



PARENT HANDBOOK

Flying High Camp

Where every child is a STAR!

Last Updated: September 1, 2020



Dear Family,

Welcome to our **Flying High Camp Program!** We are so happy that you decided to spend your day(s) with us! While this camp will run very similar to our regular camp program, we do have a few changes to accommodate our e-learners.

Attached to this letter you will find:

- ❖ a copy of our Parent Handbook which outlines all of our Flying High Camp Policies and Procedures
- ❖ Copy of our New Procedures and Protocols
- ❖ a Frequently Asked Questions section

If you have any questions as you are reading through the handbook or at any point over camp days, please do not hesitate to contact me. My direct email is Erica.P@flyinghighgym.com.

I look forward to spending a wonderful day with you and your child!

Sincerely,
Erica A. Perez
Camp Director

Flying High Sports & Rec Center
5400 East Ave.
Countryside, IL 60525
708.352.3099
www.flyinghighgym.com

Where every child is a STAR!
Flying High Summer Camp

About the Camp:

Flying High Camp is a new program for children K-14 year old! This camp program offers a convenient, self-directed e-learning opportunity and provides plenty of “play” breaks to keep campers happy and focused! We will help guide your child’s e-learning schedule and coordinate the day’s activities around it. Campers will have full access to our downstairs gym and will spend as much time as their schedule allows jumping, running, climbing, tumbling and playing. Our ratio of counselor to campers is 1:10.

Hours of Operation:

Pick and choose between whole days, half days, and hourly rates:

Whole Day(s): 8:00 am – 3:00 pm

AM Half Day(s): 8:00 am – 11:00 am

PM Half Day(s): 12:00pm – 3:00 pm

Hourly Drop-In Rate: 8:00 am - 3:00 pm

Extended Before/After Care:

Extended Before Care: Monday-Friday, 7:30am-8am

Extended After Care: Monday-Friday, 3pm-5:30pm

****Pre-registration is preferred so that we can staff accordingly. Registration and payment for camp must be received prior to the date your child will be attending camp. Camp may be closed to walk-ins in order to maintain staff/child ratios.**

***Price:**

*All campers will be charged a non-refundable administration fee of **\$35.00** at time of registration.*

Daily Options:

Whole Day(s) (8am-3pm)

\$59 per child/per day

Half Day(s) Morning (8am-11am)

Half Day(s) Afternoon (12pm-3pm)

\$30 per child/per day

Hourly Drop-In Rate (8am-3pm)

\$12 per hour

Extended Before Care (7:30am-8am)

\$5 per child NO sibling discount

Extended After Care (3pm-5:30pm)

\$12 per hour/per child NO sibling discounts

Savings:

Sibling Discounts:

-10% off the 2nd sibling

-15% off the 3rd sibling

-4th sibling is FREE!

Reminders:

- Registration and Payment is due in FULL prior to children attending camp.
- Walk-ins Welcome! FULL payment is due upon registration.

Admission

- In compliance with Federal and State Laws, applicants are considered and admitted without regard to race, color, religion, sex or national origin.

Attendance

- Arriving on time is important! We are in different areas of the building at different times during the day. Flying High expects all children to attend on his/her scheduled day and at his/her scheduled time unless notified ahead of time. Any alterations must be arranged with the Director in advance.
- If your child is going to be late, please call Flying High at least 30 minutes before camp starts so you can be certain where to report when you arrive.
- If your child is not going to attend camp, please call Flying High at least 30 minutes before the start of camp each day he/she will not be attending.

Arrival & Departure

- **Main Entrance Doors Open at 7:30am.**
- Parents/guardians are responsible for arrangements regarding transportation to and from the facility. All children are expected to arrive at Flying High when camp starts.
- Do not park in neighboring lots. Vehicles may be towed at the owner's expense.
- Each child must be escorted into the building and to camp each day by an adult.
- If the child is **pre-registered**, head upstairs and check-in with the camp staff.
- If the child is a **walk-in**, please check-in with our Front Desk staff first.
- Children become anxious when they are not picked up at a regular time. If you are going to be late, please call Flying High so our staff can let your child know that you will be late.
- When you pick up your child, you must check out with the camp staff. A child will only be discharged to parents/guardians or to an authorized pickup person. Please notify the Director when someone other than the parents or guardians will be picking up your child. A refusal may be made to release a child, related or not, to someone who has not been authorized in writing to receive the child.
- An I.D. may also be required by anyone picking up a child until staff becomes familiar with him/her.

