

Akron Zoological Park

2019 ZooCamp Parents Guide & FAQs

Thank you for registering your child in ZooCamp this summer. Below is information regarding check in/out, registration, forms required for participation, appropriate dress, and FAQs.

GENERAL INFORMATION:

Check In/Out

- Doors will open 5 minutes before each camp for check in.
- All campers are to be checked in/out with ZooCamp staff each day using the Education Entrance of Komodo Kingdom, located in parking lot C.
- Please report to the table with your child's camp name for check in/out.
- If your child is to be picked up by anyone other than yourself, we must have this in writing when you drop your child off.
- If your child will be using the same car pool during ZooCamp, please put this in writing and we will keep it on file.
- Your child will not be permitted to leave with anyone but you or the person(s) on the Emergency and Health History form or the Transportation Form.
- Doors will open 5 minutes before the end of each camp for check out.

Picking Up Your Child Early

- If you need to pick up your child early, please bring a note including your name, your child's name and the time you need to pick them up and give to the camp instructor during sign in.

Camp Care

- This service is available for campers registered in the full day camps **only**.
- Camp Care includes before and after care.
- All add-ons are for the entire week of camp. No daily rates are available.
- There will be an additional \$5 fee if purchased the week of the camp.
- Before care times are 8:00 a.m. - 9:30 a.m.
- After care times are 4:30 p.m. – 5:30 p.m.
- A late fee of \$1/per child/per minute will be charged starting at 5:40 PM.

Meal Deals

- This service is available for campers registered in the full day camps **only**.
- Pre-registration is required.
- There will be an additional \$5 fee if purchased the week of the camp.
- All add-ons are for the entire week of camp. No daily rates are available.

- A light snack is provided, so please refrain from sending additional snack foods with your child. If your child has an allergy, please contact ZooCamp staff ahead of time to discuss snack options.

Appropriate Attire

- A t-shirt is provided for each child for each camp they are registered for.
- We ask that each child wear the t-shirt while participating in ZooCamp activities.
- Extra shirts can be purchased for an additional \$10.00 (while supplies last).
- Your child should be dressed in comfortable clothing and closed toe shoes.
- Children wearing sandals or flip flops may not be able to participate in some activities due to safety issues.
- Clothing should be weather appropriate since we use the zoo grounds rain or shine. Please do not bring umbrellas.

Registration

- Registered children should be signed up for the camp that reflects their age as of the first day of camp.
- If your child has not completed kindergarten by June 2019, please register them for one of the Early Childhood ZooCamps.
- **There is a \$10 service charge for any change to the original registration.**

Cancellation & Refund Policy

- If the cancellation occurs two or more weeks before the first day of the camp, a 50% refund will be issued onto an Akron Zoo gift card.
- No refunds are issued after the two week deadline.
- There is a \$10 service charge for any changes made to the original registration.
- Membership must be active at time of registration to receive member rates.
- We reserve the right to cancel any camp with insufficient registrations. Refunds will be granted if we are unable to accommodate your child in another age appropriate camp.

REQUIRED FORMS:

Every parent will receive the following forms that are required for participation. Please complete these forms and bring them with your child on the first day of their camp or mail or email ahead of time. Mailed forms can be sent to Akron Zoo, c/o ZooCamp Forms, 500 Edgewood Ave., Akron, OH 44307. Forms can be emailed to ZooCamp@akronzoo.org.

For ZooCamps ages 5-15

- ZC Health-Behavior Form 2019
- ZC Transportation Information 2019
- ZC Student Behavior Policy 2019

Safety & Health (Medications/Allergies):

Special Needs Campers

- It is important that you notify us of any special needs, medical conditions, or allergies that your child may have.
- Your information will be kept confidential and is only used to help our ZooCamp Staff provide your child with the best camp experience possible.
- If your child requires additional assistance, parents or caregivers ages 18 and over are welcome to attend ZooCamp with their child with advanced notification to our Education Department.
- If your child has a food allergy, please note that on their camp registration and Health-Behavior/Emergency Form.

