



Family Handbook 2025

Camp Fire Summer Camps (Day and Overnight)

Table of Contents

GENERAL INFORMATION	3
Contact Information	3
About Camp Fire	5
Our Commitment to Safety	6
PROGRAM POLICIES.....	9
Weather	9
Staff Selection & Training.....	9
Cell Phones.....	9
Swimsuits.....	10
Behavior Management	10
Emergencies.....	12
Transportation.....	12
Health & Well-Being.....	12
Homesickness.....	14
BEFORE CAMP BEGINS	16
Registration & Forms	16
Payment, Refund, Cancellation Policies & Financial Aid Information.....	17
Camp Behavior Checklist	19
ATTENDING CAMPS	20
Canteen & Trading Post.....	20
Field Trips.....	21
Meals and Snacks.....	22
Check-In & Check-Out	23
Drop-Off/Pick-Up Locations & Times	24
Authorized Pick-Up, Custody, and Access.....	25
Packing Lists	27
Bunk1	28

GENERAL INFORMATION

Contact Information

Camp Hantesa (Hantesa Day Camp & Hantesa Outrageous)

1450 Oriole Road, Boone, IA 50036

Phone: 515-432-1417

Camp Canwita (Canwita Day Camp & Canwita Outrageous)

2807 Duff Ave, Ames, IA 50010

Phone: 515-309-1479

Adventure & DSM Outrageous Day Camps

WDM United Methodist Church

720 Grand Ave, West Des Moines, IA 50265

Phone: 515-309-1445

Discovery Day Camp

Des Moines Location TBD

Phone: 515-212-7010

Email: campfire@campfireiowa.org

Website: www.campfireiowa.org

Camp Fire Administrative Office: 515-274-1501

Online Registration, returning user account log-in:
<https://campfireiowa.campbrainregistration.com/>

Camp Fire Staff & Site Contacts

- **Kelly Peterson**, Executive Director – kelly@campfireiowa.org, 515-309-1482
- **Owen Ballard**, Development & Operations Director – oballard@campfireiowa.org, 515-309-1473
- **Carolina Ortiz-Gonzales**, Camp Director | Camp Hantesa – carolina@campfireiowa.org, 515-432-1417
- **Katie Lakatosh**, Assistant Camp Director | Camp Canwita – katie@campfireiowa.org, 515-309-1479
- **Jocelyn Ricket**, Program Director | Adventure & Outrageous Day Camps – jocelyn@campfireiowa.org, 515-309-1445
- **Liz Freeman**, Program Manager | Discovery Day Camp – liz@campfireiowa.org, 515-212-7010

Facebook: www.facebook.com/Campfireiowa & www.facebook.com/CampHantesa

Instagram: @campfireiowa; @camphantesa; @campcanwita

About Camp Fire

Our Mission

Growing up is hard. That's why Camp Fire connects young people to the outdoors, to others, and to themselves.

Our Vision

We envision a world where all young people thrive and have equitable opportunities for: Self-Discovery, Community Connection, and Engagement with Nature.

Our Values

We are a values-driven organization today and since 1910. Our values are what guide us each day. They help meet each moment in time and meet each young person where they are. When we began in 1910, the values of "Work Health and Love" underpinned our journey to building up youth. It was also just the beginning. Today, we focus on what it means to be an equity-focused organization and how we can remove barriers to accessing our programs so all young people have the opportunity to experience Camp Fire's powerful programs and thrive.

Statement of Inclusion

Camp Fire believes in the dignity and the intrinsic worth of every human being. We welcome, affirm, and support young people and adults of all abilities and disabilities, experiences, races, ethnicities, socio-economic backgrounds, sexual orientations, gender identities and expressions, religion and non-religion, citizenship and immigration status, and any other category people use to define themselves or others. We strive to create safe and inclusive environments that celebrate diversity and foster positive relationships.

Our Commitment to Safety

Camp Fire's Policy and Practices Around Child Abuse Prevention

Camp Fire Heart of Iowa takes our responsibilities to our children, youth, and vulnerable adults very seriously. We fail in our responsibilities if we neglect to take adequate precautions against abuse in our programs. It is unlikely that we can completely prevent abuse in every situation, but it is possible for us to greatly reduce the risk by following a thorough policy of prevention that includes best practices and mandates of the law.

Purpose

The purpose of this policy first is to protect the children, youth and vulnerable adults that participate in our programs. The second purpose of this policy is to protect our staff, both paid and volunteer, from potential allegations of abuse.

We have developed a comprehensive plan that includes all areas of the issue: screening, training, supervision, reporting procedures and response plan. We will follow stringent safety measures in the recruitment and selection of workers; we will implement prudent operational procedures in all programs and events; we will educate and train all our children and youth staff and laws of the abuse laws set forth by the state of Iowa.

As Camp Fire Professionals We Promise To:

- Treat all children, youth, and adults with respect and consideration.
- Respect children's, youth's and adults' rights to decline being touched in ways that make them feel uncomfortable.
- Maintain an attitude of respect, patience, professionalism, courtesy, tact, and maturity as a positive role model for children, youth, and adults.

