

San Antonio Zoo

Zoo Camp

Parent Letter and Important Information

Welcome to the San Antonio Zoo's 2017 Zoo Camp!

Thank you for choosing to participate in our camp and, more importantly, for encouraging your children's interest in animals, conservation and nature.

Before camp begins, please review the enclosed materials, which contain important information about Zoo Camp, as well as a daily checklist, directions to the Zoo and FAQs.

Campers will receive a camp T-shirt on their first day of camp and we ask that your child wear this shirt throughout their week at the zoo. Additional T-shirts can be purchased after check-in on the first day of camp. Monday morning check-ins will be in front of the Zoo's Education Center (map enclosed).

We will be spending the majority of Camp outdoors, exploring nature and experiencing the zoo! Research has shown that spending time outside and encouraging children to explore nature has amazing benefits for their health and well-being. We all know that San Antonio can be hot and cold, so please keep this outdoor time in mind and supply your child with items such as sunscreen and a jacket for camp each day. For more information about getting children back into nature, please visit The Children in Nature Network. (<http://www.childrenandnature.org/>)

The zoo looks forward to sharing an incredible camp experience with your child. If you have any questions, please call (210) 734-7184 ext. 1501. The camp staff, education staff, and everyone at the San Antonio Zoo are always interested in your comments and suggestions.

Thank you for giving us an opportunity to share our knowledge with your child. Your support is appreciated!

See you at CAMP!



San Antonio Zoo Education Department

www.sazoo.org

Email: education@sazoo.org

Education Center Phone: **210.734.7184 ext 1501**

IMPORTANT CAMP INFORMATION

CAMPER CHECK-IN: Camp begins at 8:30 a.m., Monday – Friday

When you arrive Monday morning, you will be greeted outside of the Education Center to help you through check-in process and guide you to your group. The Education Center is located down the brick-paved driveway to the right of the zoo's main entrance. You are welcome to drive down the brick driveway and park temporarily near the Education Center. Our goal is to facilitate an efficient and speedy drop-off process, as there are a limited number of parking spaces. **If you do not remove your vehicle promptly after check-in it may be towed or ticketed by Park Police.**

Please accompany your child through the Monday morning check-in process.

- Camper information will be reviewed with you on Monday morning, prior to the beginning of camp.
- Campers may arrive for camp as early as 8:15 a.m.
- **An adult listed on your registration must sign campers in each morning.** Please notify staff if you would like to give your consent for additional adults to check-in or pick-up your camper.

CAMPER PICK-UP: Camp ends at 3:00 PM, Monday – Friday

If someone other than those listed on the camp registration form will pick up your child, **you must inform us in advance.** We cannot release a camper to anyone you have not authorized or anyone who does not have an ID. You are welcome to drive down the brick driveway and park temporarily near the Education Center. **If you do not remove your vehicle promptly after check-out it may be towed or ticketed by Park Police.**

- Camper should be picked up between 3:00 PM and 3:15 PM. Late pick-ups will result in a fee of \$15 for every 10 minutes past 3:15pm that your child remains in the care of the Zoo.
- We will ask to see ID every time a child is picked up.
- Campers will only be released to an adult that has been authorized by you in writing. Please notify staff if you would like to give your consent for additional adults to check-in or pick-up your camper. You will be given the chance to review, add and remove authorized names during Monday morning check-in.

AFTER CAMP: Extended Care ends at 6:00 PM, Monday – Friday

If someone other than you will pick up your child, you must inform us in advance. We cannot release a camper to anyone you have not authorized or anyone who does not have an ID. Advance registration is required and registrations will be accepted until the participant capacity has been reached.

- Camper can be picked up anytime between 3:00 and 6:00pm. Late pick-ups will result in a fee of \$15 for every 10 minutes past 6:00pm that your child remains in the care of the Zoo.
- We will ask to see ID every time a child is picked up.
- Campers will only be released to an adult that has been authorized by you in writing. Please notify staff if you would like to give your consent for additional adults to check-in or pick-up your camper. You will be given the chance to review, add and remove authorized names during Monday morning check-in.

