



Safari Camp: Summer Safari & Safari Mini-Camp

Policies and Procedures

Denver Zoo Safari Camps include the following types of activities: up-close animal encounters, zoo exploration, engineering-build challenges, games, encounters with zookeepers and other zoo staff, and more!

Our Camp informal education philosophy is based on best practices in education, including a focus on inquiry-based learning and opportunities to connect with animals and nature. That means guiding questions that campers will try to solve throughout the day, a section after lunch for more self-directed learning, and time for "further exploration." (This time is something that is determined more by the students as they decide how they would like to expand upon what they've done that day. This may include exploring more of the zoo, playing an outdoor game, exploring animal pelts and skulls ["biofacts"], or testing prototypes of projects they've been building). Computers or tablets in classrooms allow instructors to access additional information, photos or videos on the fly, and to help kids discover answers on their own to questions that arise throughout the course of a day.

RESERVATION POLICIES

Ages and Abilities Accepted

Campers of **all ability levels** are welcome to register for Safari Camp. We work with parents to make camp accessible to children with varying needs, in accordance with the Americans with Disabilities Act, and provide reasonable accommodations to our programs to make them accessible.

Summer Safari

Full-Day camps are offered for children entering Kindergarten - 8th Grade the upcoming fall school year.

Half-Day camps are offered for children entering Preschool - Kindergarten the upcoming fall school year (*campers must turn 4 on or before their camp start date*).

Fall, Winter, and Spring Mini-Camps

Full-Day camps are offered for children Kindergarten – 5th Grade of the current school year (*campers must turn 5 on or before their start date*).

Procedure for Registration

Individual Camper: Parents/Guardians must register their own child to participate in Safari Camp and use their own Denver Zoo Membership Account to receive the Safari Camp Membership Discount. There is a 2-step registration process: Step 1 is purchasing a camper's spot. Step 2 is using the emailed link to provide the following information (*campers cannot attend until the Step 2 is complete*):

- Contact details including home and work addresses, and phone numbers for the parent/guardian (*and any additional parent*)
- Camper's full name, birth date, grade, and medical history
- Name, address, and phone number of camper's physician, dentist, and preferred hospital
- Name, address, and phone number of two emergency contacts
- Name, address, and phone number of any additional people (must be over 18) who are authorized to pick up camper

Camp Buy Out: An adult can purchase a camp for *up to* 10 participants in the date and grade-range of their choosing. There is a 3-step registration process: Step 1 is purchasing the camp buy out. Step 2 is providing parent/guardian contact details for each camper attending. Parents/Guardians for each camper attending will complete Step 3 by providing the following information (*campers cannot attend until this final step is complete*):

- Contact details including home and work addresses, and phone numbers for the parent/guardian (*and any additional parent*)
- Camper's full name, birth date, grade, and medical history
- Name, address, and phone number of camper's physician, dentist, and preferred hospital
- Name, address, and phone number of two emergency contacts
- Name, address, and phone number of any additional people (must be over 18) who are authorized to pick up camper

Campers are **not allowed** to attend more than one camp with the **same title**. This prevents children from attending camp where they repeat the same curriculum and activities. If campers register for a duplicate class, they are subject to cancellation or transfer fees [see below].

Fees and Cancellation Policy

Full payment is due at time of registration. A full refund is given if Denver Zoo cancels a camp for any reason.

Summer Safari

Buy-out programs canceled or rescheduled for reasons unrelated to changing state or municipality health guidelines for COVID-19, at least 15 business days before the date of camp, are eligible for a 50% program cost refund (individual registrations incur accommodation fees of \$50 each). ****Within 14 business days, all sales are final.** Cancellations must be requested via email to guestcare@denverzoo.org.



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Fall, Winter, and Spring Safari Mini-Camp

Buy-out programs canceled or rescheduled for reasons unrelated to changing state or municipality health guidelines for COVID-19, at least 5 business days before the date of camp, are eligible for a 50% program cost refund (individual registrations incur accommodation fees of \$10 each). ****Within 4 business days, all sales are final.**** Cancellations must be requested via email to guestcare@denverzoo.org.

Medication Administration Permission Form

If your child requires emergency, prescription, or over-the-counter medication during camp, a parent/guardian and the child's physician must complete and submit a **Medication Administration Permission Form two weeks** prior to the start of the child's camp session. Any medication for a chronic illness such as asthma, allergies, or diabetes must be accompanied by a Care Plan written and signed by the child's physician. **Your camper(s) will not be permitted into camp until all information is filled out correctly and completely.** Upon review of your camper's forms, it may be necessary to meet with the parent/guardian to develop a Health Plan.

