



# CAMP FRIENDSHIP

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# PARENT HANDBOOK 2014



CITY OF GAHANNA  
DEPARTMENT OF PARKS & RECREATION

## **Welcome to Camp Friendship!**

Thank you for choosing Camp Friendship for your child. Gahanna Parks & Recreation believes that camp provides a unique opportunity for children to grow and develop, interact with peers and adults, and foster resilience.

### ***How?***

We become resilient by being in situations that push us out of our comfort zones. That's what camp does for youth: every day. It presents them with a whole new set of challenges, some of which are easily accomplished, others which take persistence, grit, and gaining new skills. This is a responsibility that we do not take lightly, and we are grateful for the opportunity to share in this growth with you and your child.

At Camp Friendship, our first priority is the safety and wellbeing of our campers, and we are proud to be accredited by the American Camp Association (ACA). As a leading authority in youth development, the ACA works to preserve, promote and improve the camp experience by holding accredited camps accountable for over 250 health, safety and program quality standards. Our ACA accreditation gives you one more reason to feel confident that your child will have an excellent camp experience.

On behalf of the entire Camp Friendship staff, thank you for entrusting us with your child. We take pride in providing high quality experiences for you and your campers and look forward to another amazing summer - if you have any questions or concerns, please let me know!

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## **GENERAL INFORMATION**

### **Camp Friendship Core Belief & Mission**

Our belief is that camp is the perfect outlet for kids to be kids, while simultaneously developing the resiliency necessary to successfully navigate the world around them. Not only do we provide the opportunity and support for children to grow and develop as individuals, we create lifelong memories, lasting relationships, and foster a competent and confident citizenry.

### **Camp Friendship Goals & Outcomes**

**1. Provide a structured and supportive environment for campers and staff alike.**

Campers should feel safe at all times. A physically and emotionally supportive environment sets the stage for social learning and resilience, creating the opportunity for campers to overcome challenges, solve problems, and make mistakes without fear of judgment.

**2. Promote campers' physical, social, and cognitive competence.**

Campers are encouraged to ask for assistance, but also to work with peers and counselors to devise solutions to their problems; they will be challenged to resolve conflict with peers in a developmentally and socially appropriate manner. Counselors model clean communication by using positive, specific, and supportable words to communicate rules, analyze situations, and describe themselves and others.

**3. Encourage a healthy lifestyle, an appreciation of nature, creativity and expression.**

Camp Friendship promotes health and wellness through weekly sports & games, outdoor education, and arts & crafts programming. Through voluntary participation in one of our enrichment teams, campers learn to make informed, healthy decisions, explore responsible environmental behaviors, and practice competent and confident citizenry.

### **Positive Youth Development – How We Achieve our Goals**

The Camp Friendship approach draws heavily from Positive Youth Development (PYD) philosophy. In a broad sense, youth development refers to the stages that youth go through to acquire the attitudes, competencies, values, and social skills they need to become successful adults. Youth move through each developmental stage, they acquire a set of personal assets, or supports, that help them face the challenges ahead and become resilient. More specifically, PYD strategies focus on giving youth the chance to form relationships with caring adults, build skills, exercise leadership, and help their communities.

PYD focuses on encouraging and nurturing these critical assets, rather than reducing particular risks or preventing specific problems. In other words, can we guarantee that your child will never fall down in sports & games, make a bad decision, or experience minor conflict with another camper? **No.** But, we can assure you that our counselors will assist your child in a developmentally appropriate way to stand up and try again, understand and learn from his/her mistakes, or resolve the conflict at hand.

### **Friendship and Conflicts**

It is wonderful to see children seek out friends each day, but it is also natural for some personalities to clash while spending five days a week together. Our counselors are trained to assist your child in working through his/her conflicts in a way that introduces and reinforces positive conflict resolution skills.

Your child will probably share both the positive and the negative events of the day with you in the evening. Conflicts at camp usually last less than five minutes, but can leave a lasting impression. Your child may want to revisit upsetting events from the day, needing parents to listen to what happened. It can be difficult to hear your child was upset, but please remember that conflicts are where children learn to deal with adversity and cope with disappointment - two crucial, lifelong skills.