- **Early Drop-offs and Late Pick-Up:** It's important to respect the start and end times of the camp program. Children who are drop-off/picked up before or past regular camp hours (8am-3pm), will automatically be placed in and charged our **Extended Before Care (7:30am-8am) service fee of \$5 per child or Extended After Care (3pm-5:30pm) service fee of \$12 per hour per child (NO sibling discounts)**. This balance will be run to the credit card on file.
- **Flying High will keep a child in its care for no longer than 1 hour past Extended After Care time (5:30pm), unless notified by the child's family, before contacting the appropriate authorities.**

Payment Policies

- All families **are required to have a credit card on file**. All fees will be automatically charged to this credit card **every Thursday**.
- **All credit cards will be charged the Thursday before the week your child is attending camp.**
- If you **wish to pay by cash or check** at any given time, you must do so by Wednesday night to avoid automatic charges on your credit card.
- **ALL families are required to have a household email on file**. Any billing and invoicing will be done electronically.

Refund Policies

Annual Student Administration fee

- \$35.00 is due upon initial enrollment of camps and on the anniversary of each students start date. The Annual Administration fee is **NON-REFUNDABLE**.

“In-House Credit” Camp Refund Policy

- If you have signed up and paid for a 1/2 or whole day of camp and can no longer attend, you will receive a credit to your Flying High Account. That credit can be applied to your next Flying High purchase, whether it be for classes, private lessons, open gyms, special events, camps, or Café/Pro Shop items.

Processing Fees:

- Any family with a credit card that is declined at time of payment will be charged a \$10 reprocessing fee.

Personal Belongings

- We encourage not sending your child with a cell phone/tablet. Any child who does bring a cell phone/tablet will be allowed to use them during before care hours (7:30am-8am) or after care hours (3:00pm-5:30pm); however the use of electronics is prohibited during camp hours (8am-3:00pm) and ask that they stay in backpacks. If a child needs to contact their parent or guardian, he/she will be permitted to use one of Flying High's telephones. If he/she wishes to use his/her personal cell phone, the child will need to ask for permission. If a cell phone/tablet is used without permission, it will be take and held by staff until the end of the day.
- Children may bring special games, toys, or books to be used during homeroom time. These items must be kept in the child's cubby during other times.

Lost or Stolen Items

Flying High is not responsible for lost, stolen or damaged items. If your child leaves behind or should lose something please call/email camp director/main office describing the item and we will do our best to locate it. Unclaimed lost and found items are donated to charity at the end of month.

Attire

All children should wear comfortable, athletic clothing (no zippers, buttons or snaps) every day. Girls may wear leotards under their clothes. We will be participating in indoor and outdoor activities on a daily basis. Please make sure your child has athletic shoes with them every day (a pair can be kept in his/her cubby)! All children are required to remove shoes and socks before entering the gym. Jewelry of any kind (except stud earrings) is not to be worn.

Please do not send your child to camp in clothing that cannot get dirty or accidentally damaged.

Extra Clothing

All families are required to provide a spare change of clothes to be kept at Flying High and used in case of an accident or emergency. This spare change of clothes should be placed in a bag and the child's name should be clearly written on the bag. This bag will be kept in the child's cubby.

What to Bring Everyday

- All children should bring a mask/cloth face covering with them daily.
- All children should bring a **bag lunch** that does not require refrigeration. Our Cosmic Café will remain closed.
- All children should bring enough water to last the day as water fountains have been turned off.
- All children should wear athletic shoes and comfortable durable play clothing. Weather permitting, our outdoor play area will be open, please send your child with appropriate clothing for the weather conditions.

E-learning students:

Students will work to complete their daily curriculum, and stay active throughout the day when they have breaks. Each student will have his/her own "junior office space". It is important to note that Flying High Camp staff are facilitators, not teachers. We are not a substitute for the critical role educators play in your student's online instruction. Our ratio of counselor to campers is 1:10.

- Families must provide all the necessary electronics (laptop/tablet, device chargers and headphones). We highly recommend that prior to arriving that all devices are fully charged.
- In order for camp staff to provide e-learning guidance, we ask that families provide their student's e-learning schedule for the day.
- Students are responsible for staying on task and participating in their on-line studies as outlined by their teachers.
- We are here to help, guide, and assist your child as much as we can, please note that we are not teachers.

***While our staff is here to supervise and help facilitate e-learning, parents and families are responsible for ensuring school engagement and completion of assignments.**

Snack

Flying High will provide a daily snack upon the child's request. Those snacks will be individually wrapped/packaged. Snacks will include Cheez-Its, Goldfish crackers, animal crackers, or pretzels. Flying High will make accommodations for children requiring a special diet when able, and when not able, will ask that parents/guardians provide an appropriate snack for their child. Parents may also choose to pack a daily snack for their child.