GENERAL INFORMATION

Summer Safari Camps are five-day/week-long camps offered June through August (*a shorter four-day camp week is offered the week of July 4th, in recognition of Independence Day*). Safari Mini-Camps are 1-3 day camps offered during fall, winter, and spring breaks. See full schedule on our [website](#). Full-Day camps run from 9:00 A.M.–4:00 P.M. Half-day morning camps run from 9:00 A.M.–12:00 P.M. Half-day afternoon camps run from 1:00 P.M.–4:00 P.M.

Please arrive on time for your child's camp. Arriving after camp begins could result in missed tours, animal encounters, or other missed activities as well as late arrival fees. Please plan ahead, as all parents/guardians must sign their child in and out of the camp program **in person**.

Daily Participant Car-Side Drop-off

Drop-off will take place car-side from 8:45 to 9:15 A.M. on level 1 of the Zoo's parking garage. **A parent/guardian is REQUIRED to drop-off in order to verify health screening and close-contact exposure questions.** Please follow these instructions:

1. Pull into the Zoo's main entrance driveway and follow signs into the parking garage. Place printed pass or piece of paper with (each) camper's full name, grade, and camp title on the right side of the dashboard. During drop-off, parents/guardians will verify medical info, authorized pick-ups, special instructions, and answer a series of health screening questions; campers will have their temperature taken. Those who answer "yes" to any screening questions, exhibit signs of illness, and/or have a temperature above 100°F will be sent home immediately, including their siblings or other household members.
2. Once checked-in, the camper will be escorted to their camp group inside the gate.

Late arrivals, with parent/guardian should proceed to the Zoo's Welcome Center at the main entrance to complete the intake procedures. A late arrival accommodation fee will be collected for each child.

Daily Participant Car-Side Pick-up

Car-side pick-up is from 3:45 to 4:15 P.M. on level 1 of the Zoo's parking garage. Please follow these instructions:

1. Pull into the Zoo's main entrance driveway and follow signs into the parking garage. Place printed pass or piece of paper with (each) camper's full name, grade, and camp title on the right side of the dashboard.
2. Have a photo ID ready. Camp administrators will escort camper to car and verify ID prior to checking-out.

Campers will only be released to those persons whom parents/guardians have identified by name (at registration, in person, or over-the-phone to a Camp staff member or the Denver Zoo Guest Care Center) and added to the authorized pick-up list. **Photo ID is REQUIRED EVERY DAY at pick-up.** If a non-authorized person attempts to pick-up a camper, Camp staff will attempt to contact parents at all numbers provided. If no contact is made, the person will be asked to wait until confirmation is secured from parents/guardians. In circumstances where the person attempting to have the child released is behaving aggressively or inappropriately, he/she will be referred to Denver Zoo security, and/or police will be called.

It is mandatory that all children be picked up by 4:15 P.M. Parents/guardians are asked to notify Camp Staff if they are running late. After 4:15 P.M., parents/guardians, emergency contacts, and authorized pick-ups will be notified that the child needs to be picked up as soon as possible, and an accommodation fee of \$10 for every 15 minutes will be charged. A camp staff member will supervise the camper until an authorized pick-up person arrives. If no one can be contacted by 5:30 P.M., the Denver Police Department will be contacted and custody of the child will move to the Denver Police Department.



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Camper Absences

As Safari Camp programs are a recreational and elective activity, parents/guardians may choose to stop sending their child to camp at any time. Parents/guardians are encouraged to communicate with camp instructors and administrators about planned or unplanned absences, but it is not required. Refunds will not be issued for unattended days. [For more information, see Fees and Cancellation Policy, above.]

Late Arrival/Early Pick-up

At any time of the day, campers may be anywhere within the 80 acre Zoo property (or on a field trip to City Park), making late arrivals and early departures complicated and resulting in an accommodation fee.

