There is no refund for no-shows or missed days. If your camper's week begins, and you decide to no longer attend camp, you will not be able to receive a refund.

We reserve the right to cancel any camp session. In such cases, you will be notified, and we will reschedule you or a full refund will be made.

Animals

Camp Zoo works year-round to organize meaningful animal encounters for our campers. We evaluate our experiences every year and work to continually improve on our programming. To best prioritize the safety of campers, staff, and animals at the zoo, Camp Zoo is unable to guarantee the presence of any animals both on and off exhibit. We cannot accept any animal requests for our camp programming.

Every camper is welcome at Camp Zoo! If your camper is unable to view or be in the presence of a specific animal due to their cultural practice, please let us know as soon as possible either via email or in your registration forms. We take these requests seriously and will take the necessary steps to accommodate.

At Camp Zoo, you can expect that campers will meet animals both big and small! Our staff is trained to support campers that may be afraid of a particular animal, and we teach the campers hand signals to indicate to a handler if they don't want an animal near them. We also allow campers a "chill out zone" to step away if they do not want to engage with a particular animal encounter. Camp Zoo staff will never force campers to view or touch animals that they are afraid of; however, we do ask that campers continue to be respectful if they are in the presence of an animal they do not like. To ensure the best experience possible, Camp Zoo is unable to remove animals from our programming due to fear or dislike.

Weather

Camp Zoo is a rain or shine event. In case of unexpected weather, we will implement a modified schedule that provides greater time inside. Rainy day schedules will vary from program to program; however, campers will still go outside if the rain is light, and no thunder is present. Rain boots, and raincoats are welcome on those days. Campers may have an umbrella, but it is their responsibility to handle and care for the umbrella in a safe manner.

Sun safety is a high priority for Camp Zoo, especially in the summer. **All summer programs spend at least ½ the day inside (or longer), with all outside activities occurring in the early morning.** Like a rainy-day schedule, we modify activities in instances of elevated temperatures. Campers will not spend more than 45 minutes outside (cumulatively- including breaks and going from one building to another) during times of high heat. All outdoor activities are accompanied by water play to cool campers down, and a water break to provide all campers with ice

and cold water. Campers are more than welcome to come with additional tools to keep them cool (cooling towel, spray bottle, etc.), but it is their responsibility to handle and care for the items in a safe manner.

Camper Materials

Campers will come to camp every day with the following materials:

- Camp t-shirt, worn each day
- Shoes that cover the whole foot (no holes!)
- Water bottle
- 2 snacks: one for the morning, and one for the afternoon
- Packed lunch (Full day camps only)
- Hat, Spray bottle, Water Shoes, and washcloth (optional)

Horse Hands Camp Zoo Participants will also need:

- Sturdy shoes that cover the whole foot
- Pants

If your camper is missing an item mentioned above, the item can be dropped off at the guest services lobby.

A Camp shirt, a water bottle, and a hat are included in your camp registration. Additional items will be available for purchase at apparel pick-up days and check-in. Please dress campers each day in comfortable “play clothes” that can get dirty/wet.

Footwear must be closed toe, covering the full foot, comfortable for walking, and able to get dirty/wet. For sanitary purposes, **we ask that shoes do not have holes or gaps** (crocs, keens, etc.). “Heelys” and other rolling shoes are not permitted at the Phoenix Zoo. Campers who arrive at camp wearing improper shoes (including flip-flops) may not be able to participate in outdoor/behind-the-scenes activities until proper shoes are brought to camp.

Campers may bring open-toe/water shoes for water play. Campers are responsible for changing shoes independently. We may not be able to provide additional time outside of water play for changing shoes. Please practice changing shoes with your camper for a smooth camp!

It is best to apply sunscreen and bug repellent before camp. If it needs to be reapplied throughout the day, **campers will need to be able to apply sunscreen and bug repellent themselves.**

Campers may bring a backpack to carry the materials mentioned above, as well as any additional items they may need (sunscreen, bug spray, etc.). We ask that toys, cell phones, and electronic devices stay at home. The Phoenix Zoo is not liable for any lost, stolen, or broken items brought to camp.

Drugs, alcohol, or weapons of any kind are prohibited. Camp Zoo reserves the right to confiscate any inappropriate, dangerous, or harmful items found in camper possession.

Cell Phones, Smart Watches, and Electronics

Camp Zoo focuses campers on being present in the experiences we offer. Cell phones and other entertainment-based electronics are not allowed to be used during Camp hours. If found, these items will be confiscated from campers and returned to the adult picking up at the end of the day. If you have a circumstance that requires you to

contact your camper during the camp day, please contact camp supervisors on the camp zoo emergency phone number 602-574-2253.

Watches are permitted at Camp Zoo; however, they must only be used as a watch. If a watch is used as a phone or entertainment-based electronic during camp hours, the camper will be asked to put the watch away. If the watch continues to distract, the item will be confiscated from campers and returned to the adult picking up at the end of the day.

