

University of Denver P.A.S.S. Camp & School Days Off

Handbook
2018-2019

Updated 2/12/2018

GENERAL CONTACT INFORMATION

Pass Camp & School Days Off Front Desk Line: 303-871-3908

Coors Fitness Center Front Desk Line: 303-871-3845

General Program information

<http://ritchiecenter.du.edu/youth/pass-camp/>

<http://ritchiecenter.du.edu/youth/school-days-off/>

General Inquiries

Front Office: 303-871-3908

Email: youthprograms@du.edu

Program Manager

Dustyn Whyte

Dustyn.whyte@du.edu

303-871-3366

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THE P.A.S.S. CAMP & SCHOOL DAYS OFF HANDBOOK

The P.A.S.S. Camp & School Days Off Handbook is intended to outline the expectations of the program and how it operates. It should not be considered an exhaustive document. There will be many aspects of camp that take shape and change as a year progresses; unexpected and unpredictable issues inevitably arise. The program managers reserve the right to use their discretion to make decisions on those types of situations that may not be specifically addressed in the handbook or in policies. Those decisions will be based on their experienced judgment, customs of the program and DU, commonly accepted norms of social and educational institutions, law, common sense, and what is in the best interest of the entire DU community. The program managers also reserve the right to update, revise or add policies and rules at any time during the year when the need arises. The camp will not widely distribute hard copies of this program handbook because of the high cost of copying. If you would like a paper copy, please make that request at the camp front desk.

MISSION & VISION

Mission: *The University of Denver Youth Activities Program provides instructional and foundational sport programming for children in the Denver-metro area. Our program offerings inspire, engage, and develop our youth in a safe, fun, and age-appropriate way. We embody the University of Denver into everything we do, including offering our programs in the state-of-the-art, Division I facilities the Denver Pioneers call home.*

Vision:

Our vision is to introduce children to a wide-range of sports and wellness opportunities at a young age so that they can develop overall athleticism, discover new passions, and cultivate an appreciation for being on a team, sportsmanship, and treating others with respect in all areas of life. Through these objectives, we aspire to be the preferred youth sport and wellness provider for parents and their children in the Denver-metro region.

PROGRAM OVERVIEW

P.A.S.S. Camp and School Days Off run a consistent daily schedule that begins with free choice time during check in. This is an opportunity for campers to play and talk to friends prior to scheduled activities starting. At 9am all campers join their teams for roll call and morning snack, followed by their first activity of the day. Throughout a camp day, teams will move from activity to activity in roughly 1-hour blocks designed to incorporate a variety of sports and skills to keep kids of all interests engaged and excited. Campers will meet for lunch between 11:15am and 1:30pm depending on camp size and age. At 3pm, all teams will return for snack and then have roughly 45 minutes of free choice time. At 4:15pm campers will participate in a daily group game which will run during our regular pick up time.

AGES OF CHILDREN

P.A.S.S. Camp and School Days Off serve all the children of the Denver Metro Area aged 5-11.

HOURS OF OPERATION

Regular hours for both P.A.S.S. Camp and School Days Off are from 8:00am until 5:00pm. Early care is available beginning at 7:30am and late care is available until 5:30pm, each for an additional fee.

DAYS OF OPERATION

P.A.S.S. Camp and School Days Off dates are planned according to local school calendars and posted to our website.

DROP-IN POLICY

Neither P.A.S.S. Camp nor School Days Off programs can accept drop-ins. Due to our scheduling process, lunch preparation, and roster review process we are unable to accommodate registrations the day of camp.

STAFFING & SUPERVISION

P.A.S.S. Camp and School Days Off strive to provide the most qualified and trained staff possible at all times. Staff to student ratios are targeted at 12:1 and will not exceed 15:1 in accordance with the Child Care Rules and Regulations. All staff will be provided with training in CPR/First Aid, Mandatory Child Abuse Reporting, Body Safety Rules, Discipline & Behavior Management, Conflict Resolution and more. The Youth Activities Director is Michael Simon (michael.d.simon@du.edu) and the Youth Activities Manager is Dustyn Whyte (dustyn.whyte@du.edu).

REGISTRATION

P.A.S.S. Camp:

The deadline for registration is the Tuesday prior to camp at 11:59pm. If you miss the deadline, please call the Camp Front Desk at 303-871-3908 to speak with camp staff.

