Thank You for Registering for Camp Zoo!



We are excited to have your camper(s) join us! Now that you're all signed up, here are your next steps:

- Add camps@phoenixzoo.org to your contact list!
- Add the Camp Zoo Emergency Line to your contacts 602.574.2253.
- Check out our Camp Readiness Resources!
- Submit accommodation requests to the Camp Leadership Team.
- Start practicing the skills your campers will use during camp!
- Monitor your email the week before your camp session for our check-in and check-out procedures and the Camp Chronicle!

Camp Times:
Program activities run from 8 a.m. – 2:45 p.m.
Check In: 7:45-8:00 am (7:30 – 8 a.m. on Mondays)
Check Out: 2:45 – 3 p.m. (*no aftercare available*)

Need to cancel? You can cancel your registration online up to 1 week prior to your camp. Log back into the registration portal and click "My Reservations." Then you will select your session and cancel it on the next page. When you cancel, your payment will be listed as an account credit, and once we are informed of the cancellation, we will process a refund to the card on file. See refund policy below for more information.

Camp Readiness Resources

Our team creates the following resources in addition to this packet to help you prepare for camp:

- **Camp Zoo Policies:** Available to reference in your registration confirmation email, your registration portal, and the Winter Camp webpage.
- **Caregiver Guide to Camp:** Explains camp procedures and tips to make the most of your camp experience! Included in this packet!
- **Frequently Asked Questions:** Find the answers to your questions on the Winter Camp webpage and registration portal!
- **Camp Chronicle:** Provides a tentative schedule for your camper's week. This will be attached to an email sent the week before your camp.

Camp Zoo Caregiver's Guide to Camp

Thank you for choosing Camp Zoo! We care deeply about our relationships with both campers and caregivers alike, so we have provided the following guidelines to help you enter our camps feeling prepared and confident to place your camper in our care.

Communication

Upon registering for camp, you will receive a confirmation email outlining your next steps. Attached to the email is a caregiver information packet (this document) and our policies. Should you have any questions that are not covered in the information packet, please email us at camps@phoenixzoo.org.

Email is our primary form of communication. Our team will send all families the following communications:

- Notification email when apparel is ready to be picked up for your session
- Reminders email the week before camp
- Pickup directions during your week of camp
- Post-Camp email with information on photos and a post-camp survey

If you need to contact us while your camper is in our care, please call the Camp Zoo Emergency Line at 602.574.2253. This phone is only monitored when camps are in session.

What to Bring

Your camper will need:

- Camp t-shirt, worn each day
- Shoes that cover the whole foot (no holes or "Heelys"!)
- Water bottle
- 2 peanut-free snacks that can be carried separately from their lunchbox.
- Packed lunch (full day campers only)

Horse Hands Camp Zoo Participants will also need:

- Sturdy shoes that cover the whole foot
- Pants

Optional items we recommend for summer camp: backpack, hat, spray bottle, sunscreen, water shoes, extra socks and a cooling towel or washcloth

If your camper is missing one of the required materials, you will be asked to purchase a replacement or drop off the item at the guest services lobby. Please note that your camper's ability to participate in specific activities may be impacted if they do not have the required materials.

If your full-day camper arrives without lunch, a lunch must be provided before 11 a.m. Lunches can be dropped off at the Guest Services lobby. If a full-day camper does not have a lunch before 11 a.m., they will be sent home for the remainder of the day.

Campers will be expected to carry their items with them every day. We recommend campers carry a small backpack and leave extra items at home. The Phoenix Zoo is not liable for any items that are lost, stolen, or broken during camp.

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

Please review our Prohibited Items and Confiscation Policy in the Camp Policies document for information about what can and cannot be brought to camp.

First Aid

Camper health and safety is our highest priority at Camp Zoo. 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 be communicated via phone, Please add the Camp Emergency Line 602.574.2253 to your contacts so we can get in touch with you.

Instructors may provide support (snack, ice pack, etc.) to campers with minor discomforts unrelated to specific accommodations. If 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 will be communicated. Should your camper come home reporting an issue that was not discussed with you, you are more than welcome to connect with us the following morning, or by email 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.

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 and express feelings verbally and seek help from adults.

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 according to our Action Plan for Behavior Intervention (outlined below).

When a camper is not following our expectations for behavior, we have a policy of transparency and partnership with caregivers. Expect that we will notify you of any behaviors that required intervention and which interventions were used. We will also that opportunity to collaborate with you to see if there are other strategies we can try to better support your camper. Ultimately, our goal is for every camper to have a fun and memorable experience at Camp Zoo, and we know that caregivers can provide valuable insight that will help us give their campers what they need to succeed.

Action Plan for Behavior Intervention

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

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
Intentional, targeted aggression towards a camper				X	X
Rough/rowdy behavior that results in unintentional or intentional harm			X	X	X
Lewd conduct			X	X	X
Theft			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.

Feedback

We welcome feedback from caregivers, as it helps improve our programs and advocate for changes! There are two ways you can share feedback:

1. At the end of every camp, a survey will be sent via email. This is anonymous and has many questions and opportunities for specific comments.
2. Caregivers are welcome to send feedback to camps@phoenixzoo.org.