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**CONTACT US**

**Email:** Camps@BrandywineZoo.org

**Education Office Phone**
302-571-7747 x 209

**Zoo Main Office Phone**
302-571-7747 x 200

If education staff are not in the office, use this number to speak with the Zoo's administrative assistant, who will then contact education staff via radio.

**Brandywine Zoo Education Department**
1001 North Park Drive,
Wilmington DE 19802
WHAT TO EXPECT

Our summer Camp is designed to provide children the opportunity to learn about animals, zoos, and wildlife conservation. Through our Summer Camp program we hope to inspire the next generation of wildlife conservationists and stewards of our natural world. Depending on the camp, and the age of the camper, activities may include tours of the zoo, crafts, games, keeper talks, "behind the scenes" tours, and encounters with our education animals. Your child can expect to learn and have fun while they are at the Brandywine Zoo!

Remember to follow the Drop-off and Pick-up route found on page 8 of this handbook!

DROP OFF AND PICK UP

Children are to be dropped-off and picked-up outside the Education Building following the Zoo Drop-off route (see page 8 of this handbook).

Drop off: Starting 15 minutes before the program begins.
Pick-up: Up to 15 min after the program after the program has ended.

Zoo staff will greet you at your vehicle; please remain in your vehicle with your child until your child has been checked in. Attendees will only be released to adults listed in that child's Designated Pick-up List. Those picking-up must present a valid photo ID everyday.

Late Pick-ups
Children who are not picked up on time will be charged a late fee of $10 per child for each 5 minutes you are late.
DISCIPLINARY POLICY

Disrespectful behavior, foul or hurtful language, and violence toward zoo staff, fellow attendees and animals will not be tolerated. Bullying of any type, whether physical or emotional, will not be tolerated.

If it becomes necessary to take disciplinary action against an attendee, the steps following steps may occur:

1st incident: Verbal warning and an explanation as to why their behavior is inappropriate.

2nd incident: Staff will determine an appropriate consequence for the child’s actions (examples may include exclusion from participating in an activity). The child’s parents/guardians will be notified of their behavior during pick-up.

3rd incident: The child will be excused from the program without a refund.

The staff of the Brandywine Zoo, Delaware State Parks, and the Delaware Zoological Society reserve the right to bar any child from zoo programs following a first incident in cases of serious behavior problems, including situations involving violence (or threats of violence) of any kind, stealing, or possession of drugs/alcohol/weapons.

WHAT TO BRING

- Appropriate clothing for the weather; we will be outdoors most of the day.
- Close-toed and close-heeled shoes (such as sneakers) that are comfortable to walk or run in.
- A reusable water bottle.

Optional Items
- A packed and potable snack
- Sunscreen.
- Insect Repellent.
- A full change of clothes (in case of games involving water or mud, as well as in case of bathroom accidents).
- Medications (if needed; see the Medications sections on page 5).

WHAT NOT TO BRING

- Soda or energy drinks.
- Electronics such as hand held games, iPods, cell phones, etc.
- Personal items such as toys, games, cards, stuffed animals, etc.
- Money
- Any other valuables or items that would upset your camper if they were to get lost.
- Shoes with wheels, such as Heelys or roller sneakers.

The Brandywine Zoo is not responsible for camper’s lost, damaged, or stolen items.

Make sure to label all items your child brings to the zoo with their full name!
RULES AND EXPECTATIONS

The Brandywine Zoo is committed to ensuring that all children who attend Club Zoo are provided a fun atmosphere where they can learn free of harassment or intimidation.

- You and your child are urged to inform any member of the Zoo staff of any conduct that is offensive or in contradiction to the Zoo’s commitment to a harassment-free environment.
- All participants are expected to show respect for animals, teachers, fellow attendees, themselves, Zoo staff, guests, and the facilities.
- Disruptive or dangerous behaviors and physical aggression are not acceptable.

Children who are extremely disruptive or exhibit unsafe behavior will face consequences as outlined in our Disciplinary Policy and repeat offenses may result in the expulsion from Club Zoo or other zoo educational programs.

Rules will be reviewed with attendee at the beginning of their Club Zoo program. Please also discuss Zoo Rules and Expectations with your camper prior to the start of Club Zoo.

Brandywine Zoo Club Zoo Rules:

1) Listen and follow directions
2) Participate in club activities
3) Respect other children and the animals
4) Respect the Zoo and the club room
5) HAVE FUN!
All medications must be given to zoo staff upon arrival (medications can NOT be stored in cubbies or backpacks).

MEDICATIONS

Zoo staff is not permitted to administer medication to your child. Attendees may self-administer prescription medication including asthma inhalers and Epi-pens with parent/guardian permission and doctor’s note. Attendees may self-administer sunscreen and/or insect repellent without doctor’s order.

Please make sure your child knows the correct dosage and how to use or apply the medication, as employees are prohibited from removing medication from its container.

Parents or guardians sending medications with their child should add it to the child’s Medical Information form on the registration website.