## Camp Friendship 2014 Weekly Schedule @ Hannah Park

Monday	Tuesday	Wednesday	Thursday	Friday
<b>Before Care Hours 7-9 am (All campers together)</b>				
9:00 Get started	9:00 Get started	9:00 Get started	9:00 Get started	9:00 Get started
9:15-9:30 Sunscreen	9:15-9:30 Sunscreen	9:15-9:30 Sunscreen	9:15-9:30 Sunscreen	9:15-9:30 Sunscreen
9:30-10:00 Opening Circle	9:30 - 10:00 Morning Circle	9:30 - 10:00 Morning Circle	9:30-10:00 Morning Circle	9:30 - 10:00 Morning Circle
10:00-11:00  Session 1	10:00-10:45 Enrichment Teams	<b>Field Trip OR Sessions/Enrichment teams/group activities</b>  Depending on camper's age, some will have field trip day on Wednesday while the others go on Thursday	<b>Field Trip OR Sessions/Enrichment teams/group activities</b>  Depending on camper's age, some will have field trip day on Thursday while the others go on Wednesday	10:00-11:15  Community Involvement Activity
11:00-11:15 Sunscreen	10:45-11:00 Sunscreen			11:15-11:30 Sunscreen
11:15-12:15 Lunch	11:00-11:30 Lunch			11:30-12:30 Lunch
12:15-1:15 Session 2	Pool Day at GSP			12:30-2:30 All Camp Activity
1:15-1:30 Sunscreen				
1:30-2:30 Session 3				
2:30-3:00  Afternoon Circle	2:30-3:00 Snack & Sunscreen	2:30-3:00  Afternoon Circle	2:30-3:00  Afternoon Circle	2:30-3:00  Closing Circle
3:00 Snack & Sunscreen	4:00 Front Pool Only	3:00 Snack & Sunscreen	3:00 Snack & Sunscreen	3:00 Snack & Sunscreen
<b>After Care Hours 3-6 pm (All campers together)</b>				

**\*Note:** Campers will either go on the field trip Wednesday or on Thursday, depending on their color group. Field trip days for each camper will be finalized each Monday. The day campers are not at a field trip, they will rotate through sessions, enrichment teams, and group activities.

## Camper Age Requirements

Children attending Camp Friendship must be 5 years old on or before their first day of summer camp, and may remain at camp until the day before their 13th birthday.

While Camp Friendship is available for children as young as five years, some children are not yet ready for camp. Please make sure your camper is ready for camp by asking yourself the following:

- Can my child attend to his or her own personal needs such as changing clothes, toileting and eating? Camp staff cannot assist children with these personal needs.
- Will my child generally follow simple directions and rules in a structured setting? Most rules are set for the safety of all campers, and children must generally be able to follow these rules in order to stay safe.

## Hours

Camp runs daily from 7:00am to 6:00pm. Pre-care takes place from 7:00am to 9:00pm. After-care takes place from 3:00pm to 6:00pm. Traditional programmed camp hours are 9:00am to 3:00pm. Pre and after-care are provided at no additional cost, at our Hannah location.

## Where to Drop Off and Pick Up

Parents will drop their camper(s) off and pick them up at Hannah Park (6547 Clark State Rd).

*The only exception occurs on Tuesdays – campers will need to be PICKED UP from the Gahanna Swimming Pool (148 Parkland Dr). Transportation will NOT be provided back to camp on Tuesdays.*

