Cheyenne Mountain Zoo

Zoo Camp Policies & Procedures Manual

CHEYENNE MOUNTAIN ZOO

Way Beyond Watching

Updated January 2025

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OUR GOAL

Cheyenne Mountain Zoo Camp aims to spark and foster a lifelong love for nature and animals as well as introduce or develop lifelong passions for activities that tie youth directly to wildlife and/or wild places. Through live animal presentations, games, Zoo hikes and time with nature, Camp Mentors will help campers provide a link between people and the natural world.

MISSION STATEMENT

A leader in conservation, captive breeding and animal care, Cheyenne Mountain Zoo connects people with wildlife and wild places through experiences that inspire action.

VISION STATEMENT

Every Kid. Every Time. Goosebumps!

Every kid, of any age, will have an experience of a lifetime with every visit.

OUR STAFF

Our Camp Mentors are people from various backgrounds whom all share a passion for environmental education and conservation. Our Camp Staff have been background checked, drug tested, CPR/First Aid Certified and have completed the following pre-service trainings through Colorado Shines Professional Development System:

- Injury Prevention for Day Camp Programs
- Medication Administration
- Standard Precautions, including Prevention & Control of Infectious Diseases and Immunizations
- Recognizing & Reporting Child Abuse & Neglect
- Emergency & Disaster Preparedness
- Recognizing the Impact of Implicit Bias

Our Camp Staff have also completed in house trainings on youth protection, group management, developmental ages & stages, developmentally appropriate language and impacting mental, emotional, and social health for children.

CAMP RATIOS

Break Camps:

Kindergarten - 8 campers: 2 Camp Mentors

1st & 2nd Grade – 10 campers: 1 Camp Mentor

3rd – 6th Grade – 10 campers: 1 Camp Mentor

Summer Camp:

PreK/K Half-Day – 6 campers: 1 Camp Mentor

Kindergarten Full-Day – 8 campers: 2 Camp Mentors

1st Grade – 10 campers: 1 Camp Mentor

2nd Grade – 10 campers: 1 Camp Mentor

3rd Grade – 10 campers: 1 Camp Mentor

Camp WILDer – 10 campers: 1 Camp Mentor

4th/5th Grade – 10 campers: 1 Camp Mentor

6th – 8th Grade – 12 campers: 1 Camp Mentor

PAYMENT POLICY

Registration:

Campers may register for Zoo Camp at Cheyenne Mountain Zoo through our online registration portal located on our website, over the phone by contacting (719) 424-7522 or in-person Sunday – Thursday from 10 am – 3 pm at the EdVenture offices. Registration typically opens the first week of February for Zoo members. Registration will open up to the community after a short member's only sales period.

Payment Options:

We accept payment for camp fees by credit card or debit card. Cash or check payments taken upon request. For further inquiries, please contact camp staff at zoocamp@cmzoo.org or by calling (719) 424-7522.

Payment Schedule:

Camp fees are due at the time of registration to secure a camp spot. Failure to make the full payment will result in the loss of a reserved spot.

Fee Structure:

Camp fees are based on the selected camp program and any optional add-ons. A detailed fee structure is available on our website.

Sibling Discounts:

Cheyenne Mountain Zoo DOES NOT offer a sibling discount for families with multiple children attending camp.

Refund and Cancellation Policy:

A written refund request to zoocamp@cmzoo.org must be received no less than TWO WEEKS prior to the start of the program. If approved, Cheyenne Mountain Zoo will refund the amount of the fee minus 25% of the program fee. No refunds will be issued after two weeks prior to the start of the program. If the Zoo is closed due to inclement weather or other unforeseen events, a full refund will be issued.

Refund Eligibility:

Full refunds will be issued for cancellations received before the refund request deadline minus 25% of the program fee. No refunds will be provided for cancellations received after the refund request deadline. Refunds will not be issued for campers who are absent from camp for any reason, including illness or schedule conflicts.

Camp Age Group Registration Errors:

Parents/guardians are responsible for registering campers into their correct associated age groups. Campers can only attend camp with a proper registration in the correct age group. Parents/guardians may be asked to provide government-issued documentation to verify a camper's correct age group. Campers will not be able to attend camp if registered for an incorrect age group. Refunds are not issued due to a registrant's mistake of a camper's age group. The transferring of registrations from one age group to another age group is not allowed.

Scholarships and Financial Assistance:

Cheyenne Mountain Zoo offers scholarships to families that may need financial assistance. Please download the appropriate application available on the Cheyenne Mountain Zoo website and follow included instructions.

Privacy and Security:

Cheyenne Mountain Zoo takes the privacy and security of your financial information seriously. All payment transactions are processed securely, and your financial information will not be shared with third parties.

IMMUNIZATION POLICY

In accordance with recommendations from the CDC and local health authorities, to minimize the risk of vaccine-preventable diseases spreading within our camp community, Cheyenne Mountain Zoo has established the following vaccination requirements:

Required Vaccines:

Colorado law requires children who attend licensed child care to be vaccinated against many of the diseases vaccines can prevent, unless a Certificate of Exemption is filed. For more information, visit cdphe.colorado.gov/schoolrequiredvaccines.

To attend Cheyenne Mountain Zoo Camp your camper must be vaccinated against:

- Diphtheria, tetanus, and pertussis (DTaP)
- Haemophilus influenzae type b (Hib)
- Hepatitis B (HepB)
- Measles, mumps, and rubella (MMR)
- Pneumococcal disease (PCV)
- Polio (IPV)
- Varicella (chickenpox)

Colorado follows recommendations set by the Centers for Disease Control and Prevention's Advisory Committee on Immunization Practices. This committee is a group of medical and public health experts who study vaccines and recommend them for the public. View the recommended vaccine schedule for children through 6 years of age at www.cdc.gov/vaccines/schedules/easy-to-read/child-easyread.html.

CDC also recommends immunizations for COVID-19, hepatitis A (HepA), influenza (flu), respiratory syncytial virus (RSV), and rotavirus (RV) for child care-aged children, but these are not required for child care or school entry in Colorado.

Exclusion:

Your camper will not be able to attend Zoo Camp if the program does not have an up-to-date Certificate of Immunization or Certificate of Exemption at least two weeks prior to their camp start date. Refunds will not be issued for a lack of healthcare forms.

If another camper is sick or there is an outbreak of a vaccine-preventable disease at Zoo Camp, and your child has not received the vaccine for that disease, they may be required to stay home.

Confidentiality:

All immunization records and related health information will be treated with strict confidentiality and will only be accessible to authorized camp staff for verification purposes.

CAMPERS WITH SPECIALIZED NEEDS

Inclusivity and Nondiscrimination:

Cheyenne Mountain Zoo is committed to providing an inclusive and nondiscriminatory camp environment. We welcome campers of all abilities and will make reasonable accommodations to ensure their full participation and enjoyment of camp activities. We will make a reasonable effort to accommodate all campers without fundamentally altering our camp program. We maintain our Camp Mentor to camper ratios at all times and are unable to provide personalized one-on-one care for campers with special needs.

The Cheyenne Mountain Zoo's Youth Protection Policy requires all adults interacting and sharing space with campers to be a Zoo employee or Zoo volunteer who has been background checked, screened, trained in youth protection and drug tested through our Human Resources department OR a nurse/educator who is licensed through the state of Colorado and can provide their current licensure status. Therefore, we do not allow parents, guardians, or caregivers to attend camp with their camper unless the adult is a nurse/educator licensed through the State of Colorado.

Caregivers of campers with special needs are encouraged to communicate with Camp Staff during the registration process to discuss their camper's specific needs and any necessary accommodations.

It is essential for caregivers to provide accurate and detailed information about their camper's special needs, including any medical conditions, allergies, behavioral considerations, or accommodations required.

Individualized Accommodation Plans:

Cheyenne Mountain Zoo is committed to developing individualized accommodation plans (IAPs) for campers with special needs. These plans will be created in collaboration with caregivers to address the unique needs of each camper.