School Days Off:

The deadline for registration is 48 hours before the day of camp. If you miss the deadline, please call the Camp Front Desk at 303-871-3908 to speak with camp staff.

REGISTRATION PRE-REQUISITE

Prior to registering for either P.A.S.S. Camp or School Days Off, children must have a current pre-requisite completed. This pre-requisite collects emergency contact information, allergies, authorized pick-ups, and many more important details we must have before children can attend camp. To complete the pre-req, follow the link on our registration page and “check out” with only that item in your cart. Pre-req’s are required every year at the beginning of the school year, and once completed, will stay attached to your child’s account for the remainder of the school year and following summer.

Additionally, you must turn in a copy of your child’s immunizations and medical documents at registration before your child enters the program.

CAMP COSTS

P.A.S.S. Camp:

The base fee for P.A.S.S. Camp is \$330.00 per week for 5-day weeks, and \$270.00 for 4-day weeks - such as the week of Independence Day. Discounts are offered for early registration beginning in January and occasionally during promotions. The weekly fee includes care during regular hours, all snacks, and all lunches. Early or late care can be added for an additional fee when registering.

School Days Off:

The base fee for School Days Off is \$60.00 per day. The daily fee includes care during regular hours and all snacks. Lunch, early care or late care can be added for an additional fee when registering.

At both P.A.S.S. Camp and School Days Off siblings and DU affiliates are offered a 10% discount on camp costs. Discounts cannot be combined or applied to the cost of lunch.

PAYMENT

To register for P.A.S.S. Camp or School Days Off, payment must be made in full. Registration should be completed through your Ritchie Center Webtrac account.

REFUNDS/CREDITS

Refunds are given if registration is cancelled in writing 3 weeks before the start of camp. If registration is cancelled within 3 weeks of a camp start date, a credit can be applied to the household, or a 50% refund can be processed. No refunds or credits will be given if camp registration is cancelled less than 72 hours prior to the start of camp.

Refunds or credits will also be granted in the following cases:

- A doctor's note stating the child's health will prohibit him/her from participating in the program.
- A family moves away from the Denver metro area and can no longer attend.

LATE PICK UP CHARGE

Parents are expected to pick their child/children up by 5:30pm unless they are registered for late care. We understand and recognize there will be times parents are stuck in traffic, held up by inclement weather, or for other reasons. However, we must charge a late pickup fee since being late to pick up your child inconveniences our staff and increases our staffing costs.

Children registered for regular care hours who are picked up after 5:35pm will be charged for late care.

Any children picked up later than 6:05pm will be charged late pickup fees. Fees will be added to accounts and will be processed automatically.

Daily Late Pickup Fees- added per child, per occurrence

5:35-5:44pm	\$10.00
5:45-6:00pm	\$20.00
6:00 or later	\$30.00 plus an additional \$1 per minute for every minute past 6:00pm

Pick-up after 6:00 is considered grounds for dismissal from the remainder of the program without a refund.

SCHOLARSHIPS

Youth Activities at The University of Denver is committed to providing camp opportunities for all children who wish to participate in our programs. The S.A.V.E. (Sports, Arts, Volunteerism and Education) scholarship is a needs-based program that is considered on an individual basis. The goal of S.A.V.E. is to introduce disadvantaged youth to activities that would otherwise not be available to them or their families. Please note that the maximum scholarship awarded will be no more than 50% of total program costs.

To apply for the S.A.V.E Scholarship please submit a letter to Michael Simon, the Director of Youth Activities by email (michael.d.simon@du.edu) that addresses:

- Scholarship request, including circumstances of request [scholarships are need based]
- Applicant and family's community involvement including attendance of cultural events and volunteer activity
- Summary of participant's current GPA and any circumstances leading to a GPA below 2.5
- How the scholarship would benefit the recipient

In order to process your application, we will need income verification in the form of your most recent IRS tax return. The University of Denver will keep all information provided strictly confidential. Applications are reviewed monthly and awarded individually. Please allow at least 6 weeks for an application to be processed.

OUTSTANDING BALANCES

In order for P.A.S.S. Camp and School Days Off to be successful, it's imperative that all program fees are paid on-time and accounts are kept up to date. Youth Activities will call to collect payment for any outstanding account balances. Failure to pay balances will result in children being unenrolled from future programs and prevented from enrolling again until all fees are paid.