Lost and Found

Please label all items brought to camp with your camper's first and last name and grade level. The Phoenix Zoo cannot assume responsibility for anything brought to camp, however, staff will do their best to help locate missing items. A Lost & Found box is kept in the Neely Center. Items not claimed at the end of the week are taken to the Ranger Station. Clothing and other unclaimed items are donated to charity if they are not collected within 1 month of your camp.

Snacks

Camp Zoo is no longer providing snacks with camp and asks families to bring additional peanut-free snacks along with their camper's lunch. Campers will have access to their lunch box during snack time.

Lunch

Full day campers will have lunch from 12:00-12:30. Lunchboxes are dropped off at check in and then stored in our lunchroom to keep cool, and campers will have access to them during snack time.

We offer a communal lunchroom and a separate "nut-free" area in which lunch boxes are checked to ensure they do not contain any products with nuts. Please be sure to communicate all your campers' allergies on their health history form. Camp Zoo is unable to provide lunches for campers. If your camper arrives without lunch, lunch must be brought to us by 11:00 am. Lunches can be dropped off at the guest services lobby. If a camper does not receive lunch, then they will not be permitted to participate in afternoon activities until they have received lunch.

Photography

Photos are taken every week of camp. These images may be used for marketing purposes at the Phoenix Zoo, except for one whole-group photo to be taken each week. All photos will be made available through a photo sharing website. All participants of that week will have access to the photos.

Camp Zoo takes family privacy and security seriously. **Families are welcome to opt out of photos by requesting a media release form at check in.** Your camper will then be asked to wear a wristband, so they are easy to identify for our photographers. Campers are responsible for the wristband staying on the entire day; please have a conversation with your camper prior to camp so that they are prepared.

Camp Zoo places priority on camper, animal, and staff safety, and the quality of lived experiences over opportunities to document activities. We will do our absolute best to take as many photos as we can; however, we do not guarantee a set number of photos for any given week. Photos may be taken by a variety of staff and over different devices, so quality may vary. Thank you so much for your patience, and we are continually working to find new ways to capture moments at camp.

First Aid

Camper health and safety is our highest priority at Camp Zoo. We take matters of first aid very seriously. Should a camper need first aid, our Park Rangers are on call to support campers at a moment's notice. All matters of first aid will be documented and communicated to caregivers at checkout. Any urgent matters, or symptoms of illness will result in a phone call home via the emergency line to discuss whether leaving camp is necessary.

To allow our rangers to have the highest possible response times, instructors may provide support (snack, ice pack, etc.) to campers with minor discomforts unrelated to specific accommodations. If after a staff intervention a camper can rejoin the group quickly and is not showing nor communicating discomfort, then the camp day will continue without a call to rangers. We will do our best to communicate if this occurs; however, we cannot guarantee that every minor discomfort is communicated. Should your camper come home reporting an issue that was not discussed with your instructor at camp, you are more than welcome to connect with us the following morning, or by email at camps@phoenixzoo.org.

Camp Accommodations

All children are welcome at Phoenix Zoo programs. Upon filling out the health history form, please provide us with the tools necessary to give your child the best possible experience at Camp Zoo by informing us of all special considerations - this may include information on allergies, accessibility concerns, behavioral, psychological, or emotional conditions or other special needs. Details of any Individualized Education Plans (IEP) or Behavior Plans used with your child at school can often be helpful.

To best enable our staff to provide your child with a valuable experience, the information you provide will be shared with Camp Zoo staff & volunteers unless you request otherwise. Details will not be shared with other Camp Zoo participants without your permission. While we will make every effort to accommodate all considerations, it is not possible for us to offer 1:1 attention.

Campers must be able to attend Camp Zoo independently this year. We have a plan to develop the infrastructure and support needed to allow aides to attend with campers in future years. If you have concerns about this policy and how it may affect your camper, please reach out to us at camps@phoenixzoo.org.

Caregiver Conduct

At Camp Zoo, we seek to develop partnerships with the caregivers of our campers. We strive to establish a safe environment and do our best to keep processes efficient. Our camp operates with the following expectations:

- Camp readiness materials are utilized, and caregivers will reach out if they have questions or concerns.
- Camper needs and accommodations are communicated in advance through their registration forms or via email when applicable.
- All policies and procedures are agreed to during camp registration.
- Camp Supervisors, Staff, and Caregivers will be respectful of one another and work collaboratively. Should disagreements occur, feedback will be presented respectfully, assuming the best intentions of all parties involved.
- Should any concerns surrounding health, safety, or behavior arise at camp, Camp Supervisors and Staff will actively communicate regarding concerns.
- Camp Zoo does not tolerate disrespect, hateful language, or aggression towards staff. Camp Zoo reserves the right to ask for an alternative drop off/pick up personnel if a caregiver engages in disrespectful behavior.

