



# **Camp Serendipity: Parent Handbook**

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## **Introduction to Camp Serendipity**

Welcome to Camp Serendipity! We are a school-age program day camp that provides care for children between the ages of 6 years and 12 years. We offer full day camps from 8 am to 5 pm. Our day camp sessions begin June and end in August. We also offer a Fall Break camp in October each year. This handbook has been written to describe our program, philosophy, goals, and policies. We hope this will assist you in understanding our program and make your experience with us a memorable and enjoyable one!

## **Location**

We have a single location. Our physical and mailing address is:

31995 Pvt. Rd. 55

Kiowa, CO. 80117

## **Mission Statement**

We believe in the value of early learning experiences for a child's development. It is our mission to cultivate those learning experiences in an outdoor setting that allows children to interact with other children in a mixed age group while exploring their interests in animals, specifically livestock species, and animal husbandry. We strive to foster an environment that is geared towards playing the "good old fashioned way" that most children that live in cities and suburbs do not get to experience any longer.

## **Our Purpose and Philosophy**

Our Purpose and Philosophy: Our camps focus on learning about animal husbandry. This includes day-to-day care, management, nutrition, and raising livestock. Our camps are perfect for the animal lover in your family! We spend the day outside learning the ins-and-outs of each of the species we care for at Serendipity. Our goal is to provide a positive space for campers to interact with a variety of livestock animals, explore the outdoors, make new

friendships, spend the summer away from screens, and playing like kids used to!

## **General Center Information**

### ***Licensing***

Camp Serendipity is a licensed school-age childcare program. We comply with all guidelines determined by the Colorado Office of Early Childhood. These guidelines are available at <https://cdec.colorado.gov>

### ***Hours of Operation***

We are open Monday through Thursday from 8:00 am to 5:00 pm MST. We are seasonally open from June until August and during Fall Break camps in October.

### ***Holidays***

We are not open during the week of July 4<sup>th</sup> – See Yearly Calendar for a detailed closure schedule.

## **Enrollment**

Camp Serendipity accepts children between the ages of 6 years to 12 years.

### ***Enrollment Process***

*Step 1. Review our annual calendar and take note of which dates you would like your child to attend camp.*

*Step 2. Open our “Registration Form” (Registration Form can be found on our website and social media pages [www.campserendipity.com](http://www.campserendipity.com) ) We use a software platform called “Hi Sawyer” for our registration and booking process.*

*Step 2. Purchase a yearly membership. The yearly membership is good for all camps in that year. See membership cost in “pricing”. Memberships allow families access to select their camp dates and include one camp t-shirt that camper’s will receive on their first day at camp.*

*Step 3. Families may select their camp dates through our registration and booking platform. This software is user friendly and prompts families through the process of selecting camps, optional add-ons, payment plans, etc.*

*Step 4: Once families have selected their camp needs and add-ons the software will prompt them through to creating a “Hi Sawyer” account and providing information on the camper.*

*Step 5. Once registration and check out is completed families will be asked to download the following forms, complete these forms, and then upload them to their Hi Sawyer account. These forms are REQUIRED for each camper.*

*-Registration and Policy Packet (please download and complete this form with the requested information, parent initials, and signatures. Once completed please upload this document back to the Hi Sawyer account)*

*-Immunization Records (please upload your records or exemption forms to the Hi Sawyer account)*

*-Sunscreen Authorization Form (please download this form, complete the requested information, sign and date, and upload to the Hi Sawyer account)*

*-Waiver (please download this form, complete the requested information, sign and date, and upload to the Hi Sawyer account)*

*\*Please email us directly if you would like us to send you a direct link to the required forms. These forms may also be found on our website.*

## **Deposits, Fees, and Payments**

### ***Annual Membership/Registration Fee***

The membership fee was previously our annual “Registration Fee”. Memberships must be purchased prior to selecting and purchasing camp dates. Once the membership has been purchased parents/guardians will have access to select and purchase their camp dates. All membership fees are non-refundable.

Membership Cost - \$50 per camper

Memberships include a camp t-shirt. Camper’s will receive their t-shirt on their first day of camp.