RECEIPTS AND TAX INFORMATION

Receipts are available by request. P.A.S.S. Camp and School Days Off childcare payments may be a tax deduction. Statements are available upon request (dustyn.whyte@du.edu). The Tax ID number is 84-0404231.

IMMUNIZATIONS

The State of Colorado requires a certificate of immunization signed by the physician for every child, due the day the child starts. Failure to follow this policy will result in dismissal of the child from the program. P.A.S.S. Camp and School Days Off use the same immunization documents that are used for school enrollment.

MEDICATION

All children requiring medication during school or afterschool hours must accurately fill out and turn in a [Medication Administration Form](#) to the camp front desk. Prescription and nonprescription medication will be administered to children with a signed Medication Release Agreement only. The following procedures **must** be followed:

- 1). Camp employees will administer medication to students only if given a written request by the student's parent or legal guardian.
- 2). All medications will be stored in a locked cabinet in the Youth Activities Closet.
- 3). Campers will not be allowed to keep medication in their possession while in camp.
- 4). An adult should bring medication to camp, and the student should not carry medication.
- 5). Prescription medication will be counted upon receipt and returned to the parent at the end of the child's enrollment.
- 6). A physician's order is required for all prescribed medications administered 30 days or more including "as needed" prescription medications. Orders for prescription medications will be accepted from those persons legally authorized to write prescriptions in the United States. Out of state prescription medication not accompanied by a physician order will be considered on an individual basis.
- 7). Medication must be in the original container and properly labeled with the name of the student, the prescribing doctor, the name of the medication, the date the medication was prescribed and the instructions for administration.
- 8). Prescription medication will be administered only to the person named on the prescription label, and in the dosages, intervals and for the duration period prescribed.
- 9). Modifications of a prescription will be accepted only upon receipt of written instructions from the prescribing doctor.
- 10). Non-prescription ("over-the-counter") medication will be administered according to the instructions on the original container and must have a Medication Request Release Agreement filled out and signed by your physician.
- 11). If the camp nurse believes that continued administration of the medication is not beneficial to the student, the nurse will notify the student's parent or legal guardian.
- 12). If the period of administering the medication expires, it must be picked up by the student's parent or legal guardian. Medication, whether prescription or nonprescription, will not be returned home by delivering it to students. Medication will be discarded if it is not picked up within thirty calendar days after the period for administering it has expired.

ALLERGIES

In order for our staff to better serve your child, it is imperative that parents inform staff of any allergies that their child may have or had, for example, food, medication, or other substances. You will have an opportunity to do so when filling out both our pre-requisite form and during the online registration process.

ILLNESS

According to state licensing requirements and for the protection of all children, P.A.S.S. Camp and School Days Off cannot accept children with the following symptoms:

- Elevated temperature
- Diarrhea or vomiting
- Undiagnosed rash
- Sore or discharging eyes or ears, profuse nasal discharge
- Diagnosed contagious disease such as strep throat or chicken pox

Sick children will be provided with a place to rest comfortably until they go home. Parents will be notified to come and pick up their child within the hour. Please notify the Youth Activities staff if your child contracts a contagious disease, such as whooping cough, German or regular measles. It is a licensing requirement that signs be posted to notify families.

EMERGENCY PROCEDURES

Youth Activities has created an Emergency Management Plan to address various types of emergencies such as a fire, dangerous weather, assaults or criminal activity that both P.A.S.S. Camp and School Days Off will strictly follow. Personnel from The University of Denver Campus Safety Office will also be available to assist our staff during all emergency situations as they are located on campus.

We practice one drill per month to address the following types of situations:

-Fire Drill: Campers, staff, and visitors exit the building through the nearest emergency exit. All camp groups meet at the Stapleton Tennis Pavilion where head counts are taken and groups stay until the building is deemed safe.

-Lockdown: Campers, staff and visitors are kept inside the building or brought inside, exterior doors are locked, no one is allowed in or out of the building, students, staff and visitors stay in locked spaces or other areas and line up and sit down against an interior hallway wall and away from exit doors, camp activities cease. This occurs when a dangerous event has happened near campus or a dangerous intruder may be in the building.

-Modified Lockdown: All campers, staff and visitors are kept inside the building or brought inside, exterior doors are locked, no one is allowed in or out of the building, camp activities continue. This occurs when some danger may still exist in the area but the building is deemed secure.

