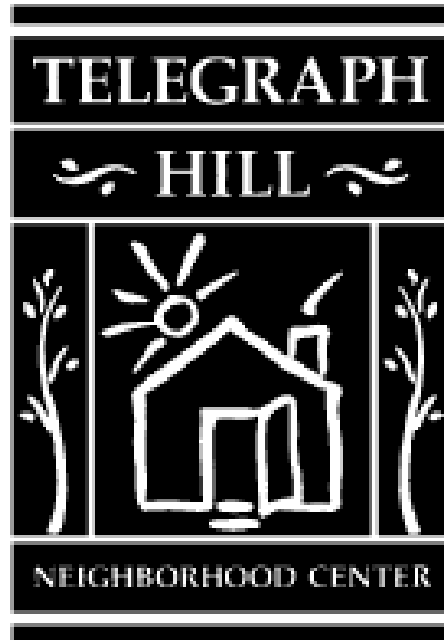


Telegraph Hill Neighborhood Center



Summer Camp 2012 Family Handbook

660 Lombard Street • San Francisco, CA • 94133 • 415-421-6443 x28

We look forward to sharing a summer of fun and learning with your child!

Tel-Hi Summer Camp 2012

Dear Parent(s) of Tel-Hi Camper(s),

We are delighted that your child will be attending Tel-Hi's Summer of Exploration!

Please read the entire parent handbook as it contains important information for your family to note prior to starting the Tel-Hi Summer of Exploration in 2012. Jeffrey Ng, the After School and Summer Camp Manager is very excited to have a highly experienced returning staff team. A combination of the new ideas and an experienced staff team is a perfect combination that your child's summer camp experience will be fun, exciting and memorable! The new curriculum and field trip excursions will make even our most veteran campers excited for camp each and every day!

Camp Registration Requirements:

- **Camp Registration & Enrollment Packet**, including registration form and enrollment packet.
- **Deposit:** \$125 or (\$25 for families applying for scholarship assistance).
- A 25% sibling discount applies to deposit for families with 2 or more children enrolled.

Note: All deposits are due at the time of registration. Deposits will be applied to the final week(s) of camp your child is enrolled in. Failure to provide a minimum of 15 days written notice prior to cancelling a session will result in forfeiture of your deposit.

Camp Tuition and Balances

Camp tuition is \$125 per week for weeks 2-10 and \$50 for the first week (2 days) and \$75 for the last session (3 days). Scholarships are available for qualifying families. Scholarship applications must be completed at the time of registration or before.

Tuition for weeks 1-5 is due on or before 5/17/2012. Tuition for weeks 6-12 is due on or before 7/1/2012. If tuition has not been paid on or before the due date, a **\$25 late fee will be charged**. Your child may not attend camp until tuition has been paid and failure to pay tuition on the due date may result in forfeiture of your child's space.

Scholarship Assistance

Telegraph Hill Neighborhood Center supports families in financial need through providing a sliding scale based on household income and family size. After reviewing the application and required documents Tel-Hi will approve a tuition rate for your child to attend the program. We encourage those in need of scholarship assistance to apply as soon as possible. **The deadline for scholarship assistance is May 1st 2012.** Tel-Hi scholarship assistance will be reviewed and rates will be determined prior to your child attending camp.

Camp Payments

Camp tuition and deposits are *non-refundable* and *non-transferable* without a minimum of 15 days written notice. Parents must notify Jeffrey Ng, ASA Program Manager in writing of any changes or cancellations of registered sessions. Failure to provide the proper written notice will result in a forfeiture of your deposit. Payments may be made by check, money order or cash.

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If you have questions regarding camp payments please contact: Jeffrey Ng, ASA Program Manager at 660 Lombard Street, San Francisco, CA, 94133; Phone: (415) 421-6443 x28 Email: JNg@tel-hi.org.

Dates and Hours of Operations:

Tel-Hi's Summer Camp hours of operations are M-F 7:30 A.M. – 6:00 P.M. Camp is in session M-F 05/31/2012 - 08/15/2012 with the exception of July 4, 2012 in recognition of Independence Day. Administrative hours for the Tel-Hi ASA program are between 9:30 A.M. – 6:00 P.M.

