

# 2020 PlayZone FAQs

## Registration

- 1. Can I get a discount if I have two or more children in the program?**  
Since the fee is based on expenses of the program and the number of positions available, a discount is not offered for additional children.
- 2. What are the age guidelines for each Zone?**  
PrimaryZone is for campers who have completed kindergarten thru age 8.  
SecondaryZone is for campers ages 9-12.  
In order to have a successful program for our campers, age guidelines are set and age appropriate activities are planned. If your child will turn the age of the Zone within the weeks the Zone takes place (June 8 – August 7), he or she may enroll in either Zone. For example: If a child turns 9 in July, it is acceptable to enroll in either the Primary or Secondary Zone for the summer.
- 3. Are there any exceptions to the age guidelines?**  
We try to stay strictly within the guidelines, but understand there are exceptions that may come up. If a child is within a couple months of turning the age of the next Zone, we will enroll them after May 1<sup>st</sup> if space is available. The enrollment will have to be for that particular Zone only and weeks will not be divided between two Zones throughout the summer.
- 4. How many campers are accepted for each age group?**  
We currently have our maximum enrollment per week set at: 30 campers for PrimaryZone, 36 campers for SecondaryZone and 6 LITs for the L.I.T.E. program.
- 5. May I pay on a weekly basis as my child attends the program?**  
No, as with all of our programs, payment is due before the program begins. However, a payment plan is available for PlayZone. The total fee is split into 3 payments: 1) time of enrollment, 2) May 1<sup>st</sup> and 3) June 1<sup>st</sup>. Your account must be paid in full by the start of the program.
- 6. How can I confirm what weeks my child is signed up for?**  
After your registration is processed, you will receive an e-mail receipt confirmation. You can view your receipt by clicking on the *receipt details* link within the e-mail. It will show each week that your child is enrolled. Also, you will receive a second e-mail from Janell ([wsrec@wsrec.org](mailto:wsrec@wsrec.org)) or Sandra ([recstaff@wsrec.org](mailto:recstaff@wsrec.org)) containing the payment log showing payment due dates and amounts due. The payment log also verifies the weeks your child is enrolled. If there are any discrepancies, call Janell or Sandra at 717-920-9515 to obtain additional information.
- 7. May I e-mail requests for changes to my child's enrollment (transfers, refunds or additions)?**  
To assure that all requests are handled in a timely fashion, we are unable to

accept requests via e-mail. All requests should be directed by phone to Janell or Sandra at (717) 920-9515.

#### 8. What is the refund and transfer policy?

Good planning requires accurate numbers, please review refund and transfer policies below:

All **transfers/changes** before May 1st will be subject to a \$10 per week transfer fee. Beginning May 1 the transfer fee will be \$20 per week. Transfers/refunds not accepted via e-mail.

**Revised Refund Policy...** All refunds before May 1st will be subject to a \$30 refund fee *per week*. Refunds beginning May 1st, but prior to June 30 will be subject to a \$50 *per week* refund fee and will *only* be given if and when a replacement can be found to fill the open spot. No refunds available beginning July 1.

#### 9. Where can I find the West Shore Recreation Commission EIN to claim childcare on my Federal Income Tax?

The EIN or Employer Identification Number is located on the payment log e-mailed after every payment made. It appears on the right-hand bottom corner of the form.

#### 10. What municipalities are eligible for resident registration fees?

Our supporting municipalities include: Lemoyne, New Cumberland, Goldsboro & Lewisberry Boroughs and Fairview & Lower Allen Townships.

**Attention Newberry Township residents...** the Newberry Twp Supervisors voted to withdraw from being participating member of West Shore Rec, effective January 1, 2014. If you are unhappy with the current decision by Newberry Township or want to encourage them to rejoin, please be sure to make the Township Office and Supervisors aware of your opinion. Since Newberry Twp. is no longer a participating WSRC member, the non-resident fee listed on the PlayZone flier applies to all enrollments for Newberry Twp residents.

