



BRANDYWINE ZOO



1001 North Park Drive
Wilmington, DE 19802
www.brandywinezoo.org

Zoo Camp Handbook 2012

For registration: 302-571-7788, ext. 200

For information: 302-571-7850, ext. 209

Email: DNREC_Parks_ZooPrograms@state.de.us

Fax: 302-571-7787

Hello Zoo-Camp Parents and Guardians,

We are gearing up for this year's exciting summer of ZooCamp 2012. I am looking forward to having your camper(s) participate in this action packed, fun-filled, ZOOpendous week of camp. The Brandywine Zoo provides campers a chance to spend the summer at the Zoo learning about animals, zoos, and wildlife conservation! Each week is filled with Zoo visits, live animal presentations, crafts, games, songs, stories, learning projects and much more! More importantly each child will learn the importance of having fun and making new friends!

The following pages are full of information that will guide you and your campers through the entire ZooCamp experience – from registration to a full week of excitement & learning at the zoo!

Please read all materials carefully. If you have any questions that are not answered in these pages, please refer to the camp contact information to be connected with the individual that can best provide you with additional information. Thank you!

See YOU at the Zoo!

Melody Hendricks
Assistant Curator of Education

TABLE OF CONTENTS

Brandywine Zoo Summer Camp Mission	3
Contact and Registration Information	3
Camp Registration Packet	3
Registration Confirmation	3
Members Discount	3
Cancellation Policy	4
Wait-list	4
Camper Ages and Groups	4
Camp Staff	4
Camp Parent and Guardian Participation.....	4
Camp Hours	5
Directions to the Zoo	5
Drop-Off and Pick-Up	5
Drop-Off and Pick-Up Route MAP	6
Camper Drop-off Policy	6
Absent Campers.....	7
Late Arrivals and Early Dismissals	7
Camper Pick-Up Policy.....	7
Aftercare Policy	7
What to Wear	7
What to Bring	7
What NOT to Bring	8
Medications	8
Camper Illness	8
Camp Rules and Expectations	9
Summer Camp Disciplinary Policy	9
Animal Contact Policy.....	9
Typical Camp Day	10
Special Needs and Relating to Campers	10

Brandywine Zoo Summer Camp Mission

The Brandywine Zoo's Summer Camp program is designed to provide children the opportunity to spend the summer at the Zoo learning about animals, zoos, and wildlife conservation. This enriching and educational experience will be filled with Zoo visits, live animal presentations, crafts, games, stories, learning projects, and much more! Our camps are geared towards children who are eager to learn, follow directions, and want to have fun. Through our Summer Camp program we are hoping to inspire the next generation of wildlife conservationists and stewards of our natural world.

Contact Information

In case of an emergency or any other reason where you must immediately speak to your camper or camp staff, call **302-571-7788** to speak with the Zoo's administrative secretary, who will then page the appropriate camp staff.

If you have a question or concern that may be answered within a reasonable amount of time, call **302-571-7850 ext. 209**.

The zoo closes promptly at 4pm, so if you need to reach your camper during aftercare please call **302-571-7850 ext. 207**.

Registration Information

Registration is processed on a first come, first served basis. We recommend that you register your camper(s) as soon as possible to help ensure a spot in the camp week(s) of their choice. To register for Zoo Camp you will need to complete a Zoo Camp 2012 Registration Packet in addition to submitting payment. This may be found on our camps page at www.brandywinezoo.org. If you are unable to access our online Registration Packet, please call **302-571-7788, ext. 200**. Once registration and payment is processed you will receive a confirmation letter within 10 business days.

Zoo Camp Registration Packet

The Brandywine Zoo requires all parents and/or guardians to complete a Brandywine Zoo/Delaware Zoological Society Camp Registration Packet in order to successfully register a camper. **Delaware State Parks camp registration forms WILL NOT be accepted**. If you are unable to access our registration packet online, please call **302-571-7788, ext. 200** and request that one be mailed to you.

Packets must be completed in entirety with up-to-date and accurate information. **Please note that falsification of any information (example: camper age) will result in the camper's expulsion without a refund**. A copy of the camper's birth certificate may be requested at any time.

Campers will not be registered or allowed to attend camp until their registration packet is filled out completely. **Please do not leave any area blank, this will be considered incomplete**. Instead **please write "n/a" or none** to let us know that is the correct information. Thank you.