IAPs may include modifications to camp activities, communication plans, or any other accommodations necessary to ensure the camper's safety and enjoyment. All campers will have access to sensory corners equipped with independent activities. All campers will also receive somewhat consistent routines, displayed visual schedules, auditory warning and visual warnings for transitions and changes, individualized communication and clear/consistent expectations.

Additional information can be provided and discussed by contacting camp staff at (719) 424-7522 or email camp staff at zoocamp@cmzoo.org.

Qualified Staff and Training:

Cheyenne Mountain Zoo strives to have qualified Camp Staff trained in working with campers with special needs. These Camp Staff members receive training on inclusive practices, communication strategies, and any specific accommodations outlined in a camper's IAP.

Camp Staff work closely with caregivers to ensure that accommodations are effectively implemented and regularly reviewed.

Confidentiality:

All information provided by caregivers about a camper's special needs are treated with strict confidentiality and shared only with individuals directly involved in the camper's care and safety.

Continuous Communication:

Cheyenne Mountain Zoo encourages open and continuous communication between Camp Staff and parents or guardians of campers with special needs. Regular updates and check-ins are facilitated to ensure that the camper's needs are being met.

LATE ARRIVALS/ EARLY PICK-UPS

Late Arrivals:

- Arrival Time: Campers are expected to arrive on time for the Zoo Camp. The official camp start time is 9 AM and we begin check-in around 8:45 AM. Camp groups will head into the Zoo no later than 9:10 AM.
- Late Arrival Notification: Parents or guardians are encouraged to notify camp staff in advance if their child will be arriving late due to unforeseen circumstances. Parent/guardians are encouraged to leave a voice message at (719) 424-7522 or (719) 424-7827 with late campers details. This helps us plan accordingly and ensure a smooth transition for the late camper.

- Transportation Responsibility: It is the responsibility of the parents or guardians to ensure that their child arrives at Zoo Camp on time. Cheyenne Mountain Zoo does not provide transportation to or from camp.

Early Pickups:

- Early Pickup Notification: If a parent or guardian needs to pick up their child from camp before the official end time, they should provide advance notice to camp staff whenever possible. Parent/guardians are encouraged to leave a voice message at (719) 424-7522 or (719) 424-7827 with early pick-up details. Parents/guardians can also relay early pick-up information at check-in. This allows us to prepare for the camper's departure and ensure a smooth transition. If an early pick-up is unannounced or is not arranged beforehand, parents/guardians should expect to wait fifteen to twenty minutes for their camper.
- Identification: Only individuals listed as authorized for pickup on the camper's registration information will be allowed to pick up the camper.

Late Arrival and Early Pickup Procedures:

- Late Arrival: If a camper arrives late, parent/guardians are to check-in at the front gates of the Zoo and inform attendants of the late camper. Attendants will then radio camp staff and camp staff will arrive to pick-up the camper at the EdVenture Gate as available. A wait time of around fifteen minutes is to be expected. Camp staff will assist late campers in joining the current camp activities, ensuring a smooth transition. Campers will not be left unattended or excluded from camp due to late arrival.
- Early Pickup: Parents or guardians picking up campers early should report to the designated pickup location. Camp staff will verify their identification and sign the camper out. Campers will be released only to authorized individuals listed on the camper's registration information, unless otherwise notified.
- Emergency Early Pickup: In the event of an emergency, parents or guardians may contact camp staff at (719) 424-7522 or (719) 424-7827 to arrange for an early pickup. Emergency early pickups will be facilitated promptly, with the camper's safety and well-being as the top priority.

CODE OF CONDUCT

At Zoo Camp, we strive to provide a memorable, safe, and educational experience for all campers. To ensure everyone has a positive experience, we insist all campers follow this Code of Conduct:

- Respect for Others:

1. Treat fellow campers, teen helpers, camp staff, Zoo staff and Zoo guests with kindness and respect.
2. Listen and follow directions from camp staff and/or Zoo staff at all times.
3. Use kind, appropriate and positive language— any form of teasing, bullying or hurtful commentary is not tolerated.
4. Respect others personal space and belongings.

- Respect for Animals

1. Treat all animals with care and respect with all actions and words.
2. Follow the specific rules for each animal area, whether implied or given directly by camp and/or Zoo staff.
3. Give animals space and only interact as instructed by camp and/or Zoo staff.

- Respect for the Environment

1. Keep Zoo grounds clean by disposing of trash and recycling appropriately.
2. Treat plants with respect and let them grow.
3. Stay off trees and keep feet on designated paths.
4. Stay on designated paths and areas to protect tour environment and the safety of others.

- Participation and Safety

1. Stay with your assigned camp group at all times.
2. Report any accidents, injuries or unsafe situations to camp and/or staff immediately.
3. Follow all safety rules during activities, including during animal encounters and zoo tours.

- Camp Values

1. Be curious—ask questions and explore with an open mind.
2. Be inclusive—welcome everyone into activities and make new friends.
3. Be responsible—take care of your belongings and follow camp guidelines.

- Consequences

Campers who do not follow the Code of Conduct can expect:

1. A verbal reminder from camp staff.
2. A temporary removal from activities.
3. Communication with parents/ guardians.
4. Dismissal from camp without a refund if proper changes do not occur.

STAFF CODE OF CONDUCT

Zoo Camp staff play a vital role in creating and facilitating a safe, fun, and educational experience for campers. To uphold the mission and values of our camp, all staff are expected to adhere to the following Code of Conduct:

- Professionalism:

    1. Set the Tone - Display kindness, patience, and respect toward campers, teammates, and Zoo guests.
    2. Be Punctual and Engaged - Arrive on time, ready to perform assigned duties and engage fully in camp activities.
    3. Maintain Confidentiality - Respect the privacy of campers, their caring adults and teammates by keeping sensitive information secure.

- Safety First:

    1. Actively Participate - Ensure campers are safe, supported, accounted for and within your line of sight at all times.
    2. Follow Zoo Safety Guidelines - Adhere to all safety protocols and procedures.
    3. Report Incidents Immediately - Inform camp leadership of any injuries, behavioral concerns or other safety issues immediately.
    4. Maintain Boundaries - Avoid physical contact that could be misinterpreted and never engage in inappropriate discussions or behavior with campers.

- Positive Interactions:

    1. Foster Inclusivity - Treat all campers, teen helpers, camp and/or zoo staff and Zoo guests with dignity and respect regardless of race, gender, ability or background.
    2. Encourage Student-led Exploration: Inspire curiosity and participation by creating a supportive, engaging, and enriching environment.
    3. Communicate Effectively - Use clear, positive, and age-appropriate language when interacting with campers.

- Respect for Animals and the Environment:

    1. Model Respect for the Wild - Teach campers to interact with wild animals and wild places appropriately and safely, demonstrating care for their overall wellbeing.
    2. Be a Wildlife Advocate - Encourage sustainable practices and bring campers along for the journey.
    3. Follow Zoo Policies - Adhere to all guidelines as stated in the Cheyenne Mountain Zoo Employee handbook.

- Camp Culture

    1. Support Your Teammates - Work cooperatively with teammates and Zoo staff, helping one another belong to a positive workplace culture.
    2. Welcome Feedback - Invite constructive feedback from leadership and teammates to grow professionally.
    3. See Something/Say Something - Raise any concerns, challenges, or suggestions to camp leadership in a timely and professional manner.

- Camp Representation:

    1. Uphold Zoo Camp Values - Represent Zoo Camp positively at all times, both during and outside work hours.
    2. Dress Zoo Crisp - Wear your according to the standards listed in the Cheyenne Mountain Zoo Employee Handbook.
    3. Stay Substance-Free - Refrain from using drugs, alcohol, or other substances while working.

