This camp must comply with regulations of the Massachusetts Department of Public Health and be licensed by the local board of health.
# Table of Contents

ZooCamp Contact Information ...................................................... 3
Important ZooCamp Information .................................................. 4–6
Franklin Park Zoo Map ................................................................. 7
ZooCamp Daily Schedule and Junior Zookeeping ......................... 8–9
FAQ's ......................................................................................... 10–11
Behavior Expectations & Management Policy ............................. 12–13
ZooCamp Healthcare Policies ...................................................... 14–15
Information about Meningococcal Disease ................................. 16
ZooCamp

Contact Information

ZooCamp Director
- Desk phone: 617-989-2006
- Cell phone: 617-438-7017
  Cell phone is reachable by text/call Monday – Friday during camp hours
- Email: FPZcamp@zoowellengland.org

Education Administrative Specialist
Available Monday – Friday
- Desk phone: 617-989-3742
- Email: education@zoowellengland.org

Education Program Manager
Available Sunday – Thursday
- Desk phone: 617-989-2024
- Cell phone: 617-828-6663

Director of Education & Volunteer Programs
Available Sunday – Thursday
- Desk phone: 617-989-3736
- Cell phone: 617-319-0631

Franklin Park Zoo – Main Desk
Available Monday – Friday, 10:00am – 5:00pm
- Phone: 617-541-LION (5466)
- Email: info@zoowellengland.org

“This was the second time my daughter enrolled in Zoo Camp and she loved every moment.”
-2019 ZooCamp Parent
This section includes important information regarding pick-up, drop-off and what to bring each day. Please read all of the information in this guide to ensure that you and your camper are prepared for the program at Franklin Park Zoo this summer.

Pick-Up and Drop-Off

- Drop-off is between 8:45 – 9:00 a.m.
- Pick-up is promptly at 3:00 p.m.
- Child drop-off and pick-up is at the Camp Entrance on Franklin Park Road to the right of the main Zebra Entrance. Parking is available on Franklin Park Road or the small rotary parking lot. Signs and staff will help guide you if you have any questions. Please refer to the zoo map on page 7 for the pick-up and drop-off location. Please be sure you are going to the correct entrance. GPS and navigation apps do not always lead you to this entrance if you type in “Franklin Park Zoo.” Please double-check your destination before arriving.
- For pick-up, ZooCamp staff will ask the person picking up the camper to show a picture ID (driver’s license preferable). Proper ID is required in order for the zoo to release the campers. Every person authorized to pick-up the camper MUST be listed on the Authorized Adult section of your registration (including primary parent/guardian names). If the person picking up the camper is not listed on the Authorized Adult list or does not have photo ID, the camper will not be released. If you would like to add an adult to the Authorized Adult list, please contact the ZooCamp Director.
- Late drop-off and early pick-up is NOT permitted without advance notice. If you are picking up or dropping off early please contact the ZooCamp Director ahead of time by cell phone: (617) 438-7017, desk phone: (617) 989-2006, or email: FPZcamp@zoonewengland.org.
- Please contact the ZooCamp Director if your child will be absent from camp.

Extended Care

- Drop off for before-care is 7:30 AM - 9:00 a.m. and pick up for after-care is 3:00 – 5:30 p.m.
- If you are picking up your child in after-care BEFORE 5:00 p.m., please go to the Zebra entrance and let the zoo staff member at the admissions booth know that you are here to pick up a camper. You will be directed to the ZooCamp tent (please see map on page 7).
- If you are picking up your child in after-care AFTER 5:00 p.m., please go to the Camp Entrance to sign out your camper.
- If your child is in after-care please provide them with an extra snack.