Registration Confirmation

A confirmation letter will be sent to you within 10 business days of receiving your registration packet and payment. If you **do not** receive a confirmation letter within this time please call **302-571-7788, ext. 200** to confirm with our registrar that we received your registration packet. Without receiving a confirmation letter there is a chance we might not have received your registration, so please make sure you receive a confirmation and retain your copy. Please review your confirmation letter carefully to make sure your camper(s) are registered for the correct camp selections. If you notice a discrepancy of any sort, please call **302-571-7788, ext. 200** to confirm with our registrar the correct camp selections.

Please keep your confirmation letter; it is your receipt for tax purposes. Please retain to file with your tax return, if needed. We do **NOT** keep copies of this letter and therefore cannot forward one to you.

Members Discount

Delaware Zoological Society (DZS) Members receive discounts on all Zoo Camps. To receive this discount you must be a current, valid member. Please include your name as it appears on the membership card and expiration date. If you are not a current member, you may become one through the Zoo Camp registration packet and still receive the member's rate. For questions about membership, please call (302) 571-7788, extension 206.

Cancellation Policy

SPRING ZOO CAMP: You may cancel your registration at any time; however our cancellation policy is as follows. If you cancel your registration before March 2nd, you will receive a full refund minus a \$15.00 processing fee. You will be eligible to receive a camp credit, for camp of your choice that still has availability for the same calendar year, for cancellations after March 2nd. Those meeting the deadline for a refund must complete and submit a Refund Request Form. Refunds will not be given to camper's who are excused from camp, as per our Zoo Camp Disciplinary Policy.

SUMMER ZOO CAMP: You may cancel your registration at any time; however our cancellation policy is as follows. If you cancel your registration before April 30th, you will receive a full refund minus a \$15.00 processing fee. You will be eligible to receive half a refund if you cancel before June 1st. There are no refunds for cancellations made after June 1st. Those meeting the deadline for a refund must complete and submit a Refund Request Form. Refunds will not be given to camper's who are excused from camp, as per our Summer Camp Disciplinary Policy.

Wait-list

The Brandywine Zoo does its best to accommodate all camp requests. However, there are class size restrictions for each week of camp. So if you would like, your name may be placed on a waiting list for a particular week of camp. If a spot becomes available you will be notified to see if your camper is still interested in attending. We may also suggest an alternative camp choice.

Camper Ages and Groups

Age requirements listed for each week of camp are not negotiable and are strictly enforced. Campers must fall within the specified age listed. Exceptions are made only for children with special needs and must be approved by the Curator of Education.

In order to ensure that all campers receive age-appropriate opportunities, Zoo Camper's are placed into groups each week based upon camper age. Each camp group will be assigned a primary counselor for the week. To ensure that camp ratios are met and everyone has a memorable, fun, and safe camp experience, staff cannot guarantee that campers be placed in a particular group. Special requests to pair relatives or friends in the same group may be made, but we follow strict guidelines on age ranges and camper ratios. There will be occasions throughout the day when siblings and friends from different age groups will be participating in activities together, such as lunch time. Requests therefore cannot be guaranteed and camp staff reserves the right to separate campers at any time.

Camp Staff

Our camp staff has been specially selected to assist us with our WILD Zoo Camps. The selection process evaluates their educational background and experience working with children. Camp staff are of college age or older and are assisted by teen counselors ages 14 to 17. Each camp week includes a well-balanced mixture of paid staff, volunteer staff, and interns. All have been provided with the training and tools to successfully manage a fun and exciting camp experience. A staff member who is trained in CPR and First Aid will be available at each camp. Everyone, including volunteers, have also passed a background check conducted by Delaware State Parks. The Brandywine Zoo also follows state guidelines for counselor to camper ratio – one counselor to six campers under age 6; one counselor to nine campers under age 8; one counselor to 10 campers 8 years and older.

Camp Parent and Guardian Participation

All Zoo Camps are designed for children who can remain in a group setting without parental involvement. Parents/Guardians are not permitted to remain in the education building during camp hours. Throughout the day, please do not meet or follow your child's group if out in the Zoo or in the park. This can become very distracting for our campers and is a safety issue. All camp staff members must go through a Delaware State Parks background check and therefore parents and guardians are not allowed to join camp groups.

Camp Hours

Full Day Camps

Camp time - 8:30am - 4:00pm

Drop-off - 8:00 to 8:30am Pick-up by 4:00pm unless registered for after care.

Aftercare is available from 4:00pm - 5:30pm Monday through Thursday; no aftercare available from 4:00pm - 5:30pm on Fridays.

Mini Day Camps

AM Session - 8:30am - 11:30am

Drop-off - 8:00am - 8:30am Pick-up by 11:30am unless registered for after care or "between care".

PM Session - 1:00 to 4:00pm

Drop-off - 12:30 to 1:00pm. Pick-up by 4:00pm unless registered for after care.