- Accountability:

Failure to adhere to this Code of Conduct will yield:

1. A verbal or written warning.
2. A performance review with an implementation plan.
3. Termination of employment.

YOUTH PROTECTION

Purpose:

This Youth Protection Policy outlines the guidelines, expectations, and procedures that Cheyenne Mountain Zoo Camp follows to protect the youth in our care. We seek to maintain a culture of openness, accountability, and vigilance in safeguarding the rights and safety of all campers.

Zero Tolerance:

Cheyenne Mountain Zoo has a zero-tolerance policy for any form of child abuse, harassment, or misconduct.

Open Communication:

Camp staff, campers, and parents are encouraged to communicate any concerns or suspicions related to child safety promptly.

Training:

All camp staff undergo training on recognizing and responding to child abuse, appropriate conduct, and the camp's policies and procedures.

Supervision:

Campers are at all times to ensure their safety and well-being.

Camp Staff Expectations:

- Camp staff treat all campers with respect, dignity, and kindness.
- Staff will not engage in any form of abuse, harassment, bullying, or inappropriate conduct toward campers.
- Physical discipline or punishment is strictly prohibited.
- Camp must adhere to the "Two-Deep Leadership" principle, meaning that there should always be at least two adults present with campers.
- Staff must report any concerns or suspicions of child abuse to camp leadership immediately.
- All allegations or reports of child abuse will be taken seriously and investigated thoroughly by camp leadership staff.

Reporting Procedures:

Camp staff, volunteers, campers, and parents are encouraged to report any concerns or suspicions related to child safety immediately to the following individuals:

Confidentiality:

All reports and investigations related to child abuse or misconduct will be handled with the utmost confidentiality to protect the privacy of all parties involved.

Consequences of Violation:

Violation of this Youth Protection Policy may result in immediate dismissal from the camp, and appropriate legal actions will be taken.

MEDICAL EMERGENCIES

Preparation and Prevention:

- Health Information:
    - Parents/guardians must complete medical information forms through CampDOC for each camper, including details about allergies, medications, and existing medical conditions at least prior to the arrival at camp.
    - Camp Leadership Staff will review camper health information prior to the start of camp.
- First Aid Training:

    - All camp staff must complete basic first aid and CPR training prior to the camp season.
    - First aid kits will be readily available in designated areas, including the Lodge at Moose Lake and Safari Lodge.

Emergency Response Procedures:

1. Initial Assessment
    - Camp staff should assess the situation to determine the severity of the medical emergency.
    - If the camper's condition is life-threatening, proceed to Step 2. For very minor injuries, provide first aid and monitor the camper. For minor injuries that need a report, alert Cheyenne Mountain Zoo's First Responder through Base on channel 2. Alert Community Programs Supervisor or Camp Leadership Staff to provide notifications on any injury.
2. Contact Emergency Services
    - Call 911 immediately if the situation is life-threatening.
    - Provide the dispatcher with the following information:
        - Nature of the emergency
        - Location Cheyenne Mountain Zoo and specific area within the Zoo. (A camp staff member is required to call Base and instruct them of the 911 call).
        - Camper's condition and any first aid administered.

3. Notify Camp Leadership Staff

    - Inform Camp Leadership Staff about the incident.
    - Camp Leadership Staff will:
        - Ensure the notification of the camper's parent/guardian.
        - Ensure the completion necessary incident documentation.

4. Care for the Camper

    - A camp or Zoo staff member trained in first aid will remain with the camper until emergency services arrive, if neceassary.
    - Keep the camper calm and comfortable, avoiding unnecessary movement.

Communication with Parents/Guardians:

- Immediate Notification:
    - Parents/guardians will be contacted as soon as possible in the event of a medical emergency.
    - Camp staff will provide updates about the camper's condition and the actions taken.

- Post-Incident Follow-Up:
    - Camp Leadership Staff will provide parents/guardians with a detailed report of the incident and any recommendations for follow-up care.

Emergency Transportation:

- If emergency transportation is required, the camper will be transported by ambulance to the nearest medical facility.
- A staff member will accompany the camper and remain with them until a parent/guardian arrives.

Documentation and Reporting:

- Incident Report:
    - Zoo Staff must complete a detailed incident report for all medical emergencies, including:
        - Date, time, and location of the incident
        - Description of the medical issue and actions taken
        - Names of staff involved and witnesses
        - Parents/guardians can request incident reports by contacting Camp Leadership Staff via email at zoocamp@cmzoo.org or via phone at (719) 424-7522.

Review Process:

- Camp Leadership Staff will review the incident to identify any potential improvements to safety protocols.

Staff Training:

- Staff will receive training on:
    - Recognizing and responding to medical emergencies
    - Proper use of first aid kits and equipment
    - Communication protocols during emergencies

Parent/Guardian Responsibilities:

- Ensure that all medical forms are completed accurately and submitted at least 2 weeks prior to the start of camp.
- Provide updated contact information and emergency contacts.
- Discuss any special medical needs or concerns with the Camp Leadership Staff.

ILLNESS POLICY

Prevention Measures:

- Health Screening:
  - Campers and camp staff must complete a daily health screening before entering camp, which may include temperature checks and symptom questionnaires.
  - Individuals displaying symptoms of illness (e.g., fever, cough, sore throat, stomach pain) will not be allowed to attend camp.
- Hygiene Practices:
  - Regular handwashing with soap and water will be encouraged, especially before meals, after using the restroom, and after animal interactions.
  - Hand sanitizing stations will be available throughout the Zoo.
- Vaccination Requirements:
  - Campers and camp staff must meet the vaccination requirements as outlined by local health authorities.
  - Documentation of vaccinations are requested during the registration process.

Identifying Illness:

- Signs and Symptoms:
  - Common signs of illness include fever, coughing, difficulty breathing, fatigue, vomiting, stomach pain, diarrhea, and rashes.
  - Camp staff will be trained to recognize these symptoms and respond appropriately.
- Reporting Illness:
  - Campers or camp staff feeling unwell must report their symptoms to Camp Leadership Staff immediately.
  - Parents/guardians are required to notify the camp if their camper develops symptoms before arriving at camp.

Response Procedures:

1. Isolate the Individual
   - Any camper or camp staff member showing signs of illness will be separated from others and supervised in a designated isolation area.
   - Ensure the individual is comfortable and monitored by a staff member wearing appropriate personal protective equipment (PPE).
2. Notify Parents/Guardians
   - Parents/guardians of an ill camper will be contacted immediately and must arrange for the camper to be picked up within 45 minutes.
   - If the illness appears severe or life-threatening, emergency medical services will be contacted.
3. Clean and Disinfect

- Areas used by the ill individual will be thoroughly cleaned and disinfected following local health guidelines.
- Any shared items or equipment will be sanitized promptly.

Return-to-Camp Policy:

- Symptom-Free Period:
  - Campers or camp staff must be symptom-free for at least 24 hours without the use of medication before returning to camp.
- Doctor's Note:
  - In some cases, a doctor's note may be required to confirm the individual is no longer contagious and is fit to return.
- Communicable Diseases:
  - For illnesses such as COVID-19, strep throat, or the flu, individuals must follow local health department guidelines before returning.

Communication with Families:

- Illness Notifications:
  - Parents/guardians will be informed if a contagious illness is reported at camp, while maintaining the confidentiality of the affected individual.
- Preventive Tips:
  - Families will be provided with information on symptoms to watch for and preventive measures to reduce the spread of illness.

Staff Training:

- Staff will be trained on:
  - Recognizing symptoms of common illnesses.
  - Isolation and care procedures for sick individuals.
  - Proper cleaning and disinfecting protocols.

Emergency Contacts:

- Parents/guardians must provide up-to-date emergency contact information.
- Ensure that authorized individuals are available to pick up the camper promptly if needed.

EXTREME HEAT POLICY

Heat Advisory Levels:

This policy is based on weather conditions and heat advisory levels issued by local authorities or meteorological services. Cheyenne Mountain Zoo Camp Staff will monitor weather conditions closely and make decisions accordingly.