#### 11. Where is the West Shore Recreation Commission office located?

- Keep in mind the WSRC Office is physically located in the WSSD Administration Building (507 Fishing Creek Rd., Lewisberry).
  - **If mailing** your form please be sure to use our **mailing address**.  
PO Box 413  
Lewisberry, PA 17339
  - **If dropping form off in person**, please drive to the front of the WSSD Admin Bldg and look for the flag poles. The WSRC Office entrance is just around the corner from these flag poles. Office hours are: M-F, 8:30 am-4:30 pm.
  - **If dropping off form after hours**, look for the black "WSRec" drop box located at the main entrance to the WSSD Admin Bldg. Drop-box is located on the back-side of the right stone column at the main door.
  - **If faxing** form, please fax it to 717-920-9518. Be sure to write neatly, so we have correct contact and enrollment info.
  - *Telephone, e-mail and online registration are not accepted for the PlayZone program.*

## General Information

### 1. West Shore Rec's Smartphone App.

We utilized a Smartphone App last year and will again this summer. We will be using the App to provide information concerning PlayZone related alerts we want to get out to parents/guardians quickly. Please download our App which can be found in the App Store or in Google Play. Just search for "West Shore Rec". After you download our App, be sure to check your settings to confirm your PlayZone notifications are turned on. That way you won't miss important information pertaining to PlayZone or other activities you may be registered for. Don't be one of those parents/guardians that doesn't know what their child is doing at Camp.

### 2. When are the field trips scheduled?

The trips for Primary and Secondary are typically scheduled during the months of April and May. Occasionally some even get added or changed as the summer goes along. Trip locations are then listed on the weekly flyers that are distributed throughout the summer. There is no additional trip charge for these groups.

A general listing of trips that are tentatively scheduled will be sent to all campers near the end of May. Trip location and dates will be subject to change as necessary and at the discretion of WSRC.

L.I.T.E. participants will assist with field trips according to the age group they are assigned to work with.

### 3. How will I know what activities are planned for each week?

Most of the daily activities are planned by the PlayZone staff. This process starts about 2-3 weeks before summer begins, during staff training meetings. Most activities are planned during this training time, however changes to the schedule occur as the summer progresses. This may be due to additional trips or speakers that might become available, new ideas from the campers or other staff, etc. A weekly flyer that will detail each given week will be available on Thursday before that week is to take place. They are made available to all participants at the PlayZone sites and via the website at [www.westshorerec.org](http://www.westshorerec.org).

### 4. Where can I find examples of activities and trips?

View the [weekly flyers](#) from **2019** to get an idea of the activities, trips and schedules that may be part of PlayZone 2020. Trip planning typically takes place in the spring, but changes and revisions do occur as opportunities come up. Trip locations are listed on the weekly flyers that are produced throughout the summer.

### 5. Are there additional fees for field trips?

Trip admissions/fees are included for the PlayZone. Optional - campers are permitted to bring spending money for concessions or souvenirs when appropriate or at the discretion of the PlayZone staff.

6. Are trips re-scheduled if cancelled due to weather or some other reason outside of West Shore Rec's control?

Possibly, but in most instances logistics and schedules may prevent a trip from being re-scheduled, especially during that same week.

7. Who are the PlayZone staff?

Staffing decisions are typically completed by early April by using a "staff audition" process held in early March. A staff list with biographies is made available in mid-May. Most of our staff are either education or recreation professionals or college students currently majoring in the same fields of study. All paid regular counselors must have completed at least their first year of college. Junior counselors must have been involved with PlayZone as an volunteer aide and received extensive recommendations from previous staff. All staff are certified in basic first aid and CPR.

8. What about communications from the PlayZone staff?

The PlayZone staff will enjoy getting to know you and your camper throughout the summer. However, keep in mind communication is a two-way street. We encourage you to take a moment to say "hello" to your camper's counselors and ask questions.

Since PlayZone takes place in a school building we do not have access to a telephone for incoming calls in the areas we use. We do not give out the PlayZone staff personal phone numbers. The counselors are busy with the campers, but if there is emergency information that you need relayed to your child, please call the WSRC Office and we will attempt to get a message to your child's counselors.

9. Are extra PlayZone t-shirts available for purchase?

One PlayZone shirt is included with registration. If you desire additional t-shirts, extra shirts may be purchased for \$8 each, but must be ordered by **May 8<sup>th</sup>** at 12:00 pm. When you are questioning what size to order, it is always best to order a larger size.

10. Will the PlayZone age groups have the same T-shirt colors as last year?

The 2020 t-shirt colors for both the SecondaryZone and PrimaryZone groups will be the same as those used in 2019. If you decide to purchase additional shirts, please indicate this in the appropriate spot on the registration form.

11. What time do the campers eat lunch?

Lunch time is typically around 11:00 or 11:30 am. Lunch time may vary due to scheduled activities or while on fieldtrips.

12. Do I have to notify West Shore Rec if my child is going to be absent from a day of PlayZone?

No, you do not need to notify us or the camp staff. If a child is not signed in by a parent or guardian on a particular day, the camp staff does not account for them during activities or trips.