Rain Plan for After-Care Pick-up

In the event of rainy weather, campers in after-care will be picked up in the Meeting Barn in the Children’s Zoo area (please see map on page 7 for Meeting Barn location). If you are picking up your child before 5:00 p.m. please go to the Meeting Barn. If you are picking up your child after 5:00 p.m. please go to the Camp Entrance, and a ZooCamp staff member will escort you to the Meeting Barn to pick up your child.
What to Bring to ZooCamp Each Day:
• Snack – Campers will have snack in the morning before lunch. If your child is in after-care, please pack an additional snack.
• Lunch - Refrigeration is not available, so food items that spoil easily should not be included.
• Reusable water bottle.
• Close-toed and comfortable shoes for walking and running.
• A bathing suit and/or change of clothes – On hot days campers often play water games!
• Weather-appropriate gear and clothing.
• Sunscreen with SPF 25+.
• Bug spray.
• Optional: ZooCamp t-shirt. Campers will receive a t-shirt in the beginning of the camp session. Campers are welcome to wear their ZooCamp shirt to camp but it is not required.

Leave it at Home:
• Favorite toys & stuffed animals.
• Money for food and gifts. The zoo’s concessions and gift shop are not available to campers during ZooCamp.
• iPads & other electronics.
• Trading cards.

“Great and well organized camp! My kids wish they could do it for the whole summer!”
-2019 ZooCamp Parent

Help keep ZooCamp GREEN!
To reduce waste, please bring a reusable water bottle and pack lunches with minimal packaging and plastic. Reduce your carbon footprint by carpooling, walking or biking with your child to camp!
Dress for the Weather!

Campers will spend the majority of their time outside. All ZooCamp groups will be based out of a tent on Franklin Park Zoo grounds. The ZooCamp tent is subject to all weather elements so please send your child each day prepared for the weather.

All ZooCamp staff will make an effort to reduce ultraviolet sun exposure for campers during the program. Although we are located primarily under a shaded tent, campers may be exposed to the sun during walks and tours around the zoo. We encourage campers to use wide brim hats, long sleeve shirts, long pants, protective sunscreen and lip balm when out in the sun. Please send your child to ZooCamp each day with a bottle of sunscreen (SPF 25+) and the sunscreen already applied on your child. Campers will take breaks from the sun and staff will remind the campers throughout the day to re-apply sunscreen, especially after water and active games. Please see Sunscreen Application Policy on page 14.

On cloudy and rainy days, it is encouraged to pack rain boots, rain jacket and umbrella. ZooCamp will stay under the camp tent during most rainy days but will move to an indoor classroom in the event of heavy rain and wind or a thunderstorm.

Lost & Found

Please label all of your child’s belongings including clothes, hats, backpacks, lunch bags and water bottles. ZooCamp staff will remind campers to keep track of and put away their personal items. ZooCamp staff collects all items left at the end of the day in the ZooCamp tent and returns it to the ZooCamp lost & found bin. If your child left an item at the ZooCamp tent please contact the ZooCamp Director. If your child left an item on grounds in the Franklin Park Zoo, please contact the main desk (617-989-5466) to check if the item has been collected in the zoo’s lost & found. Franklin Park Zoo and ZooCamp are not responsible for lost items.

ZooCamp on Social Media

Parents/guardians will be invited to join a private Facebook group to share photos and stories of your child’s time at ZooCamp! This group is private and invitation-only so it cannot be viewed by anyone who is not on our list of ZooCamp parents/guardians. We will post photos and videos for you to enjoy and give you details about what activities your campers are doing during camp. We hope you enjoy this way of connecting with us at camp this summer! Please let us know if you have any questions or if you do not receive the invitation to this group by the time the ZooCamp session begins. Please contact the ZooCamp Director if you would like grandparents or other family members to be invited to the group.

Snapchats of ZooCampers will also be taken this summer! Please follow @ZooNewEngland on Snapchat to see photos of your campers during the camp day. You can also follow Franklin Park Zoo on Facebook at /FranklinParkZoo and @ZooNewEngland on Twitter and Instagram.
VISITOR INFORMATION:

- Children must always be in the company of adults.
- Shirts and shoes must be worn at all times.
- The Zoo is not responsible for items left unattended and will dispose of abandoned items when necessary.
- Visitors are permitted to bring their own lunches and food into the Zoo. If you do choose to bring your own food, please do not bring in glass containers or alcohol.
- Please help to keep the Zoo clean by depositing refuse in the proper containers. To help with our conservation efforts, please deposit plastic and aluminum cans in the Zoo's recycling receptacles.
- These items are not permitted on Zoo grounds: toys, skates, balls, kites, balloons, alcohol, Frisbees, squirt guns, rollerblades/skates, skateboards, radios and heelys.
- Smoking is prohibited within the Zoo.
- Don't throw objects, including coins, in the water.
- To help us maintain a healthy, positive environment, please do not feed or tease the animals.
- Please Note: During inclement weather take shelter in one of the Zoo's indoor areas.
- The Zoo is for all to enjoy so please be considerate of others and have a great time!

