



# Camp at Orchard Hills

# PARENT

# HANDBOOK

# 2024

**ORCHARD HILLS**  
— ATHLETIC CLUB —

100 Duval Rd. Lancaster, MA  
[www.ohaclub.com](http://www.ohaclub.com)  
978-537-8387 ext. 501  
[camp@ohaclub.com](mailto:camp@ohaclub.com)

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# General Information

Camp at Orchard Hills is open to campers 4 to 13 years old.

Camp at Orchard Hills is located at  
Orchard Hills Athletic Club at  
100 Duval Rd. Lancaster, MA 01523.

Camp Director: Sandy Sauta  
Camp Administrator: Amelia Fountain

Website. [www.ohaclub.com](http://www.ohaclub.com)

Camp Email: [Camp@ohaclub.com](mailto:Camp@ohaclub.com)

Main Phone Number (Front Desk):  
978-537-8387

Camp Extension: 501

Link for New Enrollment Request:  
[https://campatoh.campmanagement.com/p/request\\_for\\_info\\_m.php?action=enroll](https://campatoh.campmanagement.com/p/request_for_info_m.php?action=enroll)

Link for Parent/Guardian Dashboard:  
[https://campatoh.campmanagement.com/p/campers/login\\_m.php](https://campatoh.campmanagement.com/p/campers/login_m.php)

Please note the Camp Director and Camp Administrator are at camp with the children. The camp email and voicemail are monitored throughout the day. If you need immediate assistance, please call the main number/front desk.

# Important Dates

## **February Vacation Camp:**

Monday 2/19/24-Friday 2/23/24

## **April Vacation Camp:**

Monday 4/15/24-Friday 4/19/24

## **Summer Camp:**

June 17, 2024-August 23, 2024

Week 1: June 17-21, Here we GO!

Week 2: June 24-28, Lost in Space

Week 3: July 1-3 (No camp 7/4 or 7/5), Fireworks of FUN

Week 4: July 8-12, Surf's Up

Week 5: July 15-19, Creative Campers

Week 6: July 22-26, Woodland Wonders

Week 7: July 29-August 2, Summer Olympics

Week 8: August 5-9, Celebrate the Seasons

Week 9: August 12-16, Mad Science

Week 10: August 19-23, It's a Party!

## **December Vacation Camp:**

Thursday 12/26/24, Friday 12/27/24, Monday 12/30/24, Tuesday 12/31/24

Please note enrollments are full week only. Summer Camp weeks can be chosen in any combination with a minimum of one full week. Rates for weeks that are abbreviated due to holidays are prorated.

# Program Hours

## **Vacation Camps:**

8:30 am to 4:00 pm

## **Summer Camp:**

8:00 am to 4:00 pm

## **Before Care:**

7:30-8:30 am (Vacation Camps)

7:30-8:00 am (Summer Camp)

## **After Care:**

4:00-6:00 pm (All Camps)\*

\*After care not available Tuesday, December 31, 2024 Orchard Hills Athletic Club closes at 4:00 pm.



# Rates and Payment Plans

## **February and April Vacation Camps:**

Member: \$312

Public: \$365

## **December Vacation Camps:**

Member: \$250

Public: \$292

- Vacation Camps can be paid in full or you can chose to take advantage of the payment schedule for your chosen Vacation Camp
- February: 50% due at enrollment, 50% auto pay on 1/29/2024. All enrollments after 1/29/2024 must be paid in full.
- April: 50% due at enrollment, 50% auto pay on 3/25/2024. All enrollments after 3/25/2024 must be paid in full.
- December: 50% due at enrollment, 50% auto pay on 12/4/2024. All enrollments after 12/4/2024 must be paid in full.
- We accept most major credit cards. All payment plan options require autopay. You must save a valid debit or credit card to your account to process your autopayment per your plan selection. Please note you are subject to a \$20 fee if your credit/debit card is declined at the time of auto pay.