### 13. How are camper medications handled?

It is preferred that every attempt to administer medications be done by a parent/guardian prior to or after the camp hours. However, we realize this is not always possible. If a child must be given a medication during camp hours, please bring the medication(s) in the original packaging when possible. Otherwise, the meds must be in a clearly labeled container with camper name, medication name and dosage instructions. A note must accompany the meds listing specific instructions on when the camper is to receive the medication. Staff will then provide the meds to the child as requested. All medication must be given to a PlayZone staff member and will be kept with the "camp backpack & first aid kit" that goes along with the group anytime they leave the facility. Please keep in mind that all staff are certified in first aid, but are not trained medical staff. Campers must administer the medication themselves after it is given to them by the PlayZone staff.

### 14. Are cell/smartphones and other electronic devices permitted at Camp?

Cell/Smartphones are not recommended as they will be required to be kept in your backpack at all times (out of sight). This includes at the swimming pool or on the buses as well. Also camper backpacks are not stored in a secure area of building.

Hand held video games (i.e. WiiU, PSP), portable music players (i.e. I-Pod) are not permitted. There may be occasions when a special event is scheduled that these devices are allowed.

### 15. What about weather emergencies or other emergencies at PlayZone?

In the event of some sort of an emergency that impacts PlayZone, the campers will be moved to the safest location available to us at that time. This will vary depending on the nature of the emergency and whether the campers are at FCES or off-site when the emergency occurs. WSRC will attempt to send out an alert via our Smartphone App notification system with basic information. ***This will be the quickest way to try to get information to you, so make sure you download our Smartphone App (see #1 above) and turn on your notifications.*** We will also attempt to get a mass e-mail out to you, but that process is slower through our registration software.

### 16. What are the swimming ins & outs?

Campers with little or no swimming ability are required to bring a secure fitting life jacket to be permitted to swim. This is the responsibility of the camper to bring this with them each swimming day. WSRC does not provide life jackets for campers.

Certified lifeguards will be on-duty at all the swimming facilities PlayZone visits. Camp Counselors will also assist in monitoring the swimmers safety. It is important that you relay your expectations with your child to follow all pool rules and directions given by camp staff/lifeguards. We want everyone to practice safe swimming!

Wristbands are used to differentiate swimmers and limited/non swimmers. Wristbands designate which areas of the pool the camper is permitted to use

(i.e. must stay in shallow end or allowed in deep end or allowed on diving board/slides).

17. When is the latest time campers need to be picked-up by?

Children must be picked no later than 5:45 pm. If children are not picked up by that time, a late fee of \$1 per minute will be charged for each child. Chronically late pick-ups may result in termination from the program at WSRec's discretion. Late fees must be paid no later than the next morning at drop off. Late fees are to be paid directly to the counselor. Since the counselor is the person inconvenienced by the late pick-up, the counselor keeps the late fee as compensation for their time and potential disruption of personal schedule. If late fee is not paid as requested, the child will not be permitted to attend camp until the fee is settled.

## Facilities

1. What facilities at each location are used?

At Fishing Creek Elementary School we use the Building 1 All-Purpose Room as the home base for Primary Zone and Building 2 All-Purpose Room for the Secondary Zone group. Only passive and moderately active play is allowed in the All-Purpose Rooms. The outside playground and fields are used on a daily basis for active play.

At Fishing Creek Salem UMC we will use outside spaces most of the time and only go inside when necessary. The Pavilion will be used for activities and lunch. There is also field space and a playground area.

2. Where does PlayZone swim?

Weekly swimming takes place at the West Shore Natatorium located at Red Land High School (most Mondays & Wednesdays). The children walk to the Natatorium utilizing the path that cuts through the Fox Run neighborhood and ends on the RLHS campus. Approximately 2 hours is spent at the Natatorium each visit. We typically also go to an outdoor pool a few times each summer (i.e. Lemoyne Borough Community Pool, Little Buffalo State Park). These trips are limited due to added expense to use and to transport the campers to these facilities.

3. Are the facilities air-conditioned?

Fishing Creek Elementary School is not air-conditioned, so it can get a little warm some days when it is really hot and humid outside. Multiple fans are used at Fishing Creek to help circulate the air. Since this is summer camp, a good amount of time is spent outside, so campers should come prepared with appropriate clothing, sunscreen insect repellent and a water bottle.

4. Is water provided at the facility?

The school has water fountains available. It is recommended that the campers bring water bottles if desired. A late afternoon snack is provided that includes a drink such as Kool-Aid, lemonade, Tang, etc.