- Heat Watch: When a heat watch is issued, camp staff will be alerted, and precautions will be taken to ensure campers are well hydrated and protected from the sun by use of sunscreen, hats and protective clothing.
- Heat Warning: In the event of a heat warning, outdoor activities will be modified or suspended to reduce the risk of heat-related illnesses. Campers will be provided with additional breaks and access to shade.
- Excessive Heat Warning: During an excessive heat warning, outdoor activities will most likely be canceled, and campers will be engaged in indoor or shaded activities. Special attention will be given to hydration, and campers will be encouraged to drink water regularly.

Prevention and Mitigation:

- Hydration: Campers and staff are encouraged to drink plenty of water throughout the day. Water stations will be available, and campers will be reminded to stay hydrated.
- Sun Protection: Campers should wear sunscreen, sunglasses, and hats to protect themselves from the sun. Staff will monitor campers for signs of sunburn and encourage sunscreen reapplication.
- Cooling Measures: Campers will have access to shaded areas and indoor spaces to cool down. Cooling towels, fans, and other cooling measures may be provided when necessary.

Staff Training:

All camp staff will receive training on recognizing the signs of heat-related illnesses and responding appropriately. Staff will also be trained to monitor campers' well-being during hot weather.

Communication:

Parents or guardians will be informed at checkout of any changes to the camp schedule due to extreme or excessive heat.

Refunds and Make-Up Days:

In the event of inclement weather, including but not limited to rain, thunderstorms, extreme heat, or other adverse conditions, Cheyenne Mountain Zoo will not issue refunds for missed camp days or activities. When weather conditions prevent us from conducting outdoor activities, we will provide alternative indoor and educational experiences for our campers. In cases where camp activities are significantly impacted by inclement weather, Cheyenne Mountain Zoo will reschedule missed activities during the camp week, if time allows.

RAINY DAY POLICY

Rainy Day Scenarios:

- Light Rain: In the case of light rain or drizzle, camp activities will continue outdoors as scheduled. Campers should come prepared for rainy weather with appropriate rain gear: including raincoats, umbrellas, and proper footwear. It is essential that campers are dressed comfortably and appropriately for the weather conditions.
- Heavy Rain/Hail: When heavy rain, thunderstorms or hail are expected, camp activities are likely to be modified and moved indoors to ensure the safety of campers and staff. The decision to modify or cancel outdoor activities will be made by the camp leadership staff.
- Lightning: Camp activities are likely to move indoors and modified in the event of lightning striking within ten miles of the Zoo. Campers will stay indoors until a fifteen-minute time period lapses in which lightning is further than ten miles from the Zoo.

In the event of heavy rain, thunderstorms, lightning or hail campers will be engaged in indoor activities that are both fun and educational. These activities may include:

- Animal-related presentations or demonstrations in indoor facilities.
- Educational group games.
- Age-appropriate movies with animals and nature.
- Storytelling or interactive discussions about animals and their habitats.

Communication:

Parents or guardians will be informed at checkout of any changes to the camp schedule due to inclement weather.

For weather specific questions/details please refer to the Camp Handbook or the camp leadership staff.

Rain Gear:

Campers should come prepared for rainy weather with appropriate rain gear, including raincoats, umbrellas, and waterproof footwear. It is essential that campers are dressed comfortably and appropriately for the weather conditions.

Refunds and Make-Up Days:

In the event of inclement weather, including but not limited to rain, thunderstorms, extreme heat, or other adverse conditions, Cheyenne Mountain Zoo will not issue refunds for missed camp days or activities. When weather conditions prevent us from conducting outdoor activities, we will provide alternative indoor and educational experiences for our campers. In cases where camp activities are significantly impacted by inclement weather, Cheyenne Mountain Zoo will reschedule missed activities during the camp week, if time allows.

WINTER WEATHER POLICY

Snowy Day Scenarios:

- Light Snow: In the case of snow, camp activities will continue outdoors as scheduled. Campers should come prepared for snowy weather with appropriate snow gear: including heavy winter coat, appropriate layers of clothing and proper footwear. It is essential that campers are dressed comfortably and appropriately for the weather conditions.
- Heavy Snow: When heavy snow is expected, camp activities are likely to be modified and moved indoors to ensure the safety of campers and staff. The decision to modify or cancel outdoor activities will be made by the camp leadership staff.
- Sleet/Ice: Camp activities are likely to move indoors and modified in the event of sleet and widespread icy conditions. Zoo pathways and entrance areas will be cleared and salted as quickly as possible. Zoo staff will monitor conditions throughout the day and address any developing hazards promptly.

In the event of heavy snow, sleet and/or widespread icy conditions campers will be engaged in indoor activities that are both fun and educational. These activities may include:

- Animal-related presentations or demonstrations in indoor facilities.
- Educational group games.
- Age-appropriate movies with animals and nature.
- Storytelling or interactive discussions about animals and their habitats.

Communication:

Parents or guardians will be informed at checkout of any changes to the camp schedule due to inclement weather.

Parents/guardians will be notified email or phone call if camp is delayed, canceled, or ends early.

For weather specific questions/details please refer to the Camp Handbook or the camp leadership staff.

Snow Gear:

To keep campers warm and comfortable, all participants must come dressed appropriately for snowy conditions:

- Insulated winter coat
- Snow pants
- Hat and gloves/mittens
- Waterproof boots
- Extra layers and socks (optional for additional warmth)

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Refunds and Make-Up Days:

In the event of inclement weather, including but not limited to rain, thunderstorms, extreme heat, or other adverse conditions, Cheyenne Mountain Zoo will not issue refunds for missed camp days or activities. When weather conditions prevent us from conducting outdoor activities, we will provide alternative indoor and educational experiences for our campers. In cases where camp activities are significantly impacted by inclement weather, Cheyenne Mountain Zoo will reschedule missed activities during the camp week, if time allows.

AIR QUALITY POLICY

Monitoring Air Quality:

Camp Staff will monitor the Air Quality Index (AQI) daily using AirNow.gov and local air quality monitoring systems.

- Air Quality Action Levels:
  Zoo Camp will follow the AQI scale, which is categorized as follows:
    - Good (0-50): No restrictions; all camp activities proceed as planned.
    - Moderate (51-100): Camp groups with sensitive individuals will reduce prolonged or heavy exertion.
    - Unhealthy for Sensitive Groups (101-150): Camp groups will modify or limit strenuous outdoor activities for sensitive individuals.
    - Unhealthy (151-200): All outdoor activities for camp groups are reduced.
    - Very Unhealthy (201-300): Camp groups will limit all outdoor exposure to ten minutes or under; all campers remain indoors when possible.
    - Hazardous (301+): Camp is closed, or campers are sent home early if air quality deteriorates to hazardous levels during the day if indoor activity replacements cannot be made.

- Protection of Vulnerable Individuals:
    - Camp staff will identify and track campers or staff with pre-existing respiratory or cardiovascular conditions (e.g., asthma, allergies).
    - Parents/guardians will provide information about medical conditions during registration on CampDOC.

Communication:

Parents or guardians will be informed at checkout of any changes to the camp schedule due to air quality concerns.

Parents/guardians will be notified email or phone call if camp is delayed, canceled, or ends early.

Refunds and Make-Up Days:

In the event of air quality concerns, Cheyenne Mountain Zoo will not issue refunds for missed camp days or activities. When air quality concerns prevent us from conducting outdoor activities, we will provide alternative indoor and educational experiences for our campers. In cases where camp activities are significantly impacted by air quality concerns, Cheyenne Mountain Zoo will reschedule missed activities during the camp week, if time allows.

DISPLACED/MISSING CAMPER POLICY

Definition of a Displaced/Missing Camper: A displaced/missing camper is defined as any camper who is not accounted for during scheduled activities or transitions and is separated from their assigned group or Camp Mentor.

