



# Safari Camps

## Policies & Procedures

*\*\*Updated 11/12/2024\*\**

Denver Zoo Safari Camps may include the following types of activities: up-close animal encounters, zoo exploration, engineering-build challenges, games, experiences such as train and carousel rides, field trips, 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 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 games, exploring animal pelts and skulls [“biofacts”], or testing prototypes of projects they’ve been building). Computers or tablets allow instructors to access additional information, capture photos or videos on the fly, and help kids discover answers on their own to questions that arise throughout the course of a day.

### RESERVATION INFORMATION

#### 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; however, we are unable to provide one-on-one or supplementary services. (*see full details in “Accommodations for Special Needs” section*).

#### **Summer Safari**

Full-Day camps are offered for children entering Kindergarten - Grade 9 in the upcoming fall school year (*campers must turn 5 by Oct 1*).

- Campers must be registered for the **grade level they will be entering in the fall**. All camp curricula are designed based on Colorado Academic Standards and NGSS with specific activities appropriate for each developmental stage. **Registering a camper for the wrong age/grade group will result in a dropped registration without refund or, in the rare situation where a transfer to the correct age group is available, a minimum administrative fee of \$50 per transferred camp.** Note, transfers are not guaranteed and rarely available.

#### **Fall/Winter/Spring Camps**

Full-Day camps are offered for children currently in Kindergarten – Grade 4 (*campers must have turned 5 by Oct 1*).

- Campers must be registered for the **grade level they are currently in**. All camp curricula are designed based on Colorado Academic Standards and NGSS with specific activities appropriate for each developmental stage. **Registering a camper for the wrong age/grade group will result in a dropped registration without refund or, in the rare**



situation where a transfer to the correct age group is available, a minimum administrative fee of \$50 per transferred camp. Note, transfers are not guaranteed.

#### **Procedure for Registration**

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 early access. Registering for a camper other than your own child will result in a minimum administrative fee of \$50 each to transfer registration(s) to the appropriate parent/caregiver account.

**For Summer Safari Camps: 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.

***Registering campers for camps with the same title will result in dropped registrations without refund or, in the rare situation where a transfer to an alternative, qualifying camp is available, a minimum administrative fee of \$50 per transferred camp. Note, transfers are not guaranteed and rarely available.***

There is a 2-step registration process: Step 1 is purchasing a camper's spot. Step 2 is completing the following information in the Camp Portal (*Campers cannot attend until Step 2 is complete*). Families will receive a link to set up their camper portal 24-28 hours after completing your camp purchase:

- 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

#### **Service and Accommodation Fees**

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

#### **Summer Safari**

- **Cancellation Policy:** All sales are final unless the Zoo must cancel the program.
- **Accommodation Fees:** With advance notice, children may be dropped off or picked up during lunchtime (12:00–1:00 p.m.) at no charge, as campers are always in a pre-defined area during the lunch hour. At other times of the day, campers may be anywhere within the 80-acre Zoo property (or on a field trip), making late arrivals and early departures complicated, resulting in a \$10 accommodation fee.

#### **Fall/Winter/Spring Camps**

- **Cancellation Policy:** All sales are final unless the Zoo must cancel the program.
- **Accommodation Fees:** With advance notice, children may be dropped off or picked up during lunchtime (12:00–1:00 p.m.) at no charge, as campers are always in a pre-defined area during the lunch hour. At other times of the day, campers may be anywhere within the 80-acre Zoo property, making late arrivals and early departures complicated, resulting in a \$10 accommodation fee.



### **Unscheduled Pickups**

- For the safety of campers and logistical purposes in Safari Camps, coordination and communication regarding early pickups for any reason must be arranged directly with camp administrators. Campers should not arrange an unscheduled pickup by contacting the parent/caregiver directly (ex. by personal cell phone or smart watch). Failure to coordinate a pickup in advance will result in extended wait times and **additional accommodation fees of \$10.00 per instance/child**. If notified by a camper, please contact camp administrators by email/phone to set up and coordinate pickups as needed.

### **Withdrawing Camp Registration**

As Safari Camps are a recreational and elective activity, parents may choose to stop sending their child to camp at any time. Parents are encouraged to communicate with Camp Staff about planned or unplanned absences, but it is not required. If parents are not satisfied with the quality of a Safari Camp, they may request consideration for partial refunds by emailing [SafariCamps@denverzoo.org](mailto:SafariCamps@denverzoo.org).