Birthdays/Holidays

If you would like to provide a treat for your child's birthday (this is not required), please notify the Director beforehand. All treats must be store bought and unopened upon arrival at camp and can consist of healthy snacks or small toys or gifts. Please take into consideration any allergies (i.e. peanuts) that may be present.

Child Abuse Reporting

Illinois State Law requires all licensed professionals having reasonable cause to believe a child may be abused or neglected to report the matter immediately to the Illinois Department of Children and Family Services.

Open Communication and Parent Involvement

Flying High believes that parents and caregivers must work together to create a stable and effective environment for all children. Flying High recognizes that effective partnerships are characterized by clearly defined responsibilities, open communication, understanding, mutual respect and a common goal of always doing what is best for the child.

Flying High asks that all families:

- Share any religious, cultural, medical or personal information that may help staff to best serve your child's needs.
- Notify the Director immediately of any issues or concerns.
- Recognize that when issues arise, adults must work together to resolve the issues.
- Provide at least one household email that is checked on a regular basis to receive day-to-day information. Through this email, you will receive weekly schedules, field trip information, important reminders, etc.

Illness Policy

- If your child becomes ill or has an accident while at camp he/she will be isolated in a supervised area until picked up. Illness at camp includes one or more of the following:
 - fever of 101° F or above with behavioral changes
 - vomiting
 - diarrhea
 - lethargy
 - extreme coughing

Parents will be notified of the illness/accident and asked to pick up the child or make arrangements for him/her to be picked up. It is the parent's/guardian's responsibility to keep emergency contact information current. All families are required to provide one emergency contact (other than parents/guardians) at time of registration. Families may also provide an emergency contact number on the attendance sheet on a day-to-day basis.

- Children shall be screened upon arrival at Flying High for any obvious signs of illness.
- The following symptoms require immediate removal of a child from Flying High:
 - Fever of 101° F or higher
 - Diarrhea
 - Vomiting
 - Body Rash
 - Sore throat with fever and swollen glands
 - Severe coughing
 - Eye discharge or pink eye, for a minimum of 24 hours
 - Yellowish skin or eyes
 - Impetigo
 - Scabies, until treatment is complete
 - Lice
 - Chicken pox (varicella), until at least six days after the onset of rash
 - Whooping cough (pertussis), until five days of antibiotic treatment have been completed
 - Mumps, until nine days after onset of parotid gland swelling
 - Measles, until four days after disappearance of the rash
 - Child is irritable, continuously crying, or requires more attention than the staff can provide without compromising the health and safety of the other children in their care.
 - Any symptoms that may be indicative of one of the serious, communicable diseases identified in the Illinois Department of Public Health Control of Communicable Diseases Code (77 Ill. Adm. Code 690).
- A physician's note clearing the child to return to camp will be required for pink eye, strep throat, rashes or common diseases.

- In case of a contagious disease, parents are asked to contact Flying High immediately so that a memo can be sent out to the parents of children that may be at risk. Please assist our front desk staff by describing a specific disease or symptom when you call.

COVID-19 Safety Precautions and Protocols

Your child's health and safety is our number one priority. Procedures to help prevent the spread of the COVID-19 virus will be practiced each day.

- Frequent hand washing, 6 ft social distancing, spatial awareness, and keeping hands to self will be incorporated into our daily routine.
- All campers and staff will be asked to wear a mask. However, campers will be **allowed** to take their mask off in their "junior office space".
- Staff will monitor all children and will give as many "masks breaks" as necessary.
- **We ask that parents take their child's temperature at home before sending them each day.**
- **For the safety of your child, other campers and our staff, please do not drop-off your child if he/she: has fever or are not feeling well, has a cough or has recently been exposed to COVID-19.**
- All rooms, equipment, bathrooms, tables and chairs will be sanitized before and after every use by the group.

Lice Policy

If Flying High determines that your child has lice, you will be called immediately to remove your child from the facility. Your child must be treated with an over-the-counter medication and must be checked by your family physician. Prior to returning to Flying High, you must provide a physician's note stating that your child is egg and lice free. Your child will also be checked by staff prior to being allowed to return to camp. If your child has lice three consecutive times upon re-entry, we reserve the right to dismiss the child from the program.

Medication Policy

As a general principal, medication shall not be given during camp hours unless it is certified in writing by the attending physician that such medication cannot be administered before or after camp hours.