### ***Pricing***

#### **Option 1: Book a Single Day/Custom Schedule - \$130.00/day**

Auto Discounts (applied at checkout):

Purchase 4 Drop-Ins, Get \$20 off

Purchase 6 Drops-Ins, Get \$60 off

Purchase 8 Drop-Ins, Get \$120 off

Purchase 10 Drop-Ins, Get \$200 off

*If purchasing 11+ Drop-Ins, Please e-mail for exclusive discount code to receive the following pricing:*

Purchase 12 Drop-Ins, Get \$300 off

Purchase 16 Drop-Ins, Get \$480 off

Purchase 24 Drop-Ins, Get \$840 off

Purchase 32 Drop-Ins, Get \$1,280 off

## **Option 2: Book By-The-Week - \$460.00 per week**

Auto Discounts (applied at checkout):

Book 2 full weeks and save \$40

Book 4 full weeks and save \$240

Book 6 full weeks and save \$480

Book 8 full weeks and save \$800

## **Option 3: Book the Full Summer (42 Days) - \$3,570.00**

Please e-mail us to book the full summer.

**Sibling Discounts** (automatically applied at checkout):

2<sup>nd</sup> Sibling – 10% off

3<sup>rd</sup> Sibling – 15% off

4<sup>th</sup> Sibling – 15% off

### **Processing Fee**

A 3.5% processing fee applies – this covers our payment processing fees to ensure a secure and efficient checkout process.

## **Refund and Cancellation Policy**

- Reserved Dates & Payment: **Once payment is received, we will reserve your selected dates. This guarantees your spot in our program and allows us to plan accordingly.**
- Drop-In Camp Cancellations: **If you need to cancel any drop-in camp dates, you will receive a 60% refund of your payment for the day(s), provided the cancellation is made at least four weeks prior to**



**the camp date. The remaining 40% is considered a non-refundable deposit to cover the cost of holding your spot.**

- Cancellations made within four weeks of the camp date will not be eligible for a refund. However, we will do our best to reschedule your camp to another preferred available date if space allows.
- **Book-by-the-Week Camp Cancellations: If you need to cancel a week-long camp reservation, you will receive a 60% refund of your payment for that week. The remaining 40% is considered a non-refundable deposit to cover the cost of holding your spot and preparing for each camper.**
- Cancellations made within four weeks of the camp start date will not be eligible for a refund. However, we will do our best to reschedule your camp to another preferred available week if space allows.

## **Camp Minimums**

Camps must have a minimum of 10 children scheduled in order to operate. If minimum enrollment is not met camp will be cancelled with at least 2 weeks' notice and families will be refunded accordingly.

## **Late Pick Ups**

Camp runs from 8 am to 5 pm MST. Please call or text (720) 515-9544 if you are running late. If we are not notified of a late pick-up, we will contact emergency contacts after 30 minutes. If we are unable to reach any parent, guardian, or emergency contact we will contact Child Protective Services after 90 minutes.

Late pick-ups will result in late fees being applied to your final balance. Late pick up fees will be charged as follows:

10-15 minutes late - \$20

16-30 minutes late - \$40

31-60 minutes late - \$60

61-90 minutes late - \$120

## **Ratios**

We follow the Colorado Office of Early Childhood of Education's ratio requirements. Which are a 1:15 ratio (one staff member to every 15 children)

## **Children with Extra Needs**

Camp Serendipity does not discriminate against any child with special needs (physical, behavioral, cognitive, etc.) and seeks to be in compliance with the Americans with Disabilities Act. Close communication for the parents/guardians is essential to providing quality care and a great experience.

We suggest that campers with extra needs try out a single day of camp first and ensure that our camp is a good fit for their needs. We will assess if Camp Serendipity can adequately provide care and a positive and fun experience for the child. If we are unable to meet the camper's needs, we will communicate directly with the parents/guardians about not booking additional camp dates and/or refunding camp fees as needed. We strive to give every child a wonderful and positive experience but understand that our camp may not be able to suit everyone's needs. We believe that open and honest communication is the key to success.