## What to Bring to Camp

- **LUNCH:** Please send a healthy, substantial lunch with your camper that DOES NOT REQUIRE REFRIGERATION. Campers will store their lunches in assigned bins that remain outdoors at the shelter house.
- **SNACK:** Morning snacks will not be provided this year, so please send a light snack with your camper if you would like him/her to have a morning snack to help hold until lunch.
- **CLOSED-TOE ATHLETIC SHOES:** Please send your camper in closed-toe shoes appropriate for active outdoor play. Old tennis shoes are best, because they are already broken in and will get very dirty. Sandals, flip flops, and crocs make everyday activities very difficult and put your camper at a greater risk to trip, fall, or sustain foot and ankle injuries. (Sandals, flip flops, etc. are appropriate for pool days BUT please pack them in your camper's bag and send your camper in closed-toe athletic shoes because we have active play in the morning.)  
**For campers who come to camp without the proper footwear, staff will make the appropriate phone calls home, and campers will be asked to sit out from activities until proper footwear is acquired.**
- **WATER BOTTLE:** Please send a refillable water bottle with your camper. It is important to keep your camper hydrated, and water does the best job. Drinks with high sugar and/or caffeine content do not hydrate your camper as well as water.
- **SWIMSUIT/TOWEL:** Please send a swimsuit and towel with your camper on Tuesdays for pool day.
- **CHANGE OF CLOTHES:** We make every effort to notify parents if we plan on campers getting wet - creeking, water games, etc., but sometime the fun is spontaneous! Please pack a change of clothes every day so that your camper will be comfortable no matter what the camp day brings.
- **BACKPACK:** To hold everything!
- **Please label EVERYTHING that comes to camp with your campers first and last name!**

### **Personal Belongings & Money – What NOT to Bring to Camp!**

Campers are NOT to bring any personal belongings or money to camp, including but not limited to the following:

- Personal Sports Equipment
- Animals
- Electronic Devices (hand held video games, iPods, etc)
- Money
- Trading Cards & Collectibles
- Alcohol and/or Drugs
- Weapons

*Camp Friendship maintains a no tolerance policy for possession of alcohol, drugs, or weapons. Proper authorities will be called, and disciplinary action will be taken.*

If your child brings personal belongings or money to Camp Friendship, the City of Gahanna Department of Parks & Recreation is not responsible for any damaged or lost items.

### **Daily Sign-in/Sign-out Procedures**

Campers MUST be signed-in to camp every morning, and signed-out every evening by a person listed on the Health History Form as a parent, guardian, second parent, second guardian, emergency contact or additional authorized person, **ABSOLUTELY NO EXCEPTIONS!** ALL authorized persons must show appropriate identification (driver's license, photo ID with name) to remove a participant from Camp Friendship, **ABSOLUTELY NO EXCEPTIONS!**

*You MUST show appropriate photo identification EVERY time you remove your child from camp, even if the counselors know you by name.*

### **Early Drop-Off/Late Pick-Up**

Campers may not be dropped off before 7:00am or picked up after 6:00pm. It is your responsibility to make every effort to pick up your camper(s) before closing time. Drop-offs earlier than 7:00am and pick-ups later than 6:05 PM will be assessed an additional fee.

#### *Fee Structure*

A flat fee of \$10.00 will be assessed to those individuals dropping off before 7:00 AM or picking up after 6:05 PM. In addition to the flat \$10.00 fee, a fee of \$1.00 per minute will be assessed. For example, a camper dropped off at 6:45 AM will be assessed the flat \$10.00 plus an additional \$15.00 for the 15 minutes before 7:00 AM (bringing the total to \$25.00). Likewise, a camper picked up at 6:15 PM will be assessed the flat \$10.00 plus an additional \$10.00 for the 10 minutes between 6:05-6:15 PM, bringing the total to \$20.00.

#### *Payment of Fees*

Payment of all fees is expected at the time of drop-off or pick-up. Camp staff will provide a written receipt for all fees paid. Campers will not be permitted to attend camp until ALL fees are paid.

### **Planned Absences/Sick Days**

If your camper(s) will be missing camp for any reason (illness, vacation, appointments, etc.), please notify Camp and the Department of Parks and Recreation.

## **Staff**

Camp Friendship is an environment in which all camp staff:

- Interact with families in a comfortable, respectful, welcoming way
- Treat participants with respect and listen to what they say
- Treat co-workers with respect and value their perspective
- Teach participants to interact with one another in positive ways
- Teach participants to make responsible choices and encourage positive outcomes
- Are sensitive to the culture and language of participants
- Strive to establish meaningful community collaborations
- Are energetic, positive, and have fun!