-Shelter in Place: Campers, staff and visitors move to Court 3 in Gates Field House and sits along the interior of the boarding system. Everyone kneels or crouches with their heads between their knees and clasps their hands on the back of their heads. This occurs during severe weather such as a tornado.

In the event of an emergency during program hours, the Program Director will immediately contact our families describing what emergency is taking place and what action is needed (if possible).

We try to conduct fire drills during decent weather conditions. However, fire alarms do go off unexpectedly occasionally. When that occurs the first priority is to evacuate the building as quickly as possible. Since it is unknown whether the alarm is real or not, regulations stipulate that no special effort be made to collect jackets or other clothing if there is unpleasant or cold weather. We will make every effort to inform you of alarm situations that may cause concern for your children. We want you to be aware of the circumstances from an informed source. We will also inform you when we have drills for the different lockdown scenarios.

PARENT REUNIFICATION PROCEDURES

In the case of a Lockdown or Lockout that occurs during program hours, all camp parents will be notified by email and phone call when it is safe to pick up your child(ren). Parents should refrain from calling The Ritchie Center and instead wait for notice from the camp staff. All parents will need to enter through the camp front desk. Program staff will be controlling the flow of traffic in order to make sure all students get home safely. In the event the building is not safe due to fire or other emergency, parent reunification will happen at the Stapleton Tennis Pavilion located on Asbury Ave. just west of the Ritchie Center.

-Identification will be required for all parents/guardians in the case of an emergency.

-Anyone not listed on a student's emergency pick-up authorization will not, under ANY circumstances be given permission for pick-up.

-Parents must check-in with the Program Director or Program Manager to make sure they are cleared for pick up before retrieving your child.

ACCIDENTS AND EMERGENCIES

P.A.S.S. Camp and School Day Off staff are First Aid and CPR certified and have been trained in emergency procedures. Emergency numbers are available to all staff at all times. Plans for handling fire, floods, tornadoes, severe weather, lost or missing children, injuries and illnesses are on file at each site. We will call you or your emergency contact person to notify of a minor accident or injury. When there is no question that your child must be taken to the doctor or the hospital, we will call you to inform you of our course of action as soon as possible. It is vital that you keep our staff updated in case of changes in your phone number at work and at home.

In the event of accident at camp a report will be filled out by the staff responsible for your child or who was present when the accident happened. The report will be given to you at pick up to review and sign, then kept on file at camp. If you would like a copy of any report involving your child, please ask the camp front desk staff and one will be made for you.

LOST CHILD

Every effort is made to keep all children safe. In the event that a child is missing, a search will be started immediately. If necessary, the parents and the authorities will be called to assist in his search. Parents, please assist us in educating your child of the importance of staying with the camp staff.

REPORTING OF CHILD ABUSE

P.A.S.S. Camp and School Days Off are licensed programs and it is mandated that we report any suspicion of child abuse to Social Services. The license indicates that the program has met the required standards for the operation of a childcare facility. If you have not done so, please ask to see the license.

If you believe that your child has been abused, you should seek immediate assistance from your county Department of Social Services. Colorado law requires that childcare providers report all known or suspected cases of child abuse or neglect.

The telephone numbers to report abuse is: **1-800-CO-4-KIDS**

Childcare services play an important role in supporting families, and strong families are the basis of a thriving community. Your child's education, physical, emotional, and social development will be nurtured in a well-planned and well-run program. Feel free to observe the program, especially with regard to children's health and safety, equipment and play materials, and staff. For additional information regarding licensing, or if you have concerns about a child care facility, please consult the Colorado Department of Human Services, Child care Licensing, at 303-866-5958.

BODY SAFETY AT P.A.S.S. Camp and School Days Off

P.A.S.S. Camp and School Days Off will intentionally review the following rules with all students on a regular basis and will immediately contact the student's parents and/or guardian if any of the below rules are not followed explicitly.

- No one is allowed to touch your private body parts (including siblings), except to help you clean them or to examine them in a medical office.
- You are not allowed to touch someone else's private body parts.
- No one (adult or teenager) is allowed to take pictures of your private parts or show you pictures of naked people.
- When playing with friends, play with your clothes on.
- You and all your family members are allowed to have privacy when bathing, dressing, and using the toilet.
- You are allowed to choose who you kiss and touch, and when you kiss and touch people.
- You have permission to say "NO" and get away if anyone tries to touch your private body parts or breaks any of your body safety rules.