# Rates

## Summer Camp:

### TIER ONE

#### **Enrollments Requests Submitted through April 30th**

Member: \$395/Week  
(Week of 4th of July, 3 days: \$237)

Public: \$445/Week  
(Week of 4th of July, 3 days: \$267)

### TIER TWO

#### **Enrollments Requests Submitted May 1st or later**

Member: \$415/Week  
(Week of 4th of July, 3 days: \$249)

Public: \$465/Week  
(Week of 4th of July, 3 days: \$ 279)

# Payment Plans

## **Summer Camp:**

**Summer Camp can be paid in full or you can chose to take advantage of ONE of the following payment plans.**

## **Early Bird:**

10% off tuition (does not apply to additional services)

25% due at enrollment, 75% Auto Pay on April 30, 2024

Early bird plan expires April 30, 2024

## **Monthly:**

25% due at enrollment, 25% Auto Pay April 1st,  
25% Auto Pay May 1st, 25% Auto Pay June 1st

Take advantage of our Monthly payment plan to spread out your payments.

Please keep in mind, payment due dates will not be changed.

Campers who register after each of the payment due dates above must make the 25% initial payment, plus any additional payments for which the payment date has passed.

I.E. if you register April 15th you are responsible for the initial 25% plus the 25% that was due on April 1st at the time of enrollment.

**All enrollments after May 30th must be paid in full,  
no payment plans available.**

**We accept most major credit cards. All payment plan options require autopay. You must save a valid debit or credit card to your account to process your autopayment per your plan selection. Please note you are subject to a \$20 fee if your credit/debit card is declined at the time of auto pay.**



# Additional Services

## **Before Care:**

Vacation Camps and Summer Camp: \$5/camper/day

## **After Care:**

Vacation Camps: \$10/camper/day

Summer Camp: \$15/camper/day OR \$60/camper/week

These services require preregistration to ensure the proper staffing. Please note campers who arrive before the camp start time (8:30 am for Vacation Camps and 8:00 am for Summer Camp) or are picked up after 4:15 pm, and are not registered for the appropriate service, will be charged for the service for the day.

# Sibling Discount

Camp at Orchard Hills offers a sibling discount for Summer Camp.

Sibling discount does not apply to Vacation Camps. Siblings receive \$25 off per week. Siblings must be enrolled in the same week to take advantage of this discount.

# Cancellation/Refund Policy

- **Cancellation requests must be submitted in writing (email) to the camp administrator at [camp@ohaclub.com](mailto:camp@ohaclub.com)**
- All cancellations requested more than 2 weeks prior to attendance are eligible for a 50% refund\*.
- All cancellations requested within 2 weeks of attendance are eligible for a 50% credit to be used toward a future camp session through December 2025\*.
- No fee to switch weeks (space permitting) with more than 2 weeks notice.
- No credits or refunds for unattended days (illness, appointments, etc.) or before/after care.
- \*Please note, per our dismissal policy, any camper dismissed from Camp at Orchard Hills is not eligible for a credit or refund.
- If your family decides to join Orchard Hills Athletic Club after enrolling as the public, we can credit your membership account the difference. We will not refund your credit/debit card.

## Receipts/Statements and Tax ID Number

Receipts/Statements can be downloaded directly from your Parent/Guardian Dashboard.

Camp at Orchard Hills Tax ID Number: 04-2739671

You will also find the Tax ID Number on your statement.

# Staff

Camp at Orchard Hills takes pride in our program and strives to hire qualified individuals to serve you and your family. All staff complete CORI and SORI checks, and are certified in CPR, First Aid, and AED. Staff members also complete the CDC Heads Up Concussion training and a water safety training.

# Bathroom/Changing

Campers must be able to independently use the restroom (including wiping) and change. This is a requirement to attend Camp at Orchard Hills.

Please note the restrooms outside are portable restrooms.

# Money

- Campers do not need money unless otherwise specified. Orchard Hills Athletic Club is not responsible for any lost or stolen money. Staff members may not hold any money for participants.
- Campers will not be purchasing snacks from the “Grab n Go” at the front desk. If campers forget their lunch/snack, we will assist them.

