

Netta Day Camp Policies

Mission Statement

Massanetta Springs Camp and Conference center is a Ministry of the Presbyterian Church (U.S.A.) with the mission to provide “A place for all people to experience God through renewal, discovery, and hospitality”.

Policies

Transportation policy

Campers will remain on Massanetta Springs Property for the full length of the Netta Day Camp program, from the time they are signed into Day Camp to the time they are signed out by pre-approved individuals. In the event of injury or emergency that does not warrant calling emergency personnel, Massanetta Springs has designated vehicles and staff drivers who are approved to transport campers to a medical facility.

Arrival

Please arrive during the scheduled drop-off time. Day Camp staff will be ready to receive campers for regular care at 8:15am. There is an early care option beginning at 7:30am for an additional fee.

Day Camp traffic should enter Massanetta Springs property through the lakeside entrance. Signs will be in place to guide the flow of traffic to the Day Camp space at Bell Auditorium. Vehicles can be parked in the field on the right side of the road. There will be staff present to greet Campers and Parents and to provide direction. Mondays will likely require the most time since Camp staff must ensure that necessary camper information has been received. Signs will then point drivers to continue down the road to exit through the Massanetta parking lot driveway.

Departure

General end of day pick up is between 4:30-5:15pm.

There is a late care option from 5:15-6pm available for an additional fee.

Camper pick-up will follow much the same procedures as drop-off. Vehicles will enter from the Lakeside entrance and follow the road to Bell Auditorium. Vehicles can be parked in the field on the right side of the road. Individuals picking up campers will meet with Camp staff and will sign out their camper(s).

**We can only release campers to individuals who have been
Pre-approved to pick up a camper.**

Please have proof of identification available during pick-up. Identification is necessary the first time an individual picks up a camper or when the Day Camp staff member does not recognize the individual. Staff may ask for ID during any pick-up.

If a camper has not been picked up 10 minutes after the expected time, staff will begin trying to contact individuals listed in a camper's contact information to connect them with their ride as soon as possible.

Campers will be supervised by Camp staff until released into the care of an individual pre-approved to pick them up.

Communicating with Netta Day Camp Staff

Day Camp Counselors are overseen by the Day Camp Manager, Christian Deen Magness, who is supervised by the Program Director, Hannah Altman.

Parent concerns and feedback should be directed to Christian, or to Hannah when Christian is unavailable.

Concerns or updates may be communicated either in person, by email, or by phone.

daycamp@massanettasprings.org

540-434-3829 (This is the office number, staff will transfer to Day Camp Staff)

Following the conclusion of each week, parents will be provided with an online evaluation form to help improve the Netta Day Camp program.

Keeping your child safe at camp

It is the aim of all Netta Day Camp and Massanetta Springs staff to provide facilities and programming that keeps children safe physically, emotionally, and spiritually. To do so we provide lifeguards for all pool and lake activities. Staff members go through a national background check and are required to attend training for the protection of minors. All Day Camp staff is First Aid certified and staff training includes aspects of how to lead and teach campers based on developmental stages. Massanetta Springs staff treats ourselves as mandated reporters for suspected child abuse. Massanetta Springs and Netta Day Camp additionally enforces a “Rule of 3” policy that never allows camp staff and adults to be in one-on-one situations with a minor.

If you wish to see our full Protection of Minors Policy please contact Christian Deen Magness.

Communicating an emergency situation

In the unlikely case of an emergency situation involving your child, we will contact you using the information provided during registration. Staff will attempt to contact guardian 1, guardian 2, and emergency contacts in this order.

If an emergency takes place on your end that will affect the drop off or pick up of your camper, please contact the Camp office: 540-434-3829. Your call will either be transferred or that information will be passed on to the Day Camp staff. Please ensure that anyone who may arrive to pick up a camper has been pre-approved in documentation. We cannot release campers to unapproved individuals.

Food policies

With enough notice, at least a week before a program, we can handle most dietary requests (gluten free, allergies, vegetarian, vegan, etc.). If you have questions for our dining staff, please call us or email and we will be happy to help you.

Camper behavior

In the course of any sort of human interaction there is the potential for conflict to arise. When this occurs with campers, staff will try to intervene, manage, and redirect conflict through these general and potential steps.