### **Transferring Camps**

All sales are final. Requests to transfer your camp spot to another family will only be considered 10 or more days in advance of the camp's start date and will incur a transfer fee of \$50. Transfers within 10 days and partial week transfers are not possible and will not be considered. To initiate a transfer request with more than 10 days advance notice, please contact [questcare@denverzoo.org](mailto:questcare@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** at least **three 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. [For more information, see Health Care at Safari Camp on pg. 4.] If the Health Plan needs to change, an additional Medication Administration Permission Form must be completed by the child's physician.

## **GENERAL INFORMATION**

Summer Safari Camps are five-day/week-long camps offered June through August (*A shortened week is periodically offered, most frequently in recognition of Independence Day. Camp does not occur on July 4 or the observed holiday. Pricing per week is differentiated based on the number days.*). See full schedule on our [website](#). Fall/Winter/Spring Camps, when available, are single-day camps offered seasonally. All camps run from 9:00 a.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, and late arrival fees.

#### **Daily Participant Drop-off**

- **Summer Safari** drop-off takes place at the following times, depending on grade level:
  - 8:45 - 9:00 a.m. – Grades 6-8 + 2-3
  - 9:00 - 9:15 a.m. – Grades 4-5 + K-1

*If parents/guardians have additional campers to drop-off in varying time windows, please drop-off together in the earlier option. (E.g., if you have a second grader and a fourth grader, please drop-off both between 8:45-9:00 a.m.)*

- **Fall/Winter/Spring Camp** drop-off occurs from 8:45 a.m. - 9:00 a.m.

Please follow these instructions for drop-off:

1. Park in the parking garage.
2. Drop-off is at your child's classroom in the Gates Center or in the tents just outside the Gates Center through the Special Programs Entrance, Gate 1. This entrance is located directly up the steps from the elevators on the Macaw level of the parking garage (second level).

In the case of extenuating circumstances (ex. threat of unsafe weather conditions), Camper drop off may occur indoors. In extreme conditions, the Denver Zoo security team will direct additional drop off procedures. Instructions will be provided as available.

Drop-off ends and the Special Programs Entrance closes at 9:15 a.m. for Summer Safari, and 9:00 a.m. for Fall/Winter/Spring Camps. Late arrivals should proceed to the Zoo's Main Entrance to complete check-in procedures. A late arrival accommodation fee will be collected for each child.

#### **Daily Participant Pickup**

- **Summer Safari** pickup takes place at the following times, depending on grade level:
  - 3:45 - 4:00 p.m. – Grades 6-8 + 2-3
  - 4:00 - 4:15 p.m. – Grades 4-5 + K-1

*If parents/guardians have additional campers to pick up in varying time windows, please pick up together in the earlier option. (E.g., if you have a second grader and a fourth grader, please pick up both between 3:45-4:00 p.m.)*

- **Fall/Winter/Spring Camp** pick-up occurs from 4:00 p.m. - 4:15 p.m. for all campers.

Please follow these instructions for pickup:

1. Park in the parking garage.
2. Pick-up is at your child's classroom in the Gates Center or in the tents just outside the Gates Center through the Special Programs Entrance, Gate 1. This entrance is located directly up the steps from the elevators on the Macaw level of the parking garage (second level).
3. A photo ID is required every day to pick up a child from camp.



Campers will only be released to those persons whom parents/guardians have added to the authorized pick-up list. **Photo ID is REQUIRED EVERY DAY at pickup.** If a non-authorized person attempts to pick up a camper, Camp staff will attempt to contact parents/guardians 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, they will be referred to Denver Zoo security and police may be called.

In the case of extenuating circumstances (ex. threat of unsafe weather conditions), Camper pickup may occur indoors. In extreme conditions, the Denver Zoo security team will guide additional pickup procedures. Instructions will be provided as available.

**It is mandatory that campers not registered for Late Care are 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 will be charged every 15 minutes after 4:15 p.m. until they are picked up. Camp Staff will supervise the camper until an authorized pick-up person arrives. If no one can be contacted by 6:00 p.m., the Denver Police Department will be contacted, and custody of the child will move to the Denver Police Department.

#### **Late Care (Summer Safari Only)**

For an additional fee, a limited number of Early and/or Late Care spots may be available – please check the program webpage for current offerings. **To participate, your child MUST be pre-registered to attend.** Late Care is offered for Summer Safari Camps only. Late Care is NOT an extension of camp; all camp activities take place 9:00 a.m. - 4:00 a.m. Participants in Late Care will have free time, play games, do crafts, build with reusable materials, and watch movies. All movies are MPAA rated G or PG. Late Care occurs from 4:00 – 5:30 p.m.