RIDES

THE TRAIN and THE CAROUSEL are seasonal rides, open April through October.

FIRST AID KITS

FIRST AID KITS are available at both admissions booths, in Things Wild gift shop, in the Giddy-up Grill and the Community Resource Center (Zoo office).
Each day of ZooCamp has a different theme that is based on a science, animal or conservation topic. Every day follows a similar schedule, but the curriculum of games and activities will change based on the daily theme. Campers will spend much of their time in the ZooCamp tent (see page 7) but ZooCamp Counselors will use the animals in the zoo as a resource to teach help campers learn different parts of the curriculum.

Examples of ZooCamp Themes

- Habitats
- Animal Survival
- Burrows, Tunnels and Holes
- Our 5 Senses
- Urban Wildlife
- Life Cycles
- Web of Life
- Animal Tracks
- Amazing Adaptations
- Feathered Friends
- Endangered Species

Below is an example of a typical daily schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00 – 9:30 a.m.</td>
<td>Opening Circle – Opening circle helps us to wake up and get excited for the day! This activity involves all campers and includes introduction of the daily theme and singing camp songs.</td>
</tr>
<tr>
<td>9:30 – 12:00 a.m.</td>
<td>Morning activities, snacks and games.</td>
</tr>
<tr>
<td>12:00 – 1:00 p.m.</td>
<td>Lunch.</td>
</tr>
<tr>
<td>1:00 – 1:30 p.m.</td>
<td>Live animal encounter.</td>
</tr>
<tr>
<td>1:30 – 2:30 p.m.</td>
<td>Afternoon activities and games.</td>
</tr>
<tr>
<td>2:30 – 3:00 p.m.</td>
<td>Clean-up and closing circle – Closing circle is a good time to reflect on the day’s activities in smaller camper groups.</td>
</tr>
</tbody>
</table>

Information about Camper Groups

Campers are grouped by age and grade to ensure that each child is learning and socializing in age-appropriate ways. Group sizes will be 8-12 campers. Requests for groupings will only be made at the time of registration and will be considered if they fit within the age and grouping guidelines. Changes to groups will not be made on the first day of ZooCamp.
Special Accommodations
ZooCamp welcomes all children to attend camp. We request that you please provide any important information pertaining to your child that will enable them to have the best experience possible at camp. This information may include behavioral or emotional conditions, accessibility concerns, Individualized Education Plans (IEP) and behavior management plans. ZooCamp staff will work with parents/guardians to provide their camper with a valuable camp experience. Please note that it is not possible for our staff to provide your camper with 1:1 attention during the camp day. If this is something your camper requires, please contact the ZooCamp Director prior to registration to discuss possible options for your child.

Junior Zookeeping Program (Campers ages 12-13 years old)
Throughout the two-week program, Junior Zookeepers will have the opportunity to shadow zookeepers in the Franklin Park Zoo’s different animal and behind-the-scenes areas four times throughout the session. Some of the tasks the Junior Zookeeper will help with includes prepping animal diets, cleaning stalls, or observing an animal training. Junior Zookeepers are able to visit each of Franklin Park Zoo’s four main animal areas and zookeepers in these areas.

This program includes a more challenging curriculum and hands-on experiences to give Junior Zookeepers a feel for what it’s like to have a profession in a zoo or animal and science related field. Some topics that may be included in the curriculum are ecological footprints, conservation efforts, animal training and animals in captivity. The Jr. Zookeepers learn how to interpret with biofacts and give presentations to the public. They are also given an opportunity to teach younger campers by leading opening circle in the mornings. The details of the curriculum and activities will be determined by the Jr. Zookeepers’ interests as well as the experience of the counselor who works with them.