- If someone tries to or does touch your private body parts, try to get away and then go tell!
- If someone tells you to keep a secret about touching private body parts, tell a trusted adult.

SIGN IN/OUT

It is required by Youth Activities and the Department of Social Services that only authorized persons sign their children in and out each day. Your child will be released only to the individuals that you have designated on your pre-requisite form or during camp registration. If you need to make changes to the list of people authorized to pick up your child, please do so in writing at the FRONT DESK. If there is an emergency, please call the Youth Activities Manager or the Front Desk and we will make special arrangements.

We will ask for a picture ID and check the authorization for the release of the child. If the person is not authorized to pick up the child, the child will not be released. If an unauthorized adult attempts to take a child without permission, the parents and the police will be called. Licensing requires those designated to pick up and sign your child out, must be at least 16 years of age.

Youth Activities will call 911 regarding anyone picking up a child who appears to be under the influence of alcohol or drugs, or otherwise incapable of providing responsible care to the child.

These procedures are for the protection and safety of your child and staff, and for your peace of mind.

LATE DROP OFF AND EARLY PICKUP

Children may be dropped off at camp at any time during camp hours. If your child arrives late, please check in at our front desk and camp staff will escort them to their team's current activity. Notification is appreciated when children will be arriving late to camp.

If your child needs to be picked up early, please inform the front desk staff during drop off and staff will make every effort to have your child packed up and ready to go at the front desk when you arrive.

LATE PICK UP

Children are supervised at P.A.S.S. Camp and School Days Off until 6:00 p.m. If the camp is not contacted and your child is still present at 6:05 pm, we will contact other individuals authorized to pick up and emergency contacts. In the event that no one can be reached by 6:30 pm, Social Services will be contacted and the children will be taken to local police.

CLOSING PROCEDURES

Before the last staff member leaves the building, all rooms that the P.A.S.S. Camp and School Days Off programs utilized that day will be searched to ensure no child is left in the building. The staff will review the sign in and out sheets to assure all children that were signed in are signed out by an authorized individual. If there is any question in these procedures, staff will call the parent/guardian first and then proceed with authorized pickups to assure the safety and well-being of the child.

LOCATION OF CHILDREN

All children will be supervised by staff at all times. Attendance is taken each morning and updated throughout the day as children arrive and leave camp. Staff will make phone calls to account for children registered but not at camp. Attendance sheets are utilized and head counts will be taken to account for children whenever the group moves from one activity to another. A staff member will accompany children whenever restrooms are not located immediately adjacent to the activity space.

SNACKS

Snacks will be provided to all students. Snacks will be high quality and healthy. We aim to accommodate most dietary needs. Please indicate any food allergies or dietary restrictions on your child's registration form. Snacks are provided twice per day at 9am and 3pm. Any additional food children want or need must be brought from home.

PERSONAL BELONGINGS

It is the intent of P.A.S.S. Camp and School Days Off to make children as responsible as possible for their belongings. We believe that a child learning to care for their belongings is an important life skill that we want to foster. You can help by labeling your child's belongings for easy identification. Each day at camp, every child will have an area for their belongings in Gates Field House and although P.A.S.S. Camp/School Days Off staff will help to manage campers' personal belongings, we are not responsible for lost or stolen items.

Cell phones are allowed at camp for emergency use only. They are to be kept with the child's belongings (in a backpack or other safe place). Children may check messages during breaks, but are not allowed to use them for any other purpose during camp hours. If cell phones are used inappropriately at camp they will be held at the camp front desk until pick up.

WHAT TO BRING

Please provide your child with something that will hold his/her belongings and can be easily carried. When packing for camp, it is recommended that children always bring a change of clothes, a water bottle, extra snacks, and any necessary personal items.

Please refer to the activity schedule sent out prior to camp and posted to our website to determine if your child needs any additional items such as a bathing suit and towel, helmet for ice skating, a hat, or sunglasses.

WHAT NOT TO BRING

Certain items are prohibited at camp at all times, including hand held electronic games, I-pods or other music devices, and anything deemed dangerous or unfitting for camp. We also strongly suggest not letting children bring anything valuable since the potential for personal belongings to be lost or stolen always exists.

LOST AND FOUND

P.A.S.S. Camp and School Days Off keep a lost and found bin in the Youth Activities closet in Gates Field House that can be accessed anytime camp is in session or by contacting the Youth Activities Manager. The Coors Fitness Center, Joy Burns Ice Arena, and El Pomar Natatorium also have lost and found collections where camp items can sometimes be found. Check for lost items daily, as we donate the unclaimed items to charity after 30 days.

