



FAMILY HANDBOOK

OUR MISSION

We strive to inspire a lifelong passion for the outdoors and develop a sense of community through hands-on experiences in a safe and supportive environment.

LAST UPDATED MARCH 5, 2025

WHAT TO BRING EVERYDAY

To help your camper have a great experience at camp, please ensure they have the following items every day they attend camp:

- Back pack
- Lunch
- 2 Snacks
- Water Bottle
- Sunscreen & Bug Spray
- Sun Hat (recommended)
- Sturdy shoes for walking and hiking outdoors AND crocs/sandals/keens etc.
- Sunglasses (recommended)
- FULL change of clothing, including socks and underwear
- Swimsuit or change of clothes for watersports
- Dry towel
- Rain gear and boots as needed. We will be outdoors unless there is thunder/lightning.

Don't forget to label their items with their first and last name!

Personal Items From Home

We urge families to leave personal items at home, including electronics, but we do understand there may be a need for your camper to bring something to camp with them. Unless otherwise discussed with camp staff, we will ask your camper to keep any items from home in their backpack.

Tools for Success

We want every camper to have the best experience at camp. If your camper would benefit from having any personal items with them during camp, feel free to send them with your child. This could include things like fidget toys, headphones, or other sensory items, as well as any comfort items. Please let camp staff know if your camper will be bringing something to camp with them.

DROP-OFF AND PICK-UP POLICY

Drop-off and pick-up will occur at the Viles Arboretum in the Viles Room. The entrance is located on the right side of the blue building. Our address is 153 Hospital Street Augusta, ME, 04330.

- **DROP OFF:** Campers may be dropped off starting at 9:00am. Camp begins promptly at 9:30am.
- **PICK UP:** Campers must be picked up by 4:00pm. Campers will only be released to the primary care providers or those noted as an alternate pickup person on the campers registration. Adults picking up a child must be prepared to show a valid photo ID.

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- **BEFORE/AFTER CARE:** Early drop-off and late pick-up may be available. Please contact the office to make arrangements at 207-626-7989 or info@vilesarboretum.org.

LATE PICK-UP/FAILURE TO PICK UP: Any child not picked up by 4:00pm will be charged a fee of \$1 per minute the child remains in our care. Continual late pick-up will be grounds for dismissal from the program. If you fail to pick up your child, we will take the following action:

- We will contact all numbers on your child's emergency contact sheet.
- If no contact is made, the executive director will be notified to determine the appropriate course of action, which may include contacting the police or social services.

CUSTODY POLICY: In cases of separated and divorced parents, where visitation rights are denied to one parent, we cannot deny releasing the child to such parent unless a court decree or separation document is in our file expressly forbidding a parent from picking up the child from our program, or picking up at times not allowed by the court decree. If anyone is specifically not allowed to pick up your child, please contact our office at 207-626-7989 or info@vilesarboretum.org.

ATTENDANCE POLICY

Regular attendance helps campers get the most out of their camp experience by fully participating in activities and building a strong sense of community. We understand that absences may sometimes be unavoidable. If your child will be absent, please notify the camp staff as soon as possible so we can plan accordingly.

COMMUNITY EXPECTATIONS

Campers and staff work together to develop shared understanding about what every camper and community member must do in order to uphold camp-wide expectations. We hope, through this process, that all learners in the community develop a robust understanding of the rules for participation in our community.

With this in mind, we expect the following from all campers:

- Share camp materials when appropriate;
- Focus on camp activity with their best effort;
- Use kind words and friendly language
- Touch others only in gentle and appropriate ways. No "rough play" including tackle football, "play fighting", pushing, shoving, karate, etc;
- Follow instructions from camp staff at all times;
- Be where they have permission to be, leaving a space only with permission;

- Respect each other’s privacy, space, and belongings;
- Take care of and keep in good condition the building and all property within;

Campers who have difficulty meeting camp-wide expectations will first be given a break away from the group. They can rejoin the activity when they are ready to take responsibility for their actions, repair any harm caused, and follow any next steps outlined by camp staff.

