

Alexandria Zoo

Safari Camp Rules and Expectations

Thank you for your interest in Winter Safari at the Alexandria Zoo! If you've participated in the past, or this is your first time, please review the following information.

Contact Information

Call the Alexandria main phone number for immediate assistance during a camp day. Camp staff have varying schedules, but we will strive to respond to messages the next business day.

Name	Title	Phone Number	Email
Alexandria Zoo		318-441-6818	Zoo.education@cityofalex.com
Catie Hirsh	Curator of Education	Desk: 318-441-6818 Cell: 318-487-3175	Catie.hirsh@cityofalex.com
Zoria Wells	Education Associate	Desk: 318-441-6815 Cell:	Zoria.wells@cityofalex.com

Do not hesitate to contact us for any of the following:

1. You are running late.
2. Your camper is not feeling well and will not attend camp that day.
3. You unexpectedly need to pick your camper up early. Please note that it may take 10 or more minutes to get your camper to you in the event of an unscheduled early pick-up as the campers move throughout the zoo.
4. Another person will be picking up your camper- they will need to have ID.
5. You have concerns or constructive feedback.

Registration for Camp

Registration links can be found on the Zoo's website www.alexandriazoo.com under the Education/ Winter Safari tab.

Applications can be completed through the digital platform Bright Wheel. Or, if you would like to submit a paper application they can be requested by emailing zoo.education@cityofalex.com or visiting our ticket window.

What camp session should my child register for?

Please select the camp week based on the grade your child is currently in. For example, if your child is in 2nd grade, then they should register for the 1st-3rd grade camp.

Spectrum Participants and Safari Camp

We strive to make our camp program accessible to as many campers as possible. To achieve this...

- We hire Camp Teachers who are full-time teachers in the CENLA community. They have experience working with, and supporting, students of diverse abilities.
- We ask that guardians provide information on camper's individual needs in the "Additional Notes" line for the Child's Information section of the application. By providing these details during the application, our camp team can best support your child.
- We require a camper to have a buddy to support them through their camp day if they have a para/aide in school. Please include in the "Additional Notes" section if your camper will be having a buddy join them for Summer Safari.

A camper's buddy

- Will need to be at least 18 years old.
- Is expected to assist the camper and prioritize the camper's experience.
- Should not detract from the camp day.
- Name and emergency contact info for the buddy should be submitted to zoo.education@cityofalex.com before the start of camp.

Payment

The camp application packet includes a \$20 non-refundable admin fee.

The balance of the camp cost will be invoiced through Bright Wheel and can take up to 48 hours to become available within the platform. Digital payments can be submitted through the Bright Wheel platform.

To pay in person, or over the phone, please email zoo.education@cityofalex.com to have your invoice transferred to our ticket window.

Cancellation and Refund Policy

If the Alexandria Zoo must cancel camp, for any reason, we will provide a full refund.

If a camper is dismissed from camp for behavioral reasons a refund will not be issued

Refunds will be considered at the discretion of the Camp Director, in the event of illness.

Our standard refund/cancellation policy is as follows, once we receive your request:

- 2 weeks or more from the start of the camp week- Part of the camp fee will be refunded. A \$20 admin fee will be retained.
- Less than 2 weeks before camp- No refund is offered for requests made during this time.

Medication Protocol and Consent Form

If you bring any medication to camp with your child (including rescue inhalers and EpiPens), we ask that you please complete the Alexandria Zoo Medication Protocol form. If you are not bringing medication with your child to camp, then this form does not need to be completed.

If you are sending medication to camp, please

- Give all the medications to your child's camp instructor at check-in and advise whether the medication should be returned at the end of each day or stay at the Zoo for the duration of camp.
- That the release form "Medication Consent Form" (required by law) is signed and submitted which authorizes camp staff to securely store the medication until the time it is to be administered.
- The camp child must administer his/her own medication.
- All medications must be in their original packaging and labeled with appropriate prescription, dosing and/or pharmaceutical information. Liquid medication must be accompanied by an appropriate measuring cup/syringe.
- We are unable to accept damaged/ expired medications or loose medicine in unmarked packaging.

What Communications Should a Guardian Expect from Camp?

Camp Confirmation: A confirmation email is sent 48 hours, or less, after your application is submitted.

Welcome Email: Thursday before your camp week. This email contains reminders on arrival/departure, what your camper should wear/bring, and snack options.

