





# POLICIES and PROCEDURES

Parents/Guardians must notify us if there is anyone who is UNAUTHORIZED to pick up your child.

*\*\*\* Note: Our staff follows our Departure Procedures and we only release campers to those listed on the Authorized Pick Up form, however, as an added security safeguard it is helpful for us to know if there is anyone who should not be around your child for any reason.*

## **BEHAVIOR EXPECTATIONS:**

Please refer to "**CODE OF CONDUCT**" section below.

## **CAMP PAYMENT:**

Payment must be made on-line via credit card through our on-line registration system. Resort gift certificates are NOT accepted as payment for our camp.

## **CAMPER RELEASE:**

\*The following procedures are in place for your child's safety and will be adhered to during camp.

Campers will be released from camp only under certain conditions: All authorized persons picking camper up from camp **MUST present photo identification** before the camper will be released.

Anyone picking a camper up from Kidz Camp must previously be on the camper's AUTHORIZED PICK UP form. All emergency names on the registration form should be on the AUTHORIZED PICK UP form. No notes will be accepted at the time of pick up. In order to add or change AUTHORIZED PICK UP form, please send a note at least one day prior to the pick up date. No phone calls will be accepted to change AUTHORIZED PICK UPS. A written note must be on file at the camp office.

Please notify the camp in writing of any changes pertaining to the release of your child, including:

1. Changes or additions to list of adults authorized to pick up child.
2. Special circumstances such as early pick up or late arrival.

In the event that an individual not named in writing by the parent/guardian attempts to gain access to a child, the parent/guardian or emergency contact will be notified immediately. Local law enforcement officials may be contacted if necessary.

\*In order to help guarantee the safety and enjoyment of your child, please share these procedures with him/her and with those individuals authorized to pick him/her up.

## **CAMPER TO COUNSELOR RATIO:**

Kidz Camp stays below the state required minimums. Please refer to the sections entitled "GROUPS" for more information.



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## **CODE OF CONDUCT:**

***By signing my child up for this camp and thus being a participant, I acknowledge that I have read, consent and agree to the Code of Conducts' procedures and guidelines as stated below. I have also read and explained the Code of Conduct with my child so that he/she fully understands the expectations of camp and my child has agreed to the Code of Conducts' procedures and guidelines as stated below.***

***\*Please go through the Code of Conduct with your child so that he/she fully understands the expectations!\****

Kidz Camp at Heritage Hills is dedicated to providing an outstanding summer experience for all campers. If a child has some kind of issue that prevents them from living an active lifestyle or if their impulsive behavior presents harm to children, then Kidz Camp would not be a good fit. If your child is highly functioning and able to participate in all of the activities with minimal redirection, then our camp is for them. A child's ability to follow direction, obey rules and respect others is of utmost importance. We understand that as all kids grow they make mistakes and we look at those as teachable moments. However, a child with chronic behavioral issues resulting from habitual breaking of rules and not following direction will not be able to attend camp. These efforts are made to ensure a positive and safe environment for all campers. ☺

***I agree to divulge any behavioral or emotional concerns about my child that could affect other campers.***

***I agree that my child is able to participate in all camp activities.***

Campers are expected to behave appropriately and promote a safe, fun and healthy environment through productive participation. The staff will use a positive approach to discipline and will seek parental support to resolve behavior issues and to encourage positive behavior. Participants who remain disruptive after consultation with the parents may be dismissed from the program. As in any group activity, inappropriate behavior of a few campers can have a dramatic impact on the experience of the entire group. Therefore, the following conduct policies apply directly to each camper and will be used in determining the camper's eligibility to continue as a participant in the camp program.

## **AS A CAMPER, I WILL:**

- Show respect to others, their right and beliefs, and treat them as I would like to be treated with courtesy and consideration.
- Show respect to staff, and cooperate fully with their instructions.
- Know and follow the rules of the camp.
- Communicate in an appropriate manner, which means I must not use foul language or gestures, harsh words or tone of voice.



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- Conduct myself responsibly. I understand that horseplay, unwelcome teasing or other unkind behaviors are not allowed.
- Use program equipment, supplies, and facilities properly and respect the property of others.
- Be fully responsible for my actions and understand that irresponsible behavior will result in disciplinary action.
- Adhere to all of the policies and procedures of the camp.