Staff are instructed to handle conflict in the following ways:

- Redirecting harmful or potentially harmful behavior
- Discussing the effects of inappropriate behavior on others
- Temporarily stepping away from an activity
- Having a conversation with the Day Camp Director
- Contacting parents

Our corrective actions will never involve corporal punishment or the withholding of food, water, or rest.

Cancellation policies

Cancellation more than 30 days before your camper's session will result in a full refund minus a \$25 administrative fee. Cancellation between 15-29 days before your camper's session will result in a full refund minus the \$50 deposit. Cancellation within 14 days before your camper's session will result in no refund.

You may also transfer to another session of camp up to the Friday before your camper's session starts without penalty (if space is available). If you transfer to a later camp session and need to cancel again, the cancellation date from your initial reservation will be used to apply our cancellation policy.

No Shows

There will be no refunds for campers who are a no-show to their registered camp session.

Social Media

When campers are registered, their parent/guardian may sign a media release form. Parents may opt out of the Media Release and Massanetta Springs will abide by their wishes not to use their camper's image. It is Massanetta Springs policy not to identify campers under 18 years of age by name in marketing or on social media. Signing the Media Release form gives Massanetta Springs permission to use their child's image. Staff members are not allowed to use images of campers or any camper information on their own social media. Photos taken of campers by the Camp will be available for viewing through Netta Day Camp's Facebook page and instagram.

Hand washing guidelines and procedure

Netta Day Camp Counselors will oversee mandatory handwashing before traveling to the Dining Area for lunch. Campers will use Netta Day Camp designated bathrooms in the Hotel. Counselors will also provide hand sanitizer or hand wipes for campers before passing out snacks.

Immunizations

It is Massanetta policy that campers have all vaccines listed in the ACA medical forms.

Absent Campers

Please attempt to let Day Camp staff know if your camper will not be attending a day of camp. It is also helpful if you anticipate a later drop off time than usual. This will help staff to know who to expect at camp each day.

When a camper unexpectedly fails to arrive for a day of camp we will try to make contact with their registration information to try and determine whether they will merely be late or a general reason for their absence. Staff will begin to reach out starting at 9am.

Late arrival

Campers who arrive late will be checked in as normal by Day Camp Staff and will join the rest of the campers at their current activity. Counselors will make every effort to make the camper feel they are a part of the group and haven't missed out on anything.

Camper Cell Phones

We believe that the camp experience has the best chance to leave a lasting impression and encourage growth when campers are able to be 100% engaged where they are. To this end we ask that camper cell phones (or other similar electronic devices) be left at home. If you still wish for your camper to bring a cell phone, we ask that it is left with the Day Camp Manager at drop off and will be returned to them at the end of the day. This will help all campers avoid outside distractions and minimize the risk of property loss.

Valuables and Property Loss or Damage

Massanetta Springs Camp and Conference Center and the Netta Day Camp program is not responsible for the loss, damage, or theft of any possessions. Day campers do not need money while they are at camp and should leave valuable items and electronics at home.

Camper Medical

All Day Camp staff will be certified in first aid and will be supplied with travel first aid kits. Larger kits will be available in Bell and the Hotel Lobby. Counselors are able to take care of cuts and ticks on their own.

A volunteer medical professional will be present at Netta Day Camp's Monday drop offs to collect and review medical forms.

Any medication that a camper needs to take while at camp will be administered by this professional, Hannah, or Christian. Medications will be locked away at all other times. Access to camper medical forms is also restricted.

There will be a space set aside for campers to rest in Bell Auditorium in case a camper becomes sick during the Day Camp program. If resting does not improve a campers condition we will contact their parents.

If a camper develops a fever while at home, please wait 24 hours after the fever has passed before sending your camper back to camp.

Sunscreen/bug repellent/flotation devices

Netta Day Camp directs parents to provide their own sunscreen and bug repellent for their campers. It is recommended that bug repellent be DEET free and that sunscreen be at least 30 SPF.

Staff members may assist with applying sunscreen or bug spray but will not directly apply products. This is done through either spraying spray-on style products or dispensing product into a campers hands, directing the camper to apply it directly to their own skin.

Parents should provide flotation devices if a camper needs one for swimming. Netta Day Camp has a limited amount available for campers to use.