



Camp Adventure Program

POLICIES AND PROCEDURES

Thank you for supporting the Point Defiance Zoo & Aquarium by registering your child for one of our Camp Adventure Programs. Please carefully read the following information regarding PDZA camp policies and procedures.

Check-In Process: Staff will greet you and your child at the Education Center Gate to check them in. This gate is located to the left of the zoo's main gate and down the second pathway. Walking down the pathway, you'll arrive at a metal gate and the brown Education Center building.

- Zoo staff must receive a completed participant form for your child, before they can be admitted to Zoo Camp. Find a blank participant form attached to this email or on the website <https://www.pdza.org/discover/camps/summer-camps/>. Submit the participant form in one of three ways:
 - Print, fill out, scan, and email the completed participant form to reserve@pdza.org at least a week before your child's camp program begins. We cannot accept forms emailed the day of.
 - Print, fill out, and bring the completed participant form with you on the first day of the camp program.
 - Arrive 10 minutes early to the first day of the camp program and complete a participant form at the zoo. We will have blank forms available.
- Please be aware this form is double-sided, and both sides must be complete.
- We cannot admit any child into a camp program without this form completed in full, signed, and received by staff on the first day of the camp. It is vital that we have up-to-date contact, medical, and allergy information as well as a correct list of people authorized to pick up your child.
- Only one form per child is needed for the summer, even if your child is registered for multiple camps throughout the summer.
- We require one child per form. Please do not list multiple children on the same form.
- Once camp staff verify they have a completed participant form for your child, you will sign in your child. Your child will need to be signed in each day of camp they attend.
- Any adult or teen 13-17 years old authorized by you can sign in your child.

Check-Out Process: Staff will greet parents/guardians at the Education Center Gate for pick-up.

- Only authorized adults or teens (see below) listed on the participant form will be allowed to sign-out a child, after providing photo identification. This is done for your child's safety, and is required every day of camp, so please be patient during this process.
- Teens who are in a camp for 8th-11th grade graduates can sign themselves in and out if they bring a note signed by their parent/guardian granting permission.
- Teens 13-17 years old with a photo ID may sign out other campers (such as younger siblings) if they are listed on the younger camper's participant form and the younger camper's parent/guardian has provided a signed note authorizing the teen to pick up the child.

Prescription Medication:

- If children require prescription drugs during camp hours, camp staff must have written instructions to provide this medication for the child.
- Staff will not physically administer the medication; we will provide the opportunity for the child to take the medication.

Emergency Contact Number- In the event of an emergency or a late arrival/pick-up of a participant, please call:

- Guest Engagement cell phone at (253) 888-2746 (Weekdays)
- Camp Program Coordinator's office phone at (253) 406-3666 (Weekdays)
- If no one can be reached at either of these numbers, call the zoo's main line at (253) 404-3800

Dress Code:

- Close-toed and close-heeled shoes are HIGHLY RECOMMENDED. Tennis shoes and hiking boots are great choices (absolutely no "Wheelines" unless the wheels are removed). Sandals are allowed, as long as they stay securely on the foot (no flip-flops). However, wearing sandals may limit your child's participation in behind-the-scenes tours.

- Comfortable, well-fitting clothes that can get dirty. During the program, campers will be invited to participate in a wide variety of games, crafts, and activities.
- Bring extra clothes for inclement weather. We will be outside, rain or shine. Storage space is available for any unneeded extra clothing.
- Sunscreen, hat, sunglasses, or other sun protection is recommended. Please label with your child's name. Camp staff cannot apply sunscreen to campers, but they can remind and provide campers with the opportunity to apply sunscreen. Please apply sunscreen to your child or plan for your child to apply it themselves.

Valuables / Cameras / "Toys":

- Please leave all valuables at home.
- However, cameras are welcome and there will be plenty of photo opportunities.
- If your child is registered for Wild Photographer (5th-11th grade graduates), they must bring a digital camera, standard SD card memory preferable. Our photo printers are NOT compatible with smartphones or tablets.
- Cell phones, tablets, fidget spinners, or other toys must not be used during camp programs and will be confiscated by PDZA staff until the end of the day if they become a distraction.
- Exceptions for the above items may be approved by filling out an accommodation request form. Please email Cathleen.mcconnell@pdza.org for this form.

Snack:

- PDZA will provide one snack break a day during each half day camp session.
- PDZA will not provide the snack and you will need to pack a snack for your child.

Lunch:

- Children participating in All-Day Adventures or 1 Day Camps (for 1st-11th grade programs only) must bring their own lunch, in addition to having a snack for the morning and the afternoon.
- We encourage the use of reusable lunch bags and containers. We work hard to keep single-use plastic out of the Zoo.
- PDZA does not provide lunch for children participating in All-Day Adventures or 1 Day Camps.
- Camp participants will not be allowed to purchase food from the Plaza Café or any food carts at any time during Summer Camp programs.
- PDZA staff and Camp Assistants will provide supervision at all times for camp participants during lunch.
- Please note that we do not offer lunch supervision for Pre-K or K camps. If your Pre-K or K child is in a morning camp followed by another in the afternoon, you must check them out and then back in again.

Water:

- Campers must bring their own water bottles. This is critical on hot days. There will be opportunities to refill water bottles and use drinking fountains. We strongly encourage bringing a REUSABLE water bottle with your camper's name on it that is easy for them to carry. We work hard to keep single-use plastic out of the Zoo.

Child Discipline: Our goal is to provide a safe, educational, and fun environment for all children attending camp. Disciplinary steps may be taken when the actions of a child negatively affect this experience. Camp staff are trained to take the following steps:

1. **Verbal warnings** – delivered by PDZA camp staff in a fair and professional manner.
2. **Time outs** – quiet time for the child to reflect on his/her actions. This time is supervised by PDZA camp staff. If this occurs, camp staff will notify parents during check-out.
3. **Removal of child from camp** – in the event that PDZA camp staff have made every effort to improve the child's behavior without success, or if the child commits dangerous or injurious acts to themselves or others, or when otherwise deemed appropriate by the Camp Program Coordinator, the child may be required to leave the camp program.

Program Cancellation Policies:

- NO refunds are given for cancellations made less than 14 days prior to the first day of the program.
- For cancellations made more than 14 days prior to the first day of a program an 80% refund will be given.
- A 10% administrative fee will be charged for each program session change (this fee does not apply to program cancellations).

- PDZA reserves the right to cancel any program. In the event that PDZA cancels a program, all program fees will be refunded.

Late Pickup Fee: After a 15 minute grace period, a late pickup fee of \$1.00 per minute per child will apply. For example, if camp ends at 1:00, and a child is picked up at 1:27, \$12.00 would be charged. This fee is applicable each program day.

Accommodation Request: Metro Parks Tacoma strives toward providing inclusive programs to all community members. People of all abilities are invited to consider registering for any recreational program Metro Parks Tacoma has to offer provided they meet the minimum eligibility requirements. We can usually build customized support to suit your needs. To request an accommodation please allow 10 business days prior to the start of the course. Please email Cathleen.mcconnell@pdza.org to receive an accommodation request form.