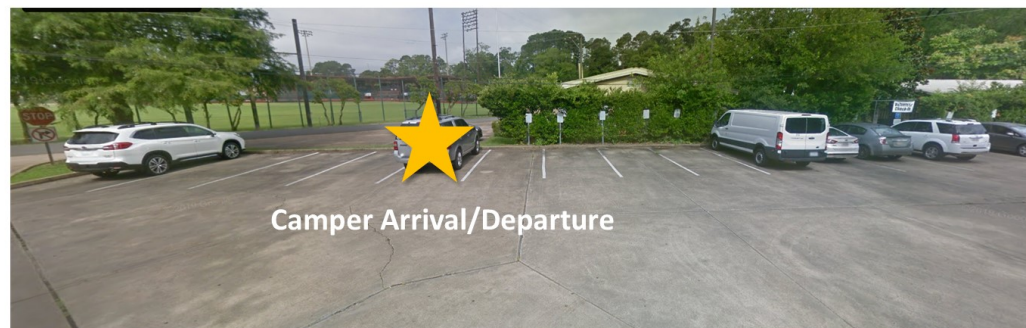
Pictures: Camp photos will be posted on Bright Wheel no later than the Monday after camp. Many times, photos will become available throughout the camp week.

Behavior Issues or Illness: The Camp Director will immediately reach out to the guardian regarding SIGNIFICANT behavioral issues or illness during camp. MINOR injuries (i.e., scraped knee, splinter, etc.) or behavioral challenges will be addressed with the guardian at the end of the day.

A Day at Safari Camp

Check-in and Pick-up Procedures and Locations

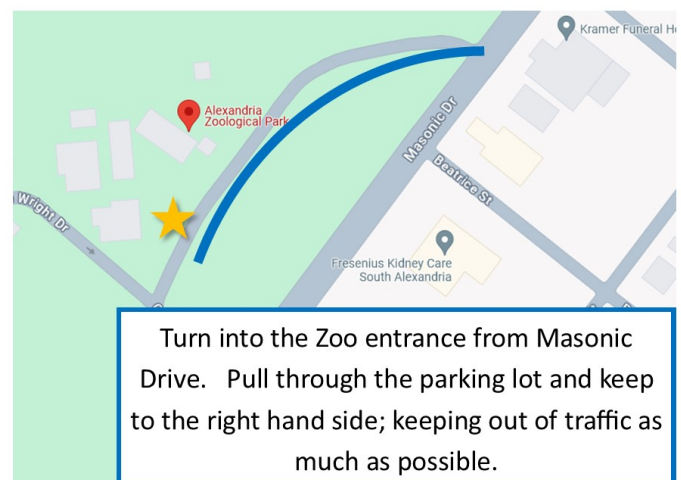
- Please make every effort to arrive on time for the start of camp. Based on our experience, campers who arrive late are frequently worried about missing activities, meeting up with their group late, and feeling rushed – this can result in the camper feeling anxious at the start of their camp day.
- Check-in and pick-up of campers will be by car. Please stay in your vehicle with your camper(s) until an education team comes to your car.
- Parents will enter the main zoo parking lot via the Masonic Drive entrance, pull through the lot towards the old baseball field, and wait in the car line for a team member.



- Please stay in your car for drop-off.
- Pull up parallel to parking spots.

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- All adults retrieving campers need to be on the individual's approved pick-up list.
- All adults must have a photo ID.



Turn into the Zoo entrance from Masonic Drive. Pull through the parking lot and keep to the right hand side; keeping out of traffic as much as possible.

- Medications for any camper will be handed in to Education Curator, or Associate, on Monday morning prior to check-in. Inform the education team if you need the medications back every day or if they may stay at the camp for the week.
- Once a camper is checked-in, they will be escorted by a camp staff to join the group inside the Education Building. To minimize stress for all campers, guardians will check-in their camper and will not follow the camp to the classroom or morning activity. If you are concerned about this procedure, please contact the Education Curator prior to the first day of camp.
- All adults need to show identification at pick-up to be able to sign their camper out from camp each day. We will not allow any adult other than those listed on the sign out sheet to pick up your child unless a previous arrangement has been made. If there is an emergency and an adult not on the pick-up list is sent to pick up a camper, the Education Curator or Associate will call the parents to verify permission.
- For any adult who is not on the approved pick-up list submitted prior to camp who will be picking up a camper please contact the Education Curator to add more people to your list.
- No one under the age of 18 will be allowed to check-in or pick-up a camper.
- For the safety of your camper, they must be signed in and out each day. If this is not possible, please contact the Education Curator prior to the camp starting to discuss your options.

What Will my Camper Need to Bring?