Each staff person is qualified and competent to provide wholesome leadership and direction to each child, according to his/her needs. All staff must meet the following requirements to be employed by Camp Friendship:

- At least 18 years of age
- Successful interview with the Camp Director or Recreation Superintendent
- Two positive reference checks and verification of previous work history
- Negative drug screen
- No record in the National Sex Offender Public Database
- No more than 6 points on driver license
- No criminal record on BCI fingerprint background check or FBI background check if lived out of state in past five years.
- Year-round camp staff who are continually employed by the City receive a BCI fingerprint background check and drivers license check annually.

## **Camp T-shirts**

One t-shirt is provided to each camper registered for Camp Friendship. Additional t-shirts can be purchased for \$8.00 each from camp staff. Campers that are not dressed in their t-shirt on field trip days will be required to purchase an additional shirt in order to attend the field trip.

*For the health and safety of all participants, t-shirts cannot be worn, washed and returned.*

## **Field Trips**

- Camp Friendship field trips are held on Wednesday and Thursday. Because of the large number of campers, half of the camp will go Wednesday and the other half will go Thursday. Field trip days are based on campers' color group, which is determined each Monday.
- Campers must wear their camp t-shirt to camp on field trip days.
- Campers will also wear orange wristband (printed with the Parks & Recreation phone number) during field trips, so they can be easily identified by camp staff.
- Please read the weekly camp newsletter for additional and specific information about field trips.

*Please do NOT send money with your campers as they are NOT allowed to spend personal money on field trips.*

### **Pool Day**

Camp Friendship travels to the Gahanna Swimming Pool on **Tuesdays**. The Gahanna Swimming Pool is located at 148 Parkland Dr. The shelter at the Gahanna Swimming Pool has been reserved exclusively for the use of Camp Friendship on Tuesdays.

- All campers will be dropped off at Hannah Park on Tuesdays and will then be transported to the pool by bus.

*Campers will need to be picked up from the pool by the parent/guardian/authorized person at the end of the camp day!*

### **Swim Tests**

All campers are permitted in the shallow end of the front pool. If campers would like to enter the back pool, use either set of diving boards, or the water slide, they must pass a swim test administered by a lifeguard. There are two swim test levels: one for the diving boards and slide and one for the deeper pool areas.

- Campers only need to take and pass the swim test once the whole summer, but must pass it each year.
- If a camper does not pass the swim test, they may re-take the test the following week they are at camp, for as many weeks as they want until they pass.
- Those campers who do not pass the swim test (or choose not to take it) must remain in the shallow end of the front pool.
- Campers who pass the swim test will be required to wear either a purple or bright green wristband each week in order to be easily identified by camp and pool staff as having passed the test.
- A log of campers who have taken and passed or failed the swim test will be kept with camp staff and updated each week.
- ALL Camp Friendship campers will be required to wear a bright wristband, at all times, that corresponds with their swim test so that campers will be easily identified by camp and pool staff.
  - Campers are not permitted in the south end of front pool (baby pool)
  - Orange: North end of front pool ONLY
  - Purple: Front pool (North end + diving well), water slide and diving well of back pool
  - Green: Everywhere except south end of front pool

*Please do NOT send money with your camper; they are NOT allowed to spend personal money at the pool.*

### **Parent Access and Participation**

Parents/guardians of children enrolled in camp have unlimited access to the program during operational hours for the purpose of contacting the child and/or evaluating the premises or the care provided. Upon entering the park, the parent must sign-in as a visitor and notify the camp staff of his/her presence.

Parents may contact the Camp Director at 342-4250 to discuss any concerns regarding the camp program. Your input for improvements to our program is encouraged and greatly appreciated!

### **ABC Log**

The ABC log is our parent/guardian notification system that allows for camp staff to effectively communicate events that occur throughout the day. **A**ccidents, **B**ehaviors, and **C**omments are logged throughout the day by counselors, and must be read and initialed during sign-out by parents/guardians.