# What to Pack

- Campers should arrive in comfortable, weather appropriate clothing.
- **Sneakers AND sandals/crocs are required for all camp sessions. Per the Board of Health, campers are not allowed to be barefoot.**
- Sunscreen and Bug Spray. Please see the section on these items for more information.
- For winter weather camps, campers will need outdoor gear including a jacket, snow pants, boots, a hat, and gloves/mittens.
- For summer camp, we encourage campers to bring a sweatshirt as the mornings can be chilly. Campers may also be cool after the pool.
- We discourage tank tops/sleeveless tops even in the summer months. T-shirts help protect campers' shoulders from sun.
- Campers swim at Vacation Camps and Summer Camp, so please send a swim suit and towel each day. Please make sure your camper can easily use the restroom in their suit. Some swimsuits are difficult for campers to take off and put back on when wet. Tankini suits (for females) are a great option for full coverage but easy restroom use.
- Accidents happen! Please send your camper with a complete set of extra clothes in a zip lock bag labeled with your camper's name.
- You will be notified by EMAIL of any events that require additional items (themed clothing, clothes for woods exploration, etc.)
- Please label all belongings with your child's name.

# Food

Please abide by the following guidelines:

- Please send a full water bottle labeled with your camper's name. Campers can refill the bottle throughout the day.
- Send your child with lunch and snacks in a lunch box to camp.
- Send a lunch and snack that will not spoil in a small lunch box (please include an ice pack if needed). It is recommended that lunch boxes are insulated.
- Backpacks/lunch boxes will be stored in indoor/outdoor designated spaces. Please note that campers will not have access to a refrigerator.
- We appreciate lunches that do not need to be microwaved.
- Please label your child's lunch box with the child's first and last name.
- Pack a spoon, fork, or other utensils if necessary.
- **Sharing of lunch and snack is not permitted. This is for the safety of those with allergies, as we do not limit what campers bring in their own lunch.**
- If you wish to bring in a snack/treat for the whole camp for a birthday celebration, please speak with the Camp Director/ Camp Administrator

# Lost and Found

- The Lost and Found bin is located at the camp gate (outside). We also keep a Lost and Found area in the Rec Room (inside).
- Items will be donated if unclaimed after a reasonable amount of time.

# Swimming

Campers will be swimming daily! We run swim lessons 3 to 4 days a week for Summer Camp in addition to free swim time. We do not run swim lessons during Vacation Camps, but campers will have free swim time.

For swim lessons, campers will be assessed the first day and assigned to a group of same age/level campers.

Swim lessons are mandatory for campers under 10. Campers 10 and up will be need to pass a swim test to participate in an alternate activity.

For free time, campers who cannot touch the bottom of the pool or are under a Level 3, MUST wear a floatation device during free swim. Exception to this rule is campers who swim in the Kiddie Pool (Summer Camp). This rule is in place for the safety of all campers.

Please note there is a water slide at the outside pool. Campers must be 4 feet tall and be able to swim to the side independently after exiting the slide. No exceptions.



# Custody Matters

Please provide Camp at Orchard Hills with any pertinent information regarding custodial arrangements including individuals who are not allowed to pick up/have contact with your camper. Please email copies of court documents. Documents will be added to the camper's profile

## Change of Emergency Information

It is important that Camp at Orchard Hills maintains current and accurate records on each child so that parents can be contacted in case of an emergency. This information includes: address, phone numbers, email, and names of individuals authorized to pick up your camper. It is extremely important to your camper's safety and well-being that we be informed of changes. It is the responsibility of the parent/guardian to make any necessary updates if changes occur.

# Sign In and Sign Out Procedures

For the safety of your camper, we require the parent/legal guardian to accompany their camper to sign in every day. When outside a parent/guardian must bring the camper to the camp check in/out booth. A counselor will bring the camper in. When inside, a parent/guardian must bring the camper in to the camp/REC Room door and through the check in line.

Parents/Guardians must also sign the camper out at the end of the camp day. When outside, a parent/guardian must check in with the counselor at the check in/out booth. When inside, a parent/guardian must enter the camp/REC Room door, wait in the check out line, and the camper will be brought to them by a counselor.

**Please note due to liability reasons parents/guardians are not allowed in the camp area.**

Proof of identification will be required if the person on the release list is unfamiliar to the staff. Only authorized persons may sign a camper out.

# Late Arrival/ Early Pick Up

The camp gate/door is locked 9:15 am to 3:30 pm.