Medications

- Our policy is that ZooCamp Staff does not administer or carry ANY camper medications.
- If your child requires medication during camp, he/she must be able to administer themselves, or prior arrangements can be made for a parent to come in to assist their child with the medication.

Sick Policy

- If your child becomes ill during camp, we will call you to keep you aware of the situation.
- If your child is feverish/vomiting, or has a rash that appears to be spreading, you will be asked to pick up your child immediately for the safety of the other camps and staff.
- There are no refunds for days missed due to illness.
- Due to the popularity of the camps, there are no make-up days for illness.

Contact in an Emergency

- In case of an emergency, please call the zoo's main line at (330) 375-2550. Please inform the receptionist with your child's name and the camp they are attending and the camp staff will be notified.
- For all other calls, please call the number listed above and the receptionist will forward your call to the appropriate person.

ZooCamp Instructors and Volunteer Assistants:

- Campers are supervised and escorted at all times. This includes restroom/water fountain breaks, tours on the zoo grounds, classroom sessions, etc.
- Our ZooCamp Instructors are college age or older.
- All instructors must pass a criminal background check.
- Volunteer Assistants are teens that participate in the zoo's Junior Interpreter Program and are there to help assist the instructors, but they do not supervise campers.

Frequently Asked Questions

Q. What do you do at ZooCamp?

A. The activities vary depending on the topic you choose. Basic activities include touring the zoo, meeting education animal ambassadors up-close, talking with zoo staff, and making crafts.

Q. How do I register my child?

A. Registrations can be done online at akronzoo.org/zoo-camp or mailed to the zoo. Payments through the mail can be taken as check or credit card (Visa, Discover, or MasterCard only). The Akron Zoo's mailing address is:

500 Edgewood Ave Akron, Oh 44307 Attn: ZooCamp Registration

Q. Can I register my child online, over the phone, or through email or fax?

A. Registrations may be made online or through the mail. Registrations will not be accepted over the phone, fax, or email.

Q. Will my children get to play with and hold the animals?

A. Campers will meet some of our education animal ambassadors. They may get to touch a mammal or a reptile, but will not hold or play with the animals.

Q. Will my children get to go behind-the-scenes for ZooCamp?

A. At this time, only certain programs include behind-the-scenes portions, but that is subject to change. If you are interested in a certain camp, please contact us and we will do the best we can to find the right camp for your child. Additionally, camps with a behind-the-scenes portion are noted in the brochure with a "tiger" icon.

Q. My child is very advanced; can I enroll him/her in a higher age class?

A. No. The age categories are very strict.

Q. My child will be attending the full day camp. Should I send a lunch, or can I purchase a lunch for him/her?

A. Parents are welcome to pack a lunch for their child, or they can purchase a meal deal before camp begins. If you pack a lunch, it needs to be non-perishable or contain cooling packs as we don't have refrigeration space for lunches. Please make sure your child's name is on their lunch bag.

Q. What is included in the meal deal?

A. The Meal Deal option is a weekly preset boxed lunch menu. The week's lunches are:

Monday: Pizza

Tuesday: Hot Dog

Wednesday: Deli Meat Sandwich with Cheese

Thursday: Chicken Nuggets

Friday: Grilled Cheese Sandwich

All ZooCamp Meal Deal boxes will come with an applesauce cup, a bag of chips, a drink, and a small cookie. Each box will also have the following condiment options: ketchup, mustard, BBQ sauce, mayonnaise, and ranch dressing.

In case of allergies, we offer a sun butter and jelly sandwich option that will be served on white Texas toast or gluten free bread.

Q. What should I dress my child in for ZooCamp?

A. All programs go outside daily and the programs are held rain or shine so dress your child according to the weather. They must wear comfortable play clothes and shoes; **NO FLIP FLOPS!** Inappropriate footwear will limit your child's ability to participate. Refunds will not be given if your child is not able to participate due to inappropriate attire.