Please follow these instructions for Late Care pick-up:

1. Park in any available parking space.
2. Enter through the Zoo's Main Entrance between 4:15 and 5:30 p.m. Guest Services or Security staff will direct you to the Gates Education Center to complete the pick-up process.
3. A photo ID is required every day to pick up a child from camp.

**It is mandatory that campers registered for Late Care be picked up by 5:30 p.m.** Parents are asked to please notify Camp Staff if running late. After 5:30 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. If no one can be contacted by 6:00 P.M., the Denver Police Department will be contacted, and custody of the child will move to the Denver Police Department.

#### **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 Staff 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**



**With advance notice**, children may be dropped off or picked up during lunchtime (12:00–1:00 p.m.) at no charge, as campers are always in a pre-defined area during the lunch hour. At other times of the day, campers may be anywhere within the 80-acre Zoo property (or on a field trip), making late arrivals and early departures complicated, resulting in an accommodation fee.

Accommodation Fees:

- Dropping off after camp start time w/ advance notice \$10/instance/camper
- Picking up before camp end time w/ advance notice \$10/instance/camper
- Unscheduled Pickups \$10/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 on a field trip, Camp Staff will check in the camper, 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 on a field trip, Camp Staff 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 groups, nor pick-up campers early **directly** from their groups.

**What to Bring**

- **Lunch + 2 snacks:** Nut-free is encouraged. Heating and refrigeration are not available.
- Backpack
- Water bottle
- Weather appropriate clothing and footwear.
  - **Summer Safari: Camp issued t-shirt must be worn everyday camp.** Campers will receive their camp shirt on Day 1. Shoes should be closed toe and able to be secured around the heel. Flip flops are not recommended.

**What NOT to Bring**

All camp activities are included in registration fees and carrying money is not necessary for any camp activities. The following is a list of items that should remain at home:

- **Money**
- **All Electronic Devices**, not limited to smart phones, smart watches, mp3 players, tablets, video games, GoPro's, etc.
- **Jewelry**
- **Toys, Stuffed Animals, Blankets** or other sentimental items
- **Games and Collectables**

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, destroyed by animals or water exhibits, or otherwise lost **permanently**. Balloons and plastic straws are **not allowed** in the Zoo due to the harm they may cause to animals. Exceptions for comfort toys can be made on a case-by-case basis by camp administrators.

**Meals and Snacks**

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 without a snack will be provided unsweetened applesauce: APPLES, WATER, ASCORBIC ACID AND/OR LEMON JUICE.



### **Inclement Weather**

Please ensure your camper is dressed and prepared for the weather and elements. In the rare event that severe weather (including extreme cold temperatures) is expected to interfere with scheduled programming, Denver 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](#).

### **Parent Communications**

We know that open communication with families helps us provide the best experience for our campers. In addition to other communication streams, including email and phone calls, we prioritize time at drop off and pickup for a verbal check in with parents and caregivers. Some communication at pickup and drop off may include written notification and require signed acknowledgement by the parent or caregiver.

### **Technology Usage during Camp**

Campers, especially those in Grades 4-8, 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, use messaging & social media, play games or explore topics not introduced by camp staff for curricula purposes. 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, smart watches, 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** digital media, messaging & social media, or games during snack or mealtimes, 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.

### **Field Trips**

**Summer Safari Field Trips to City Park:** Camp groups may have a designated day and time to take a field trip to the City Park H2O Odyssey Fountains, City Park meadow and/or the Denver Museum of Nature and Science (*please see your camper's Daily Schedule for more information*). These are walking field trips outside of the Zoo and do not require transportation by car or bus. By registering for Safari Camp, parents/guardians authorize and affirm permission for their child's participation in these field trips, as well as other camp activities. Camp Instructors are responsible for the safety of each camper in their group. Field trips may be cancelled or rescheduled for reasons such as extreme weather, changing state or municipality health guidelines for COVID-19, etc.

**Grades 6-9 Conservation Camps Field Trips:** Conservation Camp will take a trip off-site to participate in conservation work in the Denver metro area one or two days of their camp week. If a field trip location requires transportation, it is provided by bus or 15-passenger vehicles. Parents/Guardians are given more information about these field trips (including location, days,



times, transportation safety policies, etc.) and sign a waiver for their child to participate, prior to their scheduled camp week. Camp Instructors are responsible for the safety of each camper in their group with additional Staff in attendance to oversee all field trips. Field trips may be cancelled or rescheduled for reasons such as extreme weather, changing state or municipality health guidelines for COVID-19, etc.