At Camp Zoo, we greatly value transparency with caregivers and forming a partnership to help campers grow. Because our time with your camper is limited, we rely on caregiver input and involvement in supporting camper's needs. Caregivers should expect to talk with staff during their week. If staff does seek to discuss specific behavior with you, our intention is always to identify ways in which we can ensure the best possible experience for your camper.

Camper Behavior

Camp Zoo creates a safe, energetic, and fun learning environment. Camp Zoo is not a daycare facility and does not follow a school-like structure. We ask caregivers to prepare their child for some of the changes they may encounter at camp away from parental or caregiver guidance. Our program operates with the expectation that campers can:

- Follow directions from adults other than their caregiver
- Communicate personal needs such as needing to use the restroom or feeling discomfort
- Show respect to staff, fellow campers, animals, and Zoo property
- Refrain from physical violence, express feelings verbally, and seek out help from adults

Camp is an energizing place that can sometimes lead to overstimulation or behaviors that are not safe or appropriate for camp. Campers that make choices causing a distraction, negative experience, or a safety concern in camp, regardless of ability, will step away from the current activity and work collaboratively with staff to ensure expectations are met. When expectations are not met, the camp day may be impacted in the following ways (including but not limited to):

- Divided staff attention from other campers and the overall camp experience
- Compounded behavior issues from multiple campers, stemming from one incident
- Safety concerns or increased situational danger to the camper, staff, other campers, guests, or animals
- Dynamic shifts in group energy (staff or other campers feeling overwhelmed or emotionally drained)

When this occurs, we notify caregivers of the instance either by phone or at dismissal to seek partnership on how to best support the camper. Camp Zoo utilizes empathy-driven and researched behavior management practices that establish boundaries and support based on child brain development. Often, behavior is a result of environmental factors that can be modified or addressed. When camper misconduct persists past instructor intervention, Camp Zoo will respond accordingly based on our Action Plan for Misconduct (located in our policies and procedures).

Depending on the severity of the action, Camp Zoo reserves the right to call parents and ask that a camper be picked up early from their day of camp or be dismissed from their week early. Refunds will not be given to campers dismissed from camp.

Action Plan for Camper Misconduct

To ensure Camper Safety, the following outlines Camp Zoo's current action plan for misconduct, outlining the behavior and their subsequent responses, based on occurrence (i.e., first "X" is the first occurrence, and so on). Camp Zoo reserves the right to escalate misconduct depending on the severity of the action, or patterns of past misconduct from prior sessions.

All instances listed will always result in caregiver notification, either during the camp day via phone or at the end of the day.

Action	Instructor Intervention	Removal from Activity	Supervisor Intervention	Removal from Camp Day	Dismissal from Camp Week
Possession of prohibited items to camp (drugs, alcohol, weapons, etc.)					X
Physical violence towards a staff member				X	X
Physical violence towards an animal				X	X
Animal endangerment				X	X
Rough/rowdy behavior that results in unintentional or intentional harm			X	X	X
Lewd Conduct			X	X	X
Intentional, targeted aggression towards a camper		X	X	X	X
Property Damage		X	X	X	X
Inappropriate Language	X	X	X	X	X
Refusal to follow rules/ safety guidelines	X	X	X	X	X
Refusal to stay with group, excessive running away from the group	X	X	X	X	X
Theft	X	X	X	X	X
Disruptive behavior	X	X	X	X	X

Instructor Intervention- Camper works with the instructor to find a solution to resolving the behavior and ensuring a safe rest of the day.

Removal from Activity- If the camper behavior persists past the instructor intervention or presents a disruption to the activity or safety protocol, the camper will be asked to sit out of the activity, within staff supervision.

Supervisor Intervention- If the camper behavior persists past being removed from the activity (repeats in other activities) or presents a significant disruption of the safety or function of an activity, the camper will be removed from the activity and work with Camp Supervisors to find a solution to resolving the behavior and ensuring a safe remainder of the day. If this occurs, the supervisor will have a conversation with caregivers regarding the behavior.

Removal from Camp Day- If the behavior continues to persist past Supervisor Intervention, or jeopardizes the safety protocols of Camp Zoo, the Camper's caregivers will be notified, and an early pick-up will be requested. The camper will not be allowed to rejoin the group for the remainder of the day. The camper may return to the camp the next day.

Dismissal from Camp Week- If the camper returns to camp, and the behavior persists, or if Camp Zoo is no longer able to guarantee the safety of a camper, animal, or staff member, the Camper's caregivers will be notified, and an early pickup will be requested. The camper will not be allowed to rejoin the group under any circumstances. The Camper may not complete their week of camp. Refunds are not granted to campers dismissed from camp.

We look forward to seeing your camper at Camp Zoo! Should you have questions about any of the above information, please contact the Camp Leadership Team. The best form of contact is email. Email: camps@phoenixzoo.org