Prevention Measures:

- Check-In and Check-Out Procedures:
    - All campers must be signed in and out by an authorized adult each day.
    - Camp staff will perform headcounts throughout daily activities.
- Supervision Standards:
    - Maintain a staff-to-camper ratio that ensures adequate supervision.
    - Assign each camper to a specific Camp Mentor or group for accountability.
- Identification Measures:
    - Campers are encouraged to wear their camp t-shirt daily.
    - Staff will be trained to recognize campers in their assigned groups.

Response Plan for a Displaced Camper:

1. Immediate Action
    - Conduct a headcount to confirm that a camper is missing.
    - Notify the Camp Leadership Staff immediately.
    - Notify Base on Radio Channel 2 with camper's name, age, clothing, distinguishing features.
2. Search Procedures
    - Missing for 0 to 5 Minutes
        - Alert the Camp Leadership Staff immediately.
        - Check the area where the camper was last seen.
        - Conduct a thorough roll call and head count to ensure accurate accountability.
    - Missing for 5 to 10 Minutes
        - Expand the search area.
        - Assign other staff to continue supervising the rest of the campers and to continue conducting activities with minimal disruption.
    - Missing for 10 to 15 Minutes

        - At 10 minutes, call the Incident Commander, and give a detailed description of situation
        - Follow their instructions.
    - Missing Beyond 15 Minutes
        - At 15 minutes, the Incident Commander will call 911 to alert the police.
        - Community Programs Supervisor or Director of EdVenture and Career Development will call the camper's parent/guardian to alert them to the situation.
        - Follow instructions from the Incident Commander and the police.
        - Continue supervision of the other campers and continue activities.
        - Complete an incident report when the camper has been found.

Staff Training:

- All staff will receive training on:
    - Supervisory techniques to prevent camper displacement.
    - Emergency procedures for locating displaced/missing campers.
    - Effective communication with parents/guardians and team members during incidents.

Post-Incident Review:

- Conduct a debriefing with camp and/or Zoo staff to evaluate the effectiveness of the response.
- Update camp policies and procedures as needed based on lessons learned.
- Provide additional training if necessary to prevent future incidents.

SECURITY THREAT POLICY

Threat Response Procedures:

1. Intrusion or Suspicious Activity:
    - Camp staff must notify Camp Leadership and Base on channel 2 immediately.
    - Security personnel will assess the situation and determine the appropriate response, including contacting local law enforcement if necessary.
    - Camp Staff and campers may be directed to secure locations until the threat is resolved.
2. Active Threat (e.g., armed individual):
    - Camp Staff will initiate shelter-in-place procedures.
    - Campers and camp staff should shelter-in-place, lock doors, and remain quiet.
    - Base will notify law enforcement and follow their directives.

Communication Plan:

1. Internal Communication:
    - Use radios or designated communication systems to relay information among staff.
    - Maintain clear and concise communication to avoid misinformation.
2. External Communication:
    - Camp staff will communicate with parents/guardians when needed.

Training and Drills:

1. Regular Training:
    - All staff undergo security and emergency response training annually.
    - Training topics include evacuation, lockdown, and first aid.
2. Drills:
    - Quarterly drills are conducted for various scenarios, including fire, lockdown, and natural disaster responses.
    - After any security threat incident, Cheyenne Mountain Zoo will review and update the security threat policy as needed.

FIRE SAFETY POLICY

Fire Prevention Measures:

- Regular Inspections:
    - Cheyenne Mountain Zoo conducts routine checks of fire safety equipment, including fire extinguishers, alarms, and emergency exits.
    - Cheyenne Mountain Zoo ensures all electrical equipment is in good working condition and compliant with safety standards.
- Restricted Areas:
    - Cheyenne Mountain Zoo limits access to areas with potential fire hazards, such as maintenance or utility rooms.
    - Cheyenne Mountain Zoo is a "No Smoking" zone, except for designated spots located throughout the Zoo.
- Training and Awareness:
    - Camp staff receive annual training on fire prevention and emergency response procedures.

Fire Emergency Procedures:

1. Detect and Report
    - If a fire is detected, the individual must immediately:
        - Activate the nearest fire alarm.
        - Notify Base on channel2.
2. Evacuate
    - Upon hearing the fire alarm, all campers and camp staff must:

        - Cease activities immediately.
        - Follow designated evacuation routes to the nearest safe exit or fire safe building.
        - Assemble at the designated meeting point located at the back of the parking lot.

3. Account for Everyone
    - Camp staff will conduct a roll call to ensure all campers and staff are accounted for.
    - Report any missing individuals to the Camp Leadership Staff.
4. Await Further Instructions
    - Campers and camp staff must remain at the meeting point until the Incident Commander and Camp Leadership Staff provide clearance to return or relocate.

Wildland Fire Emergency Procedures:

1. Detect and Report
    - If a fire is detected within a small radius of Cheyenne Mountain Zoo with the potential to spread to the Zoo, the Emergency Response Team at Cheyenne Mountain Zoo will alert Zoo Camp through:
        - Radio notification and/or RapidCast Text
2. Evacuate
    - Upon the emergency notification, all campers and camp staff must:
        - Cease activities immediately.
        - Follow designated evacuation routes to the nearest safe exit or fire safe building.
        - Assemble at the designated meeting point located at the back of the parking lot or shelter-in place in fire safe buildings located throughout the Zoo.

3. Account for Everyone
    - Camp staff will conduct a roll call to ensure all campers and staff are accounted for.
    - Report any missing individuals to the Camp Leadership Staff.
4. Await Further Instructions
    - Campers and camp staff must remain at the meeting point or in a fire safe building until the Incident Commander and Camp Leadership Staff provide clearance to return or relocate.

Designated Responsibilities:

- Community Programs Supervisor:
    - Oversee fire drills and emergency preparedness training.

    - Coordinate communication with emergency responders and parents/guardians.
- Camp Staff:
    - Lead campers along evacuation routes and ensure group safety.
    - Assist individuals with disabilities or special needs during evacuations.
- Campers:
    - Follow staff instructions promptly and remain calm during emergencies.

Fire Drills:

- Conduct fire drills at least once per camp season to familiarize campers and camp staff with evacuation procedures.
- Evaluate drill performance and address any areas for improvement.

Communication with Parents/Guardians:

- During an Emergency:
    - Parents/guardians will be notified as soon as it is safe to do so, with updates on the situation and any actions required.
- Post-Incident Follow-Up:
    - A detailed report of the fire incident and the camp's response will be shared with parents/guardians.

Recovery and Review:

- Damage Assessment:
    - Cheyenne Mountain Zoo Senior Staff will work with relevant authorities to assess damage and restore camp operations safely.
- Policy Review:
    - After any fire incident, Cheyenne Mountain Zoo will review and update the fire safety policy as needed.
    - Additional training to staff will be provided based on lessons learned.

REUNIFICATION POLICY

If our emergency response requires an evacuation, we will go to Cheyenne Mountain High School.

Our back-up site will be Southgate Shopping Center in the southern most parking lot.

If our emergency response requires us to shelter-in-place, we will shelter in fire safe building located throughout the Zoo.

If an emergency occurs, a Cheyenne Mountain Zoo staff member will contact families with details about how we responded and give relevant information as needed.

If a camper needs to be transported for medical care:

- The camper will be accompanied by their Summer Camp Mentor or Camp Leadership.
- The camper will be taken to UC Memorial Hospital Central, if possible, or the closest hospital.

If you and/or your emergency contacts are unable to pick up your camper after the all-clear is announced, Camp Leadership will stay with your camper until they are can be picked-up (but no longer than one hour after the clear). If a camper is not picked-up within one hour of the all clear, staff will relinquish care of the child to the Colorado Springs Police Department.

STORING AND DISPENSING MEDICATION POLICY

General Policy:

- Camp staff will store and dispense medication only when:
  - Authorized by a parent/guardian.
  - Accompanied by written instructions from a healthcare provider, if required.
  - Paperwork submitted and reviewed though CampDOC at least 2 weeks prior to the start of camp.
- Campers are not permitted to carry medication, except for emergency medications (e.g., inhalers, EpiPens) as outlined below.