All medications must be given to zoo staff immediately upon arrival (no medications should be stored in lunchboxes or backpacks).

All medications should be provided with original labels and will be stored in a secure location.

Inhalers/Epi-pens must have the child’s full name on them, and will be kept with a staff member (and the child) at all times.

ANIMAL CONTACT POLICY

Attendees will have opportunities for up-close encounters with Education Ambassador Animals each day.

Our Ambassador Animals are not typically on public display and are brought out only for educational programs and special presentations. These animals can include reptiles (such as turtles, lizards, and snakes), small mammals (such as chinchillas, armadillos, and giant Flemish rabbits), and invertebrates (such as hermit crabs, millipedes, and tarantulas). Attendees will get an up-close experience during these presentations.

Touching Ambassador Animals may or may not be possible due to Covid restrictions. This is subject to change.

Attendees are expected to remain calm and respectful during animal presentations.

For the safety of all there is no direct contact with exhibit animals other than the animals in the Barnyard area (goats, chickens) when the Barnyard is open to guests.
The Brandywine Zoo reserves the right to refuse entrance to camp or send a child home for any medical issue.

For the well-being of your child and the safety of other attendees in our program, if your child shows signs or symptoms of issues including, but not limited to, lice, severe coughing or complaints of pain, pink eye, sore throat, vomiting, you will be asked to pick up your child immediately.

In the event a child becomes ill, zoo staff will notify the parents/guardians as listed in the registration forms, followed by those listed as emergency contacts, if parents or guardians cannot be reached.

**COVID PROTOCOLS FOR 2021**

We will follow the guidelines set for camp by Delaware Division of Public Health and Governor John Carney, as well recommendations made by the American Camp Association, the CDC, and the American Academy of Pediatrics. As recommendations change, these protocols may also change. We will update you of any changes that may occur via email.

- Camp attendance is currently limited to a max of 10 campers per week.
- Campers must track their temperature and symptoms for two weeks before the start of camp and each day of camp, and must stay home if they are sick or experience any Covid related symptoms. Prorated refunds will be offered if this occurs.
- Campers will wear masks while indoors, in the zoo, and when social distancing cannot be maintained. Staff will wear masks throughout the entire camp day.
- Parents/guardians will wear masks during drop-off and pick-up times.
- Cleaning protocols will include disinfecting frequently touched surfaces, hard surfaces, and the general camp space at minimum of twice per day.
- There will be no direct contact with any animals, and 'behind-the-scenes' opportunities will be limited in comparison to previous years.
The Brandywine Zoo Club Zoo strives to meet the needs of all children. While we are a traditional program (not specialized for specific exceptionalities), we welcome all children and do our very best to accommodate every child. In order for us to be able to help your child have an enjoyable experience at the zoo, we ask that you notify us of your child’s differing abilities and specific needs prior to your child attending Club Zoo via the Child Profile or Medical Information forms on the registration website. This may include information on allergies, accessibility concerns, behavioral, psychological or emotional conditions, or other differing abilities and needs.

Any pertinent information you provide will only be shared with the appropriate Zoo Staff. You may also want to include “hints” or “tips” for relating to your child in the Child Profile. For example: their interests, what they are most comfortable with, or talking points to better relate with them.

The Brandywine Zoo provides a caring staff knowledgeable in their subjects and interested in working with children; however we are not able to provide staff trained in specialized medical, physical or behavioral needs, nor does it have additional staff for one-on-one support or care. If your child requires an aide at school or a paraprofessional, he/she may not attend camp without a pre-authorized aide or worker.

Our programs take place in a highly stimulating environment both in the classroom and on zoo grounds. Children are expected to stay with a group, care for their own basic needs and participate in activities with children of the same age group. Club Zoo is an active, outdoor program and thus might not be suitable for every child. However, the Brandywine Zoo will make every effort to meet the needs of all attendees.

Please contact us with any questions, concerns, or to provide additional information to help us meet your child’s individual needs.
**DROP-OFF/PICK-UP ROUTE**

**From Downtown Wilmington:**
1. Take Delaware Ave to Van Buren St.
2. Cross the Van Buren St. Bridge. (cobblestone road)
3. Follow Van Buren St. all the way up the hill to the intersection of 18th St.
4. Turn LEFT onto 18th St.
5. Drive past playground and turn LEFT onto Franklin Drive (across from Franklin St. Look for Zoo Camp directional signs.)
6. Follow Franklin Drive through the park and around to the LEFT. If you stay left this will loop you around to the Brandywine Zoo's Education Parking lot. This is where you will need to drop off your child in the morning. Here an education staff member will greet you and you will be able to drop-off your camper(s) right from your vehicle!

The Education Parking lot will NOT be accessible by vehicle off of Van Buren Street (cobblestone road) during drop-off and pick-up time periods.

Please stay in the car line and remain in your vehicle throughout Drop-off and Pick-up. DO NOT park in the Education Parking lot.

**NOTE:** Franklin Drive does not appear on Google Maps.