CAMP T-SHIRT, RECOMMENDED DRESS CODE

- We ask that your child put on their camp shirt immediately after check-in on Monday morning and wear it every day of Camp.
- Campers are asked to wear their 2017 Camp t-shirt each day of Camp.
- T-shirts will be available Monday morning during Camp check-in.
- Please assist your child with changing into their Camp t-shirt on Monday morning before Camp begins.
- Additional t-shirts can be purchased for \$10 each at the Education Center.
- Campers are advised to wear comfortable clothing for play; shorts, socks and sneakers, etc.
- A hat or sun visor is recommended.
- Please help your camper apply sunscreen before Camp begins.

LUNCH AND SNACK

Camp is a high-energy activity. Campers should eat a hearty breakfast and drink plenty of fluids during their camp week. Snack is provided for campers, but campers will need to bring their own lunches and water bottles.

- o Campers should bring a lunch every day.
- o Lunches will be stored in the Education Center until lunchtime; microwaves and refrigerators are not available for camper use.
- o Each camper should bring a water bottle to camp each day. Cool drinking water is available all day and campers are expected to carry water with them when outside.
- o Snack will be provided daily.
- o Please notify Camp Staff if your camper has a special diet or any food related allergies.

CAMPER DAILY CHECKLIST

ALL CAMPERS SHOULD WEAR/BRING EACH DAY:

- o Sneakers or comfortable walking shoes
- o Cool, comfortable clothing. Arts and crafts projects, as well as outdoor play, are sometimes messy, please dress appropriately
- o Lunch. Microwaves and refrigerators will **not** be available
- o Water bottle
- o Zoo Camp t-shirt
- o Rain coat for rainy days

OPTIONAL:

- o Cameras
- o Hat or visor (recommended)
- o Sun block (please apply before arriving for Camp)
- o Backpack to hold lunch, towel and belongings

Please DO NOT BRING:

- o iPods, iPads, cell phones, tablets or any portable electronics
- o Money
- o Expensive items
- o Trading cards or toys
- o Any type of weapon (e.g., knives, firearms, etc.)

The Zoo is not responsible for any lost or stolen items. Found items will be held for one week after each camp session.

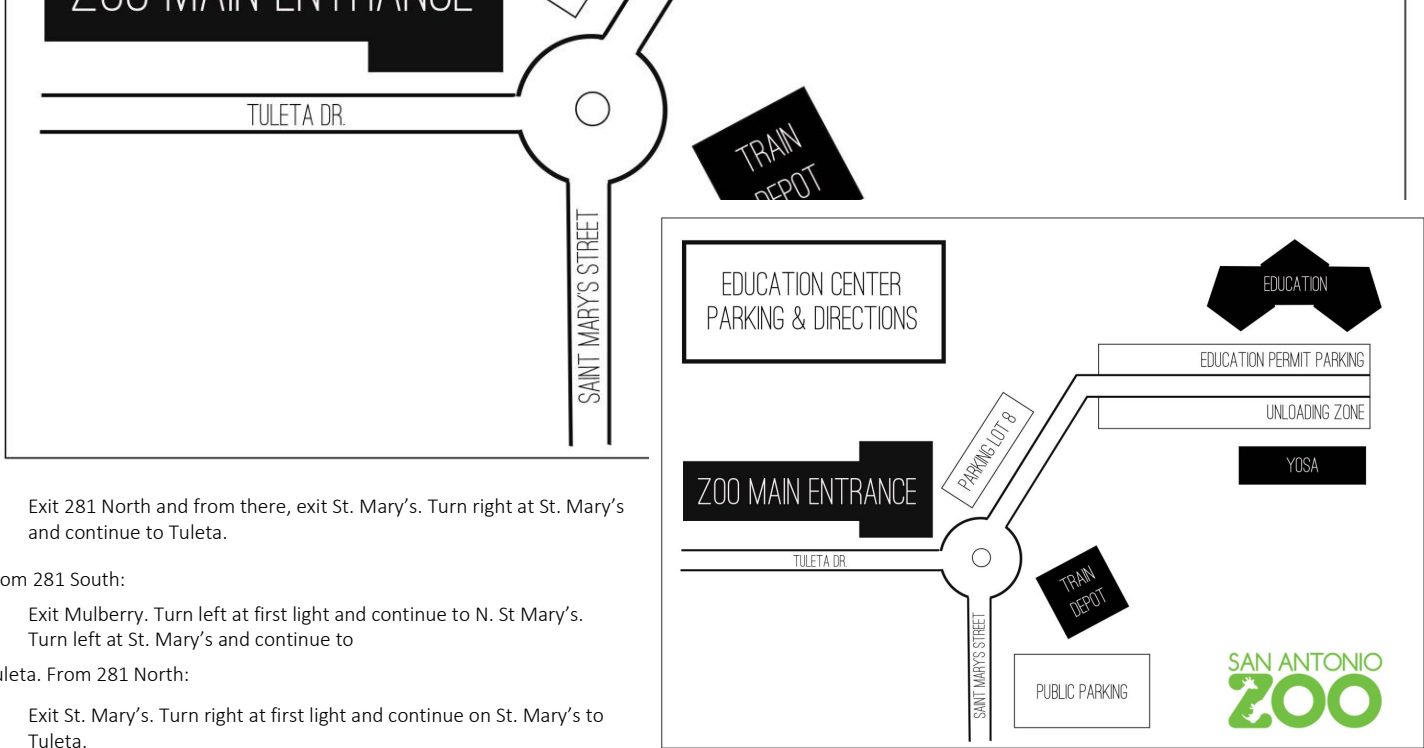
Please label your child's personal belongings. It is recommended that campers bring as FEW personal belongings as possible.