- Campers should come dressed to explore the zoo and participate in crafts. Closed toe shoes are best for walking around the zoo and playing.
- Optional layers as it might be chilly as we explore the zoo early in the morning.
- A reusable water bottle. These can be left at camp overnight and will be refilled as needed throughout the camp week.
- Snacks are provided daily. Campers are welcome to bring a preferred snack, or to meet dietary restrictions, instead of the provided snack choice.

Out of an abundance of safety for all campers, please refrain from sending nut-based snacks.

Please leave anything that could be a distraction to the camp day at home.

If an item from home becomes a distraction, then the camp teacher will hold the item till the end of the camp day and return it to the guardian at pick-up time.

- This can include, but not limited to, toys, phones, and smartwatches.

- Campers will not have the opportunity to utilize the vending machines, Palm Café, or gift shop. Your camper will not need cash during their camp morning.

What will my camper explore and do this week?

While all our campers will visit our animal exhibits, each age group will have different learning objectives to meet the camp's specific theme. Our Camp Teachers will facilitate learning through informative interpretation, hands-on labs, activities, art, exclusive experiences, and games.

Animal Experiences

If in your youth, you participated in zoo camps, then you probably have fond memories of animal experiences. Today's campers will have up-close animal experiences as well, but the opportunities will be different.

The Alexandria Zoo strives to meet or exceed modern zoological practices. To meet these standards, **campers are not eligible to hold zoo residents.**

Campers **will have the opportunity** to

- Keeper Chat- The staff that cares for our zoo residents will visit the campers outside of the animal exhibits. Campers will hear about how the Keepers care for these animals and campers can ask questions of the staff. Often the keepers plan training sessions, treats, or enrichment to encourage the animals closer to the fence line.
- Ambassador Animal meet and greet- Campers will meet a variety of the Education Team's animal co-workers. These encounters can include touch opportunities, but out of an abundance of care for our animal residents touch opportunities are not guaranteed.

Discipline Policy

You are required to confirm that you have read and understand our policy in your camp application. Please take note of what is considered unacceptable behavior for our program and talk to your camper so that our camps may be enjoyed by everyone attending.

Children attending Summer Safari at the Alexandria Zoo are expected to:

- Show respect to the staff, fellow campers, and the facility.
- Come prepared to explore and discover wildlife and wild places.
- Have fun.

Behavior considered to be unacceptable includes the following:

- Endangering the health and/or safety of a child, staff member, volunteer, intern, or animal.
- Entering or leaving a building, enclosure, or fenced area without permission.
- Leaving the program area without permission.
- Continuing to disrupt the program in any way.
- The use of profanity, vulgar or obscene words and gestures.
- Possession of a weapon.
- Stealing or damaging property.
- Inappropriate touching of themselves, another child, or staff.
- We have zero tolerance for bullying, humiliating, or degrading. Any camper who is witnessed by staff bullying, or humiliating, or degrading another camper during camp will be immediately removed from camp.
- We are all aware of sibling interactions; please note that to be fair to every camper, siblings are expected to adhere to our rules when in camp together.
- If an individual camper refuses to transition to another location with the camp, the emergency contact will be called to pick up the camper for that day. In the event of repeated instances of refusal to transition, the camper will be removed from camp.
- Any other unacceptable behavior as determined by the Camp Director and Zoo Director.

The following steps will be taken if an unacceptable choice has been made:

1. Initially, staff will give a verbal reminder and redirect the camper to a more appropriate behavior, seek a sensory aid, or move the participant to another group. If the problem continues, the camper may forfeit participation in select program activities.
2. If there is a second incidence of unacceptable behavior, staff will visit with the camper about the behavior, expectations, alternate actions, and possible outcomes if the behavior persists. Staff will document the situation to include the problem and any corrective measures taken. Camp Director will be notified.
3. If unacceptable behavior persists, the guardian will be notified at the end of the day, or sooner if necessary. If it is a coachable situation, staff and Camp Director will ask for input from the guardian regarding the behavior. Staff and Camp Director will check back with the guardian at the end of the following day to report on behavior.
4. If unacceptable behavior persists, or becomes excessive, and the child continues to disrupt the camp program, the Camp Director reserves the right to suspend the

child from the program for a period which will depend upon the severity of the issue. There will be no refund issued for behavior related removals from camp.

5. If a child's behavior threatens the immediate safety of the individual, other children, or staff, this includes throwing items or aggressively touching the head or neck area of another camper, the guardian will be contacted and expected to pick up the child immediately. If the unacceptable actions reach this extreme nature, the Camp Director reserves the right to end that camper's participation in the camp week.
6. Removal from the program will be considered by the Camp Director on a case-by-case basis. There will be no refund offered for an expelled camper.

Thank you for taking the time to review this information!