

Welcome to...

CAMP KidZone

Location:
125 Scattergood Drive,
Christiansburg, VA 24073

Camp Hours:
Monday - Friday
7:00 AM - 5:30 PM

Contact:
(540) 382-9591
graceachildusa@gmail.com


Welcome to Camp KidZone!

We're thrilled to have your family join us for a summer full of fun! Below, you'll find the important information for a smooth start and successful experience at Camp KidZone. Please review all sections carefully – and don't hesitate to reach out with questions!

Your Camp KidZone Handbook Includes:

- ✓ Daily Schedule of Activities
- ✓ Billing, Reservation Change, and Withdrawal Policies
- ✓ Health, Safety, and Behavior Guidelines

What's Included in Your Child's Camp KidZone Experience

 **Daily Activities:** Camp KidZone offers a structured daily schedule filled with engaging activities – games, crafts, group projects, outdoor play, and more – designed to encourage creativity, social interaction, and positive experiences every day.

Meals & Snacks: **Bring labeled water bottle each day**

- Cold Breakfast: Served daily
- Lunch: Please pack a *peanut-free* lunch each day
- Afternoon Snack: Provided


Contact Information:


General Questions – We're here to help!

 **Email:** graceachildusa@gmail.com

(Please allow 24–72 hours for a response. Messages are checked daily.)

 **Camp Office:** 540-382-9591

 **Camp Hours:** Monday – Friday | 7:00 AM – 5:30 PM

Billing Questions: – Message us through  **brightwheel**
or Text Casey Gutierrez at 985-503-8757

 **Camp KidZone Location:** 125 Scattergood Drive, Christiansburg, VA 24073

Thank you for entrusting us with the care of your child. We're excited to share a wonderful summer together!

With excitement,

The Camp KidZone Team

Our Mission & Philosophy

At **Camp KidZone**, we believe every child is a unique gift who deserves a nurturing, supportive, and encouraging environment where they can grow, explore, and build confidence. We are guided by the core values of love, joy, and intentional care – helping children thrive socially, emotionally, and spiritually. We believe children learn best through play, meaningful experiences, and relationships with caring adults who model kindness and structure.

Safety & Check-In Procedures



- **Check-In/Out:** Only authorized adults may check children in/out using our system. Your **4-digit code** can be found in the app under **Edit Profile > Check-in Code**.

- **Escort your child** into and out of the building each day. This is a safety requirement.
- **Authorized Pickups:** Anyone designated on your authorized list must show ID if not known by staff. This will be cross-referenced with our system to ensure that each child stays safe!
- **Head Counts:** Multiple counts are done daily to ensure safety.

Health, Illness & Injury Policies

Illness:

- Sick children should be separated from the group and made as comfortable as possible.
- If your child vomits or has a fever (100°F or above), please keep them home. They may return 48 hours after being fever-free without medication.
- Parents will be contacted to pick up children who become ill during the day. *(within an hour is ideal)*.
- Contagious children may not attend until cleared 48 hours after symptoms subside.
 - If a contagion is discovered at our facility, we will put up a post.

Injuries:

- Minor injuries will be given first aid, comfort, and parents will be notified by phone and/or accident report.
 - An **"Accident Report"** will be completed for you to sign *(Any injury to the head results in an "Accident Report" even if no external symptoms are present)*
- For significant injuries, staff will contact emergency services and parents immediately.
 - **If a child breaks a limb:**
 - a. Staff will call **911** and then contact the parents.
 - b. Our Camp Office will also be notified.
 - c. A KidZone mentor or Grace-A-Child staff member will accompany the child in the ambulance.
 - **Virginia Licensing Requirement:** If your child is injured in our care but not transported immediately to emergency care, and you later seek medical treatment, please notify us within **24 hours**. We must report all such cases to the Virginia Department of Social Services (VADSS).

Camp Office: 540-382-9591

Head Lice:

If head lice/nits are seen on a child, they will be separated from the group, and the parent will be called to pick up child as soon as possible *(within an hour is ideal)*. Upon the child's return, they will need to be checked and cleared before the parent leaves.

Child Illnesses & Injuries Cont.

Safety is our top priority, and we are committed to providing a fun and safe summer camp!

If your child does experience an accident while attending summer camp- you will be notified, and an accident report will be completed. If medical attention is required, Parent's medical insurance will be necessary. The Camp does not provide accidental Supplemental insurance for campers.



Administering Medication

- **If your child needs medication during camp hours:**
 - All medicine must be in the original labeled container with the child's first and last name, amount of medicine in the container, and dosage instructions.
 - You must complete the necessary authorization form at enrollment for long-term medicine.
 - If an authorization expires, the parent will be notified immediately and will be required to complete another consent form or pick up any remaining medication. If medication is not picked up within a 14 day period Camp KidZone will dispose of the remaining medicine.
- Medicines will need to be dropped off and pick up at the Gracechild Office. All medication is kept inside a locked box. The exceptions are Epi-pens and Inhalers which may be kept in a medical pouch kept at Camp. These must be easily accessible by our staff but out of reach of children.

If a child cannot be immediately located...

- Staff will call the Camp Office.
If the child remains missing, staff will call **911** and then notify the parents immediately.

Behavior Expectations

We strive to provide a positive, respectful environment where all campers can enjoy their experience. Behavior expectations include:

1. Treat others with kindness and respect. We have a **Bully Free Zone!**
2. Follow directions the first time. Respect everyone's personal space.
3. Respect personal space and belongings.
4. Share and take turns
5. Use inside voices when indoors, playground voices outside.
6. Use "walking" feet inside.
7. **Always do your best!** Do what is right, not what is easy.