## **AS A CAMPER, I WILL REFRAIN FROM:**

- Bringing technological games or devices to camp including electronic games, phones, or I-pods. If I am observed using devices, they will be confiscated and held for parents to pick up. Kidz Camp is not responsible for damaged, lost or stolen devices.
- Bringing cards (trading/playing), valuables, toys/games, or weapons (play or real).
- Deliberately causing bodily harm to other participants or staff. I understand that pushing, kicking, hitting or fighting are not acceptable and will not be tolerated.
- Intentionally and/or repeatedly going into unauthorized areas without permission.
- Using foul/inappropriate language or being rude and disrespectful to staff and other campers.
- Defacing camp property or stealing or defacing other people's property.
- Fighting/physical/verbal aggression or bullying behaviors.
- Refusing to remain with my group.

If there is reason to believe a minor may be in possession of prohibited items, such as weapons, tobacco/alcohol, or drugs, the camper will be asked to empty pocket and all bags with personal belongings. If the camper is found in possession of a prohibited object or substance, the camper will be expelled from the program, forfeiting any reimbursement, and we reserve the right to contact the proper authorities. Refusal to comply with the reasonable request of the camp staff in regards to a search will result in expulsion from camp.

Behavioral Logs will be kept for each child in an effort to provide ongoing communication to parents. Campers not adhering to the above behavior standards will be dealt with on a case-by-case basis. Frequent or severe violations of the policy may result in the suspension or expulsion of a camper from the program, at the discretion of the Camp Director.

**No refunds will be given due to expulsion or behavioral suspension.**

## **COMMUNICATION:**

We take the safety and well-being of our campers and team seriously. We work as a team with staff, parents, guardians and campers to make sure that our camp is a



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safe place for everyone. Please communicate with us if you hear or see anything that is inappropriate or out of order so that we can properly handle situations AS THEY OCCUR!

## **COUNSELORS:**

All counselors/staff have criminal background checks and clearances (PA Criminal History/Act34 and PA Child Abuse/Act 151), and FBI Criminal History Report. We prefer Certified Teachers, Education Majors or five plus years working with children.

## **CPR/FIRST AID:**

Fitness Training Staff at HHAC (Heritage Hills Athletic Club) are CPR Certified and have First Aid Training.

## **CUSTODY SITUATIONS:**

All parents/guardians MUST inform the Director of our camp re any custody issues and provide appropriate documentation as noted in the Authorized Pick Up form.

Parents/guardians MUST inform the Director of anyone who is UNAUTHORIZED to pick up their child as noted in the Authorized Pick Up form.

***\*PLEASE NOTE: Our staff follows our Departure Procedures and we only release campers to those listed on the Authorized Pick Up form, however, as an added security safeguard it is helpful for us to know if there is anyone who should not be around your child for any reason.***

## **DEPARTURE PROCEDURES:**

**EVENING PICK UP TIME: 4:00 p.m.: Standard Camp Pick Up Time  
4:00 – 5:30 p.m.: “@ Care” Pick Up Time**

Park and walk to the sign-out location. Notify our staff as to whom you are picking up. Sign them out on the official **KIDZ CAMP ATTENDANCE ROSTER**. Gather all personal belongings including crafts and projects before leaving the premises ☺.

*\*Please remember that photo identification will be required until we get to know you and your child.*

**\*A late fee of \$1 per minute will be charged for every minute you are late. It is imperative that if you encounter an emergency or realize you will be late that you contact us at the camp cell phone number that will be given to you.**

\*If we have not heard from you and more than 15 minutes have passed since the conclusion of our program, we will call you and other persons on your authorization list to make alternative arrangements for your child’s return home. In the event no one is reached, we will contact York County Children and Youth and let them know we are unable to contact the parents/guardians.

**Releasing Your Child:** We will not release your child to anyone other than those listed on the **AUTHORIZED PICK UP** Form.



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## **DRESS CODE:**

- Dress your child in comfortable play clothes and old sneakers that are appropriate for all kinds of weather.
- Ensure that your child is appropriately dressed & covered (no see through garments, plunging necklines, excessively short skirts/shorts).
- Ensure underwear is completely covered with outer clothing.
- Sneakers are recommended. NO FLIP FLOPS!!! We are an active camp!!! Slip-on shoes are prohibited.
- Bathing suits must cover body appropriately and should only be visible during water play. Girls must wear one piece bathing suits.