If you wish to pick up or drop off your camper during these hours, please notify the camp administrator by phone (978-537-8387 ext. 501) or by email (camp@ohaclub.com).

**Please note for safety reasons we cannot accommodate early pick ups from 3 to 3:30 pm. It is important that the groups get all campers out of the pool, counted, and packed up.**

**Please plan accordingly.**

When outside, a parent/guardian may ring the doorbell inside the check in/out booth. A counselor is not always in the camp office to hear the bell. Please ring the doorbell again if you do not see a counselor in a few minutes. If no response after the second ring, please call the front desk at 978-537-8387 and they will notify the camp staff.

When inside, please enter the main entrance and check in with the front desk. They will notify the camp staff.

# Toys/Electronic Devices

Please leave all toys, electronics, cards (Pokémon, playing cards, etc.) at home unless otherwise notified. We have plenty of awesome things to play with at camp.

Campers get very upset when other campers want to play with the item or the item goes missing.

Camp at Orchard Hills is not responsible for the loss or damage of items that your child may bring to camp.

## Dangerous Items

Carrying, bringing, using, or possessing any dangerous devices, deadly weapons, or unauthorized substances is prohibited. Orchard Hills Athletic Club Staff reserve the right to search any camper's backpack/belongings if a dangerous device, deadly weapon, or unauthorized substance is suspected. Any camper found with a dangerous device, deadly weapon, or unauthorized substance will be permanently dismissed from camp. Campers who are dismissed from camp are not eligible for a credit, refund, or future enrollments.

# Americans with Disabilities Act

Camp at Orchard Hills Athletic Club strives to make its programs, services, and activities accessible to qualified individuals with disabilities.

Participants should be able to:

1. Follow basic instructions and department policies and procedures.
2. Function in a group setting
3. Participate in group activities
4. Have proper personal hygiene

Camp at Orchard Hills Athletic Club is a fun, activity-based program.

Our program is not an educational or specialized camp. Staff members have CPR/First Aid/AED certifications, as well as basic behavioral training. We do not have Registered Behavior Technicians, Applied Behavioral Analysts, or Board Certified Behavioral Analysts on staff. Camp at Orchard Hills has a Medical Doctor with whom we are able to contact with any questions or concerns. We do not have onsite Registered Nurses or Medical Doctors.

Because every person is unique, we address each request individually. Your child's success and safety at camp are our top priorities; therefore, we respectfully ask parents/guardians to inform the Camp Director/Administrator, prior to enrollment, of any needs which may require special accommodations, so we can work together to decide if Camp at Orchards Hills would be the best fit for your family/camper.

# Communication

Please communicate any questions, comments, or concerns you may have to the Camp at Orchard Hills staff. Keeping open communication between parents/guardians and staff is key to the successful summer program.

Parents/Guardians must inform the staff when:

1. Household contact information should be updated (i.e. change in phone number, email, address, emergency contact, etc.)
2. Someone other than those listed on your child's registration will be picking up your child. This information must be in writing, and the designee will be asked to show valid identification.
3. Your child cannot be picked up on time or your child will be late.
4. If your child is ill.

Parents/guardians will be notified when:

1. Your child is injured or ill.
2. Your child is having a hard time meeting expectations



# Medication

Medication storage and handling is taken very seriously at Camp at Orchard Hills. Any camper requiring medication, **INCLUDING INHALERS AND EPI PENS**, must have a **COMPLETE** "Permission to Administer Medication" Form.

A parent/guardian must present the medication to the counselor at check in on the camper's first day. All medications will be kept in the camp office and transported by a counselor if the camper is leaving the immediate area. Campers are not allowed to keep medication in their bag.

Inhalers and Epi Pens can remain at camp for the duration of the camper's enrollment. Other prescriptions must be brought to camp in one week supplies.

**Medications must in the original container,  
with the prescription label attached.  
This is a Board of Health regulation.**

# Hand Sanitizer

Hand Sanitizer will be used as a supplement to handwashing while at Camp at Orchard Hills. Campers must wash hands or use hand sanitizer before and after snack and lunch.

Please note there is a permission for associated with the use of hand sanitizer.