Accommodation Fees:

- Dropping off after camp start time (after 9:15 A.M) \$5 /instance/camper
- Picking up before camp end time (before 4:00 P.M.) \$5 /instance/camper
- Children not picked by 4:15 P.M. \$10 /every 15 minutes late

If a camper arrives late and their group is out within the Zoo or in City Park, Camp Administrative Staff will check the camper in, supervise them, and take them to meet their group. If a camper needs to leave early while their group is out within the Zoo or in City Park, an Administrative Staff Member will pick the camper up from their group, supervise them, and check the camper out to their parent/guardian/authorized pick-up. Authorized pick-ups will **not be allowed** to drop off late campers **directly** to their rooms, nor pick up campers early **directly** from their rooms.

What to Bring

- **Lunch + 2 snacks for full-day campers**
- Backpack
- Face Mask *cloth masks, bandanas, or disposable masks. (*N95 respirators or surgical masks should NOT be sent with campers*)
- Water bottle
- Basic craft supplies (*Scissors, colors, glue*)
- Apply sunscreen and dress for the weather and lots of walking: a hat and athletic shoes are encouraged (*no flip-flops!*)
- Summer only: City Park Fountain Gear on designated day (*check your camper's Daily Schedule, or ask their instructor, for specific details*)
- Summer only: Safari camp T-Shirt EVERYDAY (*issued first day of camp*)

What NOT to Bring

Money, jewelry, toys, stuffed animals, games, collectables, and electronic devices not limited to mp3 players, tablets, video games, GoPro's, etc. Denver Zoo is not responsible for any lost or stolen items. Should a child bring a valuable item with them to camp, they will be told to keep it in their backpack and Camp staff will connect with the parent/guardian to request that the child not bring it to camp again. Please note that valuables lost in the Zoo can be harmful to our animals, or even destroyed by animals or water exhibits, or otherwise lost **permanently**. Balloons and plastic straws are **not allowed** in the Zoo due to harm they may cause to animals.

Face Masks

In adherence to city and county of Denver health orders regarding face mask use and CDPHE camp operations guidelines, children are required to wear a mask at all times except while eating, drinking, or during socially distanced outdoor mask breaks. Campers will eat lunch and snacks outside, when weather-appropriate, with social-distancing measures enforced.

Meals and Snacks

Full-day campers are **required to bring a packed lunch**, as well as **a morning and afternoon snack, each day** – it is okay if these snacks are from a portion of their packed lunch. Heating and refrigeration are not available. Peanut-free lunches and snacks are encouraged, and sharing food is not allowed. Campers eat lunch and snacks outside if weather permits (or else, in their designated classrooms), supervised by their instructors. Campers without a snack will be provided apple sauce (ingredients listed below).

Mott's Unsweetened Applesauce: APPLES, WATER, ASCORBIC ACID VITAMIN C.

Inclement Weather

Many of the Zoo's exhibits are outside. Planned outdoor activities will still occur in light rain/snow, heat, and cold; so please send campers with appropriate clothing and gear. In extreme weather conditions (hail, lightning, tornado watch/warning, excessive heat/cold), instructors will substitute indoor activities for outdoor activities. In the rare event that severe weather is expected to interfere with scheduled programming, Denver



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Zoo will contact the registering parent/guardian via email regarding delayed starts, early closures, and/or full day closures. Winter weather closures will also be noted on the Denver Zoo [homepage](#).

Technology Usage during Camp

Campers, especially those in 4th-8th grade camps, may be encouraged to use technology to assist in their exploration of the Zoo, curricula topics, or Questions of the Day. This may include video or picture-taking, looking up animal photos or facts online, visiting animal-information websites, virtual or augmented reality, citizen science websites or applications, and/or the use of laptops, smartphones, or tablets. Through registration for Safari Camp, parents/guardians authorize and affirm permission for their child's technology usage during camp, as well as other camp activities.

Campers may not view or show media containing explicit language or topics. Though limited in scope, occasional short videos or other media may be used during camp to help campers explore a topic related to camp curricula. Screen time introduced by instructors or administrators will be kept to a minimum. Usage of internet or media by campers will be strictly monitored by instructors, and may be disallowed or restricted at any time, including the possibility of instructors taking away phones, tablets, or other personal devices until the end of the camp day. Campers are expected to use online media for the purposes of exploring camp topics only. Campers will be expected **not to use** media during snack or meal times, unless during a planned activity or special occasion. Children using personal adaptive equipment or assistive technology will be exempt from this rule, and will have no restrictions on usage times.

Lost and Found

Lost items will be taken to the Zoo's main Lost and Found and you will need to contact the Zoo Lost and Found directly at **303-376-4805**, or on the Denver Zoo website's [Lost and Found page](#).

