



Zoo Camp

PARENT GUIDE 2024



Welcome to Zoo Camp!

**Los Angeles Zoo Mission:
Creating a just and sustainable world where people
and wildlife thrive, together.**

**Zoo Camp is a nurturing, safe, outdoor day camp
experience for PreK (age 4) to 6th grade children
focused on nature, conservation, and animals!**



**The following
information will
help you and your
child prepare for
and enjoy their Zoo
Camp experience.**

ZOO CAMP

CONTACT INFORMATION

Reservations: (323) 644- 4211

Zoo Camp Mobile (June - August): (213) 392-0055

The ABC's of Zoo Camp

A

ABSENT CAMPERS

If your child will be absent, please call the Zoo Camp mobile phone (213) 392-0055 or email our reservations office at lazoo.reservations@lacity.org. There are no refunds or make up days for days missed. Zoo Camp participants who do not attend their registered session will not be granted a refund or be rescheduled.

ACCESSIBILITY

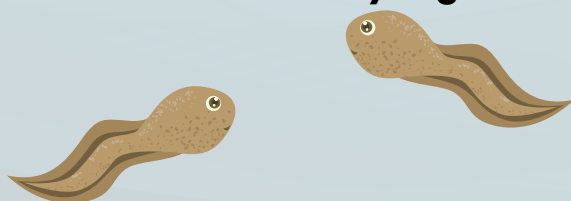
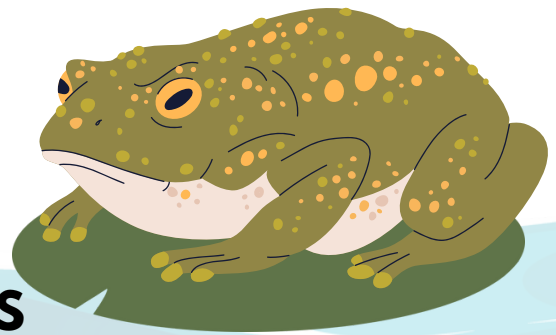
Zoo Camp provides an inclusive environment for campers of all abilities. We believe that the inclusive environment at Zoo Camp provides a unique opportunity for campers to explore, learn, and connect with animals and nature in more meaningful ways. During the Zoo Camp registration process, please make a note of any extra support or special needs your child has. Our Inclusion Specialist will be in touch to create a plan. You may also e-mail us at lazoo.education@lacity.org.

AIDES

If an aide will be attending with your child, please contact us at lazoo.education@lacity.org after you have registered. If your child requires an aide during the school year, then we ask that you provide an aide during their entire Zoo Camp experience. If your child is having difficulty following the requirements of Zoo Camp, camp staff can request that you provide an aide throughout your camper's registered week(s) of Zoo Camp. If an aide is requested and not provided, camp staff reserves the right to end your camper's Zoo Camp week. Parents and other family members cannot attend camp as an aide.

ALLERGIES

We regularly host campers with allergies and do our best to accommodate their needs. Please make sure to notify your instructor at check-in on the first day of camp of specific allergies. Campers' EpiPens are carried by their instructors who will help facilitate the administration of the medication if an emergency arises. We are not a peanut-free environment, but do offer campers with peanut allergies a safe space to eat lunch.



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B

ARRIVING LATE AND LEAVING EARLY

Accommodations for late arrivals or early departures are disruptive to camp, causing staff to be pulled away from programming, but can be made. Your child may miss tours, animal encounters, or other activities. Please make every effort to respect the camp schedule. If absolutely necessary, late arrivals or early departures must be arranged in advance and can be done so by speaking with the instructor or calling lead staff at (213) 392-0055. There is a \$10 fee for early pick up or late arrivals.



BATHROOM POLICY

All campers must be fully potty-trained and completely independent when using the restroom, or come to camp with an aide. Bathroom and water breaks are taken frequently throughout the day. Our policy is to guide the campers to the bathrooms, open the bathroom door, and wait outside, continuing vocal contact with the camper. There are private bathrooms available for the campers when near the classrooms. When in the Zoo, we cannot empty out the bathrooms for our groups because these are public facilities, but we do maintain a safe environment for campers.

BEATING THE HEAT

We have many ways of beating the heat on those scorching hot summer days; one of the ways is by taking many water breaks. Zoo Camp will take place both indoors and outdoors; snack time and lunch will be taken outdoors in shaded areas to align with safety protocols. Please send your camper with a reusable water bottle; water refill stations will be available. We also suggest hats and sunscreen.