MEDICATION

The following medication may be dispensed by the San Antonio Zoo's trained staff. These medications shall be dispensed at the recommended dosage and are to be used for first aid treatment of the campers only. Campers and camper parent/guardians should contact their personal physician for management of any medical problems.

PLEASE INFORM STAFF IF YOU HAVE ANY CONCERNS WITH ANY OF THE FOLLOWING MEDICATIONS BEING ADMINISTERED TO YOUR CHILD:

Medication	Indications	Dosage/Administration
Bactine Pain Relieving Cleaning Spray	Pain and minor lacerations, abrasions and burns	Apply to the affected area 1 to 3 times daily
Benadryl Spray	Itching associated with insect bites and rashes due to poison ivy, oak and sumac	Apply to affected area no more than 3-4 times daily
Hydrogen Peroxid Triple antibiotic ointment (.9 gm)	Minor lacerations, abrasions and burns	Apply to the affected area 1 to 3 times daily
Benzalkonium Chloride Towelette	Minor lacerations, abrasions and burns	Apply to the affected area 1 to 3 times daily Clean intended area thoroughly with towelette



Exit 281 North and from there, exit St. Mary's. Turn right at St. Mary's and continue to Tuleta.

From 281 South:

Exit Mulberry. Turn left at first light and continue to N. St Mary's. Turn left at St. Mary's and continue to

Tuleta. From 281 North:

Exit St. Mary's. Turn right at first light and continue on St. Mary's to Tuleta.

CAMPER EXPECTATIONS

To insure a fun and productive Zoo Camp atmosphere, the staff has developed a fair and effective behavior management strategy. We do not want one child's behavior to infringe upon other children's Zoo Camp experience. We have found in most cases, campers are eager to participate in the Zoo Camp activities and they respect each other. Should a child be unable to participate within the constraint of our policies, parents will be called to remove the child from camp. At the Zoo's discretion, the child may be allowed to return to camp the following day. Please review the following expectations and consequences with your camper.

CHECK LIST OF EXPECTATIONS

- Have a fun time!
- Respect others
- Participate
- Listen and follow instructions
- Respect property
- Play safely

BEHAVIOR MANAGEMENT POLICY

First Occurrence: first verbal warning

Second Occurrence: second verbal warning

Third Occurrence: time out away from Camp, discussion w/ Zoo Camp Director & discussion with guardian

Fourth Occurrence: time out away from Camp & Zoo Camp Director contacts guardian

Fifth Occurrence: time out away from camp, Zoo Camp Director contacts guardian and child must be picked up.

At the Zoo's discretion, campers may or may not be allowed to return for the remainder of the week/camp season and the week's camp fee will be forfeited. Please review the expectations and consequences with your camper prior to beginning of your camp week.