"My kid LOVED being able to make a box for the hogs to eat out of."
- 2019 ZooCamp Parent
Frequently Asked Questions

Will my child have contact with zoo animals?
ZooCamp has a daily encounter with an ambassador animal from our program animal collection. These encounters allow campers to get up close and are often given the opportunity to touch the ambassador animals. Campers will also go behind-the-scenes with a zookeeper once per session to watch an animal training session or feed an animal. Campers are not allowed to touch animals on exhibit or in the behind-the-scenes areas. If a ZooCamp staff member feels like a camper or group cannot follow the expectations of an animal encounter or going to a behind-the-scenes area, the camper or group may miss out on the experience. All campers will need to wash or sanitize hands after contact with animals.

Will my child get to play on the playground?
Playground use is both encouraged and limited during the ZooCamp session. Each camper group will be given 45-minutes in the mornings on the playground per week. This 45-minute weekly limit is due to safety factors including heat and crowds by zoo guests during peak hours in the summer. The playground will not be used in inclement weather or if the structures are hot or wet.

Can my child be in the same group as their friend/sibling/relative?
Campers are grouped by age and grade to ensure that each child is learning and socializing in age-appropriate ways. Requests for groupings will only be made at the time of registration and will be considered if they fit within the age and grouping guidelines. Changes to groups will not be made on the first day or during morning check-in of ZooCamp.
**Can my child bring lunch with peanut butter?**
Most campers are permitted to bring food with peanut butter and other nuts. There may be ZooCamp sessions or groups that are not permitted to bring peanut or nuts for lunch or snack. The ZooCamp Director will notify parents/guardians ahead of time if the group or session cannot bring certain food items to camp that week.

**What is the counselor to camper ratio?**
The counselor to camper ratio is 1:10 for campers ages 7 and up or 1:5 for campers ages 6 and below. Group sizes are typically 8-12 campers. Each group will have one main counselor and one or two junior counselors.

**Can I change my session or make adjustments to my registration?**
Changes or adjustments to your registration can be made up to 10 days before the start of the session. Changes include switching sessions, adding sessions, or adding extended care options. If you need to cancel your registration more than 2 weeks before the date of your camp week, a $50 cancellation fee will be charged and the rest of your payment will be refunded. If you cancel with less than 2 weeks notice, only 25% of your camp cost will be refunded to your account.

**What is the Zoo New England tax identification number?**
04-3129124.
Behavior Expectations & Management Policy

Behavioral management and guidance will be consistent and based upon an understanding of the individual needs and development of the child. Disciplinary action by ZooCamp staff will be directed towards maximizing the growth and development of the campers as well as protecting the group and individuals within it. All ZooCamp staff will be trained during orientation on managing appropriate behavior and methods for establishing discipline guidelines for their campers. All staff will be trained on addressing different and individual needs of campers.

ZooCamp behavior expectations

1. **Be respectful.** This includes showing respect to other campers, animals, staff, zoo grounds, and camp materials.
2. **Exercise good listening skills.** Participants are expected to follow directions and remain quiet while others are addressing the group or during daily live animal encounters.
3. **Make safe choices.** Campers are expected to not engage in activities that could endanger the physical safety of themselves, staff, other children or zoo exhibit animals.

Behaviors that are not tolerated ZooCamp:

1. Running away from the ZooCamp Director, Camp Counselors or Junior Camp Counselors.
2. Bullying and/or harassment of ZooCamp staff or campers.
3. Physically harming self, campers, or staff.
4. Deliberately destroying zoo or park property.
5. Stealing.
6. Harassing or attempting to injure a zoo animal.
Behavior Expectations & Management Policy

**Procedures of Behavior Management Policy:**
- If there is a behavioral issue at camp, ZooCamp staff will:
  - Alert parents to the problem behavior.
  - Document behavior.
  - Consult with the parent to develop a plan of action for behavior management.
  - Parent and child meet to discuss the incident.

**If the problem persists, Zoo Camp staff will:**
- Require that the child be picked up from the program immediately.
- Possibly recommend expulsion from the zoo program.

**An immediate suspension from Zoo Camp will result if the child:**
- Endangers the physical safety of staff, other children, or zoo animals.
- Endangers himself/herself.
- Intentionally destroys property.