Appropriate and Inappropriate Actions with Our Campers:

- Use positive techniques of guidance, such as redirection, positive reinforcement, and encouragement rather than competition, comparison, and criticism.
- Refrain from any behavior that could be considered abusive to children, youth, or adults, including:
 1. **Physical Abuse:** This is abuse in which a person deliberately and intentionally causes bodily harm to youth or young child. This type of abuse in child or youth programming can be the result of or the perceived result of: Physical punishment (spanking, grabbing, holding down), withholding food or water, excessive exercise as punishment. Physical intervention is only allowed in the case of youth hurting themselves or another person.
 2. **Emotional Abuse:** This is abuse in which a person exposes a youth or young child to spoken and/or unspoken violence or emotional cruelty. Emotional abuse sends a

message to the youth or child that they are worthless, bad, unloved, and undeserving of love and care. This type of abuse in child or youth programming can be the result of or the perceived result of: Put downs, favorites, nicknames, ignoring signs of bullying, or not giving equal attention to all participants.

3. **Neglect:** This is abuse in which a person endangers a child's or youth's health, welfare, and safety through negligence. This type of abuse in child or youth programming can be the result of or the perceived result of: Inadequate hydration, sunscreen not applied resulting in a sunburn, not seeking medical attention when a participant is injured or ill, not assuring participants eat, shower, or change clothes.
4. **Sexual Abuse:** This type of abuse occurs when sexual contact between a child, youth or vulnerable adult and an adult (or older, more powerful youth happens). This type of abuse in child or youth programming can be the result of or the perceived result of: Not assuring rule of 3 is followed, comments of a physical or sexual nature, physical contact such as hugging, lap sitting, shoulder rubs, lack of privacy for participants, showering or changing in front of participants.
5. **Rule of Three:** In order to reduce the possibility of abuse, the rule of three should be followed in all situations. Whenever possible, two adults should be always present with participants. When having two adults in a situation is not possible (compromising supervision or ratios) then a second preferably older non-related youth can fulfill the rule of three. Also, a floater can serve as the second adult in an activity situation with multiple participants present. With transportation, the last resort would be an open phone line or video call to another adult who can be an observer of activity in the vehicle. Situations to consider: Transporting participants, going back to a vehicle for a forgotten item, going to the health provider, retuning to cabin for a forgotten item, campers going to bathroom should never be just two... (this list is just examples not all inclusive)
6. **Praise in Public BUT DO NOT isolate to correct behavior:** If you need "privacy" to correct behavior or discipline a participant, do so in open in view of another staff person. Do not take a participant for a walk or isolate yourself with a participant in other areas to correct behavior.
7. **Privacy for Participants:** Allow participants to toilet, bathe and change in private. Supervise by making your presence known, and within "earshot" of what is going on, but not in a way that the participants are feeling "watched". As well, participants should not see you use the toilet, bathe, or change.
8. **Boundary Issues:** It is important for staff and volunteers to be clear about appropriate behaviors. Staff must be attentive to appropriate dress codes, appropriate language and conversations, and appropriate correction of behavior as well as affection and encouragement.
9. **Camp Fire has established ratios** for all programs and activities to ensure proper supervision is provided. The following are individuals who cannot be counted in ratios:

- a. Staff under the age of 18 unless they are working with and under the direct supervision of another staff member who is 18 years of age or older.
- b. Volunteers unless they have been background checked and trained in Child Protection policy and practices and risk management.

If you have any questions or concerns about our staff's interactions or actions with your child:

- If you think your child is a victim of abuse: Reports are made to: Child Protection Centers of Iowa: **1-800-362-2178** (Abuse Hotline, 24 Hours a Day)
- If you have questions or concerns about boundary issues or behavior/interactions between your child and our staff. Please contact the Operations Director or the Executive Director to discuss your concerns (see page 3).

PROGRAM POLICIES

Weather

Heat and Cold

Each location has the Child Care Weather Watch chart posted for staff to utilize. This chart was developed by the Iowa Department of Public Health, Healthy Child Care Iowa to determine the heat and wind chill index. Staff will follow the guidelines of this chart to ensure the safety of the children in the program. A copy of the heat and wind chill index chart can be printed from the following website, <https://idph.iowa.gov/Portals/1/Files/HCCI/weatherwatch.pdf>

Staff Selection & Training

All staff are trained to maintain established child-to-staff ratios, pass state and federal background checks, complete Mandatory Reporter Training, Essentials training (HHS licensed sites), Universal Precautions, First Aid and CPR, and other additional trainings that will provide them with the skills to provide high quality care to your children.

All staff with Camp Fire working directly with campers are mandatory reporters of suspected child abuse/or neglect. Employees are required to report any suspicion of physical, sexual, or emotional abuse and/or neglect within 24 hours when in the course of working with a camper.

Cell Phones

Camp Fire Heart of Iowa acknowledges that cell phones are an essential part of everyday communication and information. However, in the program setting, they are a distraction and, in some cases, a dangerous distraction.

We ask that cell phones are not brought to our programs. This eliminates the chance of the phone being a distraction, lost, stolen or damaged. If the circumstance arises that we need to communicate with a participant's family, we can do so using camp phones. Camp Fire assumes no responsibility for phones brought to camp.