We try to communicate more than just negative incidents or behavior issues – our counselors are wonderful at recognizing camper achievements, and strive to communicate those just as frequently!

In the past, the ABC log has been a continuous record stored in the back of the sign in & out binder, with multiple campers logged on each page. In order to respect the privacy of campers, each camper will now have their own ABC page.

### **Behavior Management**

Our staff, while discouraging inappropriate behaviors, focuses on providing positive reinforcement for acceptable behavior, and encourages learning as a natural part of growth and development. We want each camper to have a positive experience at camp, and to experience as much of the camp session as possible.

Accordingly, the following actions will be taken when addressing behavior that is unacceptable in a camp environment:

1. **Reminder.** “Please ask before...”
2. **Verbal Warning.** Counselors will be sure the camper understands why they are receiving a warning. Parents may be notified via ABC log.
3. **Timeout within their group/activity.** Timeout length is equal to the camper’s age (a five year old will sit in timeout for five minutes). Parents are notified via ABC log.
4. **Timeout with the Assistant Camp Manager or the Camp Director.** Incident is documented and parents are notified via phone.
5. **Camper is sent home for the remainder of the day.** Parents will be notified and required to pick up their child immediately.
6. **Camper is sent home for the remainder of the week.** If a camper returns to camp, and the problem persists, they will be sent home for the rest of the week with no refund.

*If a child is sent home for the week **twice** during the camp season they will be removed from camp for the remainder of the season with **no refund**.*

In addition, the following offenses may result in **immediate expulsion from camp for the remainder of the summer with no refund.**

- Physical Violence
- Possession of Alcohol, Drugs, or Weapons
- Physical, Verbal, and Cyber Bullying (including taunting, threats, blackmail, etc.)
- Leaving the Grounds
- Nudity
- Any Other Criminal Acts

### **Fighting**

Campers are **always** sent home for **at least** the remainder of the day after participating in a fight. It does not matter who started the fight, or who is to “blame,” all participants must go home - a fight will not start with only one participant. A camper may be removed from camp for the remainder of the week at the discretion of the Camp Director.

## **Bullying**

Bullying is when one or more people exclude, tease, taunt, gossip, hit, kick, or put down another person with the intent to hurt another. Bullying happens when a person or group of people want to have power over another and use their power to get their way, at the expense of someone else. Bullying can also happen through cyberspace: through the use of e-mails, text messaging, instant messaging, social media, and other less direct methods. This type of bullying can also lead to persons being hurt during or between the camp seasons and be especially hurtful when persons are targeted with meanness and exclusion.

***At Camp Friendship bullying is inexcusable, and we have a firm policy against all types of bullying.*** Our Camp philosophy is based on our mission statement which ensures that every camper has the opportunity to try new things, form positive relationship with other children, and overcome challenges in a safe environment, free from judgment. We work together as a team to ensure that campers gain self-confidence, make new friends, and go home with great memories.

Unfortunately, persons who are bullied may not have the same potential to get the most out of their camp experience. Our leadership addresses all incidents of bullying seriously and trains staff to promote communication with their coworkers and their campers so both staff and campers will be comfortable alerting us to any problems during their camp experience and between camp seasons. Every person has the right to expect to have the best possible experience at camp, and by working together as a team to identify and manage bullying, we can help ensure that all campers and staff have a great summer at Camp Friendship.

***Did you know that up to 60% of all bullying instances are not reported?*** Camp Friendship seeks to maintain a bully-free community for our campers and staff. In order to do this, we need you and your children's help! The first step to ending bullying is to tell someone -we cannot address the issue until we are aware of it. If your child is the target of bullying **or** they witness another child being bullied, *please encourage them to tell a counselor as quickly as possible!*

## **Help Your Child Understand What Bullying Is . . . and Isn't**

Bullying involves three things: an intent to harm (it's *deliberate*), repeated acts or threats of aggressive behavior, and a power imbalance. Kids who bully are consciously choosing to be cruel, with no sense of regret or remorse—even when the targets of bullying show or express their hurt or tell the aggressors to stop. Sometimes they're hurting too, thinking that hurting someone else can stop their pain.