## **DROP OFF, MORNING:**

**YOU MUST COME IN WITH YOUR CHILD AND SIGN THEM IN FOR THE DAY!!!**

**MORNING DROP OFF TIME: 7:30 - 9:00 a.m.: "B-4 Care" Arrival Time  
9:00 a.m.: Standard Camp Arrival Time**

Park and walk with your child to the sign-in location. **YOU MUST COME IN WITH YOUR CHILD AND SIGN THEM IN FOR THE DAY!!!** Complete the official **KIDZ CAMP ATTENDANCE ROSTER** and sign your child in for the day. When you and your child have received instructions for the day and he/she has been checked for lunch/lunch \$, water bottle, swimsuit and sunscreen, you are free to go and leave your camper with our staff ☺.

## **EMERGENCIES:**

Our staff is trained in handling a variety of emergency situations. In such situations along with care of your child, parental notification is our first priority. If the situation is serious, emergency transportation will be handled by 911 and local emergency services.

**EMERGENCY NUMBER:** At the beginning of camp, active campers will be given the camp cell phone number that can be used for emergencies. In addition, the phone number for the front desk at Heritage Hills Athletic Club (HHAC) is 757.4833 x1. Please only call these phones for emergencies only.

## **EXTENDED CARE:**

"B-4 Care" is available from the hours of 7:30 a.m.-9:00 a.m.

Main camp hours are from 9:00 a.m.-4:00 p.m.

"After-Care" is available from the hours of 4:00 p.m.-5:30 p.m.

## **FIELD TRIPS:**

I understand that participants of KIDZ CAMP AT HERITAGE HILLS attend field trips as scheduled by KIDZ CAMP staff. By signing my child up for this camp and thus being a participant, I acknowledge that I am consenting for my camper to attend field trips as scheduled by the Kidz Camp staff.



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## **FOUL/INAPPROPRIATE LANGUAGE:**

Foul/Inappropriate language is not acceptable at our camp! PERIOD!!!

PLEASE relay to your camper(s) that this is not acceptable behavior and if they hear anything inappropriate they are to notify a counselor. Kidz Camp staff work diligently to make camp a fun and safe place for everyone. Issues of inappropriate behavior and/or language must be reported immediately and will be addressed. We cannot fix a problem if we do not know about it.

## **GROUPS:**

***Integrated ages:*** Our experience has shown that, on the whole, mixed ages within our small groups work best! The younger kids love hanging with the older kids and the older kids love hanging with the younger kids. There are many times during the day when campers are not in their small groups such as lunch, free play and waterslide where campers have the opportunity to mingle with campers from other groups and of their same age if desired. We will also be separating the campers for activities that work best by age group.

***Small groups within a large group:*** Our philosophy is to work in a small group within a large group mentality. This means that while the whole camp may receive instructions for the same project, each counselor is responsible for keeping track of and working within a small group of campers for the activity or project. Certain activities may call for a variation in this format.

## **ILLNESS:**

Please be respectful and DO NOT send your sick camper to camp! Campers must be fever free for 24 hours before returning to camp.

## **ITEMS NOT TO BRING:**

As a camper, I will refrain from:

- Bringing technological games or devices to camp including electronic games, phones, or iPods. If I am observed using devices, they will be confiscated and held for parents to pick up. Kidz Camp is not responsible for damaged, lost or stolen devices.
- Bringing cards (trading/playing), valuables, toys/games, or weapons (play or real).

## **ITEMS TO BRING:**

**\*PLEASE LABEL EVERYTHING WITH THE CAMPER'S FIRST & LAST NAME.**

1. Lunch / or lunch money.

Pack lunches as you would to go to school with proper ice packs, etc. Do not send canned food that needs to be opened with a can opener or food that needs to be microwaved. Lunches should be "ready-to-eat". Due to some of our campers with



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allergies and reactions, we have instituted a "NO SHARING OF FOOD POLICY! Please alert your children to this! In addition, please make sure to send along plenty of snacks for your child or money for the snack shack.

2. Swimsuit/Towel: Please have your child wear their swimsuit under their clothing and send a change of clothing with them. This will save time and cut down on the items placed in lost and found.
3. Water bottle: Please fill with ice and water before coming to camp.
4. Sunscreen: Please apply sunscreen before dropping off your child and send along for re-application.
5. Bag for wet/dirty clothes
6. Sneakers or closed toe shoes
7. Books/magazines for towel time.

## **LATE ARRIVALS/EARLY DEPARTURES:**

Check in/out at our main base (if campers are at another location, the location will be posted). If you need to pick up your child early, please give advance notice in writing.

Camper Release Procedures will be strictly enforced. (see CAMPER RELEASE section above)

\*Please be aware that unusual arrivals/departures times will result in delays.