# Sunscreen/Bug Spray

Campers should arrive daily to Summer Camp wearing sunscreen. It is the parent/guardian's responsibility to provide sunscreen for their camper.

We ask that you provide SPRAY sunscreen for their bodies and a sunscreen stick for their face when possible. We understand that some campers are sensitive to certain sunscreens, so you may send lotion if there is a special requirement.

We also suggest sending your camper with a hat. We are outside for the majority of the day.

Our goal is to protect each child and prevent any occurrence of sunburn. We will assist in the reapplication of sunscreen throughout the day.

The camp area can be a little buggy in the morning and in certain areas. Please send your camper with bug spray as a precaution.

Please note there is a permission for associated with the application of sunscreen and bug spray.

# Communicable Illness

Campers will not be allowed to attend if they have a communicable (contagious) illness.

This is for the safety and well-being of each staff member and camper in our care.

Your camper cannot attend if they have:

diarrhea  
sore throat  
persistent cough  
persistent runny nose  
vomiting  
stomach ache  
fever  
lice

Undiagnosed rash, sore, or other skin condition

Any other contagious illness

Campers must be symptom-free for 24 hours before returning to camp. A doctor's note may be required.

# First Aid

In the event of an injury, Camp at Orchard Hills staff will take necessary steps to keep the campers calm. Staff will seek emergency medical care as warranted.

Actions may include but are not limited to:

1. Provide immediate first aid.
2. Attempt to contact a parent or guardian.
3. If a parent or guardian cannot be reached, we will attempt to contact others listed on your “Emergency Contact and Authorized Pick Up” form.
4. In the case of serious injury, appropriate emergency medical assistance will be contacted (911 will be called).
5. If we are unable to reach you or the authorized person on your medical release form, the emergency staff will transport the child to the nearest hospital. If emergency medical staff warrants that the child be taken to the nearest hospital, transport fees will be the responsibility of the parents or legal guardian. We will contact you and inform you of the EMS staff recommendation. A Camp at Orchard Hills staff member will remain with the child until the parents or another authorized adult arrives. Camp at Orchard Hills staff may not transport camp participants.

# Code of Conduct

Camp at Orchard Hills promotes behavior guidance and discipline through creating a positive environment, developing structure and clear limits, promoting social and emotional learning, and addressing challenging behaviors.

Camp at Orchard Hills uses five simple rules to communicate behavior expectations to our campers. The purpose of these rules is to ensure the safety of our campers and staff and to create a positive environment for all. These rules are:

1. Listen and follow directions.
2. Keep your hands and feet to yourself.
3. Try everything and do your best.
4. Show yourself, fellow campers, and counselors respect.
5. Be safe and have fun!

All campers are expected to follow the rules established by Camp at Orchard Hills for the safety of all. Your cooperation and support ensure that all campers have a safe and fun experience.

Camp at Orchard Hills does not allow the following behaviors including but not limited to: Any action that could threaten the physical or emotional safety of the camper, other campers, or staff.

Prohibited conduct may include, but is not limited to:

- Abusive jokes, insults, slurs, threats, name-calling or intimidation
- Destructive behavior
- Behavior that is a violation of personal boundaries or is of a habitual nature and negatively impacts the program, and/or safety and enjoyment of others
- Behavior that is of a sexual nature

Some behaviors could result in immediate suspension or dismissal. If a parent/guardian is called for the dismissal of a camper, we ask that you make the best effort to arrive for pick up in one hour. Please note campers dismissed from Camp at Orchard Hills are not eligible for credits or refunds.

# Camp at Orchard Hills Handbook Acknowledgment Form

This is to acknowledge that I have reviewed the  
Camp at Orchard Hills Handbook

I understand that it outlines my privileges and obligations as a  
participant in this program. I will familiarize myself with the  
information herein, which describes the policies and procedures  
of Camp at Orchard Hills.

Camper(s) Name(s) (please print):

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Parent/Guardian Full Name (please print):

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Parent/Guardian Signature:

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Date:

\_\_\_\_/\_\_\_\_/\_\_\_\_

You will be asked to print, sign, and upload this page during the  
enrollment process. It will saved to your camper's profile.