Health Care at Safari Camp

Storing and Administering Medications

A contracted Child Care Health Consultant Nurse oversees health care policies and procedures, as well as training and delegation of all medication on site for Safari Camp. When the consulting nurse is not on site to administer medication, a trained and delegated Denver Zoo staff administers medications. We do not stock any over-the-counter medication like Tylenol, Ibuprofen, Benadryl, etc.

In order to store and administer ANY medication (emergency, prescription, or over-the-counter) to campers, we must receive a **Medication Administration Permission Form** completed by a parent/guardian and the child's physician two weeks prior to the start of the child's camp session. Any medication for a chronic illness such as asthma, allergies, or diabetes must be accompanied by a Care Plan written and signed by the child's physician. **Medication must be provided in the original labeled bottle or container.** Prescription medicine containers must bear the original pharmacy label that shows the prescription number, date filled, name of medication, dosage, physician's name, child's name, and directions for administering. Over-the-counter medication must be clearly labeled with child's first and last name. All medications (*with the exception of emergency medication like Epi-Pens, Inhalers, etc.*) will be locked and dispensed at the appropriate time, according to instructions written and signed by the Health Care Provider.

Illness, Accidents, and Injuries

Camp Instructors and Administrative Staff, as well as Denver Zoo Security staff, are certified in First Aid and CPR and are able to address emergencies as they occur. Parents/Guardians will be notified immediately of any accident or injury requiring medical treatment beyond a Band-Aid/Ice Pack. If needed, 911 will be called and paramedics will determine if transport to a hospital is necessary. If so, a Denver Zoo staff member will go to the hospital until a parent arrives.

If a child becomes ill while at camp, they will rest away from their camp group, under the supervision of Administrative Staff, and parents/guardians will be notified. If the child has a fever of 100°F or above, exhibits signs of illness, or does not feel well enough to take part in normal activities, parents/guardians will be asked to leave home or work immediately to pick-up the child. Denver Zoo recommends parents refer to the Illness Policy developed by Children's Hospital Colorado – [How Sick is Too Sick?](#) to assist in determining when it is appropriate to keep a child home from camp (*specific COVID-19 symptoms can be found HERE*).

If a camper is diagnosed with a communicable disease (*including, but not limited to: COVID-19, hepatitis, measles, mumps, meningitis, diphtheria, rubella, salmonella, tuberculosis, giardia, or shigella*) while attending or soon-after attending, we ask that parents notify us immediately. If further action is necessary, the Camp Coordinator will notify the local Health Department, staff members, and all parents of the participants enrolled at the site. The camper's confidentiality will be maintained.



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Accommodations for Special Needs

If your child has any special needs we should be aware of, please contact us. We are more than happy to discuss all options available to you and your child. If your child needs to attend camp with their full-time care provider, special arrangements can be made, but **must be scheduled in advance** for security purposes. After undergoing a background check, the adult caregiver may attend at no charge. A background check can take up to 30 days to process, so please give us as much advance notice as possible.

Sunscreen

We provide Rocky Mountain Sunscreen: SPF 30, Oxybenzone-Free, Water Resistant, and Fragrance-Free. You are welcome to pack an alternative, if desired (*please label with first and last name*). There is a sunscreen station within the Gates Education Center (*as well as the Primate Panorama Classrooms during Summer Safari*), for you to apply to your camper(s) prior to drop-off, and for campers to re-apply during the day. During Summer Safari, there is also a Sunscreen Station set up outside the Special Programs Entrance. We do not directly apply sunscreen to any camper, but help them by guiding them to apply it themselves.

Camper Personal Hygiene

Each child is instructed to wash their hands with soap and water upon arrival, before snacks/lunch, and after using toilet facilities, and blowing their noses, coughing, or sneezing. In addition, 70-80% alcohol-based hand sanitizer is available in each classroom and while out in the Zoo, an utilized throughout the day. You are welcome to pack an alternative, if desired (*please label with first and last name*). Participants must be toilet trained prior to attending. We stock extra shorts/pants/shirts/underwear in case a child needs to change due to soiled clothes.

Safety at Safari Camp

Social Distancing Measures

Camp capacity is 10 campers with 1 instructor per classroom. The same instructor will remain with a group for the entirety of the camp program (1 day up to 3 days), and camp groups will be kept separate from one another. Campers and staff will maintain 6 ft. physical distance from each other while indoors, during snack/lunch, and whenever possible outdoors. Classrooms and all activities will support distancing. In addition, camp groups will maintain a 6 ft. physical distance from Zoo guests and other camp groups when on Zoo exploration.

