

# City of Vista Day Camp Frequently Asked Questions



Many first time and even returning campers have a variety of questions about the City of Vista Day Camp Program. This document serves as an easy to use guide for the most frequently asked questions about the camps.

General Information		
	Questions	Answers
1	What is your camp philosophy?	Our camp philosophy is simply stated, "be safe, build positive relationships and make it fun." These are the guiding principles that the program is based.
2	Do I have to sign-up for the entire summer?	No, the camp is structured so you only have to sign-up for one week at a time.
3	How long is the camp?	Each camp is designed to be a weeklong program. The summer will last 9 weeks.
4	What is included in my camp registration?	Your camp registration includes a full day of care and supervision, daily activities, snack twice daily, lunch (summer only), minimum one field trip per week, 1 camp t-shirts and other special activities.
5	What time does camp start?	Our program is 9:00a-3:00p for full day programs and 6:30a-6:00p for extended camp.
6	Is there an additional charge for extended camp?	Extended camp is included in the cost of the program.
7	Can I switch to another camp?	You are welcome to switch to another camp provided there is space available. However only one transfer per week is permitted.
8	Can I talk to my child while at camp?	You are always welcome to speak with your child during the program. Simply call the office. Please note that on occasion this may not be possible due to camp location (i.e. a hike in the park or field trip).
9	Does my child need to bring a lunch or snack?	The Day Camp Program provides a healthy snack twice daily, morning and afternoon. During summer, lunch is provided to all campers. If you choose not to have the provided lunch, your child will need to bring a sack lunch and drink on a daily basis.
10	Does my child have to eat the snack/lunch provided by the program?	No child is forced to eat anything he/she does not want; we do <i>not</i> offer alternatives to those items being served. In this case, it is recommended to bring a snack or lunch.
11	My child has food or other allergies.	We are very sensitive to the needs of these children and will make reasonable accommodations for such individuals. Please identify the specific allergies on your child's registration form, so that we can take the necessary precautions.
12	Should my child bring a backpack?	From time to time, it will be necessary to have an extra change of clothes (water activities, etc) therefore it would be advantageous to bring one at your discretion.
13	Where will the backpacks be stored?	Backpacks will be placed in a large bin and secured as needed.
14	Can my child bring toys or electronic games to camp?	Bringing such items to the program is <b>NOT</b> permitted. <i>This includes cell phones.</i> Too often these items will get lost, stolen or damaged and the City of Vista will not assume any responsibility for the items' care or proper storage.

15	My child lost something, where do I find it?	The Day Camp Program maintains a regular lost and found throughout the entire summer. If you are missing something, please contact a staff member and they will guide you to the proper storage location.
16	What procedure do you follow to pick up a child?	As a security precaution, all individuals picking up campers will be required to show ID. This will then be checked against the child's registration form.
17	Why do I have to keep showing my ID to pick up my child?	Please understand that we have over 100 campers everyday and we cannot be expected to know every person that picks up a child. As a result we ask for your continued cooperation in maintaining the safety and security of your child.
18	What if someone else needs to pick up my child?	If someone other than who is listed on the registration form needs to pick up your child, you must submit a note to the office. All notes are subject to verification. If a last minute change is necessary, a password will be required for phone-in authorization. There is a designated place on your registration form for this.
<b>Registration &amp; Fee Information</b>		
19	What are the hours of registration for summer camp?	Registration Day: Saturday, April 23, 9:00a-12:00p April 25 – June 10: Monday – Friday, 9a-5p; After June 13: Monday – Friday, 6:30a-6p
20	Is there a registration fee?	No, we do not have a registration fee. You only pay for the camps you attend (minus any non-refundable deposits).
21	Do I have to pay for the whole summer at once?	No, we require the first week of attendance in full and a \$10 non-refundable deposit for each additional week, per child.
22	What is the credit/refund policy?	The amount of the refund/credit will be the camp fee paid less the daily rate, based on the number of days elapsed, regardless of attendance, and the processing fee for refunds. All credits expire on July 1 <sup>st</sup> immediately after the issue date of credit. All refunds are non-cash and will be processed within four weeks after request.
23	Do you offer scholarships or discounts?	We have a youth scholarship account but it is inactive right now due to lack of funding. However, we do offer sibling discounts of \$10 per week for the 2 <sup>nd</sup> child registered and employee discounts of \$10 per week for regular time employees on PERS. We also have a promotion going that if you pay for 2 full weeks at one time, you can receive \$20 off the third week of camp attendance.
24	Do you work with alternative payment programs?	Yes, we work with a variety of organizations through an alternative payment service. For more information on these programs, please contact the office.
25	Will I need to supply the picture for the registration form?	We now require a picture for the registration form; this will be kept on file for security purposes.
26	Do you have a Tax ID # or EIN for childcare reporting purposes?	Yes, the City of Vista Tax ID # is 95-6000478.
<b>Camp Activities</b>		
27	What activities do the camps do?	Each camp plans and implements a variety of activities based on the weekly theme. Check the calendar section of our website for specific details about your camp.
28	Will my child be with kids his/her own age?	The camps are broken down by age group, typically K-2 grade, 3-5 grade and 6-8 grade. Some camps divide kids into even smaller age groups based on the activity (i.e. skill level)
29	Do Friday Fun Days cost extra?	No, all activities are included in the cost of camp.

30	What are your discipline procedures?	Our discipline process is based on allowing campers the opportunity to choose their behavior. In general campers will receive a verbal warning, redirection, note home, written warning, suspension and expulsion. Our full discipline process is outlined in the parent handbook. Please pick up a copy of one from the office or our website.
<b>Field Trips</b>		
31	Do the field trips cost extra?	No, field trips themselves are included in the cost of the camp.
32	Do I need to send my child with extra money on the field trip?	No, campers will not be permitted to bring any additional money on field trips. All associated costs will be picked up by the program.
33	What do you use for transportation?	The City of Vista Day Camp contracts with Certified Transportation a fully licensed school bus transportation company. All buses are certified through the CHP and all drivers have received background checks and complete random drug screenings. In addition, City vehicles are also used.
34	Does my child have to go on the field trips?	Field trips are considered part of the program and are not optional. Counselors will not be left on site and therefore it would be your responsibility to make alternate arrangements for care that day if you choose not to attend.
35	How do you keep track of the kids while on a field trip?	We use a variety of techniques to maintain a safe outing with the campers. Each child is issued a camp t-shirt to easily spot and track their movements. In addition, each child has a wristband indicating the camp contact information. Frequent and ongoing attendance is also taken. A complete listing of all procedures are outlined in the parent handbook.
36	Can I accompany my child on the field trip?	You are welcome to attend any field trip; however, we will not pay for your entry or transportation.
<b>Camp Personnel</b>		
37	How is your staff screened prior to being hired?	Prior to being hired all staff are required to submit to a background check through the Department of Justice and submit to a drug screen.
38	What kind of training does the staff receive?	Proper training of the counseling staff is important to insure each child has a safe and fun summer. Each counselor attends a week of training that covers a variety of topics including but not limited to safety and supervision, child development, behavior modification techniques, activities programming, leadership and teamwork.
39	Are your staff first aid and CPR certified?	A minimum of one staff member in each camp is first aid and CPR certified.
40	What is the counselor to camper ratio?	We generally maintain a ratio of 1 counselor to every 12 participants, but no more than 1 counselor to every 15 participants (older age group camps)

If you did not find an answer to your question here or need clarification on something, please feel free to contact the Day Camp Program Office at 760-726-1340 ext. 1501 or Kcrawford@cityofvista.com.