The only exception to this rule is for participants that use their phone for documented medical purposes (i.e., blood sugar readings) and those who participate in the overnight Apprentice Program who stay for multiple weeks, often drive themselves to camp, and check out in between sessions. Participants of the Apprentice Program that bring their cell phones to camp must turn it in at check-in, check it out if they leave between sessions, and check it back in upon their return.

Swimsuits

All staff and campers must wear swimsuits that cover their front (chest and stomach) from shoulders to hips. Shoulders may be partially or fully covered. Swimsuit attire must also fully cover private areas including bottoms. Swimsuit bottoms should be properly sized and stay on the hips, hands-free. Swimsuits with straps should have straps that do not untie, unclip, or unzip.

While not required, swim shirts will provide the most protection from sun exposure. We recommend swimmers wear a swim shirt to cover their entire torso and protect themselves from the sun. Swim shirts are shirts that can be worn while swimming and are made from nylon, spandex or polyester. Normal cotton t-shirts cannot be worn in the pool as they can become a drowning hazard due to their baggy fit. Some examples of appropriate swim shirts would be rash guards and dri-fit athletic style shirts. Camp Fire will have a limited number of swim shirts available for campers to borrow if/when they forget to bring one.

Acceptable swim attire would include:

- *Swim shirt or rash guard with swim trunks or bottoms. Campers can choose whether they wear a swim top underneath their swim shirt.*
- *One-piece swimsuit covering front from shoulders to hips and private areas.*
- *Tankini with swim trunks or bottoms*

Though any of the above options are acceptable, we recommend all swimmers choose swimwear that covers their entire torso (shoulders, back, and chest) to reduce sun exposure. We also recommend all swimsuits be orange or yellow-colored as they are proven to be more visible underwater and can make it easier for lifeguards to maintain proper visibility of swimmers.

Behavior Management

Disciplinary Action

Camp Fire is interested in the welfare of all participants. Participants in Camp Fire programs are expected to follow the rules of the program and the direction of the staff. A participant's failure or inability to follow rules or staff directions may result in disciplinary action.

Disciplinary action may be called for when a participant disrupts program by requiring constant one-on-one attention; inflicts physical or emotional harm on others; abuses staff or is otherwise unable to conform to the rules and guidelines of the Camp Fire program, this includes repeated cell phone usage.

When disciplinary action is called for, staff will notify the caregivers/caregivers of the situation and discuss a solution. If improvement does not occur, the following steps will be taken:

Camp Fire reserves the right to accelerate the disciplinary process as it sees fit and based on the severity of the incident. Parents/caregivers will be notified any time a child is exhibiting behavior that endangers themselves or others and may be sent home immediately.

- **First incident:** Parent/caregiver will be informed of incident by phone or at pick up.
- **Second incident:** Parent/caregiver will be called and informed that the participant has been suspended for the rest of the day. Parent/caregiver should make arrangements for the participant to be picked up as soon as possible.
- **Third incident:** Up to three day suspension and a conference with the parent/caregiver to discuss the camper's behavior. A behavior commitment form will be put into place in an effort to set up the camper for success and clarify expectations.
- **Fourth incident:** Up to 30 day or end of summer suspension and a conference with the parent/caregiver.

Registration fees will not be reimbursed for the remainder of a camp session following a participant's suspension. If a participant is suspended for the remainder of the summer, they will not be expected to pay any registration fees for weeks they will be unable to attend.

Biting

If a camper leaves a mark on another child in result of biting or other injury, staff will notify both caregivers/caregivers as soon as the situation is under control. A behavior and incident report will be completed, a copy will be filled in the camper's file and a copy given to caregivers/caregivers at the time of pickup. The following first aid procedures will be followed:

- **Surface Bite:** ice will be applied to reduce swelling and bruising
- **For a Bite That Breaks the Skin:** the area will be cleaned with soap and water. The bite mark will be bandaged and iced and will be applied to reduce swelling/bruising and the camper will be monitored.

Emergencies

As an ACA accredited and HHS licensed organization, all Camp Fire programs have established, site-specific emergency procedures in place for situations which may reasonably be expected to occur in the course of camp programs. The safety and well-being of the campers and staff ALWAYS comes first. All Camp Fire staff are trained and prepared to respond to:

- Major injuries and accidents
- Storms
- Fires
- Earthquakes
- Waterfront emergencies
- Missing persons
- Intruders
- Active shooters
- Kidnapping
- Evacuations
- Other crisis situations

Transportation

We will use buses, vans, and cars to transport campers, depending on the number of children to be transported. Campers are given instructions on acceptable behavior, these include, remain seated and facing forward, be respectful of staff and the driver, keep all hands, arms and objects inside the vehicle, when riding in a van or car all passengers must wear a seat belt. In the instance of an emergency that requires a change to the drop site or transport to camp we will contact the caregivers of all campers at the designated drop site. The phone numbers used will be the numbers provided on the camp registration.

Health & Well-Being

The health and safety of our campers and staff is our top priority. All Camp Fire camps are accredited by the American Camp Association (ACA), a nationally recognized organization. Accreditation requires an on-site visit, annual reporting, and compliance with more than 150 standards.