## **Arrival/Departure**

### **Arrival**

Upon Arrival at Camp Serendipity, parents/guardians may park at the front of the property (most east side, closest to Private Rd 55) and enter at the main entrance gate. All children must be escorted into the main entrance and signed in. Parents/Guardians are

encouraged to help children drop off their belongings inside the “Gazebo Barn”.

### **Departure**

Camp Serendipity closes at 5:00pm MST. Campers are to be picked up on time. Parents/Guardians must park and enter the main camp entrance gate to check their child out of camp and collect their belongings.

### **Releasing Children to Authorized Persons**

Camp Serendipity will NOT release children to any person that is not listed as an authorized pick-up person on the enrollment forms. Friends or family members that are not parents or guardians will be required to show a photo ID at pick-up time. Serendipity staff will verify they are an approved pick-up person that the parent or guardian designated as such on the enrollment forms. If Serendipity staff finds that they are not on the approved list, we may try to contact the parent or guardian for permission to release the child but if they cannot be reached, Serendipity will not release the child until an approved person is able to pick-up.

### **Snacks/Lunch**

Camp Serendipity does NOT include or provide snacks or lunches. Parents/Guardians must provide two snacks, a cold lunch, and a water bottle that is labeled with their child’s first and last name. We do not have space available to refrigerate lunches or a microwave to heat lunches. We recommend a lunch box with ice packs. Lunches and snacks will be stored in the “Gazebo Barn” in the shade. Camper’s may refill water bottles at any point during the day and as many times as they need.

### **Illness Policy**

We are required to follow Colorado Department of Public Health and Environment (CDPHE) guidelines. Therefore, children that could infect others with a contagious illness because of symptoms, a diagnosis, or recent exposure the child must remain home. If the child does not feel well enough to take part in usual activities and/or a child needs more care and attention than staff can give while still caring for and supervising other children. If the child has symptoms that is on the list that staying home is required (severe/new cough, diarrhea, fever of 100.4 or higher, flu-like symptoms, vomiting) Any of the following diagnosis require children to miss camps. Chicken pox, Covid-19, Head Lice/Scabies, Hep A, Salmonella, Herpes, Impetigo, Influenza, Norovirus, Ringworm, Croup/RSV, Strep Throat, MMR, Pertussis. If a child misses a camp due to illness, we will be unable to refund camp dates. If availability allows, we may be able to reschedule the camper to a different date, however, this is not guaranteed. Please contact us directly in this event.

### **Notice of Exposure & Reporting Disease**

If a child or staff member is found to have a communicable disease, a notice will be posted on our main bulletin board (located in the Gazebo Barn). In the event a child is reported to have a communicable disease; the Director will notify the health department.

### **Medication Authorizations**

Authorized staff members may not administer medication to any child unless a parent has provided a Medication Authorization Form which has been completed by the child's health care provider. The form must indicate a start and end date, a reason for the medications, and the dosage and route of the medication. The parent must also report the time of the last dosage when they drop the child off.

Medications must be stored in a locked box (refrigerated medications) or in a high cabinet (non-refrigerated medications) while in use at Camp Serendipity.

Only persons who have taken Medication Administration training and who have been delegated by our nurse consultant will be authorized to administer them to children. When medication is given, the staff will document the type of medication administered, the dosage, and the time it was given as well as any usual reactions or circumstances.

### **Accidents/Incidents**

If a child has a minor injury (scrape, pinched finger, a bite from another child, etc.) Staff will contact parents via phone or at drop off and may write an incident report so that parents are aware of the minor injury.

If a child has a small head injury (bumped heads with another child, fell forwards or backwards, scrape/cut that does not require stitches, etc.) Staff will call and/or leave a message with a parent, so they are aware. We will monitor the child for any signs and symptoms of concussion with any head injury and contact parents with any changes or updates.

### **Transportation + Child Safety During Transportation**

Serendipity does not routinely transport children. If an emergency arises, that requires Serendipity to transport children the staff-to-child ratios will be maintained. Children will not be allowed to stand or sit on the floor of a moving vehicle, and their arms, legs, and heads must remain inside the vehicle at all times. Seatbelts and proper child restraints will be used. The children will never be left unattended in a vehicle. All teachers will have a first aid kit and be current with First Aid and CPR classes. Drivers will be required to have a current drivers license, and vehicles used in transportation will be properly insured.