Aftercare is available from 11:30am - 1:00pm Monday through Friday AND 4:00pm - 5:30pm Monday through Thursday; no aftercare available from 4:00pm to 5:30pm on Fridays.

Directions to the Zoo

*Please note that you will need to drop-off your campers at the Education Building. The Education Building is located next to the Exotic Animal House and across from the main entrance.

Cross Streets: Van Buren St. and North Park Dr.

Directions from South of Wilmington

1. Take I-95 North to Exit 7 (Delaware Ave.)
2. Continue straight for 4 lights.
3. At 4th light (Delaware Ave.) turn LEFT.
4. Turn RIGHT on Van Buren St. (sign "I-95 Baltimore/South")
5. Continue straight on Van Buren St.
6. Go under overpass and cross Bridge.
7. Immediately over bridge is ZOO entrance.
8. Parking lot is on the right (along the River).

Directions from North of Wilmington

1. Take I-95 South to Route 202 South (Concord Pike).
2. Go South on Concord Ave. - 0.1 mi.
3. Turn RIGHT onto N. Broom St. (Kreston Liquors) - 0.5 mi.
4. Follow several blocks to a "T" - Turn LEFT onto W. 18th St. - 0.2 mi.
5. Turn RIGHT onto N. Van Buren St. (cobblestone street) - 0.2 mi.
6. Brandywine Zoo Main Entrance on your left.
7. At bottom of cobblestone hill, turn LEFT onto N. Park Dr. - 0.1 mi. 8. Parking lot is on the right (along the River).

From Downtown Wilmington

1. Take Delaware Ave. to Van Buren St.
2. Cross Van Buren St. Bridge.
3. Immediately over bridge is ZOO entrance.
4. Follow RIGHT onto N. Park Dr. (Zoo is on your left).
5. Parking lot is on the right (along the River).

Drop-Off and Pick-Up

Zoo Campers are to be dropped-off and picked-up outside the Education Building. The Education Building is located across from the main entrance to the zoo and next to the Exotic Animal House. To get to the education building, please follow the special route for drop-off and pick-up. **Everyone must follow this route to ensure the safety of all campers.**

If you are unable to follow this route or would like to park, you may park in the Zoo's main parking lot and walk your camper(s) up the hill to the education building. Parking is not allowed along the Zoo Camp Drop-Off/Pick-Up Route. Upon walking your camper(s) to the Education Building, **you must wait in line to sign your camper's in each day.** Campers may not join the camp group until an approved person signs them in with an education staff member.

Absent Campers

If your camper(s) will be absent on a particular day, please leave a message at 302-571-7850, ext. 209 with your camper's name. There is no refund for camp days missed. You may also notify camp staff about your camper's absence ahead of time if it is a planned absence (examples: dr. appointment, vacation, etc.)

Late Arrivals and Early Dismissals

Programs begins at 8:30am each day (1:00pm for afternoon Mini Camps), so it is important that campers arrive on time. If you know ahead of time that your campers will arrive late or be leaving early, please discuss with camp staff at least 24 hours prior. This may be done in person, with a note, or by leaving a message at 302-571-7850, ext. 209. Advanced warning will save time and help us provide the best service for you and your camper.

Please note that all campers **MUST** be signed IN and OUT every day for camp. Campers who are not signed in during drop-off from 8:00am to 8:29am will be subject to a \$10 late fee, sent home for the day, or dismissed from camp without a refund with repeat offenses. Campers must also be signed out by an approved adult (16 years of age or older) with a valid photo ID as outlined in our Camper Drop-Off and Pick-Up Policy.

Please note that late arrivals or early departures disrupt camp and cause staff be pulled away from programming. Please make every effort to respect the camp schedule.

Camper Pick-Up Policy

During pick-up campers will only be released to parents, guardians, and other adults listed on the registration packet as **approved for pick-up**. This may be addressed in the section titled "**Release of Minors**". Everyone who plans to pick-up a camper must be at least 16 years of age with a valid photo ID. Please be sure to always bring a photo ID and be mindful of name abbreviations or nick-names. No camper will be released unless the adult picking them up is authorized and presents a valid photo ID. **Campers are not permitted to leave on their own and will need to be picked-up by an authorized adult.**

Aftercare Policy

Campers who are not picked up by **4:15pm** and not enrolled in aftercare will be placed in camp aftercare. Parents/Guardians will then be charged the aftercare fee for the day.

If your camper is in aftercare, please park your vehicle and pick them up at the education building. There you will need to ring the doorbell as the education building is a secure building.