Here's one way our community explains the different tiers of hurtful behavior:

- When someone says or does something unintentionally hurtful and they do it once, that's **RUDE**.
- When someone says or does something intentionally hurtful and they do it once, that's **MEAN**.
- When someone says or does something intentionally hurtful and they keep doing it—even when you tell them to stop or show them that you're upset—that's **BULLYING**.

There may be times that your child will experience another camper being "rude" or "mean." This is a normal childhood occurrence, and our counselors are trained to guide your child through those experiences. Bullying should never be a normal childhood occurrence, and it's important to recall the 3 defining characteristics of true bullying:

1. **It is deliberate** – a bully's intention is to hurt someone.
2. **It is repeated** – a bully often targets the same victim again and again.
3. **It involves a power imbalance** – a bully chooses victims she or he perceives as vulnerable.

### **Inclement Weather**

Camp Friendship has specific inclement weather procedures for a multitude of circumstances that are revisited by camp staff, police, and fire on an annual basis. In case of severe weather, the shelter house at Hannah Park is enclosed and is safe to protect campers from severe weather. Therefore, while at Hannah Park, campers will gather in the shelter house. In the event of rain, campers may continue with scheduled activities or similar activities under the Hannah Park shelter. While at the Gahanna Swimming Pool, pool staff will determine the safety of pool conditions and campers will be sheltered inside the pool building if necessary. During inclement weather days, Camp and Parks & Recreation Staff may decide to make alternate arrangements for other programming or off-site opportunities. Parents will be notified of any changes that would result in campers going off-site unscheduled.

### **Camp Friendship Excessive Heat Policy**

Camp sites take place outside with no access to air condition. When code red alerts and high temperature warnings are issued, program activities may be modified. Scheduled events may be substituted with alternative activities such as less active games, water play, and activities taking place under the shelter. Counselors are trained to recognize the signs and symptoms of heat-related illness and are provided with guidelines to prevent heat illness. Our guidelines are based on the heat index, a calculation that combines air temperature and relative humidity to more accurately describe what the temperature “feels like.”

### **Health & Wellness**

All regularly scheduled Camp Friendship Staff must have a valid CPR/First Aid/AED certification to be employed at Camp Friendship. Camp staff are prepared to use basic first aid skills to address common camp injuries such as: scraped knees, insect bites, bee stings, bloody noses, and other small injuries that occur during active outdoor play. For specific Medical Standing Orders please contact the Department of Parks & Recreation at (614)342-4250.

- Camp staff are authorized to perform the following: flush minor scrapes and cuts with water, clean minor scrapes and cuts with alcohol swabs, apply bandages when appropriate, distribute and assist with the application of cold packs when appropriate, distribute medications as indicated on health history forms, provide more advanced first-aid (within the scope of training) as requested by parent/guardian when accompanied by physician’s instructions (assist with epipen, etc).
- Camp staff are expected to call either a camper’s parent/guardian or 911, depending on the severity of the injury/illness, for any medical situation that requires treatment other than those listed above.
- Camp staff are expected to follow best practices to prevent disease transmission (use of gloves, hand washing, etc) at all times when dealing with ANY medical situation.
- Incident forms will be completed after any treatment is provided and notes will then be recorded in the ABC log.

### **Medication**

ALL medications (including over-the-counter or nonprescription drugs) to be administered at camp **MUST BE LISTED ON THE HEALTH HISTORY FORM AND SUBMITTED TO CAMP STAFF**. Parent/guardians are requested to bring enough medication to last the entire camp day. Medications **MUST** be kept in the original packaging/bottle that identifies the prescribing physician (if a prescription drug), the name of the medication, the dosage, and the frequency of administration—Camp Friendship **WILL NOT ACCEPT OR**

ADMINISTER any medications not in the original packaging/bottle. Medications that meet the above guidelines will be administered in the following way:

- All medications received by Camp Friendship will be stored in a locked container (refrigeration available upon request) and administered according to the health history form and physician's instructions by the camper's assigned counselor(s) or another designated staff person.
- The Camp Friendship staff member administering the medication will note the date/time that the medication was given on the Medication Administration Log.
- When at an off-site location, the camper's assigned counselor(s) will carry those medications in a small first-aid kit and administer those medications appropriately, including updating the Medication Administration Log upon returning to camp.
- Parent/guardians may come to camp, sign-out their camper, give any medication they feel is appropriate, and then sign their camper back into the program.