### **Field Trips/Off-Site Outings**

We do not conduct off-site Field Trips or outings. Children will be dropped off at Camp Serendipity (Location: 31995 Pvt Rd 55 Kiowa CO. 80117) and will remain on the property until pick-up time, unless an emergency arises that requires an off-site relocation. If, for some reason, we did leave the property for any form of planned field trip or off-site outing parents/guardians will be notified with a minimum of 24 hours written notice and an option to opt out of the field trip. We would require written permission from the parent/guardian to conduct any off-site field trip activities.

### **Emergency Procedures + Family Reunification**

In the event of an emergency the provider will immediately call the parent(s). If the child needs medical emergency services, the provider may call 911 first and then contact parent(s). If the child needs the provider to transport to a medical facility for examinations of a non-life-threatening emergency (x-ray, stitches, etc.) the provider will contact parents to first determine which medical facility to meet at. If the provider cannot reach a parent or emergency contact then the provider will take the child the Parker Adventist Hospital located in Parker, Colorado.

If emergency services are required and we cannot reach a parent or emergency contact, we will allow the emergency responders to determine which facility would be best suited for that particular emergency. We will continue attempting to contact parents and emergency contacts. Reunification between children and their families will be the top priority after an emergency crisis and after any necessary medical treatment.

### **Fire and Disaster Procedures**

We urge each family to plan what you will do if disaster strikes during the day when you and your child are separated. The campers at Serendipity are taught and expected to listen to teachers' directions. We will assemble and count everyone and give aid and comfort as needed. We will stay with your child until you or someone on the approved pick-up can pick up at Serendipity. We will contact families via phone and/or text as soon as possible if an unforeseen disaster strikes.

We have stored supplies, first aid equipment, food and water in the event of an emergency. Staff members have required first-aid and CPR training as well as FEMA and Standard Precautions.

Primary Fire Evacuation Location: East lot of Camp Serendipity

Secondary Fire Evacuation Location: West Pasture of Camp Serendipity

Tornado Shelter: Crawl Space located at 31995 Pvt. Rd. 55 Kiowa, CO. 80117

### **Children with Extra Needs During an Emergency**

All children will be accounted for and cared for equally during the event of an emergency. Staff will be aware and trained on caring for all children in their care. During an emergency event staff will be trained to obtain all necessary medications or devices needed to continue proper and appropriate care for children with disabilities.

### **Continuity of Care After and Emergency**

In the event of an emergency and the aftermath, Serendipity will work with officials as required. Staff and child files will be saved in physical form and electronic form. All financial records will be kept confidential

and stored electronically. Serendipity will keep open lines of communication with parents/guardians during the aftermath of an emergency.

### **Inclement Weather Policy**

Colorado is notorious for its unpredictable weather, and this may result in camp being cancelled due to poor weather conditions or PREDICTED poor weather conditions. If weather forecasts predict poor conditions, we will post on our facebook page, as well as send texts and emails, that camp will be cancelled. We will do our best to do this with as much notice as possible. Short rain showers will not be an issue as there is a large, covered building to do more “indoor” type activities. If camp is cancelled due to poor weather, there will be 3 options: Option 1. If you have a remaining balance, you will be credited \$65.00. Option 2. You may reschedule your camp to a new date of your choice - pending availability. Option 3. If you do not wish to reschedule your camp to a new date and you do not have a remaining balance you will be refunded \$65.00. If weather conditions turn poor once camp has already started and we have an emergency cancellation of camp we will contact you immediately via phone call and/or text message and post on our Facebook page.

### **Head Counts**

Staff will have a list of children that are present each day. During any transitional period, they would check to see that number of children matches the number of children on the list. Name to face counts will also be done several times throughout the day. Should a child go missing, the Director will be notified immediately so that a search of the property for the child can be conducted. If the child is not found the Director will take appropriate steps to notify police/authorities and then



parents/guardians and begin a search of surrounding areas. The Department of Human Services and the Colorado Office of Early Childhood Education will be notified.