Campers who are enrolled in aftercare must be picked up by 5:30pm. A clock is provided for your convenience at the aftercare check out table. **Please note: If your camper is not picked up on time at 5:30pm sharp from after care, you will be charged \$10. for each 5 minutes that you are late.**

Our ultimate goal is to ensure camper safety and we greatly appreciated your cooperation in following our camper drop-off and pick-up policy. Thank you.

What to Wear

Please dress your camper(s) for camp accordingly. We are an active camp and spend the majority of the day outdoors, so we recommend dressing your camper for the weather in comfortable clothes. We also **highly** recommend that campers wear sneakers or other closed toe shoes. We do not recommend sandals or crocs. We also recommend that all campers bring with them an extra set of clothes. We **highly** recommend an extra set of clothes because of accidents, activities involving water, and to ensure campers remain comfortable. Campers may leave their labeled clothes in their assigned cubby all week or bring it with them each day.

What to Bring

(Please label all items with your camper's full name)

- Reusable Water Bottle (in addition to a drink for lunch that can be refilled throughout the day)
- A packed Lunch every day! Lunches will NOT be refrigerated or heated. We suggest that lunches be packed in reusable containers (with an ice pack if needed) to minimize waste
- Sunscreen (needs to be self applied)
- Insect Repellent (needs to be self applied)
- An entire change of clothes
- Medications (if needed, please see our medication policy)

What NOT to Bring

- Personal items such as toys, games, cards, stuffed animals, etc.
- Electronics such as hand held games, iPods, cell phones, etc.
- Money (unless specifically requested for Gift Shop and Concessions on select days)
- Any other valuables or items that would upset your camper if they were to get lost

The Brandywine Zoo is not responsible for camper's lost or stolen items.

Medications

All medications need to be given to camp staff upon arrival by an adult. Please do not place medications in lunch boxes. All medications will be stored in a secure location. All prescription medications must be in original pharmacy containers with appropriate information. Camp staff is **not** permitted to administer medication to your child. It is your responsibility as parent/guardian to inform your child of proper dosage and release the State of Delaware, the Delaware Zoological Society, and all agents and employees from and against any and all claims resulting from your child bringing medicine to camp.

Inhalers/Epi-pens with the camper's name on it may be kept with their camp counselor at all times. Campers will self-administer inhalers and injectable medication. A staff member who is trained in CPR and First Aid will be available at each camp.

Camper Illnesses

The Brandywine Zoo reserves the right to refuse entrance to summer camp if a child is exhibiting any the symptoms listed below. In the event a camper becomes ill, camp staff will notify the Parent/Guardian listed on the Registration Packet followed by those listed as emergency contacts, if parents/guardians cannot be reached. For the well being of your camper and the safety of other campers in our program, if your child(ren) shows any of the following symptoms below, you will be asked to pick up your child immediately:

- Lice (Must be treated for at least 24 hours before returning to camp with a doctor's note)
- Fever
- Severe/Persistent Coughing
- Pink Eye
- Sore Throat
- Severe Headache
- Vomiting
- Ringworm
- Other contagious illnesses
- Skin lesions/open lesions
- Open Wounds/severe cuts

The Brandywine Zoo's camp program practices universal caution and we reserve the right to send a camper home for any medical issue.

Camp Rules and Expectations

The Brandywine Zoo is committed to ensuring that all campers who attend ZooCamp are provided an atmosphere where they can learn free of harassment or intimidation. Fun and safety are only possible when there are behavior guidelines that all campers agree to follow. You and your camper are urged to inform any member of the Zoo staff of any conduct that is offensive or in contradiction to the Zoo's commitment to a harassment-free environment.

All participants are expected to show respect for all animals, teachers, fellow campers, themselves, Zoo staff, guests, and facilities. Disruptive or dangerous behaviors and physical aggression are not acceptable. The following ZooCamp Rules are expected by campers at all times:

- Campers will raise their hands if they have a question.
- Campers will be careful and will keep their hands to themselves.
- Everyone will respect personal space bubbles.
- Campers will say only nice things.
- There will be no swearing or inappropriate language
- Campers will stay with their assigned counselor group at all times.
- Campers will clean up after ourselves.
- Campers will respect our fellow campers, counselors, guest speakers, and anyone else we come into contact with during camp.
- There will be no horseplay, especially in the bathrooms.
- Campers will not throw food and observe lunch time rules set forth by camp staff.
- Campers will respect all animals – even the ones they don't like.

Camp Rules will be reviewed with all campers on their first morning at camp. Please also discuss ZooCamp Rules and Expectations with your camper before that time as your understanding of these expectations and your support of them, are integral to your camper's positive experience.