Supervision

There is a maximum staff to child ratio of 1 to 10. Experienced, trained adult instructors and volunteers will lead the group in activities, games, and tours. All staff and adult volunteers have undergone extensive background checks and are highly trained in Safari Camp programs and working with children. They are here to ensure a safe, fun, educational experience for your child.

A roster is generated for each camp group containing each camper's name, grade, parent/guardian names, and authorized pick-ups. Campers are checked in/out daily via this roster by Camp Instructors and Administrative Staff. Instructors keep a head count of campers in their groups constantly. Classroom doors are secured at all times. Each camp has a daily schedule they follow, so that Administrative Staff know the Zoo areas where camp groups are expected to be at all times. During the busy summer season, Summer Safari T-Shirts are required for each camper, as they aid in keeping groups together while out in the Zoo.

In the rare event of a separated or lost camper, the instructor will call and alert security and a Camp Administrator immediately, with the name and description of the camper. Security will dispatch available personnel to assist, monitor the Zoo entrance/exit, and initiate a Zoo wide all-call. The missing camper's group will remain in place in the Zoo with their instructor until the missing camper is located. The Learning & Engagement Department and other Administrative Staff will be notified and dispatched to assist, where needed. The Camp Coordinator will contact the missing camper's parents, and Security will contact the Denver Police Department if needed. After the child is located, they will be reunited with their camp group, and the instructor will recount the situation to Camp Administrators for assessment of why the situation occurred.

Visitor Policy

For security and safety purposes, we do not allow visitors. Only adults that have passed a Denver Zoo background check can be with camp groups. If you are planning to spend the day at the Zoo, we have several restaurant/food stations located throughout the Zoo, as well as a large gift shop and coffee bar. If you decide to tour the Zoo, we ask that you tour different areas than your child's camp group. This is to ensure that your participant can fully enjoy the benefits and social development of interacting with the other children in their camp. The added benefit for your child is learning



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to remain with their instructors and tour guides, which aids with our security precautions, in addition to helping your child learn important group skills. We greatly appreciate your cooperation.

Suspected Child Abuse

Any incident of suspected child abuse or neglect will be reported immediately to the Colorado Department of Social Services, local authorities, and to the Denver Zoo Board of Directors.

Additional questions, concerns, or suggestions?

Please contact the Guest Care Center at 720-337-1400 or guestcare@denverzoo.org.



Camper Behavior Policy

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Denver Zoo Safari Camp's goal is to provide all campers with a safe, fun, and educational experience.

Expectation of behavior – Rules and expectations of behaviors will be discussed with your camper on a daily basis.

Expectations include, but are not limited to:

- Respect for zoo animals (no chasing geese or peafowl, no climbing on enclosures or tapping on glass)
- Respect for fellow campers (keeping hands to themselves, no name calling or aggressive behavior)
- Respect for instructors (listening to directions, staying with the group at all times, staying positive)
- Respect for themselves (telling the instructor if they are experiencing problems with another camper, having fun!)
- All campers should feel safe both emotionally and physically. Physical, verbal, and relational bullying is not tolerated, and will be addressed immediately. Supervising staff will be informed, and each camper's parents/caregivers will be contacted.

Discipline procedure – We will take the following steps to help resolve any issues:

- Instructor will speak to the camper about their behavior and remind them of our expectations.
- If the behavior continues, the child may be asked to sit out of activities or take quiet time until they can rejoin.
- At this time, if the behavior continues to be a problem or depending on the severity of the behavior, the instructor will refer the child to a Camp Administrator.
- Parents will receive written documentation of the behavior and depending on the severity of the behavior, receive a phone call from the Camp Coordinator to discuss a behavior plan.
- After these steps are taken, unresolved behavioral issues may lead to a caretaker being contacted and asked to pick-up the child.

Behavior management used – All Camp staff go through a variety of trainings and practice sessions to ensure that campers are safe, having fun, and learning.

- Expectations are reviewed with our campers and reinforced on a daily basis in a positive tone, and framed in a positive way.
- Positive behavior and attitudes are rewarded.
- Redirection of negative behaviors is used to prevent escalation.
- Campers are empowered to make good choices and problem solve so they can be successful.
- Physical or verbal punishment, or isolation will never be used. Withholding snacks or treats is not permitted.