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CAMPER REQUIREMENTS

In order to provide your child with the best experience possible, please share any vital information about your child's personal needs with our staff. In an effort to provide the most meaningful, positive, and appropriate experience at Zoo Camp, we require that all campers be able to do the following:

- Follow simple directions and be able to communicate their needs.
- Stay with the group at all times.
- Keep hands to themselves and not throw things at/injure other campers or staff members.
- Use appropriate and respectful language.
- Administer any personal medication without camp staff assistance.
- Fully and independently manage basic self-care skills like eating and toileting, or come to camp with an aide. If an aide will be attending with your child, please contact us at lazoo.education@lacity.org after you have registered.

Failure to follow one or more of these requirements may result in removal from camp with no refund given. If you are called to pick up your child due to disciplinary reasons, you are required to pick them up as soon as possible.

CANCELLATION POLICY

No refunds will be given for cancellations made less than 14 days prior to the program date. For cancellations made 14 days or more in advance of the program date, a 75% refund will be given. The Los Angeles Zoo reserves the right to cancel any program. In the event that The Los Angeles Zoo cancels a program, all program fees will be refunded. Cancellation requests must be made in writing and sent to lazoo.reservations@lacity.org. Please include your name, the program name and date you are asking to cancel, your confirmation number, and your phone number.

Zoo Camp spots are non-transferable.

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CHECK-IN

Zoo Camp check-in takes place at the right side of the Zoo main entrance at the Children's Discovery Center.

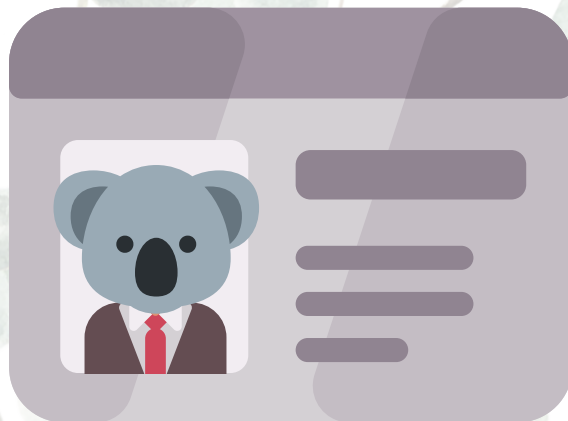
Parking is free in most areas, and you may park as close as you can to the entrance. Zoo Camp staff will be stationed outside the doors every day promptly at 8:50 a.m. Check-in is from 8:50-9:00 a.m. In order to provide a smooth check in process please review your registration forms prior to check in. You will need to have all your appropriate Zoo Camp forms filled out (Health History and Waiver Release forms). We will provide extra copies for families who were not able to download or print at home. You will be asked to verify your phone number and persons authorized to pick your child up in the afternoon. Make sure to bring:

- Completed Health History and Waiver Release forms, on your child's first day of camp
- Child's lunch, snacks, and water bottle each day
- Appropriate clothing and protection for inclement weather (e.g. hats, jackets, umbrellas, sunscreen) each day
- Closed-toe shoes each day

CHECK-OUT

Zoo Camp check-out takes place at the right side of the Zoo main entrance at the Children's Discovery Center. Parking is free in most areas, and you may park as close as you can to the entrance. Zoo Camp staff will be stationed at the check-out tables every day at 2:50 p.m. Check-out is from 2:50-3:00 p.m. The people you have authorized to pick up your child (including yourself) will be required to show photo identification upon check-out each day and will be required to sign campers out. For safety reasons, we will not release a child to anyone other than the persons you designate. Please make sure that all persons authorized to pick up your child are listed on the sign in/out sheet when they are checked-in in the morning. Make sure to bring:

- Photo identification.



Don't forget
your ID!