### **Items to Bring to Camp**

- A sack lunch - we do not have a microwave to heat lunches.
- Several snacks - we have so much fun and are very active during camp so please provide a few snacks to keep energy levels up!
- Water Bottle - we can refill water bottles at camp (Please label your bottle)
- Sunscreen (Labeled with first and last name, we also provide Rocky Mountain Sunscreen SPF 50 \*see sunscreen authorization for more information)
- Weather Appropriate Clothing - Layers are key in Colorado! Please do not dress in any clothing that you may not want dirtied. (Please label your items)
- Closed Toed Shoes - No sandals please!
- Jackets/Sweatshirts
- A full change of clothing (we get dirty at camp!!)
- A hat (recommended)

\*Please bring items in a backpack. If your child will be attending several camp dates in a row we can keep items at camp. However, we are not responsible for lost or stolen items.

### **Water Days**

We enjoy weekly water days on Wednesdays! Children should arrive at camp in their swimsuit with their clothing or a swimsuit cover-up and their first layer of sunscreen applied. Water shoes are required. Please also provide a towel on water day.

If you do not wish for your child participate in water day please do not send them in a swimsuit and we will provide other activities for them to do during our water time.

## **Lost Items**

If your child misplaces or loses an item at camp, we will do our best to find the item. We will have a “lost and found” box to put misplaced items. It is the parent/guardian responsibility to check the lost and found box. We will donate any items left in the lost and found box to a charity at the end of August and at the end of October. Please do not send your child with valuables and please try to label all of your child’s belongings.

## **Electronics at Camp**

We take great pride in offering a day camp that allows our campers to escape from modern technology and focus on playing the “good old fashioned way.” We kindly ask that all campers leave cellphones, smart watches, tablets, and other electronic devices at home. If you need to contact your child(ren) while they are at camp, please contact us at our camp phone numbers (which can be found on our website, social media pages, google page).

## **Birthdays and Treats**

If your camper is celebrating their birthday on one of their camp dates we do allow for special treats to be brought in. However, treats must be store bought with the ingredients labeled. No peanut products please!

## **Staff Requirements**

We take great pride in hiring friendly, fun, caring, and mature staff! Staff are required to complete the following in order to be employed at Camp Serendipity.

*-Background Checks (CBI, FBI, and TRAILS)*

- Verification of Qualifications*
- Immunizations*
- Medical Statement*
- First Aid/CPR Training*
- Standard Precautions Training*
- FEMA Training*
- Injury Prevention for School-Age children*
- Playground Safety for School-Age children*
- Child Abuse and Neglect Training: Mandated Reporter*

## **Guidance**

We strive to work WITH children in developing skills that encourage children to be creative, independent, responsible, and socially mature. This involved learning to make responsible and kind choices and also accepting consequences of all choices.

Our guidance includes logical rules and expectations, appropriate activities, reinforcement of positive behaviors, redirection, reminders, and renewal time.

No corporal punishment will be allowed. This is defined as the use of negative physical touching (spanking, slapping, pinching, etc.) No unusual punishment will be allowed, such as humiliation, ridicule, threats, or coercion.

## **Behavior Expectations/Chronic Disruptive Behavior**

Children are expected to obey property rules and keep themselves and others safe while visiting Serendipity. We are dealing with animals, and animals can be unpredictable so we must be strict when it comes to listening and following directions.

We will redirect and give warnings to a child who may be having a difficult time following directions and property rules. We may have to implement consequences by revoking privileges (participation in certain activities, etc.) Serendipity staff will NEVER physically discipline a child or use humiliation as a consequence.

If children are unable to follow the property rules and put themselves or others at risk, then we may write a behavior report that will need to be discussed and signed at pick-up. Parents may be contacted and could be asked to take the child home for the day. No refunds will be given if a child cannot adhere to property rules or adult instruction, and they are asked to leave.

We want EVERYONE to enjoy their time at camp.

### **Weekly Themes & Daily Schedule**

Each week we have a new theme that is centered around a different species of animal, or a different skill that is needed to care for animals. To view our themes please visit our website and/or social media pages.