All medical protocols and standing orders are reviewed by a physician. All medical care provided at camp is supervised and/or reviewed by a Registered Nurse and all staff, including seasonal staff, are certified by the American Red Cross in First Aid and CPR. Camp Fire staff also hold a Camp Mental Health Certification from L.E.A.D. (<https://www.leadnow.org/>).

At Camp Hantesa, the pool and waterfront are supervised by certified Lifeguards. Des Moines and Ames programs only swim at facilities staffed with certified Lifeguards. Additionally, all

activities which may involve inherent risk (rock climbing, archery, canoeing, etc.) are supervised by qualified, skill-verified staff.

Illness

If your child becomes ill while at Camp Fire, you will be called to pick up your child as soon as possible. Campers are not allowed to return to Camp Fire until they have been 24 hours free of fever, vomiting, and diarrhea prior to returning to Camp Fire programs. When a child is sick it is generally expected for caregivers to pick up within an hour of notification.

Accidents, Injuries, and Medical Emergencies:

Counselors have received First Aid and CPR training. In the event of a medical emergency or regular injury/accident, program staff will provide first aid and care will be documented. An ill or injured child will be turned over to the care of the caregivers or qualified medical personnel as quickly as possible.

We encourage children to communicate with staff if they have had an accident or have become injured. Please coach your campers to report all accidents or illness to their camp staff.

Staff members will notify caregivers at pick up with an accident report for anything beyond a minor incident. Please note that, typically, staff will not call home to report minor injuries (small cuts or burns, bumps, etc.) unless there are extenuating circumstances, though, these minor injuries will be reported at check out. If a camper is involved in an injury or accident regarding their head, caregivers will be notified immediately, and incident will be documented.

If it is determined that further medical help is needed, Camp Fire will attempt to contact the caregiver/guardian. If they cannot be reached, Camp Fire will begin reaching out to emergency contacts. If emergency medical care is needed immediately, Camp Fire staff will call 911 and caregivers will be contacted as soon as possible thereafter.

Medication:

If a child requires medication during programming hours, the Site Supervisor (or other authorized staff) will administer medicine. Caregivers must communicate this need with the Site Supervisor and have the medication details documented in the camper's medical form.

Prescriptions must be brought in the original packaging and include the child's name, name of the medicine, dosage, frequency, instructions, and prescribing professional. Only include the amount of medicine that is needed for the child to get through the week.

Over-the-counter medications and nutritional supplements are subject to the same procedures as prescription medications.

All medication will remain in locked container out of reach of children.

Communicable Diseases

If a child has a communicable disease (like lice), we ask that caregivers share this information with the Site Supervisor so they can inform other caregivers via email in the program. Postings will only include information on the diseases and the child's information will remain confidential.

For overnight camp programs, campers will complete a health screening during the check in process where they will be screened for lice, athletes' foot, and any other conditions which may quickly spread through a cabin.

Special Needs:

Please inform staff of your child's special needs or limitations via the registration and medical forms. You can also contact your Site Supervisor with any questions. We want to provide the best possible care for all children.

Diapering and Restroom Assistance:

All campers enrolled in the program must be fully toilet trained as Camp Fire staff are not trained or permitted to provide diapering or restroom assistance. Though we recognize occasional accidents do still happen, if they become frequent, your child may be asked to discontinue attending until they have further developed this skill.

Homesickness

Homesickness is the feelings of distress caused by an actual or anticipated separation from home and associated people or objects (Caregivers/caregivers, pets, prized possessions, etc.).

Homesickness is a normal feeling. It is the natural result of separating from home and loved ones. Almost all children, of every age group, (as well as adults!) feel homesick when they're away from home. However, every child's feeling will vary in intensity based on their experience, maturity, age, and many other factors.

Missing home is not typically a problem until it becomes a preoccupation. When the feelings of sadness and anxiety associated with missing home become so strong that making friends, having fun, sleeping, eating, and participating in activities is difficult – our staff are trained and prepared to intervene immediately. Our counselors also do as much as they can to prevent homesickness by making camp a friendly, inviting, and fun place to be, including:

- Knowing your camper's name.
- Making each camper feel secure and wanted.
- Making sure camp staff are approachable and that campers know they can come to them if they're feeling uncomfortable, sad, lonely, etc.
- Making sure their cabin is attractive, pleasant, and clean.

- Keeping campers active with games, songs, hikes, etc. Especially during transition times between scheduled activities.
- Having everyone get acquainted on the first day with introductions and name games, helping them to make new friends and break the ice.
- Orienting campers to their environment (showing them where they will eat, sleep, go to the bathroom, shower, etc.).

Although feelings of homesickness are normal for anyone to experience, young people who are most likely to experience intense homesickness are those who:

- Have little experience away from home.
- Have had prior negative experiences away from home.
- Feel forced to leave home.
- Have Caregivers or caregivers that are particularly anxious about sending their child to camp.