## **LOST & FOUND:**

The loss of items is a common problem among children and your help is needed in a number of ways:

1. Label all belongings with first & last names.
2. Remind each child to check his/her belongings at the end of each day.
3. If something is lost, check lost & found as soon as possible.
4. Check lost and found daily!

\* All lost & found items not claimed in two weeks after the end of the session will be donated to a charitable organization.

## **LUNCH:**

Campers have the option to bring their own packed lunch from home or purchase a bag lunch for \$5.00. Please pack lunches as you would for school including ice packs. Lunch boxes will not be refrigerated.

## **MEDICATIONS:**

All medication should be taken at home excluding EpiPens or inhalers. Campers with EpiPens should have two due to the possibility of going into anaphylactic shock twice. Prescription medications are given only with specific written instructions from a physician or in its original container and must be accompanied by written instructions detailing dosage times and amounts. Non-prescription medication will not be provided. Please make sure your child's full name and information is clearly labeled on the container. Campers carry medications to and from camp each day.



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## **PHOTOGRAPHS:**

I understand that participants of KIDZ CAMP AT HERITAGE HILLS have individual and group photographs taken during the various activities and programs. By signing my child up for this camp and thus being a participant, I acknowledge that I am consenting for my child to have his/her photograph taken and used for various purposes.

## **PHYSICAL ACTIVITY:**

I am aware of the degree of physical activity that my child will be participating in and have received approval for them to do so by a physician. As a participant of KIDZ CAMP AT HERITAGE HILLS, I grant permission for my child to use all program play equipment and materials and participate in all program and activities.

## **PICK-UP PROCEDURES:**

Please see previous section entitled "DEPARTURE PROCEDURES".

## **RAINY DAYS:**

If torrential downpour or storming occurs, we alter a typical day's schedule and plan indoor activities. Campers may still play outside in the rain if it is warm, with no chance of lightening/thunder. Please dress them appropriately if there is rain in the forecast.

## **REFUNDS:**

No refunds will be given except if your child is removed from camp due to disciplinary actions on the child's part. In this case, payment for the remaining weeks will be given for that child only. No additional refunds will be administered.

## **RELEASE OF LIABILITY:**

All parents/guardians must agree to the following: In choosing to participate in Kidz Camp at Heritage Hills, I understand that I release Kidz Camp at Heritage Hills, all it's officers and employees from any liability for any bodily injury and damage to personal property of me and/or my children sustained while participating in programs at any of the Kidz Camp at Heritage Hills and affiliates properties and facilities or those programs sponsored by Kidz Camp at Heritage Hills at other facilities, including (without limitation) injuries sustained during travel. I am aware of the degree of physical activity that my child will be participating in and have received approval for them to do so by a physician. As a participant of Kidz Camp at Heritage Hills, I grant permission for my child to use all program play equipment and materials and participate in all program and activities.

## **RELEASING YOUR CHILD:**

We will not release your child to anyone other than those listed on the AUTHORIZED PICK UP form, which is filled out prior to camp beginning and updated as necessary with the Camp Director(s).



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## **SAFETY:**

Kidz Camp has systems in place to ensure the safety of children in our programs and to ensure that safety is not compromised. At the start of every camp or program, the camp staff will address the camp as a whole to talk through ALL safety issues. Every counselor is responsible for his/her own group. Each counselor will keep a group attendance form, with a list of the children in his/her group. Children will always be supervised when taking water / bathroom breaks. Under no circumstances will a child be allowed to leave camp unattended.

**Arrival Procedures:** Park and walk with your child to the sign-in location.

**YOU MUST COME IN WITH YOUR CHILD AND SIGN THEM IN FOR THE DAY!!!**

Complete the official **KIDZ CAMP ATTENDANCE ROSTER** and sign your child in for the day. When you and your child have received instructions for the day and he/she has been checked for lunch/lunch \$, water bottle, swimsuit and sunscreen, you are free to go and leave your camper with our staff ☺.

**Departure Procedures:** Park and walk to the sign-out location. Notify our staff as to whom you are picking up. Sign them out on the official **KIDZ CAMP ATTENDANCE ROSTER**. Gather all personal belongings including crafts and projects before leaving the premises ☺.

*\*Please remember that photo identification will be required until we get to know you and your child.*

\*A late fee of \$1 per minute will be charged for every minute you are late. It is imperative that if you encounter an emergency or realize you will be late that you contact us at the camp cell phone number that will be given to you.