Q. If it is a hot day can I send a water bottle with my child?

A. YES! Each child will receive a souvenir water bottle, but you are welcome to send one with your child as well.

Q. Are there any forms I need to fill out for my child?

A. Yes. Every camper will have forms (ZooCamps for ages 5-15) that must be completed and turned in. If you'd like to turn them in before their camp starts, you can either email these forms into ZooCamp@akronzoo.org or mail them to the address above. You can also bring them in the first day of camp. **If you email or mail the forms in before ZooCamp starts, you only need to turn one set of forms in regardless of the number of camps your child is attending.**

Q. Can I send a camera with my child?

A. Yes. If you are interested in having pictures, the camper must use their own camera (preferably a disposable one). Please be aware that there may be areas that your child will not be allowed to take pictures as part of the zoo's policy.

Q. Can my child bring their phone/iPad/Nintendo DS/etc.?

A: Yes, but if the zoo staff deems it a distraction to the child or other campers, they will be asked to put it away until the end of the day. If the item becomes an issue for multiple days, camp staff may ask the parent to keep the item at home. The zoo is also not responsible for lost, stolen, or broken items and campers will not be able to charge these items while at camp.

Q: May I bring our family pet with us to drop off or pick up my child?

A: No pets are allowed on zoo grounds, so please leave all pets at home when dropping off or picking up your child.

Q. Is it safe to leave my child at ZooCamp?

A. Yes. We have a sign-in and sign-out procedure so we know who children are coming and leaving with. If someone other than you must drop off or pick up the child, we must have this in writing when you drop off your child.

Q. Who will be teaching the camps?

A. Our camp classes are taught by zoo staff.

Q. Can I stay at ZooCamp with my child?

A. No, only parents that have informed us of their child's special requirements will be permitted to stay.

Q. What is your refund and cancellation policy?

A. If the cancellation occurs two or more weeks before the first day of the camp, a 50% refund will be issued onto an Akron Zoo gift card. There will be no refunds for cancellations made less than 2 weeks prior to the first date of a session. No refunds will be given for days not attended within a multiple-day session. There is a \$10 service charge for any changes made to the original registration. Membership must be active at time of registration to receive member rates. The zoo reserves the right to cancel any camp with insufficient registrations. In the event this happens, a full refund will be issued.

Q. Can I drop my child off earlier than the 5 minutes as stated on my confirmation letter?

A. No, we ask that parents adhere to the 5-minute guideline so that the ZooCamp staff has time to properly set up for the day. We will offer before and after care for the full day sessions ONLY. Before Care will run 8:00am-9:30am and After Care from 4:30pm-5:30pm. A late fee of \$1/per child/per minute will be charge starting at 5:40PM.

Q. Can I sign my child up for an add-on (Camp Care, Meal Deal) the week of their Full Day camp?

A. While we prefer pre-registration for ZooCamp add-ons, we understand that plans change. ZooCampers can be signed up for add-on on their first day of camp, but there will be an additional \$5 fee when purchased the week of the camp.

Q. The camp I wanted to register my child for is sold out. Can they be wait listed?

A. Unfortunately, due to the rarity of cancelations ahead of the start of a camp session, we do not offer wait listing.

AKRON ZOOLOGICAL PARK

2019 EMERGENCY MEDICAL AUTHORIZATION AND HEALTH HISTORY

This form must be on file for your child to participate in any zoo program. This information will be shared with the zoo's education staff to best meet the needs your child.

Child's Name: _____ Date of Birth: _____

Residential Parent/Guardian: _____

Home Address: _____

Street City Zip

Number where you can be reached during program: _____

Work Phone: _____ Home Phone: _____

Emergency Contact Name: _____

Phone: _____ Relationship to Child: _____

Below check any current health conditions that may require attention during the program:

- Allergies (be specific) Physical disability (be specific) _____
 - Foods _____
 - Bee sting _____
 - Other _____
- Seizures
- Asthma

Hearing problems Hearing aid(s) _____

Heart problems (be specific) _____

Vision problems (be specific) _____

ADD/ADHD

Behavior/emotional problems (be specific) _____

Other (be specific) _____

List all medications your child receives on a regular basis _____

PLEASE READ FOLLOWING CAREFULLY.

In the event zoo staff is unable to reach the parent/guardian or emergency contact person listed above during a medical emergency, the policy of the Akron Zoological Park is to call 911 to transfer the child to the nearest medical center at the discretion of the medical first responders.