For more information about this policy, please contact the ZooCamp Director.

---

**S.L.O.T.H.**

At ZooCamp, we practice S.L.O.T.H.!
- S — Safety
- L — Listening
- O — Open-mindedness
- T — Teamwork
- H — Honesty

We like to remind all campers that sometimes it is good to slow down and S.L.O.T.H.!
Please carefully read the following information below about ZooCamp’s healthcare policies. These policies are intended to keep your child safe in the event of an injury or illness. Direct any questions or concerns about the healthcare policies to the ZooCamp Director.

**Daily Health Supervision**
Franklin Park Zoo employs camp staff who are or will be trained in first aid, CPR, infection control, and disaster/emergency situations. ZooCamp has at least one Health Care Supervisor who is specially trained in first aid and has current certification in American Heart Association Standard First Aid and CPR. At least one Health Care Supervisor will be present at the camp at all times. ZooCamp also has a Health Care Consultant, who is a Massachusetts licensed physician, nurse practitioner, or physician assistant with pediatric training and will be available at all times during camp hours for consultation.

**Sunscreen Application Policy**
If a child forgets to bring sunscreen, ZooCamp will call the parent/guardian to drop-off sunscreen. If sunscreen cannot be provided, ZooCamp staff will provide sunscreen for the child with parent/guardian approval. The parent will be notified and asked to provide sunscreen on the following days. ZooCamp staff will assist with the application of sunscreen, but campers will be responsible for putting on their own sunscreen. All parents/guardians will be asked to review and sign our sunscreen and sun exposure policy during registration.

**Plan for the Care of Mildly Ill Campers**
If your camper becomes ill during camp, the counselors are responsible for notifying the Health Care Supervisor. The Health Care Supervisor will contact the primary parents/guardians to discuss the situation. Over-the-counter medications authorized by the parent/guardian may be administered if he/she believes warranted for the illness. If the Health Care Supervisor determines the child should be transported home or be seen by a physician, the parent/guardian will be contacted to pick up their child from ZooCamp. Any camper exhibiting signs of the below illness will immediately be brought to the Camp Shed for isolation, and parents will be notified for immediate pick-up:

- Fever of 100 degrees or more
- Pink Eye
- Severe headache
- Ringworm
- Lice
- Severe/persistent coughing
- Sore throat
- Vomiting
- Food-borne illness
- Other contagious illnesses

**Please note:**
A doctor’s note must be provided before campers with signs of any contagious illnesses or lice may return to camp. No refunds will be issued for any missed days of camp due to illness.
Procedures for Informing Parents When First Aid is Administered to their Children and Medical Log

If your camper is treated for a non-serious medical situation, including a scrape, bruise, bloody nose, minor insect sting, first aid will be administered, and the parent/guardian will be informed of the situation at pick up that day. When first aid is administered to a child in a serious situation, the parents will be called immediately afterward for further follow up. In a serious medical situation, if the primary parents/guardians cannot be reached by phone, each of the emergency numbers will be called in order as listed on the camper’s application. If parents still have not been reached, they will be notified at the end of the day when they arrive to pick up the camper. Parents will have access to all documentation of the injury and any aid given.

Emergency Medical Procedures

In the event of an emergency or accident, the nearest ZooCamp staff person renders immediate aid to camper and will also contact available counselors or campers to notify the Health Care Supervisor. A ZooCamp staff person may call 911 if it his/her opinion the situation calls for immediate professional assistance. The Security staff at Franklin Park Zoo are also First Aid/CPR certified and work with the camp staff to assist in the event of an emergency. When the responding Health Care Supervisor arrives at the scene, he or she will assume control of the situation, continue to render aid, and send someone to call 911 (if this has not already been done) if in his/her opinion the circumstances warrant. Parents/guardians will be notified and if needed, the camper will be transported by EMA to a local hospital. If the parents or other identified guardians/relatives cannot be contacted, the Health Care Supervisor responding to the incident will go to the hospital with the child. The Health Care Supervisor will provide the hospital with the signed parental permission form to allow emergency medical aid.