In instances of exceptions, medication (prescription and over-the-counter) will only be administered with a signed parent/guardian permission slip. All medication must contain the current prescription label and/or must be in the original container. Only the amount of medication listed on the bottle can be administered. Any additional dosages require a physician's note.

All medication must be clearly labeled with the child's name and will be kept out of the reach of children. Children are not allowed to have medication in their possession. Staff members have the right to take medication from the child and contact parents.

Allergies

All allergies must be listed in the Flying High family account under the child's medical tab. Additional medications, such as Epi-pens, inhaler, must be accompanied by current signed orders from a physician. All medication is stored in our camp room, it is the parents' responsibility to insure that camp's supply is maintained and medications are not expired. If you child (ren) requires an allergen free eating area or specific instructions, please email the camp director before the child (ren) attends camp.

Emergency Procedures

Medical Emergency

In the case of a medical emergency, Flying High reserves the right to obtain prompt services of a physician and hospitalization if needed. Parents may provide a written plan to access the services of a certified practitioner for a child who is exempt from medical care on religious grounds.

Parents will be notified immediately if their child becomes ill or injured while at Flying High. Parents are required to provide at least one other (besides parents/guardians) emergency contact number. Parents should notify Director if emergency contact numbers change.

Safety and Emergency Procedures:

Flying High has the following Safety and Emergency procedures in place:

- Tornado Procedure
- Fire Evacuation Procedure
- Power Outage Procedure
- Gym Safety Procedures (including foam pit extraction procedures)
- Cleaning of Bodily Fluids and Blood Borne Pathogens
- Injury Procedure (including the use of a travel first-aid kit)
- All staff members are trained in CPR and First-Aid

Emergency Closing Procedures

In the event of an emergency that requires the facility to close, families will be contacted by phone and/or email when possible. All closing is posted immediately on Facebook. Flying High recommends that you "like" our Facebook page in order to stay up-to-date on emergency closings. Flying High reserves, the right to close the facility for reasons including, but not limited to, the following:

- Hazardous weather conditions and the ability for students and/or staff to arrive at the facility safely.
- Building or utility emergencies including power outages and plumbing problems.

If camp is already in session when an emergency arises, families will be contacted at home or work and asked to pick up their child immediately.

Flying High will try, when possible, to contact all families of emergency closing at least one hour before camp begins.

Insurance Coverage

Flying High has purchased general public liability for all children.

Use of Photos, Video, and Audio

Flying High may use your child's picture or video of your child in marketing publications without compensation to you.

Field Trips and Excursions

Parents and/or guardians will be notified of all field trips at time of registration. If parents or guardians do not want their child to attend any given trip, they are responsible for notifying the Director at least one week in advance and must provide alternative plans for their child.

There may be instances, usually based on weather, in which Flying High staff makes the decision to conduct a certain activity outdoors or at a nearby park without prior notice.

Visits, trips and excursions will include, but are not limited to: field trips, walks around the neighborhood, visits to playgrounds or community businesses and establishments, etc.

Transportation will be provided by a licensed, insured vendor when walking is not an option.

On field trips, children will be required to wear their Flying High t-shirt. Any child who does not wear their t-shirt on field trip days may be refused entry to camp that day and parents and/or guardians will be responsible for making alternative arrangements. If your child loses his/her t-shirt, a replacement t-shirt may be purchased for an additional fee. All staff members are required to carry a cell phone with them when out of the building.

Guidance and Discipline Policy

Flying High's discipline methods center on positive reinforcement, redirection to a more acceptable behavior, guidance and gentle reminders of behavioral expectations to help children develop self-control and assume responsibility for their actions. If these methods fail, the teacher will utilize logical, age appropriate consequences (i.e. "Think Breaks") to resolve the issue at hand.

Flying High is committed to helping children work through behavior issues. However, any child exhibiting behavior that threatens the safety of the child, his/her fellow campers, the environment or a staff member will be immediately removed from the situation so he/she can regain composure before rejoining the group.

No child, under any circumstances, will be subjected to:

- Corporal punishment of any kind
- Verbal/emotional abuse or public humiliation
- The threatened or actual withdrawal of food or use of the restroom
- Punishment for toilet accidents.

Families will be notified of any continuous or serious behavior issues and families may be asked to pick up the child. The Director will be notified of any serious or on-going issues and may request a meeting with the child's family.

Discharge Policy

- Illinois State Law mandates that any child who, after attempts have been made to meet the child's individual needs, demonstrates inability to benefit from the type of care offered by the facility, or whose presence is detrimental to the group, shall be discharged from the facility.