Medication Storage:

- Secure Location:
  - All medications must be stored in a designated, locked storage area accessible only to authorized staff.
  - Refrigerated medications will be stored in a secure, temperature-controlled refrigerator.
- Original Packaging:
  - Medications must be provided in their original packaging, clearly labeled with:
    - Camper's name
    - Medication name
    - Dosage instructions
    - Prescribing healthcare provider's name (for prescription medications)

Medication Authorization:

- Required Documentation:
    - Parents/guardians must complete a Medication Authorization Form at least 2 weeks prior to the start of camp, detailing:
        - Medication name, purpose, and dosage
        - Time(s) and method of administration
        - Special instructions (e.g., with food, water)
- Healthcare Provider Instructions:
    - Prescription medications require written instructions from a healthcare provider, particularly for non-standard dosing or emergency medications.

Dispensing Medications:

- Designated Staff:
    - Only trained camp staff members are authorized to dispense medications.
    - Camp staff will verify the camper's identity and the six rights before administering medication.
- Administration Log:
    - Camp staff will record each instance of medication administration on the CampDOC platform, including:
        - Camper's name
        - Date and time of administration
        - Medication name and dosage
        - Staff member's initials/signature
- Missed Doses:
    - Parents/guardians will be notified immediately if a dose is missed or delayed.

Emergency Medications:

- Self-Carry Policy:
    - Campers requiring emergency medications (e.g., inhalers, EpiPens) may carry and self-administer them if authorized by a parent/guardian and healthcare provider.
    - A copy of the authorization form must be on file.
- Backup Supply:
    - Parents/guardians are encouraged to provide a backup supply of emergency medication, which will be stored securely by camp staff.

Over-the-Counter Medications:

- Parental Approval:
    - Over-the-counter medications (e.g., acetaminophen, antihistamines) may be administered only with written consent from a parent/guardian through the CampDOC platform.
- Labeling and Instructions:

    - These medications must be provided by parents/guardians and labeled with the camper's name and dosage instructions.

Medication Disposal:

- Unclaimed Medications:
    - Any medications not claimed by parents/guardians at the end of the camp session will be disposed of according to local regulations.
- Expired Medications:
    - Expired medications will not be administered and will be returned to parents/guardians or disposed of safely.

Staff Training:

- All staff responsible for medication administration will receive training on:
    - Proper storage and dispensing procedures
    - Recognizing and responding to adverse reactions
    - Documentation and communication protocols

Communication with Parents/Guardians:

- Parents/guardians will be notified immediately in the event of:
    - Adverse reactions
    - Medication errors
    - Concerns regarding a camper's medication needs

Confidentiality:

- All camper medication information will be handled confidentially and shared only with staff members directly involved in administration.

PARENT/GUARDIAN EXPECTATIONS

General Expectations:

Parents/guardians are the glue of our camp community. By adhering to the following expectations, parents/guardians contribute to the positive and collaborative camp environment:

- Timeliness:
    - Drop off and pick up campers on time.
    - Notify camp staff promptly in case of any delays or changes in pick-up arrangements.
- Communication:

    - Provide accurate and up-to-date contact information, including emergency contacts.
    - Inform camp staff of any medical, dietary, or behavioral needs specific to the child.
    - Share any concerns or questions in a respectful and constructive manner.
- Preparedness:
    - Ensure campers arrive with appropriate attire, including weather-appropriate clothing and sturdy footwear.
    - Provide any required items such as lunch, snacks, sunscreen, or medication, as outlined in the camp's policies and procedures.
    - Label all personal belongings clearly.

Health and Safety Responsibilities:

- Health Information:
    - Complete CampDOC forms accurately at least two weeks before the start of camp.
    - Notify camp staff immediately of any illness or exposure to contagious diseases prior to attending camp.
    - Ensure children are symptom-free from illness for at least 24 hours before attending camp or returning to camp.
- Medication:
    - Provide medication in its original container with clear instructions if administration during camp hours is necessary.
    - Ensure all medications are handed directly to a designated Camp Staff member.
- Safety Cooperation:
    - Discuss camp rules and safety guidelines with campers before their first day.
    - Support the camp's safety policies, including pick-up authorization and security procedures.

Behavioral Support:

- Setting Expectations:
    - Encourage campers to follow camp rules and respect camp staff, peers, and animals.
    - Reinforce the importance of kindness, teamwork, and positive behavior.
- Addressing Concerns:
    - Work collaboratively with camp staff to address any behavioral challenges that arise.
    - Provide insights or strategies that may help camp staff better understand and support your camper's needs.

Feedback:

    - Share constructive feedback to help improve and support our camp programs.

Prohibited Actions:

To ensure a safe and respectful environment for all, parents/guardians are expected to avoid:

- Disruptive or inappropriate behavior during drop-off, pick-up, on Zoo property or in the parking lot with camp staff, Zoo employees, campers, or camper's families.
- Interfering with camp operations or undermining camp policies.
- Addressing or disciplining campers other than their own.

Acknowledgment and Agreement:

Parents/guardians are expected to review and acknowledge this policy prior to camp registration. Failure for parents/guardian to adhere to camp policies and procedures may affect camper's ability to attend Zoo Camp. Refunds will not be issued due to a violation of the parent roles/responsibilities.

PARENT/GUARDIAN GRIEVANCES POLICY

Guiding Principles:

- Transparency: We strive to maintain open communication with all parents/ guardians.
- Respect: Concerns will be addressed with respect, fairness, and confidentiality.
- Prompt Resolution: Our goal is to resolve issues in a timely and efficient manner.
- Collaboration: We encourage constructive dialogue to improve the camp experience.

We Guarantee:

- Confidentiality: All grievances will be handled with appropriate confidentiality.
- Non-Retaliation: No camper or family will face retaliation for submitting a grievance in good faith.
- Feedback Opportunities: Parents/guardians are encouraged and welcome to share feedback throughout the camp seasons at will. Opportunities for formal feedback will be provided.

Grievance Procedures:

1. Informal Discussion
    - Parents/guardians are encouraged to discuss any concerns directly with their camper's Camp Mentor or Camp Leadership staff.

- Our goal is to mitigate any grievances with open communication and intentional strategies.

2. Formal Complaint
   - If the issue is not resolved through informal discussion and intentional strategies, parents/guardians may submit a written grievance to Camp Leadership staff at zoocamp@cmzoo.org. Parent/guardians can also relay grievances via phone at (719) 424-7522.
     - Grievances should include:
       1. Parent/guardian's name and contact information
       2. Camper's name
       3. Description of the grievance, including relevant dates, staff involved, and any prior efforts to resolve the issue
       4. Camp Leadership Staff will address the formal grievance as soon as possible.
3. Investigation and Resolution
   - Camp Leadership Staff will investigate the grievance, which may include:
     - Speaking with involved staff, the parent/guardian, and any witnesses
     - Reviewing camp policies and procedures
   - A written or verbal response outlining the findings and proposed resolution will be provided to the parent/guardian within five business days of receiving the grievance. Our goal is to resolve grievances as soon as possible.
   - If additional time is required, Camp Leadership Staff will inform the parent/guardian of the delay and provide an updated timeline.
4. Appeal
   - If the parent/guardian is not satisfied with the resolution, they may escalate the concern to the Director of EdVenture and Career Development.
   - The Director of EdVenture and Career Development will review the case and issue a final decision within seven business days.

Examples of Concerns:

- Camper safety or security issues
- Camp Staff behavior or interactions
- Program content
- Camp policies or procedures
- Matters pertaining to inclusion or accessibility

STAFF EXPECTATIONS

General Responsibilities:

Camp staff are responsible for creating a supportive and engaging environment for campers and camp families. This includes:

- Supervision:
    - Maintain active supervision of campers at all times.
    - Ensure camper safety and security during all activities, including drop-off, pick-up, transitions and emergencies.
- Content Facilitation:
    - Facilitate educational activities in alignment with Cheyenne Mountain Zoo's mission and vision.
    - Adapt activities to meet the needs and abilities of all campers.
- Positive Role Modeling:
    - Exhibit professionalism, kindness, and respect in all interactions.
    - Foster a culture of inclusion, teamwork, and curiosity.