You can help your camper be successful at camp and avoid feelings of homesickness by:

- Talking with your camper about camp – how long they will be there, when you will drop them off, when you will pick them up, whether you will be sending them bunk notes or not, etc.
- Asking your camper what they're excited to do at camp – If you attended camp as a child, share what you enjoyed about your own camp experience.
- Having them practice sleeping away from home by organizing a sleepover at a friend's house, with grandparents, trusted caregivers, or even in a tent in your backyard.
- Letting them know you're excited for them to go to camp (or even jealous!) and reassuring them that their days will be filled with a lot of new, exciting activities.
- Attending an open house or scheduling a tour of camp with our staff so they can see the property before you drop off.
- Coaching your camper to self-advocate – if they feel hungry, sick, sad, etc. let them know that they should always tell their counselor, no matter how small the issue, so they can help them.
- Preparing your camper, and yourself, to be out of touch for the length of the session. Campers are not permitted to bring cell phones to camp. Caregivers and caregivers are encouraged to call or email the office if they'd like to be updated on how their camper is doing while at camp.
 - We discourage direct phone contact between campers and Caregivers while at camp as even campers not experiencing homesickness can become upset when

talking to Caregivers, and those learning to cope with and overcome their homesickness can regress quickly.

- If staff feel a phone call with a Caregiver/caregiver would be helpful for the camper, we will reach out ahead of time to update you on the situation first and then bring the camper to the office to call.
- Exchanging bunk notes via Bunk1 is an excellent way to stay in touch with your camper while they're at camp without disrupting their activities or making them become preoccupied with being away from home.
- You may prepare letters ahead of time (collected at check in) for our staff to distribute throughout the week OR mail letters directly to camp at:

Name

C/O Camp Hantesa

1450 Oriole Road

Boone, IA 50036

- When writing letters or sending bunk notes via Bunk1, don't focus too much on how much you miss your camper (though we know you do!) or things they may be missing out on while at camp. Provide encouragement and share how excited you are to hear about their experience. If you have upsetting or urgent news for your camper (a death in the family, cancelled event, sick pet, etc.), consider waiting to share the news until they return from camp or contacting camp staff to arrange a way to break the news to the camper.

BEFORE CAMP BEGINS

Registration & Forms

A current medical form, participant waiver, camper profile sheet, and rules/policies agreement is required to complete your registration and secure your camper's spot in any Camp Fire program. Registration can be completed online at www.campfireiowa.org, by phone at 515-274-1501, or in-person by appointment.

Registration

Children entering grades K-8 may attend Camp Fire day camps and those entering grades 1-12 may attend overnight camps. Registration is first come, first served via the CampBrain registration portal online. Camp Fire is required to maintain state- and ACA-established child-to-adult ratios as a condition of accreditation and licensure. Therefore, program capacity is not flexible.

Registration is to be completed at www.campfireiowa.org. A reservation deposit of 20% of your total charges is due at the time of registration. Camper medical form and waivers are also required at the time of registration.

Waitlist

When programs are at capacity, families may register on the program's waitlist by completing the online registration forms. When a childcare slot opens, caregivers will be notified in the order of which they registered. Once contacted caregivers will have 3 business days to respond and accept the offer of enrollment. If acceptance is not communicated within 3 business days, the next camper on the list will be contacted.

Non-Registered Participants:

Camp Fire does not offer drop off services at any sites. Friends or siblings of participants who are not enrolled will not be allowed to attend.

Payment, Refund, Cancellation Policies & Financial Aid Information

Deposits & Payments

- Deposits are 20% of the total registration fee and are required for registration in a program.
- Deposits are non-refundable and non-transferable to another program.
- A Participant's spot is not reserved until deposit has been paid and all required forms are completed.
- Payment in full is due a minimum of 10 business days before the program start date. If payment in full has not been received 10 business days prior to the program start date, you authorize Camp Fire to withdraw the remaining balance using the payment method on file plus a \$20.00 late fee. This guarantees the participant's participation in the program.
- If a payment method is not saved on file, or we are unable to withdraw full payment for any reason, and/or the full registration payment has not been made 5 business days prior to the start of the program the participant's space in the program will be forfeited.
- Payments must be made via Camp Brain or by phone at 515-274-1501. If in person payment is needed, please contact our office to make an appointment. Payments cannot be taken in person at the location of the program.
- We accept cash, check, or credit cards. Our programs also qualify for most flex spending accounts.
- Returned eCheck payments will be assessed a \$30 returned check fee. Replacement payment must be made for your camper to participate in current or future Camp Fire programs. Future payments must be made via cash or credit card.

- Families utilizing HHS Child Care Assistance (CCA) funds are responsible for paying the remaining balance after HHS funds are applied. In some cases, scholarship funds may be available to help cover some of this balance as well.

Refunds and Cancellations

- Cancellation requests **must** be made via email to campfire@campfireiowa.org.
- Refunds or camp credit, excluding deposits, will be given upon cancellation with at least 10 business days' notice.
- Cancellations made less than 10 business days in advance will not be refunded and fees will not be transferred to another program.
- If the program participant leaves camp early due to illness or injury, the registration fee may be refunded at a pro-rated rate, or the child may be able to attend a later session. If the program participant leaves camp early or arrives late due to homesickness, behavior issues, or for any other reason, there will be no refund or pro-rated fees.
- Camp Fire does not refund or pro-rate partial weeks when participants do not attend all days of a week-long or multi-day program.
- Special circumstances may be considered on a case-by-case basis with documentation of a family medical issue, death in the family, or other circumstances.
- Registration fees already paid will not be refunded in order to use another payment method.
- If Camp Fire finds the need to cancel any program, full refunds will be given.

