

LOS ANGELES ZOO



# ZOO CAMP ACADEMY

## PARENT GUIDE



# ≡ Welcome ≡

## TO ZOO CAMP ACADEMY

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



**Zoo Camp Academy is an immersive, safe, outdoor day camp experience for 5th to 8th grade children focused on conservation and restoration of the natural world.**

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



### **CONTACT INFORMATION**

**Reservations: (323) 644- 4211**

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

## **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](mailto:lazoo.reservations@lacity.org). There are no refunds or make up days for days missed. Zoo Camp Academy participants who do not attend their registered session will not be granted a refund or be rescheduled.

## **ACCESSIBILITY**

Zoo Camp Academy provides an inclusive environment for campers of all abilities. We believe that the inclusive environment at Zoo Camp Academy provides a unique opportunity to connect with animals and nature in more meaningful ways. During the 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](mailto:lazoo.education@lacity.org).

## **AIDES**

If an aide will be attending with your child, please contact us at [lazoo.education@lacity.org](mailto: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 experience. If your child is having difficulty following the requirements of Zoo Camp Academy, camp staff can request that you provide an aide. If an aide is requested and not provided, camp staff reserves the right to end your child's Zoo Camp Academy week.

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

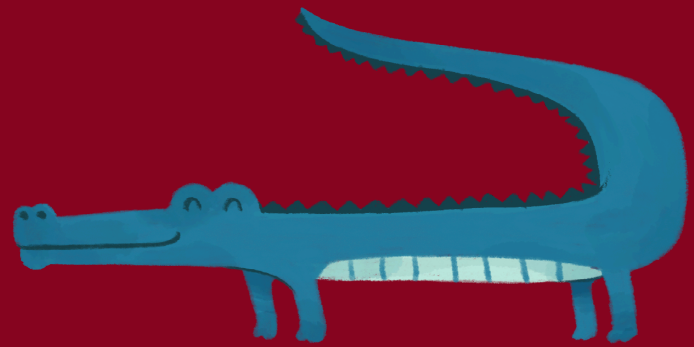
## **ALLERGIES**

Please make sure to notify your instructor at check-in on the first day of camp of specific allergies. Any EpiPens (provided by parents/guardians) are carried by Zoo Camp Academy staff who will help facilitate the administration of the medication if an emergency arises. We are not a peanut-free environment, but can offer children with peanut allergies a safe space to eat lunch.

## **ARRIVING LATE AND LEAVING EARLY**

Accommodations for late arrivals or early departures are disruptive to the Zoo Camp Academy experience. Your child may miss tours, animal encounters, or other experiences. 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 children must be completely independent when using the restroom, or come to camp with an aide. Bathroom and water breaks are taken frequently throughout the day. Near the classrooms, there are private bathrooms available and gender neutral individual bathrooms available as needed. When in the Zoo, we share the facilities with the visiting public, but we do maintain a safe environment by sending the children to the bathroom in groups.

## **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 Academy will take place both indoors and outdoors. Please send your child with a reusable water bottle; water refill stations will be available. We also suggest hats and sunscreen. Please check the weather and plan accordingly.

## **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 Academy, we require that all campers be able to do the following:

- Follow directions and communicate their needs.
- Stay with the group at all times.
- Interact respectfully with other campers and staff members. Zoo Camp Academy has a Zero Tolerance policy for violent behavior.
- 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](mailto:lazoo.education@lacity.org) after you have registered.

Failure to follow one or more of these requirements may result in removal from Zoo Camp Academy 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](mailto: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 Academy spots are non-transferable.

## **CHECK-IN**

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. Staff will be stationed outside the doors every day promptly at 8:50a.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 Academy 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**

Check-out takes place at the right side of the Zoo main entrance at the Children's Discovery Center. 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. except on Thursday for the overnight experience. 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.

## **ELECTRONICS**

Cell phones, electronic tablets, iPods/MP3 players and any other electronic devices are allowed but need to be stored away during Zoo Camp Academy experiences to provide a good experience for all participants and staff. The LA Zoo is not responsible for your child's electronic devices.

## **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.

## **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](mailto:lazoo.reservations@lacity.org). 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.

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.

## **INJURIES**

There is a medic onsite to offer injury support. If your child gets a minor injury like a bee sting or a scraped knee, we will offer first aid (e.g. ice pack and a band aid). If your child gets a major injury (non-emergency), we will notify you immediately to decide on a course of action.

## **LOST AND FOUND**

The Zoo is not responsible for loss or damage of any personal items brought to Zoo Camp Academy. Children should avoid bringing jewelry or other irreplaceable items. Found articles will be kept in the lost and found bin. Please notify 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. Throughout the day we make frequent stops at refill stations to keep the children properly hydrated. No vending! Please make sure your child comes to the zoo with no money in hand.

## MEDICATIONS

We do not administer medication of any kind during Zoo Camp Academy. We can provide reminders to take 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](mailto:lazoo.education@lacity.org) if you have any further questions in regards to medications.

## SHOPPING

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

## STAFF AND CLASSROOM INFORMATION

Zoo Camp Academy is led by trained instructors and counselors. 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.

## T-SHIRTS

Children are required to wear Zoo Camp Academy t-shirts every day. This is a safety precaution and allows us to recognize our group 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.

## QUESTIONS...

... about your reservation: call (323) 644- 4211 or email [lazoo.reservations@lacity.org](mailto:lazoo.reservations@lacity.org)

...about the program content: call (213) 392-0055 or email [lazoo.education@lacity.org](mailto:lazoo.education@lacity.org)