A complete copy of the ZooCamp Healthcare policy may be given upon request.
What is meningococcal disease?
Meningococcal disease is caused by infection with bacteria called *Neisseria meningitidis*. These bacteria can infect the tissue (the “meninges”) that surrounds the brain and spinal cord and cause meningitis, or they may infect the blood or other organs of the body. Symptoms of meningococcal disease can include fever, severe and constant headache, stiff neck or neck pain, nausea and vomiting, and rash. In the US, about 350-550 people get meningococcal disease each year and 10-15% die despite receiving antibiotic treatment. Of those who survive, about 10-20% may lose limbs, become hard of hearing or deaf, have problems with their nervous system, including long term neurologic problems, or have seizures or strokes.

How is meningococcal disease spread?
These bacteria are passed from person-to-person through saliva (spit). You must be in close contact with an infected person’s saliva in order for the bacteria to spread. Close contact includes activities such as kissing, sharing water bottles, sharing eating/drinking utensils or sharing cigarettes with someone who is infected; or being within 3-6 feet of someone who is infected and is coughing and sneezing.

Who is most at risk for getting meningococcal disease?
People who travel to certain parts of the world where the disease is very common, microbiologists, people with HIV infection and those exposed to meningococcal disease during an outbreak are at risk for meningococcal disease. Children and adults with damaged or removed spleens or persistent complement component deficiency (an inherited immune disorder) are at risk. Adolescents, and people who live in certain settings such as college freshmen living in dormitories and military recruits are at greater risk of disease from some of the serotypes.

Are camp attendees at increased risk for meningococcal disease?
Children attending day or residential camps are not considered to be at an increased risk for meningococcal disease because of their participation.

Is there a vaccine against meningococcal disease?
Yes, there are 2 different meningococcal vaccines. Quadrivalent meningococcal conjugate vaccine (Menactra and Menveo) protects against 4 serotypes (A, C, W and Y) of meningococcal disease. Meningococcal serogroup B vaccine (Bexsero and Trumenba) protects against serogroup B meningococcal disease, for age 10 and older.

Should my child or adolescent receive meningococcal vaccine?
That depends. Meningococcal conjugate vaccine (Menactra and Menveo) is routinely recommended at age 11-12 years with a booster at age 16. In addition, this vaccine may be recommended for children with certain high-risk health conditions, such as those described above. Otherwise, meningococcal vaccine is not recommended for attendance at camps.

Meningococcal serogroup B vaccine (Bexsero and Trumenba) is recommended for people with certain relatively rare high-risk health conditions (examples: persons with a damaged spleen or whose spleen has been removed, those with persistent complement component deficiency (an inherited disorder), and people who may have been exposed during an outbreak). Adolescents and young adults (16 through 23 years of age) who do not have high risk conditions may be vaccinated with a serogroup B meningococcal vaccine, preferably at 16 through 18 years of age, to provide short term protection for most strains of serogroup B meningococcal disease. Parents of adolescents and children who are at higher risk of infection, because of certain medical conditions or other circumstances, should discuss vaccination with their child’s healthcare provider.

How can I protect my child or adolescent from getting meningococcal disease?
The best protection against meningococcal disease and many other infectious diseases is thorough and frequent handwashing, respiratory hygiene and cough etiquette. Individuals should:

1. wash their hands often, especially after using the toilet and before eating or preparing food (hands should be washed with soap and water or an alcohol-based hand gel or rub may be used if hands are not visibly dirty);
2. cover their nose and mouth with a tissue when coughing or sneezing and discard the tissue in a trash can; or if they don’t have a tissue, cough or sneeze into their upper sleeve.
3. not share food, drinks or eating utensils with other people, especially if they are ill.
4. contact their healthcare provider immediately if they have symptoms of meningitis.

If your child is exposed to someone with meningococcal disease, antibiotics may be recommended to keep your child from getting sick.

You can obtain more information about meningococcal disease or vaccination from your healthcare provider, your local Board of Health (listed in the phone book under government), or the Massachusetts Department of Public Health Division of Epidemiology and Immunization at (617) 983-6800 or on the MDPH website at [www.mass.gov/dph](http://www.mass.gov/dph).