Absences, Late Pick-Up, & Disciplinary Action

- If the program participant is ill or cannot attend camp for any reason, the Camp Fire Service Center should be notified prior to the program's drop-off time at 515-274-1501 or by email at campfire@campfireiowa.org.
- If the program participant is not picked up by the program's end time, a fee of \$15 will be charged. After 15 minutes, if the participant is still at the program an additional fee of \$1/minute will be added. The fee will be charged to the camper's account and paid via the payment method on file.
- If the program participant is suspended from a program during the course of disciplinary action, program fees will not be reimbursed for that program. If a participant is suspended for the remainder of the season, they will not be expected to pay any camp fees for weeks they do not attend.

Financial Assistance:

At Camp Fire, we believe every family should have access to safe, affordable childcare. Financial assistance, including tiered pricing, child care assistance, and scholarships, are available for qualifying families. Assistance is provided on a first come, first served basis and funds are limited.

All families utilizing a Tier A option at camp must provide proof of eligibility. Eligibility documents can be uploaded in your camper's profile under the 'Income or Subsidized Rate Documentation' option. Please note, the form of documentation depends on the assistance you are applying for:

- **Des Moines Day Camps:** Child Care Assistance notice of eligibility letter OR most recent W-2s for household if applying for assistance via the Campership program.
- **Canwita Day Camps:** Free/Reduced Price Lunch eligibility letter OR most recent W-2s for household if applying for assistance via the Campership program.
- **Hantesa Day & Overnight Camps:** Most recent W-2s for household or other proof of income/non-income.

If the necessary documentation is not provided, the camper's registration will be cancelled or they will have the option to register at the standard rate.

The amount of assistance provided is calculated utilizing details from your camper and household information including family income, number of working adults, number dependents, and county of residence. Additionally, other special circumstances and status as a member of an underserved population are also taken into account.

Once a family has provided the necessary eligibility documentation, the camper will be moved off the waitlist and registered. At that time, the remaining balance owed for selected registrations (minus the deposit and assistance provided) will be applied to the family's account.

Please contact the Camp Fire office with questions about how to apply for assistance:

Camp Fire Heart of Iowa

(515) 274-1501

campfire@campfireiowa.org

Discounts:

Families that receive financial assistance do not qualify for early-bird, sibling, or other discounts in addition to their scholarship or tiered-pricing price reductions.

Camp Behavior Checklist

Please review with your camper in advance.

Caregivers and Guardians: Please take a moment to review the following guidelines with your camper. Staff will broadly review these expectations at the start of each session and refer to them specifically to help redirect behaviors.

- I will arrive and remain at camp with a positive attitude, open to meeting new people and trying new activities.

- I will work with my counselors and fellow campers towards creating an environment that is safe and welcoming for all.
- I will always give other campers and staff members another chance to grow and start fresh. I will not hold grudges.
- I will work with my counselors and fellow campers to set expectations for our behavior and will adhere to these expectations.
- I understand that doing intentional harm or bullying another camper, either physically or emotionally, is grounds for dismissal from camp.
- I understand that although I may be able to solve some conflicts on my own, my counselors are always ready to listen and assist if there is a problem. I understand that my counselors and all the camp staff need and want to help but can only do so if I am willing to share any concerns that I have with them.
- I will remain with my counselor or activity group as required.
- I will use appropriate language and understand that the use of excessive, deliberate, profane language will not be accepted.
- I will leave my cell phone at home understanding that if there is an emergency, I should notify a camp staff member.
- I will be respectful of the property and personal space of other campers. I will use my camera in appropriate areas only and will not bring any video recording devices to camp.
- I will not possess smoking materials, lighters, matches, illegal drugs, alcohol, or weapons of any kind on the campgrounds.

Failure to follow these guidelines may result in dismissal from Camp Fire Heart of Iowa programs for the session or the remainder of the summer.

Caregiver Code of Conduct

Caregivers and designated pick-up persons are expected to be respectful to staff and children. Matters that are not resolved by on-site program staff should be addressed to the Site Supervisor(s). Shouting and profanity are not permitted. Persons that engage in these behaviors will be asked to leave and these actions may result in the dismissal of the child(ren) from the program.

ATTENDING CAMPS

Canteen & Trading Post

Camp Hantesa has a camp canteen (snacks) and trading post (merchandise). Hantesa day and overnight campers will have the opportunity to purchase items during their session if desired. Campers visit the canteen every day but are only able to purchase one food item and one drink item at a time. If a camper doesn't bring money for canteen, there are also free snacks provided by camp. Campers may bring cash to purchase items from the canteen or trading post, but they are responsible for keeping track of their money. Alternatively, you can also add money to your camper's digital wallet in CampBrain.

Hantesa campers will also have the opportunity to purchase items at the camp's trading post (t-shirts, water bottles, sweaters, etc.). Items in the trading post vary from \$1 to \$40. Overnight campers are not permitted to keep cash but may deposit cash at check-in to be tracked via a 'Canteen Card' by staff. Any unspent funds will be refunded at check out. Alternatively, funds can also be added to the camper's store balance during registration via CampBrain.