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COVID-19 PROTOCOLS

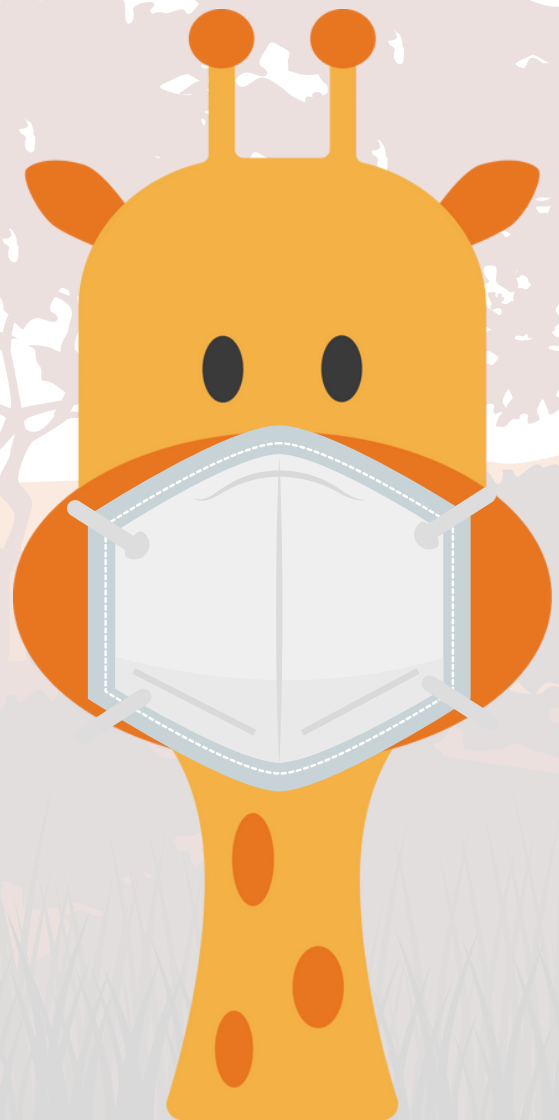
The Zoo follows all City, County, and State COVID-19 protocols, and will work to provide the highest level of safety for all camp participants and staff.

Campers who test positive or show symptoms of any illness should not come to camp and stay home. We reserve the right to send campers home if they are showing signs of illness on a case by case basis.

Campers who have a close contact with a case of confirmed COVID-19 and are asymptomatic do not need to isolate, but are required to:

- Monitor for symptoms for 10 days following the last exposure;
- Wear a highly protective mask (N95, KN95, or KF94) around others indoors, except when eating or drinking, for 10 days after the last date of exposure.
- Test with an FDA-authorized viral COVID-19 test (e.g. PCR or antigen test, including at-home tests) within 3-5 days since the last date of exposure.

All protocols are subject to change; we will provide updates as protocol changes are made.



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ELECTRONICS

In order to provide the best experience for all, cell phones, electronic tablets, iPods/MP3 players and any other electronic devices are prohibited from being used during their time at Zoo Camp.

EMERGENCY CONTACT NUMBER

Upon signing in your child, you will be provided an emergency contact number slip containing multiple numbers you can reach us at. If you have any emergency where you will be late or need to pick up your child early, please call or text the Zoo Camp mobile at 213-392-0055. If you are unable to reach us, please try the next number until you are able to reach us. Extra staff are required for extended care and early pickups. Therefore, additional charges will apply. You can pay your fee at the reservations window to the right of the double glass doors at the Children's Discovery Center.

EXTENDED CARE

Extended Care is supervised play time with rotations that can include games, animal themed activities, outdoor/indoor play, and a movie. If you are running late to pick up your camper from Extended Care, please call the Zoo Camp mobile phone to let us know your ETA. There is a \$1/minute charge for pick-up that occurs after PM Extended Care has ended.

A.M. Extended Care begins at 7:30a.m.
P.M. Extended Care ends at 5:00p.m.



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GOLDEN RULES OF ZOO CAMP:

Please review these rules with your camper prior to attending camp.

- Be polite and kind to animals and humans
- Two feet on the street
- Stay with your camp group at all times
- Use the buddy system when using the Zoo's restrooms
- Keep hands and feet to yourself
- Sharing is Caring
- Do not approach or touch an animal unless you have been instructed to do so
- Inside voices are used in front of the animal exhibits and during keeper talks
- Leave your space cleaner than when you found it

Failure to abide by these rules can lead to removal from Zoo Camp.

If you are called to pick up your child due to disciplinary reasons, you are required to pick them up as soon as possible.

H

HANDWASHING

In order to provide a safe environment, campers will be required to wash their hands often throughout the day. Soap, water, and sinks will be available for each class to use. Please review 20 second hand washing practices with your camper before they begin camp.

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ILLNESS

In the event your child is sick and will be absent for the day, please call the Zoo Camp mobile phone (213) 392-0055 or email the Reservations office at lazoo.reservations@lacity.org. We request that you notify us in the event of an absence, as it is helpful for planning purposes. If your child becomes sick while at camp we will provide a quiet, safe space so that the camper can rest. If they do not feel any better after resting, or if they have a fever or exhibit other outward signs of illness, you can anticipate a call from lead staff to notify you that your camper is sick and will need to be picked up immediately. In our efforts to help keep a safe environment for all our campers, including those who may be immune compromised, we ask that you not send sick children to camp.