Health and Safety Responsibilities:

- Camper Safety:
    - Follow all safety protocols and emergency procedures as outlined in training and in the Camp Policies & Procedures Manual.
    - Conduct regular headcounts and ensure all campers are accounted for during activities.
- First Aid and Medical Needs:
    - Administer or delegate first aid as needed and ensure incidents are documented promptly.
    - Ensure proper handling of medications and follow instructions provided by parents/guardians.
- Risk Assessment:
    - Identify and address potential safety hazards promptly.
    - Report any all safety concerns to appropriate parties.

Communication Responsibilities:

- Camper Interaction:
    - Build positive relationships with campers by showing empathy, patience, and encouragement.
    - Listen to campers' concerns and address them appropriately.
- Parent Interaction:
    - Communicate professionally and courteously with parents/guardians during drop-off, pick-up, and other interactions.
    - Report any significant concerns or incidents involving a camper to Camp Leadership Staff and, when appropriate, inform parents/guardians promptly.
- Team Collaboration:
    - Work collaboratively with fellow teammates to ensure smooth camp operations.
    - Attend and actively participate in staff meetings and training sessions.

Behavioral Management:

- Setting Expectations:
    - Establish clear rules and expectations for campers and communicate them often.
    - Use positive reinforcement to encourage a positive community of learners.
- Addressing Concerns:
    - Handle behavioral challenges with calmness and consistency.
    - Report significant or recurring behavioral challenges to the Camp Leadership Staff.

Professional Development:

- Training:
    - Attend all required training sessions before and during the camp season.
    - Stay informed about camp policies, procedures, and program content.
- Skill Building:
    - Continuously improve teaching, leadership, and communication skills.
    - Seek feedback from leadership and implement suggestions for growth.

Code of Conduct:

- Integrity:
    - Adhere to the highest standards of ethical behavior and professionalism.
    - Respect the confidentiality of camper and staff information.
- Prohibited Actions:
    - Refrain from inappropriate language, behavior, or physical contact.
    - Avoid the use of personal devices during work hours unless for camp purposes.
    - Do not engage in any form of discrimination, harassment, or bullying.

Acknowledgment and Agreement:

All camp staff are required to review and acknowledge this policy during their onboarding process. Camp staff agree to:

- Uphold the camp's mission and values.
- Perform their duties to the best of their ability.
- Follow all camp policies and procedures.

VISITORS POLICY

General Policy:

The Cheyenne Mountain Zoo's Youth Protection Policy requires all adults interacting and sharing space with campers to be a Zoo employee or Zoo volunteer who has been

background checked, screened, trained in youth protection and drug tested through our Human Resources department OR a nurse/educator who is licensed through the state of Colorado and can provide their current licensure status. Therefore, we do not allow parents, guardians, or caregivers to visit Zoo Camp without a prearranged or scheduled visit.

Visitor Approval Process:

- Request Submission:
  - All visitor requests must be submitted to Camp Leadership Staff via email at zoocamp@cmzoo.org or via phone at (719) 424-7522 at least 48 hours prior to visit request date/time.
  - The request must include the visitor's full name, reason for the visit, and proposed date and time.
- Camp Leadership Staff's Approval:
  - Camp Leadership Staff will review all requests and grant approval based on the camp's policies and schedule.

Visitor Guidelines:

- Check-In Requirements:
  - Approved visitors must check in with Camp Leadership Staff upon arrival.
  - Visitors will receive a temporary badge or pass that must be worn at all times.
- Supervised Access:
  - Visitors will be escorted by a staff member during their time with campers and staff.
- Prohibited Areas:
  - Visitors are restricted from accessing areas not relevant to the purpose of their visit.

Exceptions:

- Emergency Situations:
  - In case of emergencies, parents/guardians may access camp-only spaces after notifying and receiving clearance from Camp Leadership Staff
- Special Events:
  - For pre-scheduled events (e.g., parent/guardian showcases or educational presentations), visitor access will be granted as outlined in event-specific communications.

Enforcement:

- Any unauthorized visitors will be asked to leave the premises immediately.
- Camp staff are instructed to report unauthorized visitors Camp Leadership Staff or security personnel.

Communication with Parents/Guardians:

- Parents/guardians will be informed of this policy in the Camp Policy & Procedure documents. By registering a camper for Zoo camp, parents/guardians are agreeing to comply with the camp visitation policy.
- Questions or concerns about the policy can be directed to Camp Leadership Staff via email at zoocamp@cmzoo.org or via phone at (719) 424-7522.

ELECTRONICS POLICY

Guidelines for Campers:

1. Personal Electronic Devices:
    - Campers are discouraged from bringing personal electronic devices (e.g., smartphones, tablets, gaming devices) to camp.
    - If a device is brought to camp, it must remain off and stored in the camper's backpack or designated storage area during camp hours, unless otherwise advised by camp staff.
2. Emergencies:
    - Campers may use personal devices only with staff permission in emergencies.
    - Parents/guardians are encouraged to contact camp staff directly in case of an emergency.
3. Lost or Damaged Devices:
    - The camp is not responsible for lost, stolen, or damaged devices.

Guidelines for Staff and Volunteers:

1. Personal Use:
    - Camp Staff and volunteers should limit personal use of electronic devices to break times and non-program hours.
    - Devices must be kept on silent mode during camp activities.
2. Camp-Related Use:
    - Devices may be used for camp-related purposes, such as communication between camp staff or accessing educational materials for camp activities.
3. Emergency Communication:
    - Camp staff should have access to their devices for emergency purposes but must prioritize the safety and supervision of campers.

Photography and Recording:

1. Campers:
    - Campers are not permitted to take photos, videos, or recordings of other participants, staff, or animals without explicit permission.
2. Staff:

    - Camp staff must obtain parental/guardian consent before taking photos or videos of campers.
    - Photos and videos of campers and camp activities are for internal camp use only and must comply with Cheyenne Mountain Zoo's media release policies.

Exceptions:

1. Special Needs:
    - Campers with specific needs requiring electronic devices for communication or medical purposes may use them with prior approval from camp staff.
2. Camp-Provided Devices:
    - The camp may provide devices for educational purposes or activities. These devices are to be used under camp staff supervision.

Consequences for Policy Violations:

1. Campers:
    - First Offense: Verbal reminder and device stored by camp staff until the end of the day.
    - Repeated Offenses: Parents/guardians will be contacted, and further actions may be taken, including restricting the camper from bringing devices.

Parental Communication:

- Parents/guardians should communicate with their children during camp hours by contacting camp staff via email at zoocamp@cmzoo.org or via phone at (719) 424-7522.
- Updates and photos (with consent and when available) will be shared with parents through the camp's official communication channels.

POSITIVE GUIDANCE POLICY

Positive Guidance Strategies:

1. Redirection:
    - Camp staff will Guide campers toward appropriate behaviors by offering alternatives.
    - Example: If a camper is running in a restricted area, camp staff will direct them to a safe space for running.
2. Choices:
    - Camp staff will offer choices to empower campers and encourage decision-making.
    - Example: "Would you like to sit with the group now or join after you've had a moment to relax?"

3. Problem-Solving:
    - Camp staff will involve campers in resolving conflicts and finding solutions.
    - Example: Facilitate discussions between campers to address misunderstandings.
4. Modeling:
    - Camp staff will demonstrate positive behaviors such as sharing, patience, and active listening.
5. Reflection Time:
    - Camp staff will provide a quiet space for campers to reflect on their actions and discuss them with staff.