#### **Daily Schedule:**

8am – Arrive, Check-In, Free Choice in Play Area,

9am - Morning Meeting

9:30am – Morning “Chores”

(feeding, spending time with animals, grooming, learning about basic care required for each animal)

\*Followed by hand washing

10:30am – Snack Time

10:45am – Free Choice Selection/Small Groups (see list of free choice activities on website and/or social media pages)

11:30am - Visitors and/or theme related activities

\*Followed by hand washing

12:30pm - Lunch Time

1:30pm – Free Choice Selection/Small Groups. On Wednesdays each week we will begin our water day at 1:30pm.

4:30pm – Clean up/Prepare for Parent/Guardian Arrival

5:00pm – Camper Pick Up & Check-out/Closing Time

### **Livestock Policy**

Livestock are kept in separate pens from the main camp area or the “play area”. Children are not allowed into the animal pens without supervision from a staff member or parent. Children are expected to treat the animals with care and respect. Children are expected to adhere to the rules and instructions given to them by staff members at all times to keep themselves and others safe. Animals are unpredictable. All children will be taught how to properly interact with the animals to limit any potential accidents. Please remind your campers at home how important it is to follow and listen to instructions while spending time in the animal pens.

### **Horses and Horse Back Riding Policies**

Campers will have the opportunity to interact and have hands-on experiences with full sized horses, ponies, and miniature horses. Children will be directly supervised by a staff member when interacting with any of the horses.

Campers will also be given the opportunity to ride the equines that call Serendipity home! We require all campers who are riding to be in long pants, boots/tennis shoes, and they must wear a helmet (Serendipity provides riding helmets).

We will teach campers about proper horsemanship and safety around the horses. They will learn the body parts of the horse, how to groom the horse, learn about different tack, and how to properly tack a horse.

We do not and will not force any child to interact or ride a horse.

Our camps are not solely “horse camps”. We consider our camps as an introduction to the horse world. Your child will not be a pro-rider at the end of a “horse week” camp, but they will learn a ton about horsemanship and enjoy the therapeutic experience of being around and interacting with a horse and suspect they will leave camp with happy memories of their new equine friends.

Camp Serendipity only has a few horses “on staff”. We treat all of our animals with respect and sometimes that requires giving our horses breaks throughout the day and sometimes days off if they are too stressed. It is important that we remind our eager campers that our horses work very hard and it is only fair to them to allow them downtime – especially on hot days.

### **Play Equipment and Inflatables**

Serendipity property and facilities include inflatables and outdoor play structures. Children are expected and required to follow directions and use the play equipment and inflatables appropriately and safely.

Parents can opt out of allowing children inflatable usage in the Registration and Policy Packet.

### **Visitors**

At Camp Serendipity we invite professionals in their fields to come and do demonstrations and lectures with our campers. We enjoy this time learning from professionals who can give our camper’s a unique and educational experience! Our invited visitors are never left alone or unattended with our camper. One of our staff members are always present.

Parents and guardians are always welcome at camps when their child is in attendance. Parents and guardians are welcome to bring other friends and family during pick-ups, but we ask that you limit your time with friends and family to 20 minutes and leave the property no later than 5:10pm.

Visitors are required to check in with a staff member and sign in and out on our visitor log.

### **Kona Ice**

We invite Kona Ice out to serve the camper's shaved ice a few times throughout the summer. One shaved ice is included in your camp fees. Parents/Guardians do not need to provide funds for children to participate in "Kona Ice Day". If parents wish to attend Kona Ice Day, they may do so but must purchase any additional shaved ice personally. If parents/guardians wish for their child to NOT participate in Kona Ice Day, please alert a staff member that morning at drop-off.

### **Child Abuse and Neglect**

Staff members are required by law to report any cases of suspected child abuse or neglect. If you suspect any of the staff at Camp Serendipity is committing any form of child abuse or neglect we encourage you to report your suspicions to the local department of human services or the local police department.

### **Complaint Procedure**

To file a complaint about Camp Serendipity Contact:

The Colorado Department of Human Services

Division of Child Care

1575 Sherman St.

Denver CO. 80203

800-866-5700

Or;

The Colorado Office of Early Childhood Education – (800) 799-5876