\*If we have not heard from you and more than 15 minutes have passed since the conclusion of our program, we will call you and other persons on your authorization list to make alternative arrangements for your child's return home. In the event no one is reached, we will contact York County Children and Youth and let them know we are unable to contact the parents/guardians.

**Emergencies:** Our staff is trained in handling a variety of emergency situations. In such situations along with care of your child, parental notification is our first priority. If the situation is serious, emergency transportation will be handled by 911 and local emergency services.

**Emergency Number:** At the beginning of camp, active campers will be given the camp cell phone number that can be used for emergencies. In addition, the phone number for the front desk at Heritage Hills Athletic Club (HHAC) is 757.4833 x1. Please only call these phones for emergencies only.



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**Equipment:** All equipment used on camp is checked by the Kidz Camp staff to ensure it is safe to use. Kidz Camp only uses sports safe equipment for all of its' programs.

**Kidz Camp Staff:** All staff employed by Kidz Camp are required to have a criminal background check. Furthermore, Kidz Camp has a thorough interview process to ensure that all staff is suitable to work with all levels of children. All staff has been trained in first aid and emergency protocol.

**Releasing Your Child:** We will not release your child to anyone other than those listed on the **AUTHORIZED PICK UP FORM**, which is filled out prior to camp beginning and updated as necessary with the Camp Director(s).

## **SICK CHILD POLICY:**

Please do not send your child to camp if he/she is sick and/or running a fever. If a child becomes ill during camp, a parent or emergency contact will be notified to pick up the child. The child must be fever free for 24 hours before returning to camp.

## **SITUATIONS/PROBLEMS:**

**If you or your camper is experiencing problems or difficulties with the camp, other campers and/or the staff, the Camp Director needs to be notified IMMEDIATELY. You can contact the Camp Director via phone at 717.324.0709 or by email at rhoda\_derose@comcast.net. We want you and your camper to have a good experience and need to be notified of situations as they occur!**

## **SWIMMING POOL:**

We do lots of interactive and old fashioned water play in lieu of a swimming pool.

## **SWIMSUIT (WATER PLAY) ATTIRE:**

If your child might be interested in water play each day, they are to **come dressed to camp with their swimsuit underneath their clothing**. Valuable camp time is wasted when campers don't come prepared. Girls **must wear a tank top or t-shirt over their swimsuit if they are wearing a bikini** or otherwise revealing swimsuit.

## **TORNADO WARNING EMERGENCY PROCEDURES:**

**Tornado Watch:** Likely that a tornado could happen.

**Tornado Warning:** Tornado was spotted in the area.

Campers are told to be quiet, pay attention to their counselor and get in a line to walk into the central room on the lower level (Kidz Camp floor level) at HHAC. This room is centrally located between the turf/tennis courts, locker rooms, Fortitude



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room and fitness center. This room is also referred to as the café. This is the lowest, most centrally located room in our facility.

The campers will enter the room in an orderly fashion and assume the crouch position along the interior walls.

Counselors will keep children calm by singing songs, reading a book or otherwise engaging their minds while all are maintaining the proper position.

*The severe weather app from WGAL is loaded onto the Director and Kidz Camp phone so that alerts are communicated directly to the staff as they occur.*

## **TRANSPORTATION:**

I understand that participants of KIDZ CAMP AT HERITAGE HILLS are transported by staff to various locations as scheduled by KIDZ CAMP staff. By signing my child up for this camp and thus being a participant, I acknowledge that I am consenting for my child to be transported via shuttle bus, limousine, golf cart, walking or otherwise to various locations.

\*\*\*\*\*

Please note that we take our position seriously here at Kidz Camp and are constantly concerned about the health and welfare of your child. As a result, we will be updating our Policies and Procedures, programming as well as other aspects of our camp from time-to-time so that your child is kept safe and the systems we have in place are such that you can feel confident that we are doing all that we can to make Kidz Camp an enjoyable and safe experience for all involved. Please check our website to note changes that have been made on our campers’ behalf. Our website will be updated with these changes and any changes that occur while our camp is in session will be communicated to the parents via handouts and posted in our base camp area. In addition, we may ask parents to sign off stating they were made aware of the changes and may even send out emails to the parents as well.

If you or your camper is experiencing problems or difficulties with the camp, other campers and/or the staff, the Camp Director needs to be notified IMMEDIATELY. You can contact the Camp Director via phone at 717.324.0709 or by email at [rhoda\\_derose@comcast.net](mailto:rhoda_derose@comcast.net). We want you and your camper to have a good experience and need to be notified of situations *as they occur!*

Any questions, please feel free to contact us. ☺