Campers who repeatedly violate expectations or display violent behavior—whether through words or actions—may be subject to suspension or expulsion from camp. The Executive Director has the final discretion in enforcing our discipline policy and welcomes any questions, comments, or concerns from parents.

HEALTH AND WELLNESS

Illness

If a camper becomes ill during the program and is unable to participate in activities, we will contact the parent/guardian. If a camper is hurt, a certified staff member will administer first-aid. If a camper requires further medical attention, a staff member will attempt to contact the parent/guardian. In the event that the parent/guardian cannot be reached all contacts on the authorized pick-up list will be contacted.

Please be advised that any camper exhibiting any of the following will be removed from activities and sent home:

1. The illness prevents the camper from participating comfortably in camp activities.
2. The illness results in greater care needed than the counselor can provide without compromising the health and safety of the other campers.
3. The camper has any of the following conditions:
 - a. Fever
 - b. Signs of Possible Severe Illness: Examples include lethargy, uncontrolled coughing, irritability, persistent
 - c. Symptoms of COVID-19: fever, chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea.
 - d. Signs of any communicable illness (rash, lice, etc.)

If your camper has any of the symptoms listed above, or is removed from camp because of an above listed condition, please check in with camp staff before returning to camp. Your camper will be allowed to return to camp at the discretion of camp staff, in some instances a doctor's note may be required. This is in the best interest of all the campers in the program. Please assist us in our efforts to maintain a healthy environment for our children.

Medication

We will administer medication only if it is impossible for the medication to be administered before or after camp hours. All prescription medication must be in the original container that identifies the prescribing physician, name of medication, dosage and frequency of administration. All medications, including over the counter medications, must be checked in with camp staff at the beginning of each day. Each medication must be accompanied by a medication administration form. Refrigeration will be available if necessary.

NUTRITION POLICY

Families are responsible for providing their camper with lunch, two snacks, and a water bottle each day. We encourage packing a variety of nutritious foods that will help campers stay energized and engaged throughout the camp day. Here are some great options:

- Cheese sticks or slices
- Yogurt
- Nut-free protein/granola bars
- Hard-boiled eggs
- Hummus
- Fruits and Vegetables

To support all campers, we ask that families be mindful of common allergens when packing food and avoid sending items with peanuts and tree nuts. Please ensure that all meals and snacks are non-perishable or packed with an ice pack.

While we don't restrict what families pack, we encourage avoiding foods that may lead to energy crashes or difficulty focusing:

- Candy
- Desserts and other sugary snacks
- Soda or energy drinks

FINANCIAL POLICY

PAYMENTS: A \$50.00 non-refundable deposit is required to hold your child's spot. Payments will be automatically scheduled and collected until payment has been received in full, at least one week prior to the start of the program. Failure to complete payments on time will result in loss of reservation.

DISCOUNTS AND PROMOTIONS: All discounts and promotional codes must be applied at the time of purchase, and may not be retroactively applied or refunded once registration has been completed.

REFUNDS: Partial refunds will only be granted to individuals who have pre-purchased tickets when the following conditions are met:

- A 50% refund will be issued to those canceling up to 10 weeks prior to the start of camp.
- A 25% refund will be issued to those canceling 9-4 weeks prior to the start of camp.
- Cancellations within four weeks of the start of camp are ineligible for refunds.

A full refund will be granted providing the following conditions are met:

- The child has become ill, or is recovering from an illness at the time of camp. A doctor's note will need to be provided.
- The program is canceled.
- Other situations will be evaluated on a case-by-case basis at the discretion of the Executive Director.

SCHOLARSHIPS: We believe that every child should have the opportunity to experience camp, regardless of financial circumstances. Scholarships are available to help make camp more accessible for families in need. If cost is a concern, we encourage you to reach out for more information about financial assistance options. Our team is happy to discuss available support and guide you through the application process. Please don't hesitate to contact us—we're here to help!. Contact our office for scholarship applications at 207-626-7989 or info@vilesarboretum.org.