CANCELLATION, SWITCHING and LATE PICK-UP FEES

Camp session switching fees:

- If you must reschedule your Camp session, please be aware there will be a \$25 rescheduling fee.

Cancellation Fees:

- *More than 4 weeks' notice: \$50 cancellation fee*
- *2-4 weeks' notice: \$150 cancellation fee*
- Less than 2 weeks' notice: no refund for cancellation All fees are per child, per change or cancellation.
- Cancellations and reservation switches can be made by emailing education@sazoo.org or by calling 210.734.7184, ext 1501.

Late pick-up fees:

- Camp (if not enrolled in Extended Care): \$15 per 10 minutes after 3:15 p.m.
- Extended Care: \$15 per 10 minutes after 6:00 p.m.

FREQUENTLY ASKED QUESTIONS

Q. What if I need to pick my child up early?

A. That is perfectly fine. Please be aware that we have exciting activities planned all day long and campers are likely to be exploring the Zoo. Please inform the staff in advance and allow time for your child to return to the Education Center. Have your picture I.D. ready!

Q. Should I provide my child with money for camp?

A. Campers will not have the opportunity to stop at souvenir stands or purchase food items. You are welcome to make purchases with your child after pick-up.

Q. What happens if it rains during camp?

A. Camp sessions run rain or shine. Children participate in indoor activities and games during heavy rain and thunderstorms. On sunny days, campers spend most of the day outside in the Zoo. We recommend sunscreen and a hat for your child every day to avoid sunburn.

Q. What do campers actually do while in zoo camps?

A. Campers will spend the majority of their time outdoors touring the Zoo, playing games and observing animals and will also spend time indoors participating in activities and lessons.

Children will have the opportunity to meet small, classroom-friendly critters during each camp; in some cases, campers will get to touch the classroom animals. The Zoo's priority is safety, for campers and animals, and counselors will determine if a group of children may touch an animal.

Campers will get a chance to go behind-the-scenes in keeper areas that few visitors get to see, as well as meet zookeepers and learn about the challenges and rewards of working with exotic wildlife.

Zoo tours, arts and craft projects, learning activities and games are all part of the Zoo camp experience.

Unfortunately, due to unforeseen circumstances beyond our control, animal presentations and behind-the-scene experiences can never be guaranteed, but we can promise we'll make this a special, animal oriented week for your child.

Q. Can I stay with my child during camp?

A. If your child is not able to attend camp without your presence, it is better to wait a year before attending. If younger children are anxious about being separated from you, we do offer parents the opportunity to accompany your child through the first few minutes of class as a transition period.

Q. Can I get a partial refund for camp if my child isn't able to attend each day of Camp or Extended Care?

A. Unfortunately, partial refunds and prorated fees are not available for Camp sessions or Extended Care.

Q. My child needs to take a daily medication. Will the Zoo administer medication to my child?

A. No, the San Antonio Zoo cannot assume responsibility for administering medication to children. Please consult your doctor so that medication can be administered outside of camp. In order to ensure a positive experience for all campers, it is imperative that you notify the Education Department of any changes in your child's medication schedule (e.g., Ritalin, Adderall, etc.), or if your child has any medical condition (e.g., diabetic, serious allergies, learning disabilities etc.).

Q. My child needs to carry emergency medication with them. Are they able to do this?

A. Yes, while the San Antonio Zoo does not administer daily medications, exceptions will be made for children needing emergency medication. (e.g., Inhalers, Epi-pens). Ideally, the medication will be administered by the child and be carried by the child or stored in the Medication Safe in the Education Center. We suggest that campers wear a small backpack or waist pack to carry the medication at all times. If it is not appropriate for your child to carry medications, it may be stored in a safe in the Education Center designated for medications, or in some cases, carried by your child's camp instructor. If your child is unable to administer emergency medications themselves, with your written consent, trained EMT staff will assist in case of emergency. Please be sure to include any emergency medications, administration instructions and information in your child's camp information, and make the instructor aware of this on the first day of camp. Camp staff must be notified of any medication brought to camp and all medications should be stored in the original prescription container that includes the prescription, doctor information and a valid expiration date. A form will be provided for you on the first day of camp to specify directions for storing and administering emergency medication.