Behavior concerns will be addressed with parents if necessary to support success and safety for every camper.

What Happens if My Child Receives a Behavior Write-Up?

Level 1 Behavior Examples: (Name calling, screaming, not following directions, defiance, etc.)

- Incident is documented and reviewed with the parent.
- If **5 or more Level 1 write-ups** occur within a week, a written warning is issued, and a parent meeting is scheduled.
- If **2 additional Level 1 write-ups** occur within the same 2 weeks, a second written warning and parent meeting will follow.
- Any further Level 1 write-ups after the second warning will result in an **immediate 2-day suspension**.
- After **2 suspensions**, the director may decide to discontinue care.

Level 2 Behavior Examples: (Includes Level 1 behaviors plus spitting, throwing objects, damaging property, etc.)

- Incident is documented and reviewed with the parent.
- If **3 or more Level 2 write-ups** occur within a week, a written warning of possible suspension and parent meeting will be issued.
- If **2 additional Level 2 write-ups** occur within the same 2 weeks, a second written warning and an **immediate 3-day suspension** will be given.
- After **2 suspensions**, the manager and/or CEO may decide to discontinue care.

Level 3 Behavior Examples: (Includes Levels 1 & 2 behaviors plus causing or threatening harm to self, others, or staff, running away, etc.)

- **1st Level 3 write-up:** Parent will be called to pick up the child within 30 minutes (unless near the end of the day). A written warning and an immediate 3-day suspension will follow. The manager and/or CEO will meet with the parents to discuss a corrective plan before the child returns.
- **2nd Level 3 write-up:** **The** manager may decide to discontinue care.

Late Pick-Up Policy

Camp KidZone closes promptly at **5:30 PM** Monday – Friday.

Late fees will apply if your child is not picked up on time:

- 5:31–5:35 PM – Flat \$10 fee
- After 5:36 PM – \$1 per minute
- Fees will be added to your account on the next business day

❖ Repeated late pick-ups may result in suspension of services.

NO EXCEPTIONS:

Regardless of the reason, flat tires, traffic, weather, work delays, etc.—late pick-up fees will apply to ensure fairness and consistency for all families.

PROCEDURE:

If you expect to be late, please call us **before 5:00 pm** at **(540) 382-9591** to inform us of your estimated arrival time. **Note: Calling does NOT waive the late fee.**

If no contact is made by **5:35 pm**, we will:

1. Call the parent/guardian.
2. If unreachable, call emergency contacts and continue attempts to reach the parent/guardian until 7 pm.
3. If no contact is made by 7 pm, we will notify the **Christiansburg Police Department at (540) 382-3131**, who may also involve **Child Protective Services at (800) 552-7096**.
4. The supervising staff will complete a **Late Pick-Up Report** for you to sign. Copies will be provided to you and our accounting department.

VALID CLOCK OUT TIMES:

Only the time logged by Brightwheel is valid. Times from other sources will **not** be accepted for late pick-up exceptions. **NO exceptions.**

Thank you for your understanding and cooperation in helping us maintain a safe, respectful, and efficient program!

Fees, Tuition & Payment Policy

Enrollment:

Registration Fee: \$50 per child (*Non-refundable*)


Camp KidZone does not offer tuition adjustments or refunds for absences, missed days, vacations, or no-shows. All payments are final once processed.

Tuition:

*** NO PAUSE ***

Weekly Per child \$165		
DSS Weekly Tuition Difference	Per Child \$25	(+ Monthly DSS copay if applicable)

Payment Processing

- Camp KidZone uses automatic ACH payments only through  brightwheel
- Tuition is automatically debited every Thursday morning for the upcoming week of care.
- Payments made Friday incur a \$35 late fee, and unpaid accounts by Friday at 5:30 PM will result in frozen services for the following week.

Returned Payments:

NSF Payments: Returned due to insufficient funds will incur a \$35 NSF fee.

Payments made Friday incur a \$35 late fee, and unpaid accounts by Friday at 5:30 PM will result in suspension of childcare services for the following week.

Refund Policy

- **Registration:** **NON-Refundable!**
- **Tuition:** is non-refundable once debited, regardless of absence due to illness, lice, vacations, or change of plans.
- **Exceptions:** If a child is injured in our care, or there is a death or long-term illness in the family causing hardship, we may refund unused tuition (excluding registration fee).

Communication & Support

Need help? Chat with us via  brightwheel or email gracechildusa@gmail.com (response in 24–72 hours).

Billing Questions? Message us in  brightwheel or Text Casey at 985-503-8757

Enrollment, Changes & Withdrawals

➤ Withdrawal Policy

1-week notice is required to withdraw from the program & Notification must be sent through  brightwheel

No notice = Full tuition will still be charged.

Didn't get a reply? Text Casey at 985-503-8757 to confirm receipt.

➤ Suspension or Termination

- While rare, suspension or termination may occur if behavioral concerns continue despite intervention.
- No refunds will be issued for suspension or termination due to behavioral policy violations.
- Unused tuition may be refunded if care ends due to injury occurring in our care or verified family hardship. No refunds are given for head lice-related absences, as this is a public health risk inherent to group settings.

Thank you again for choosing Camp KidZone – we can't wait to watch your child learn, play, and grow this summer!