Addressing Challenging Behaviors:

1. Verbal Reminder
    a. Camp staff will remind the camper of the expected behavior in a calm and supportive tone.
2. Redirection or Reflection Time
    a. Camp staff will redirect the camper to a positive activity or allow them time to reflect on their behavior.
3. Parent/Guardian Involvement
    a. Camp staff will inform parents/guardians of repeated or significant behavioral challenges and work together to develop a plan.
4. Behavior Plan
    a. Camp staff will develop an individualized plan with input from the camper, parents/guardians, and other camp staff to address ongoing challenges.
5. Camp Integration
    a. Campers who exhibit violent behavior or are a flight risk from their group will be asked to leave camp. Campers will be removed from their camp groups until parents arrive to pick campers up. Parents must arrive within 45 minutes to pick-up campers who have been removed from their camp group.

Prohibited Practices:

1. Physical Punishment:
    - Physical discipline of any kind is strictly prohibited.
2. Verbal Abuse:
    - Harsh, belittling, or derogatory language is not permitted.
3. Exclusion:
    - Individual exclusion from activities as punishment will not be used unless it is necessary to ensure safety.

Parental Support:

- Parents/guardians are encouraged to discuss behavioral expectations with their campers before camp begins.

- Open communication between camp staff and parents/guardians is vital for addressing behavioral concerns collaboratively and in partnership.

DIVERSITY, EQUALITY, INCLUSION AND ACCESSIBILITY POLICY

Guiding Principles:

1. Safe and Respectful Environment:
    - We will provide a camp experience free from discrimination, harassment, or bullying.
    - All participants are expected to uphold a culture of respect and kindness.
2. Accessible Programming:
    - Camp activities will be designed to accommodate diverse abilities and learning styles.
    - We will work to remove physical, social, and financial barriers to participation.
3. Cultural Competency:
    - Camp staff will receive training on cultural awareness and inclusive practices.
    - Programming will incorporate diverse perspectives and promote understanding.
4. Equitable Opportunities:
    - Recruitment and hiring practices for camp staff will prioritize diversity and fairness.
    - Leadership opportunities within camp activities will be accessible to all campers.

Commitment to Action:

1. Education and Training:
    - We will provide ongoing DEI training for staff.
    - We will educate campers about the importance valuing their peers.
2. Feedback and Improvement:
    - We will establish channels for campers, parents/guardians, and camp staff to share feedback on DEI initiatives.
    - We will regularly review policies and practices to ensure they align with DEI goals.

Expectations for Behavior:

1. Camper Expectations:
    - Treat all individuals with kindness and respect.
    - Participate in activities that promote inclusion and understanding.
2. Camp Staff Expectations:
    - Model inclusive and respectful behavior at all times.

    - Address and report any incidents of discrimination or exclusion promptly.
3. Zero-Tolerance Policy:
    - Any form of discrimination, harassment, or bullying will result in immediate action, up to and including removal from camp activities.

SUSPECTED CHILD ABUSE AND NEGLECT POLICY

Cheyenne Mountain Zoo Camp is committed to providing a safe environment for all participants. Any suspicion of child abuse or neglect will be taken seriously and handled promptly in accordance with legal requirements and this policy.

Definitions:

1. Child Abuse: Any act or failure to act by a caregiver or other person that results in physical injury, emotional harm, sexual abuse, or exploitation.
2. Neglect: Failure to provide for a child's basic needs, including food, shelter, medical care, and supervision.

Signs of Suspected Child Abuse:

Camp staff will remain vigilant for indicators of potential abuse, which may include but are not limited to:

1. Physical Abuse:
    - Unexplained injuries, bruises, burns, or fractures.
    - Fearful behavior or reluctance to go home.
2. Emotional Abuse:
    - Extreme withdrawal, aggression, or anxiety.
    - Delayed emotional development or low self-esteem.
3. Sexual Abuse:
    - Inappropriate knowledge of sexual behavior for their age.
    - Difficulty walking or sitting.
4. Neglect:
    - Consistent lack of hygiene, inappropriate clothing, or malnutrition.
    - Chronic absenteeism or lateness without explanation.

Reporting Procedures:

- If a camp staff member suspects child abuse, they must:
    - Ensure the immediate safety of the child if necessary.
    - Report their concerns to the Colorado Department of Social Services and the Colorado Springs Police Department.
    - Complete a detailed incident report, including observations, dates, times, and any statements made by the child.

- Maintain confidentiality.

Mandatory Reporting:

Camp Leadership Staff will contact the appropriate child protection agency or law enforcement authority as required by local laws.

Response and Follow-Up:

- Camp staff will ensure the child receives appropriate care and emotional support.
- Camp Leadership Staff will conduct an internal review to assess the handling of the case and identify any improvements to the Child Abuse Policy and/or training.

Confidentiality:

All information regarding suspected child abuse or neglect will be handled with strict confidentiality. Disclosure is limited to individuals directly involved in the reporting and investigation process.

Training:

- All staff and volunteers must undergo training on recognizing and reporting child abuse.
- Refresher training will be conducted annually to ensure continued compliance and awareness.

Prevention Measures:

- Cheyenne Mountain Zoo implements a Code of Conduct for staff outlining appropriate interactions with campers.
- Cheyenne Mountain Zoo ensures adequate supervision and monitoring of all camp activities.
- Cheyenne Mountain Zoo conducts background checks for all before employment.

LICENSURE STRUCTURE

What is a Single Skill Licensure Exemption?

A "single skill licensure exemption" permits a childcare organization (which is any organization in which children are under the care of an adult that is not directly related to them for a period of time that extends beyond 3 hours) to provide short-term, skill-based instruction to children without holding a full childcare license. These exemptions are granted under the premise that the program:

- Focuses on a single, defined skill or subject (appropriate human/wildlife interactions).
- Operates for limited hours per day and per week (less than 8 hours of care, 5 days a week, not to exceed registration beyond one week at a time).
- Does not provide full-day supervision or general childcare (Not to meet or exceed 8 hours a day).
- Ensures that parents are fully informed that the program is not a licensed childcare facility (Cheyenne Mountain Zoo confirms we are not a licensed childcare facility).

Licenses are defined by regulatory categories. The regulatory category of "single skill licensure exemption" is particularly applicable to summer camps and educational enrichment programs. Zoo Camp is both a summer camp and educational enrichment program.

Daily Operational Implications

1. Program Scope and Curriculum

    - Zoo Camp will focus on one primary skill or theme (appropriate human/wildlife interactions).
    - Activities will directly relate to the single skill taught.
    - Additional programming will be minimal or clearly needed to support the core curriculum focus.

2. Schedule of Care

    - Daily operation will be limited to 7 hours a day with a weekly registration limit of one week.
    - Overnight care and extended full-day care will not permitted.

3. Staffing and Training

    - Staff will be required to meet the same qualifications as licensed child care providers as well as:
        1. Uniquely skilled in the core curriculum subject matter.
        2. Trained in child safety on Zoo grounds, mandatory reporting and emergency response.
        3. Background checked through the Human Resources Department.

4. Legality and Liability

    - The exemption status is clearly communicated.
    - Liability insurance policies is reviewed to ensure appropriate coverage.

    - Acknowledgement that non-compliance with exemption rules could lead to penalties that includes fines, program shutdowns or future ineligibility of exemptions and licensure.

5. Marketing and Communication

    - All communicated materials will avoid language that states or implies full supervision, childcare, or multi-skill learning.
    - Policies and procedures manual will disclose exemption status and scope of programming, to include an overview of curriculum.

Compliance Best Practices

To stay in compliance and maintain program integrity, we:

- Document and provide explanation of how our core single skill aligns all camp activities.
- Track daily attendance through CampDocs and hours of daily operation.
- Make our policies and procedures manual, that openly disclosures our exemption status, available on our website at all times.
- Provide camp staff training on health, safety and single skill delivery.
- Established a parent/guardian/staff grievances policy for families and staff to report concerns.

Cheyenne Mountain Zoo EdVenture Department

(719) 424-7827 I zoocamp@cmzoo.org

Business Hours:

9 a.m. to 4 p.m. Monday through Friday

If we are unable to answer your call, please leave a voice message and we will return your call as soon as possible.