WEATHER

We want children to have the opportunity to experience the changing seasons. All children need to be prepared to go outside every day. This gives children a chance to get fresh air, run, and play. We are very aware of temperature and natural weather changes. Please send appropriate clothing for your child, e.g. snow boots, gloves, mittens, hats, jackets, and sunscreen. During hot weather, water is always available. Some activities are planned in the shade or indoors. If the temperature is below 44 degrees (F) or over 100 degrees (F), the children will also stay indoors. Youth Activities will provide sunscreen when outdoors, which will be 50 SPF or more. We will not be using a specific brand, so please bring your own sunscreen if there is brand that you would like your child to use. If your child is NOT appropriately dressed to be in the elements, they will need to stay indoors, no exceptions.

MOVIE POLICY

Movies will be shown occasionally during the program. The movie will be offered to children as an option and will have a G rating (or PG rating with written parent approval). No PG 13 or R rated movies will be shown in school-age programs.

DISCIPLINE

P.A.S.S. Camp & School Days Off both operate with the goal of campers having as much fun as possible during their time with us, along with the expectations that campers always respect

their teammates, coaches, facilities and themselves. It is with these expectations in mind that our discipline procedure was developed.

Discipline at camp does not rely on punishment or rewards to “get campers to behave”, but instead our goal is to have campers take responsibility for their actions and behavior, and to help them develop the skills necessary to handle conflict and disagreement effectively and appropriately.

Discipline Expectations for Youth Activities Staff:

- Actively work with our campers so that they understand our expectations and if necessary, how their behavior failed to meet those expectations.
- Respond consistently to children’s misbehavior - logically, thoughtfully and non-punitively.
- Provide children with ample opportunity to make amends for their misbehavior and to move on from incidents.
- Communicate with parents and children about incidents.

Promoting Self-Discipline:

- Team Coaches will use effective group management techniques to address the needs of the majority of their campers. They will use their discretion and best judgment to determine the best management technique for each camper and situation.
- When camper behavior is not addressed through effective group management, the Team Coach may choose to use a refocus protocol. Coaches may also choose to elicit the support of camp coordinators to problem solve on-going behaviors.
- Campers with certain severe or repetitive behaviors may be sent to the Youth Activities Manager with a referral form. The Youth Activities Manager will investigate the situation, review the referral, and use their discretion as to how to follow-up. All formal referrals will result in at least a phone-call home.

SUSPENSION FROM CAMP

The administration reserves the right to suspend any student from camp. Youth Activities at DU regards the physical safety and emotional well-being of its staff and participants as paramount and extreme behaviors that compromise these priorities will be addressed immediately. Before a suspended child can return to camp, a meeting to discuss the behavior that resulted in the child’s removal from camp and the policies, procedures, and expectations going forward must take place. The parent or legal guardian, child, Youth Activities Manager, and any other involved staff must all attend this meeting.

REPORTING LICENSING COMPLAINTS

If at any time there is concern that P.A.S.S. Camp or School Days Off have violated Colorado State Licensing, you may file a formal complaint with the Colorado Department of Human Services, Division of Child Care. That contact information is listed below:

To make a complaint, call 303-866-5958 Monday through Friday between 8 a.m. and 5 p.m. If calling outside of business hours, you may leave a message. Provide your name, telephone number and mailing address. This information is required for the following reasons:

- To call you back if the investigator needs more specific information about the complaint,
- To call you back if the investigator received contradictory or unclear information during the investigation, and
- To call you to let you know the results of the investigation.

A witness or someone who has first-hand knowledge of the abuse must make the complaint. An anonymous complaint can be made only if the complaint is about an unlicensed child care provider.

All information is kept confidential about parents and children in care. The program/facility will never know who made the complaint.

PARENTAL CONCERNS/COMMUNICATION

When parents and/or students have concerns regarding an aspect of the Camp follow this basic communication process. **We recommend talking to the person most directly involved first.**

1. Talk to the Team Coach or Coordinators: If you have questions/concerns about your child's needs, instruction, activities, progress or behavior.
2. Request a meeting: If after talking to the Team Coaches or Coordinators, you feel you need more information or assistance, please contact the Youth Activities Manager to arrange a meeting.
3. Talk to the Youth Activities Director: If you feel your needs have still not been met by the above avenues of communication.