I authorize the Akron Zoo to take all necessary steps to insure my child's health and safety in case of an emergency. Furthermore, I agree to hold the Akron Zoological Park free and harmless from damage to the property or injury sustained by participation that may result from the operation of the program. I also authorize the Akron Zoo to use my child's name and photograph for education and public relations purposes related to the zoo.

Signature of Parent/Guardian: _____ Date: _____

Please complete other side of form

We are happy that your child will be joining us for an education program. We strive to create a fun, educational, and safe environment for your child. In order to do this, we need to know from you ahead of time some information about your child. Please take a few minutes to complete this form. This information is kept confidential and will only be viewed by Program Instructor and assistants. No child will be turned away from an educational program based on your answers. This information is to assist us in providing the best and safest experience for you child.

Child's Name: _____

Parent or Guardian's Name: _____

Phone Number: _____

Education Program(s) attending: _____

If your answer is yes to any questions below, please explain.

Does your child have difficulty staying with the family or a group in public spaces?

Does your child have difficulty participating in organized activities?

Does your child have difficulty participating in large groups?

Does your child have difficulty expressing himself/herself when frightened or angry? Example, becoming withdrawn or lashing out at others?

If your child requires special assistance, please provide us with the name of the adult that will be assisting and their relationship to your child.

I understand that the Akron Zoological Park reserves the right to contact me in the event the Program Instructor feels my child requires assistance to continue participation in the program, or if my child's behavior is disruptive to the program. I also understand the Akron Zoological Park reserves the right to terminate my child's participation in the program if he/she becomes aggressive towards the Instructor, program volunteers, other children, or if my child's behavior is not corrected after I have been contacted.

Parent or Guardian Signature: _____

Date: _____

Please bring this form with you on the day of your child's program

2019 ZooCamp Student Behavior Policy

The Akron Zoo strives to provide excellent education programs to every participant. In order to do this, all participants must be respectful of both the instructor and other students and maintain appropriate classroom behaviors. Examples of some inappropriate behaviors would be: talking out while the instructor or another student is presenting, not keeping hands and feet to self, leaving the group during zoo tours (by walking ahead of the group or straying far behind), or any form of bullying.

In the event these expectations are not met, the following series of events will take place:

- Step #1: The student will be redirected by the instructor into a more appropriate behavior. This will be accomplished using correcting actions, such as moving a child's seat. The instructor will also fill out a checklist of behaviors to give to the parent when the child is signed out of the class.
- Step #2: The student will be pulled from the class by another education staff person to allow the student to rethink their behaviors and how they are affecting the whole class. The student will be returned to class when the behavior has subsided. When the child is signed out of the class by a parent, the instructor and Education Manager will meet with the parent to discuss the behavior issues.
- Step #3: After Step #2 occurs, the parent will also be required to sit-in on future classes with that student at the rate of \$10.00 per camp so the parent can maintain the student's behavior.
- Step #4: The student will be asked not to return to any future education programs and any future programs that have already been paid for will be refunded.

Please sign the bottom portion of this policy and turn into the instructor before the program. The top portion is yours to keep for your records.

I have read and understood the Akron Zoo's Education Program Student Behavior Policy.

I understand that the Akron Zoological Park reserves the right to contact me in the event the Program Instructor feels my child requires assistance to continue participation in the program, or if my child's behavior is disruptive to the program. I also understand the Akron Zoological Park reserves the right to terminate my child's participation in the program if he/she becomes aggressive towards the Instructor, program volunteers, other children, or if my child's behavior is not corrected after I have been contacted.

Parent or Guardian Signature: _____

Date: _____



2019 ZooCamp Transportation Information

Please indicate how your child will be transported to and from their ZooCamp program.

Name of child: _____

ZooCamp program: _____ Dates attending: _____

Check method of transportation:

My child has my permission to ride the Metro Bus _____

My child has my permission to ride their bike or walk _____

My child will be carpooling with _____
(name of person)

I will be transporting my child _____

Notes:

Parent or guardian signature _____

Date _____

Please either return this form to the zoo with the other ZooCamp confirmation forms or bring it with you on the first day of your child's program.