Field Trips

All camps will take weekly field trips (typically, swimming twice per week and another theme-related field trip once per week). Field trip details are included in weekly camp newsletters sent via email. When enrolling, families are required to sign all waivers which includes permission for campers to participate in scheduled field trips. Families who choose not to participate in field trips should plan for alternate care during those trip times.

Meals and Snacks

Camp Fire does not provide meals for participants except at Camp Hantesa. Families should send children with a sack lunch and have children eat breakfast before arriving and/or send them with a sack breakfast as well.

Camp Fire provides nutritious snacks following CACFP requirements for all program participants in the morning and afternoon.

Camp Fire will provide alternative snacks for students with dietary restrictions (allergy, medical, religious, preferential, etc.) so long as those restrictions are noted in the camper's medical form during registration. Snack menus at licensed sites will be posted at the site entrance.

Check-In & Check-Out

Caregivers and campers need to check in with staff immediately upon arrival and caregivers and campers need to check out before leaving. Camp Fire is not responsible for late campers. To drop off or pick up campers outside of the established drop times, please make arrangements with staff at check-in or contact the appropriate camp office:

Discovery (DSM): 515-212-7010

Adventure & Outrageous (DSM): 515-309-1445

Hantesa: (515) 432-1417

Canwita (Ames): 515-309-1479

Camp Fire Administrative Office: (515) 274-1501

Please note that anyone picking up campers (including caregivers!) will be required to show their ID during pick up.

If your camper needs to leave with a person other than the Caregiver/guardian listed in the CampBrain system, please bring a note with the name(s) and number(s) of the approved adults prior to alternate pick up. Alternatively, you can add approved adults to your camper's CampBrain profile or call/email the camp office ahead of time to add an adult to the approved pick-up list.

Late Pick-Up Policy

Late pick-ups are not permitted. Being picked up late can be upsetting for children and will result in additional fees described below.

- **First Late Pick-Up:** Things come up and accidents happen, etc. Therefore, your first infraction will be a written warning that will go on record. No charge will be assessed the first time you are up to 15 minutes late. For every minute after that, you will be charged \$2.00 per minute per child, which must be paid within two working days.
- **Second Late Pick-Up:** If your child is picked up after closing a second time, you will be charged \$2.00 per minute per child for every minute that you are late. This charge must be paid within two working days. In addition, a conference may be scheduled with the Site Supervisor.
- **Third Late Pick-Up:** If your child is picked up after closing a third time, you will be charged \$2.00 per minute per child for every minute that you are late. This charge must be paid within two working days. A conference will be scheduled with the Site Supervisor. Dismissal from the program may be discussed.

The above policy will also be enforced for early drop-offs. Failure to pay late pick-up fees may also result in the camper's suspension or dismissal from the program.

If the staff have not received a phone call from a caregiver by closing time, staff will attempt to contact you or someone on the emergency contact list. If no one can be reached and your child hasn't been picked up within 30 minutes, staff must contact the local police.

Absences

If your child is sick or unable to attend camp, please call the Camp Fire Service Center (515) 274-1501 or email campfire@campfireiowa.org at least 24 hours before the start of the program.

Drop-Off/Pick-Up Locations & Times

Hantesa Day Camp & Hantesa Outrageous (including Junior Apprentices):

Location	Address	Drop-Off Time	Pick-Up Time
Riley Park (DSM)	5300 Urbandale Ave, Des Moines, IA 50310	7:30-8:15am	4:30-5:30pm
Camp Canwita (Ames)	2807 Duff Ave, Ames, IA 50010	7:30-8:15am	4:30-5:30pm
Camp Hantesa (Boone)	1450 Oriole Road, Boone, IA 50036	7:30-8:15am	4:30-5:30pm

Canwita Day Camp & Canwita Outrageous (including Junior Apprentices):

Location	Address	Drop-Off Time	Pick-Up Time
Camp Canwita	2807 Duff Ave, Ames, IA 50010	7:30-8:30am	4:00-5:30pm

Discovery Day Camp (including Junior Apprentices):

Location	Address	Drop-Off Time	Pick-Up Time
DSM Location TBD		7:30-8:30am	4:00-5:30pm

Adventure Day Camp & DSM Outrageous (including Junior Apprentices):

Location	Address	Drop-Off Time	Pick-Up Time
WDM United Methodist Church	720 Grand Ave, West Des Moines, IA 50265	7:30-8:30am	4:00-5:30pm

Hantesa Overnight Camps:

Location	Address	Drop-Off Time	Pick-Up Time
Camp Hantesa (Boone)	1450 Oriole Road, Boone, IA 50036	Sundays, 2:00-4:00pm	Wednesdays, 5:00pm (Mini Week) Fridays, 5:00pm (Full Week) Saturday, 10:00am (WoHa Week only)

Authorized Pick-Up, Custody, and Access

Authorized Pick-Up Policy

Registration includes a form that provides caregivers the opportunity to list the names of persons allowed to pick up their campers. To release the child, the pickup person's ID must match the names provided when registering. If you need to add someone new to the pickup list, please reach out to the Site Supervisor. Campers are not allowed to check themselves out or leave the program unless accompanied by a caregiver or someone on the authorized pick-up list that is 16 years or older.