COMMUNICATION FROM YOUTH ACTIVITIES

1. Electronic Newsletters: The University of Denver Division of Athletics and Recreation sends out an electronic newsletter with news, a calendar of events and updates on various topics every month to all Camp families. **A section of the newsletter will be dedicated to Youth Activities.** Make sure to check this section for updates & news!

2. Youth Activities handouts and website: Updates and announcements will be posted at our desk, delivered via fliers and handouts, and posted to our website. Please check these regularly!

3. Emails to Camp Families: Only when necessary will the Youth Activities Manager reach out via email. Please take these notices seriously as it most likely is being sent to communicate a short-notice change in programming or scheduling.

4. Social Media: The Division of Athletics and Recreation at DU has official [Facebook](#) and [Instagram](#) pages for fun happenings in relation to events at the Ritchie Center including P.A.S.S. Camp and School Days Off.

Commented [DW1]: Add link

Commented [DW2R1]:

COMMUNICATING TO YOUTH ACTIVITIES

1. If you need to communicate a change in scheduling, pickup time etc., please email youthprograms@du.edu or call the Youth Activities Front Desk at 303-871-3908. If you do not receive a confirmation that your message has been read, please call the Youth Activities Manager at 303-871-3366.

2. Emails to the Youth Activities Manager: If a matter is urgent, please call instead of sending e-mail. Please email the Youth Activities Manager for all operational/logistical matters and The Youth Activities Team will attempt to answer all correspondence within a 24 hour period.

STAFF QUALIFICATIONS

The quality and effectiveness of Youth Activities at DU is directly related to the skills and personal characteristics of our staff. Recruiting, selecting, training and supporting staff are essential, interrelated processes in insuring the integrity of our programs. The coaches are required to have experience in working with children, a knowledge of recreational activities, and must possess certain qualities in order to serve as role models for children.

The staff is selected for the personal qualities of warmth, empathy, and ability to relate positively to children. They receive training in many areas: Safety, Child/Adult communication, numerous activities including sports instruction, games, etc. Youth Activities staff are First Aid trained and CPR certified. Background checks are conducted on all staff. This includes criminal record background checks, Central Registry checks and reference checks.

RATIO

P.A.S.S. Camp and School Days Off Programs follow Social Services guidelines for the State of Colorado. Licensing requires a 1:15 ratio for school age childcare and camp. Youth Activities strives to run programs at a ratio lower than that required.

PREVENTION OF CHILD ABUSE

Youth Activities at DU is committed to a vigilant effort to safeguard and enhance the lives of the young persons entrusted to our care. Every reasonable effort is made to reduce risks to children. Staff are trained, supervised and evaluated in the prevention of child abuse. As current information about child abuse demonstrates, there are no documented procedures to completely eliminate this risk. Nevertheless, the growing body of information about the nature, prevalence and effects of child abuse has created an enhanced awareness for child-care providers, families and the general community. Youth Activities has a detailed training and reporting program.

PARENT INVOLVEMENT/VISITORS

Parent support is critical to the success of our program. Daily communication with staff is very important. Parents are welcome and encouraged to visit their child's program. Parents or guardians are always welcome and visits do not need to be announced or arranged in advance. However, the observing parent or guardian must be listed on the child's authorization card to have access to the program area and must sign-in to our visitor's log.

SOCIAL SERVICES

Youth Activities at DU works in conjunction with the Colorado Department of Human Services, Division of Child Care. One of the functions of this department is to monitor child care centers. P.A.S.S. Camp and School Days Off are licensed with the State of Colorado.

Colorado Department of Human Services

1575 Sherman Street

Denver, CO 80203-1714

(303) 866-5958

EVALUATION

Periodically throughout the year, you will be asked to evaluate our program and provide insight as to how we can make the program stronger. However, we would appreciate your feedback on our program and welcome your comments at any time. We are here to meet the needs of the community and welcome suggestions. Please refer to the section on Communication to express your concerns/questions or suggestions.

SERVICES FOR SPECIAL NEEDS CHILDREN

P.A.S.S. Camp and School Days Off are a welcoming, inclusive environment that is open to all children. Our camps will make any and all reasonable accommodations to adequately include and incorporate any children with special needs. The camp will handle all requests for specific accommodations on a case-by-case basis.