INJURIES

If your child gets a minor injury like a bee sting or a scraped knee, we will apply first aid (e.g. ice pack and a band aid). If your child needs a little time, we will provide a quiet, safe space so that the camper can rest and recuperate. Parents will be notified with an “Ouch” slip during check-out for minor injuries.

K

KEEPER TALKS

Camp groups will usually have the opportunity to participate in a discussion with a Zoo Keeper during the week. Due to the sensitive nature of our many endangered species, we ask that you review the “Golden Rules of Zoo Camp” with your child prior to their camp week. For the safety of our animals and campers, the Keeper Talk may be cancelled by our Animal Care or Zoo Camp staff at any time.

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LICE

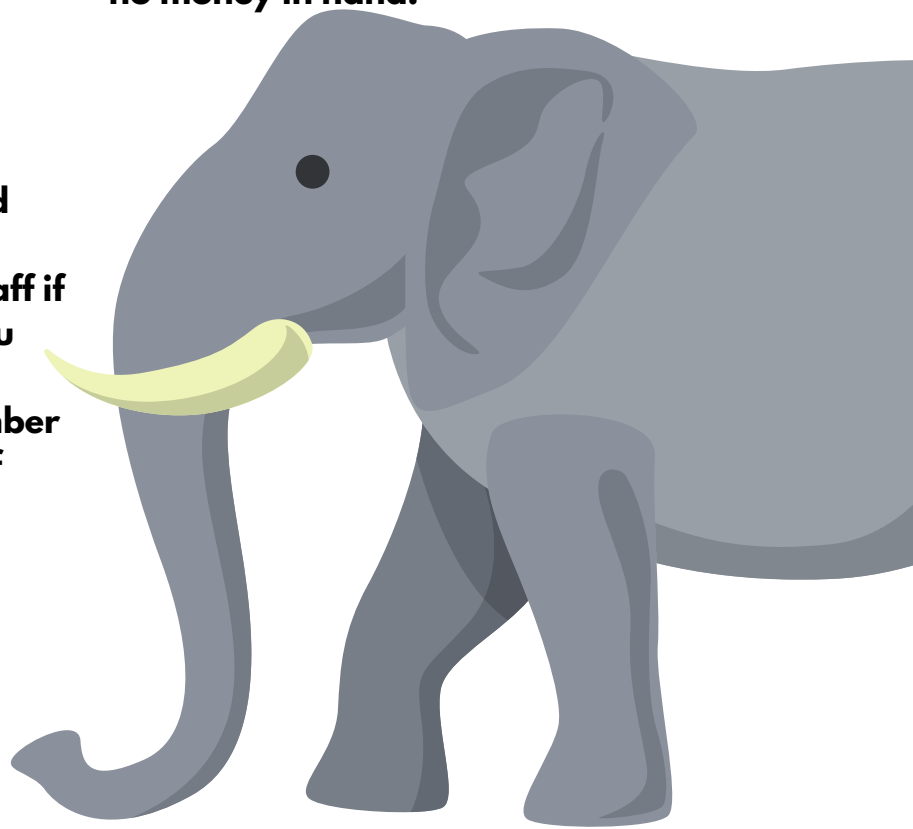
Just like at your camper's school, we suggest checking your camper for head lice regularly. If we suspect your camper of head lice, we will notify you immediately. The camper will need to be picked up and will need to receive treatment at home for head lice prior to returning to Zoo Camp. All parents will be notified if a camper has head lice to prevent an infestation.

LOST AND FOUND

The Zoo is not responsible for loss or damage of any personal items brought to Zoo Camp. Campers should avoid bringing jewelry or other irreplaceable items. Found articles will be kept in the lost and found bin during your Zoo Camp week. Please notify Zoo Camp staff if you need to locate a lost item. You may inquire about lost items by calling the Zoo Camp mobile number (213) 392-0055 or ask camp staff during check-in/out.

LUNCH AND SNACKS

You must provide your child with a snack, lunch, and water bottle each day. For campers who are signed up for Extended Care, we highly recommend packing extra snacks. Please label your child's snacks before packing them in their lunch. This will help facilitate their distribution while out in the zoo. Throughout the day we make frequent stops at refill stations to keep the campers properly hydrated. No vending! Please make sure your child comes to the zoo with no money in hand.



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MEDICATIONS

We do not administer medication of any kind during Zoo Camp. We are allowed to remind campers to take their medication. If a camper has a medical emergency of any kind, instructors and/or lead staff always contact 911 and follow-up with Zoo Security. Please contact Zoo Camp staff at lazoo.education@lacity.org if you have any further questions in regards to medications.