Custody/Visitation Agreement:

It's important to communicate with the Site Supervisor regarding custody/visitation issues. For the safety of the children, a written copy of the custody/visitation agreement MUST be acquired by the Site Supervisor if the agreement affects your child's release from the program. Legally, Camp Fire staff cannot hold children from the biological or adoptive caregiver(s) if there is not a court order specifying otherwise on file. Staff as well as the local police department will follow the court order regarding release of the child.

Unlimited Access:

Caregivers shall be afforded unlimited access to their children and to the provider caring for their children during the program's hours of operation or whenever their children are in the care of a provider unless caregiver contact is prohibited by court order.

Persons without Authorized Access:

Any person in the center who is not an owner, staff member, substitute, subcontracted staff or volunteer shall not have "unrestricted access" to children for whom that person is not the caregiver, guardian, or custodian, nor may they be counted in the staff to child ratio. *

*Unrestricted access means that a person has contact with a child alone or is directly responsible for childcare. All persons approved to be involved with child care shall have had a record check before being allowed access. People that have not had a record check and been cleared to work with children may not assume child care responsibilities or be alone with children.

Persons who have not been approved for unrestricted access will be under the direct supervision and monitoring of a paid staff member at all times and will not be allowed to assume any child care responsibilities. The primary responsibility of the supervision and monitoring will be assumed by the teacher unless he/she delegates it to the teacher assistant due to a conflict of interest with the person. Supervision means to be in charge of an individual engaged with children in an activity or task and ensure that they perform it correctly; Monitoring means to be in charge of ensuring proper conduct of others.

Center staff will approach anyone who is on the property of the center that is not an owner, staff member, substitute, subcontracted staff or volunteer, caregiver, guardian, or custodian of a child enrolled in the facility to ask what their purpose is. If staff is unsure about the reason they will contact their site manager or another management staff to get approval for the person to be on site. If it becomes a dangerous situation staff will follow the "intruder in the center procedures". Non-agency persons who are on the property for other reasons such as maintenance, repairs, etc. will be monitored by paid staff and will not be allowed to interact with the children.

A sex offender who has been convicted of a sex offense against a minor (even if the sex offender is the caregiver, guardian or custodian) who is required to register with the Iowa sex offender registry (Iowa code 692A) shall not operate, manage, be employed by or act as a contractor or volunteer at the child care center. They shall not be on the property of the child care center without written permission of the center director except for the time reasonably necessary to transport the offenders own minor child or ward to and from the center.

The center director is not obligated to provide written permission and must consult with the licensing consult before providing this permission. If written permission is granted it shall include the conditions under which the sex offender may be present including: the precise location in the center where the sex offender may be present, the reason for the sex offenders presence at the facility, the duration for the sex offender's presence, and a description of how the center staff will supervise the sex offender to ensure the sex offender is not left alone with a child. This written permission must be signed and dated by the director and the sex offender and be kept on file for review by the center licensing consultant.

Confidentiality:

Confidential and sensitive information will only be shared on a need-to-know basis with employees of the before- and after-school program, to care for campers most appropriately and safely. Campers' files will remain in a secure and locked place.

Packing Lists

Summer Day Camp Packing List

- Water bottle
- Swimsuit/towel/sunscreen
- Bug spray
- Closed toe shoes/extra socks
- Non-refrigerated lunch (*All Except Hantesa Day Camp & Youth Service Coalition*)
- One week's worth of medication in the original prescription bottle (if needed)
- Backpack/drawstring bag
- Hat/sunglasses
- Spare change of clothes (if necessary for your camper or the day's activities)

Camp Hantesa Overnight Camp Packing List

Clothing:

- Shorts
- T-shirts
- Sweatshirt/ Jacket
- Pants
- Pajamas
- Undergarments
- Swimsuit
- Shoes-no flip flops/sandals except in pool area or showers
- Socks
- Hat
- Sunglasses

Toiletries

- Shampoo/conditioner
- Soap/body wash
- Toothbrush/toothpaste
- A shower caddy to hold everything in
- Other hygiene items as desired
- Sunscreen
- Bug spray

Other

- Towel/washcloth
- Swim towel
- Medications
- Sleeping bag/Blanket
- Twin size fitted sheet for mattress.
- Pillow

Misc.

- Spending money for trading post/canteen (optional)
- Books
- Disposable camera
- Flashlight
- Water Bottle
- Bag for dirty clothes

What NOT to Bring to ANY Camp Fire Program

- Cell phones
- Pokémon or other trading cards
- Food
- Drinks (Except a water bottle)
- Weapons
- Electronics
- Valuables
- Cash, except when given for a field trip or for canteen at Camp Hantesa

Make sure to label all items to help with any lost and found.

Bunk1

Bunk1 (<https://www.bunk1.com/>) is an online service Camp Fire uses to safely share photos of your camper from their camp program! Bunk1 can also be used to send messages, or 'Bunk Notes', to your overnight camper while they're at camp in place of traditional snail mail.

You will receive instructions and an access code with your camp confirmation. If you do not receive the instruction page and access code, please contact Camp Fire by email (campfire@campfireiowa.org) or by phone (515-274-1501) for assistance.