### **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 three weeks prior to the start of the child's camp session. The Medication Administration Permission Form must be current through the last day of the camp session. Forms are valid for one year from the date of the physician's signature. 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. If at any point the Health Plan needs to change, an additional Medication Administration Permission Form will need to be completed by the child's physician. **Medication must be provided in the original labeled bottle or container- including inhalers.** 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. Campers documented as needing emergency medication while at camp will only be allowed to attend with up-to-date medications and forms. Expired medications or undocumented medications will not be accepted into camp. Over-the-counter medication must be clearly labeled with your 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 Staff and Denver Zoo Security are certified in First Aid and CPR and can address emergencies as they occur. Parents/Guardians will be notified immediately of any accident or injury requiring medical treatment beyond a Band-Aid and/or 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 Camp 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 immediately come pick up the child.





### **Illness Policy and Daily Health Screening**

Denver Zoo recommends parents/guardians 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. Parents/guardians must screen children daily, prior to arriving at camp. Children cannot attend camp if they answer "yes" to any of the following health screening questions and should follow [CDC guidelines](#) for testing and quarantine:

In the past 24 hours, has your camper experienced the following symptoms:

- Fever or chills
- Sore Throat
- Cough
- Shortness of breath or difficult breathing
- Headache
- New loss of taste or smell
- Diarrhea or vomiting

**Dropping off a child at camp affirms they are healthy and free of any signs, symptoms, or exposure of illnesses to the best of your knowledge.** *Daily health screening policies, along with all other respiratory illness related policies and procedures, are subject to change based on state and local guidelines.*

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. Denver Zoo is required to notify the local Health Department, providing camper name and caregiver contact information. The Health Department may contact the caregiver for additional information. Staff members and caregivers of other participants may also be notified; camper's confidentiality will be maintained in those communications.

### **COVID-19 Operating Guidelines**

Denver Zoo Conservation Alliance follows the Core Prevention Strategies for Respiratory Viruses as outlined by the CDC. Additionally, DZCA Safari Camps collaborates with a contracted health professional to ensure best practices for campers' health and wellness. DZCA reserves the right to modify policies and procedures as needed, or as recommended by healthcare professionals, to ensure the safety of all camp participants, including staff and volunteers.

The CDC's Core Prevention Strategies for Respiratory Viruses can be found here: [Respiratory Virus Guidance](#)

### **Accommodations for Special Needs**

If your child has any special needs we should be aware of, please contact us. Campers must be able to participate independently in a group setting with a 10 to 1 camper to staff ratio. We happily work with parents/guardians to make Safari Camp accessible to children with varying needs in accordance with the Americans with Disabilities act; however, we are unable to provide one-on-one or supplementary services. 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 50, Oxybenzone-Free, Water Resistant, and Fragrance-Free. You are welcome to pack an alternative, if desired (*please label with first and last name*). All classrooms have sunscreen available for campers to re-apply during the day. We do not directly apply sunscreen but assist by guiding campers to apply it themselves. For the safety of our campers, all campers will reapply sunscreen throughout the day.

### **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 and 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 and able to use the restroom completely independently. We stock extra shorts/pants/shirts/underwear in case a child needs to change due to soiled clothes.

## **SAFETY AT SAFARI CAMP**

### **Supervision**

There is a maximum staff to child ratio of 1 to 15. 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 Staff. Instructors keep a head count of campers in their groups constantly. Classroom doors are always secured. Each camp has a daily schedule they follow, so that Camp Staff know the Zoo areas where camp groups are expected to be. During the busy summer season, Summer Safari t-shirts are required for each camper at all times, 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 Camp Staff 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 Conservation Engagement and Learning Department and other Zoo staff will be notified and dispatched to assist, where needed. The missing camper's parents will be notified by phone 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 Staff for assessment of why the situation occurred. Parents will be notified via phone once the child has been located and reunited with their group and instructor.

### **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. 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 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, and Denver Zoo will conduct a thorough internal investigation.

### **Additional questions, concerns, or suggestions?**

Please contact Denver Zoo at [questcare@denverzoo.org](mailto:questcare@denverzoo.org) or 720-337-1400.

## **Denver Zoo Safari Camp aims 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 daily. 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, always staying with the group, 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 training and practice sessions to ensure that campers are safe, having fun, and learning.

- Expectations are reviewed with our campers and reinforced daily 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.