If a camper brings medication to camp that is not listed on the health history form, AND/OR does not meet the above guidelines, AND/OR is not submitted to Camp Friendship staff (camper keeps in backpack or lunch bag) that medication will be stored in the locked medication container until a parent/guardian is able to retrieve it and will NOT be administered to the camper. In the case that said medication is necessary for the health and well-being of the camper, the parent/guardian will be contacted to come and administer said medications. At this time the camper's Health History form must be updated or the camper will not be permitted to remain at Camp Friendship.

### **Emergency Procedures**

All Camp Friendship staff are charged with responding to emergencies. The general principles that govern all emergency situations apply:

- Evaluate the situation completely and as quickly as possible (call 911 if appropriate).
- Provide basic care consistent with training level.
- Take care of the most important conditions first--maintain open airway, control severe bleeding, and prevent shock.
- Redirect and engage campers not involved in the emergency in non-threatening, low impact activities until the emergency has passed or a debriefing takes place (with assigned mental health care professionals if necessary).

### **Program Evaluation**

The City of Gahanna is committed to continually improving the quality of the Camp Friendship experience. Surveys relating to all aspects of camp (program, administration, facilities, staff, etc) are utilized to ensure that an accurate assessment of the program is performed on an annual basis. As a result of previous surveys, we have adjusted our ABC Logs as well as implemented more team building and color group time. Additionally, the Department of Parks & Recreation welcomes your feedback at any time. Please contact the Camp Director with any questions, concerns or suggestions.

## **Child Abuse**

Ohio Revised Code 2151.421—Reporting Child Abuse or Neglect

By state law, all agencies that provide youth's programming are required to report questionable bruises or marks that are repetitious and obvious to the staff. Likewise, should a child indicate to a staff member that abuse, either physical or sexual, is happening to them, it is our obligation to report the discussion to Franklin County Children's Services.

## **Refund and Credit Policy**

***NO CREDITS, REFUNDS OR TRANSFERS WILL BE ISSUED AFTER JUNE 9, 2014. Customer requested cancellations or transfers received on or before June 9, 2014 will receive department household credit only.***

- Credits expire one year from the date issued.
- Customers using a household balance to register for a program will forfeit their credit if they choose to unenroll in the program.
- Gahanna does not offer customer-requested refunds for any programs, including Summer Camp.
- All customer requested cancellations and changes are subject to a \$25 administrative fee. This includes transferring from one week of camp to another. If changes to registration are made more than one time, multiple administrative fees will apply.
- No credits or transfers will be issued for customer requested cancellations after June 9, 2014. This includes missing any portion of camp due to vacation, schedule conflict, or any non-emergency situation.
- Refunds or credits for hardship situations must be requested by letter to the Department Director. Requests must be accompanied by proof and should be presented no less than one week prior to affecting camp attendance. Hardship situations are defined as a job transfer of 25 miles or more away or serious medical condition.
- Refunds or credits for emergency situations (i.e., camper illness/injury/medical emergency, etc) should be requested in writing to the Department Director within two weeks of first occurrence impacting camp attendance.
- Must be accompanied by proof such as doctor's note restricting participation.

### **9 Week "Endless Summer" Special - *Additional Stipulations for refunds:***

Due to the incentive offered for 9 Week Registrations, the refund schedule for any and all cancellations, changes, etc is listed below and is in addition to general refund policies as outlined above:

- Change of weeks/location: \$25 administrative fee
- Cancellation of 1 week: No Refund/Credit (please give notification)
- Cancellation of 2-8 weeks: Each week will be credited at the non-special pricing, less the \$25 administrative fee charged for the change.