Zoo Camp Disciplinary Policy

The Brandywine Zoo Summer Camp has basic rules of behavior, including respecting staff, fellow campers, camp materials and, especially, the animals. We also require campers to raise their hands and speak in turn, not call out or raise their voice, stay with their group, no running indoors, follow directions, and report any problems to camp staff. These rules are reviewed with the campers each day before the start of camp.

Disrespectful behavior, foul or hurtful language and violence toward camp staff, fellow campers and animals will not be tolerated. The Brandywine Zoo Summer Camp program will not tolerate bullying of any type, whether physical or emotional. Summer camp is meant to be a fun educational and recreational activity. For the benefit of all campers, it is important that children behave appropriately within the summer camps. If it becomes necessary to take disciplinary action against a camper, the steps followed are outlined below.

- **1st incident:** The camper will receive a verbal warning and an explanation as to why their behavior is inappropriate (whenever possible this will be done away from other campers).
- **2nd incident:** Staff will determine an appropriate consequence for the camper's actions (examples may include a time out or exclusion from participating in an activity). The camper's parent will be notified of their behavior when they arrive to pick the child up.
- **3rd incident:** The child will be excused from camp without a tuition refund.

The Summer Camp Staff of Delaware State Parks and the Delaware Zoological Society reserve the right to bar any child from summer camps following a first incident in cases of serious behavior problems.

Animal Contact Policy

Campers will have opportunities for up-close encounters with education program animals each day. With many, touching is permitted if the situation allows. If at any time a Camp Counselor feels his/her group is not following the ZooCamp rules and expectations, these animal encounters may be ended and touch opportunities not allowed.

For the safety of all, direct contact with exhibit animals is very limited. This is due to safety, limited space, and the availability of animal-care staff and the sensitive nature of many of our endangered species. All animal care, including feeding and cleaning, is done by professionally trained zoo keepers.

Campers who violate the Animal Contact Policy will be disciplined as outlined in our Camp Disciplinary Policy. The Summer Camp Staff of Delaware State Parks and the Delaware Zoological Society reserve the right to bar any child from camps following a first incident in cases of serious problems.

Typical Camp Day

Each camp day will include all or most of the activities below. Planned activities are subject to change each day based on factors such as animals, weather, and each week's theme. Parents/Guardians will be informed of additional or special activities such as campers presentations, shopping at the Zootique, and pizza parties during the week of camp.

8:00-8:30Drop-Off and Sign-In for Zoo Campers
8:30.....Zoo Camp Start Time
8:30-9:15Opening Activities, Team Builders, and Group Games
9:15-10:00Daily Lesson (what we will learn about for the day)
10:00-11:30.....Themed Camp Activities (may include live animal encounters, crafts, games, and zoo tours)
11:30-12:00.....Keeper Watching Program or Time in the Zoo
12:00-1:30Lunch and Recess (with organized games and activities)
1:30-3:30Additional Themed Camp Activities
3:30-4:00Wrap-Up and Prepare for Dismissal

Special Needs and Relating to Campers

The Brandywine Zoo Summer Camp strives to meet the needs of all children. In order for us to be able to help your child have an enjoyable experience at camp, we ask that you notify us of your child's special needs prior to your child's first day of camp. This may include information on allergies, accessibility concerns, behavioral, psychological or emotional conditions or other special needs. Details of any Individualized Education Plans (IEP) used with your child at school can often be helpful.

This may be addressed on the camp registration packet, under the Medical Information portion. You may also want to include "hints" or "tips" for relating to your camper in this section. For example: their interests, what they are most comfortable with, or talking points to better relate with them.

If you are uncomfortable writing information in the special needs section or would like to provide us with additional information about your camper, you may submit a separate sheet of paper with this information when mailing in your camp registration packet. Please include anything about your camper that will help camp staff best relate to them and ensure they have an amazing camp experience.

The Brandywine Zoo Camp staff understand the sensitivity of such information and will keep it confidential and on a need to know basis. We request this information in order to provide the best camp experience possible for your camper. While we offer our camps to as wide a range of children as possible, **it is not possible for us to offer one-on-one care.** Our summer camp program is an active, outdoor camp and therefore might not be suitable for every camper. However, the Brandywine Zoo Camp will make every effort to meet the needs of all campers.

If you have concerns or your child has special issues, please contact the Brandywine Zoo Camp at 302-571-7850 or DNREC_Parks_ZooPrograms@state.de.us to provide additional information to help us meet your child's individual needs. Our ultimate goal is to ensure every camper that attends Brandywine Zoo's Camps has the best camp experience possible in a fun and safe environment.