



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.

WHAT TO BRING EVERYDAY

Please ensure your camper has the following items every day they attend camp:

- Back pack
- Lunch (healthy; protein, fruits and veggies)
- 2 Snacks
- Water Bottle
- Sunscreen & Bug Spray
- Sun Hat (recommended)
- One pair of sturdy shoes for walking and hiking outdoors AND one pair of crocs/sandals/keens etc.
- Sunglasses (recommended)
- FULL change of clothing, including socks and underwear
- Swimsuit or change of clothes for watersports
- Dry towel
- When rain is in forecast, bring rain gear and boots. We will be outdoors unless there is thunder/lightning.

WHAT NOT TO BRING TO CAMP

- Electronics
- Personal toys or stuffed animals

*If a camper needs a cell phone to get to and from camp, that phone will be handed over to counselors at the beginning of the day and returned at dismissal. Our office phone is available should you need to connect with your child.

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 between 8:30am and 9:00am.
- **PICK UP:** Campers may be picked up between 4:00pm and 4:30pm. 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.
- **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 5:00pm 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

Campers are expected to attend each day of the camp session. Regular attendance is crucial for participation in activities and to foster a sense of community. We understand there may be unavoidable absences. Please inform the camp staff if your child will not be in attendance.

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 participants:

- 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 are unable to meet camp-wide expectations will first be asked to take a break away from the rest of the campers and then reenter the activity when they are ready to repair the harm they have caused and/or fulfill any consequences established by camp staff.

Campers who frequently violate these expectations, or demonstrate violence (either in words or action) will result in the student being removed from the camp, either temporarily (as in a suspension) or permanently (as in expulsion.). The Executive Director maintains ultimate discretion in the enforcement of our discipline policy and encourages parents to reach out with any questions, comments, or concerns.

HEALTH AND WELLNESS

Illness

If a child becomes ill during the program and is unable to participate in activities, we will contact the parent/guardian. If a child is hurt, a certified staff member will administer first-aid. If a child 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 child 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

The Outdoor Discovery Camp at Viles Arboretum is a NUT-FREE camp. For the health and safety of our students with allergies, students and families are asked to refrain from bringing any nuts or nut products (including peanut butter, nut milks, granola/protein bars, trail mix, etc.) to camp.

We also ask that campers refrain from bringing foods that are excessively sugary, including (but not limited to):

- Candy (including mini-candy in pre-packaged lunches and sugar-free versions)
- Soda and caffeinated beverages
- Athletic or energy drinks

FINANCIAL POLICY

FEE STRUCTURE:

Program cost is determined by yearly household income.

- Less than \$10,000 - Contact us!
- \$10,001 - \$30,000 - \$107
- \$30,001 - \$60,000 - \$155
- \$60,001 - \$90,000 - \$225
- \$90,001 - \$120,000 - \$273
- \$120,001 and above - \$316

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 tickets have been purchased.

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 ticket holder is only eligible for a full refund 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: When the total combined family income is \$10,000 or less per year, families are eligible to apply for a full camp scholarship. If awarded, the camp scholarship will cover the cost of one week of camp for one child. Contact our office for scholarship applications at 207-626-7989 or info@vilesarboretum.org.