Camp Necessities:

Your child will need: **all items listed below must be labeled -**

- A bathing suit, water shoes/non leather sandals, a towel and a plastic bag to return wet items home on water days.
- A hearty and nutritional bag lunch- No items will be heated for campers. **Lunches must be free of all nut products, candy, and soft drinks!**
- A small healthy snack based on USDA guidelines will be provided daily to campers including seasonal fruit and a dry snack such as pretzels.
- Sneakers or comfortable closed toe shoes (opened toed shoes are not allowed at camp); campers are not permitted to be barefoot except when inside the swimming facilities.
- Dressing in layers is important. Additional clothing may be required such as rain gear, dry clothes, warm clothes, etc.
- Sunscreen should be applied prior to the start of the camp day and will be reapplied upon your request.

Telegraph Hill Neighborhood Center is not responsible for the loss or damage of personal property. Therefore, campers are prohibited from bringing items such as: cell phones, video games, trading cards, ipods, mp3 players, toys, etc... If these items are discovered, staff will retain them until the child is picked up.

Illness & Medication:

Tel-Hi staff are trained in CPR/First Aid. If your child is injured or is not feeling well, you will be contacted by Jeffrey Ng, ASA Program Manager. Please provide Tel-Hi with current telephone numbers for you and the emergency contacts listed on the registration packet.

Field Trips:

Registering your child for any given camp session gives authorization for your child to leave the Tel-Hi facility for fieldtrips accompanied by Tel-Hi staff between the hours of 9:00 A.M. - 6:00 P.M. Should you prefer that your child not attend a particular field trip, your child must refrain from attending camp that given day without a refund of paid tuition.

Tel-Hi will provide parents with a weekly agenda which includes activities and field trip information including the day, location, transportation, departure and return times. ***Please be mindful of early departure or late return times for field trips. If your child is not at camp by the scheduled time of departure they will be unable to attend camp that day.*** There may be certain fieldtrips where campers can bring spending money; Tel-Hi staff is not responsible for monitoring spending money.

We look forward to sharing a summer of fun and learning with your child!

Summer Camp Administration

Should you have questions or concerns, please contact Jeffrey Ng, ASA Program Manager at 421-6443 x28 or JNg@tel-hi.org.

Health & Safety

The health and safety of campers is of utmost importance. Minor first aid will be attended to by the staff trained in First Aid and CPR. Emergency care will be arranged by the Jeffrey Ng, ASA Program Manager as necessary and parents and/or designated emergency contact persons will be notified of any actions taken. Parents are responsible for medical and emergency transportation costs.

Late Pick-Up

Tel-Hi Summer Camp ends promptly at 6:00 P.M. daily. There will be a late fee of \$25 for any increment of the first 15 minutes and \$2 per minute thereafter. The late fee must be paid prior to the start of the next camp session. Failure to make late fee payments will result in your child not being able to attend and time away from the program will not be refunded.

Behavior Management and Discipline

Tel-Hi's behavioral management philosophy involves setting limits and offering guidance and positive reinforcement. Unacceptable behavior is explained based on the child's age and level of comprehension. If repeated problematic behavior occurs the ASA Program Manager will contact the parent in an effort to resolve the problem. Problems that cannot be resolved may result in exclusion from camp without reimbursement.

Tel-Hi Camp Staff

Our staff are carefully screened and chosen for their skills and desire to provide children a memorable and enjoyable summer camp experience. Reference and background checks are done prior to being hired. Staff training includes but is not limited to the following: First Aid, CPR, child abuse prevention, mandated reporter, emergency response, games teaching, conflict resolution and youth development.

Exclusion from Camp

Tel-Hi reserves the right to exclude your child from camp. Some of the circumstances warranting exclusion include, but are not limited to:

- Tel-Hi has a zero tolerance policy for the following actions: fighting, possession of weapons, possession of drugs or alcohol, inappropriate sexual behavior or other instances deemed grossly inappropriate. Not adhering to the zero tolerance policies will result in immediate exclusion from camp.
- Non-payment of camp fees.
- A child's repeated disruptive behavior which potentially jeopardizes the health and/or safety of your child, other children or staff; and after the child, parent and Tel-Hi staff are unsuccessful in resolving the unacceptable behavior(s).

*** Note that all fees and deposits paid are non-refundable if a child is excluded from camp.**

In accordance with federal law and U.S. Department of Agriculture (USDA) policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability.

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