P

PAPERWORK

You will be required to turn in all Zoo Camp forms (Health History and Waiver Release) on your child's first day of camp. We will provide extra copies for parents who were not able to download or print at home. If you are attending multiple weeks of Summer Zoo Camp only one of each form needs to be submitted. We will keep these forms on file for the season. If any information changes, please re-submit these forms with updated information.

PARENTS

Parents are welcome to escort their campers to their classrooms and help them get ready for morning activities. Camp staff are committed to making Zoo Camp a fun and meaningful experience for your child. As a courtesy to our staff, once your child is checked in, we do ask that you leave the immediate area to help avoid confusion and allow the child time to start bonding with their group and fellow campers. If your child is having difficulties joining their class in the morning, staff may request you take your child home and try again the following day.

Parents and other family members cannot attend camp as an aide.



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SANITIZATION

All classrooms will be sanitized often throughout the day. All playground equipment and supplies will be sanitized as needed.

SCHEDULE

Below is a general schedule outline for the Camp day, and is subject to change as needed.

9:00-9:20 -- Good Morning!

9:20-9:40 -- Theme of the day

9:40-10:15 -- Snack & Zoo Tour

10:15-12:00 -- Zoo Tour

12:00-12:30 -- Lunch Break

12:30-1:00 -- Free Time

1:00-2:50 -- Activities and Craft

2:50-3:00 -- Camp Check-out

SHOPPING

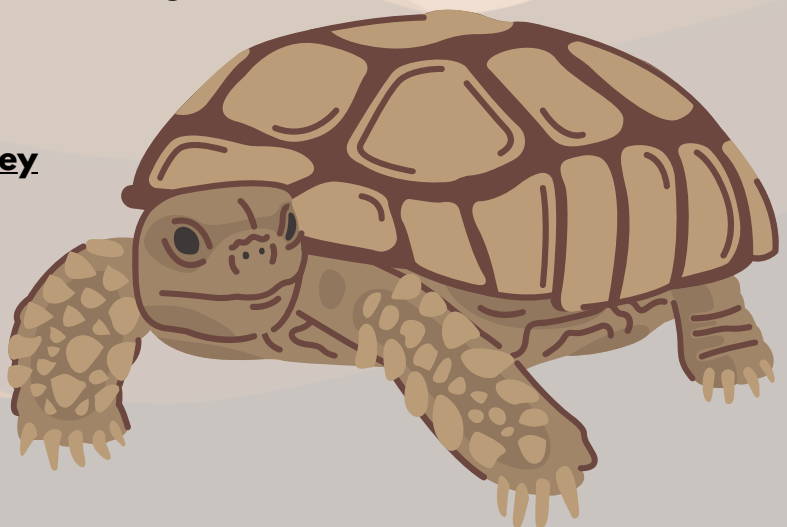
Campers are not permitted to purchase any items from the zoo concession stands, gift shops, or restaurants during Zoo Camp sessions. Please do not send money to camp with your child for any reason.

STAFF AND CLASSROOM INFORMATION

Each camp is led by trained instructors and counselors. Camp staff are required to have previous experience with children and many staff return from previous years. Since staff are all City of Los Angeles employees they are required to undergo a thorough background check.

SYMPTOMS CHECK

Any camper displaying symptoms of illness will be quarantined until they can be picked up by an authorized adult. Please do not send your child to camp if they are showing any signs of illness.



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T-SHIRTS

Campers are required to wear Zoo Camp t-shirts every day. This is a safety precaution and allows us to recognize campers easily among other Zoo visitors. T-shirts will be distributed the first day of camp. Available sizes are: Youth S, M, L, and Adult S, M, L. You will be asked to provide the t-shirt size for your child during registration. While we make every attempt to ensure your child receives the size requested, please note that t-shirt sizes are subject to availability on the day of distribution.

For Summer Zoo Camp, each camper will receive two shirts for the week. (Campers attending Summer Zoo camp for more than one week will receive two shirts the first week and one shirt every week following.)

W

WAITLISTS

At this time we do not have the capacity to maintain a waitlist. If the camp you were hoping for is full, we recommend regularly checking our registration webstore for availability.

WEATHER

Zoo Camp runs rain or shine. Please send your child ready for inclement weather. Hats are strongly encouraged. Closed toed shoes are a requirement.



**Protocols subject to
change with
COVID-19 updates.**

Los Angeles Zoo & Botanical Gardens
Learning & Engagement / Zoo Camp

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Los Angeles, CA 90027

(323) 644-4224

lazoo.org

