



# COOL CAMP

**Climb Onward with  
Online Learning Camp**

(Grades 2nd - 6th)

PARENT HANDBOOK 2020

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# Who We Are

Our purpose is to discover ourselves and connect with others through climbing. We commit to sustaining environments where families, friends, youth, and adults can gather to learn, grow, and find support through our community. Everyone that walks through our doors is on their own journey. Our spaces foster opportunities for self-discovery and goal setting that takes each a little further along their path.

## About the Program

Sender One's Climb Onward with Online Learning (COOL) Camp is unlike any climbing camp. Its mission is to cultivate a space for youth to thrive during these unique and uncertain times. Young people and their families will have a place to support them through the challenge of distance learning; while the youth, in particular, will discover themselves and connect with others through climbing.

Climbing improves focus, increases coordination, and enhances strength, both physically and mentally. By combining climbing instruction alongside support for your child's education through distance learning and providing a space to focus and do coursework; COOL Camp can encourage the development of functional skills and build your child's confidence -- on and off the wall.

COOL Camp specifically caters to grades 2nd - 6th. In addition to delivering support for distance online learning and climbing programs, COOL camp will also offer other enrichment options to help your child discover themselves and connect with others.

## Sessions & Schedule

### Sessions

Each COOL Camp session runs for a **2-week period**, Monday - Friday, COOL Camp session dates will be the same at both Sender One locations (SNA & LAX). There are **full** (8am - 4pm) and **partial** (8am - 2pm) day options.

#### Session A\*

Week 1: 9/14 - 9/18  
Week 2: 9/21 - 9/25

#### Session B

Week 1: 9/28 - 10/2  
Week 2: 10/5 - 10/9

#### Session C

Week 1: 10/12 - 10/16  
Week 2: 10/19 - 10/23

#### Session D

Week 1: 10/26 - 10/30  
Week 2: 11/2 - 11/6

#### Session E

Week 1: 11/9 - 11/13  
Week 2: 11/16 - 11/20

### Schedule

Each child's daily schedule will depend first and foremost on the distance learning schedule (online class time and duration) provided by their school. COOL Camp prioritizes supporting your child's distance learning. Sender One's climbing instruction and supplemental enrichment activities have scheduling flexibility that will work around your child's school's online learning and homework time.



# Application Process & Registration

## Application Process

Families must submit a fully completed application to be eligible for COOL Camp enrollment.

We will notify families three to four days after receiving their application with a decision on whether their child will be able to attend. Sender One endeavors to group children into cohorts with similar ages, schedules, and schooling needs. Everyone attending camp must be able to consistently follow all Sender One health and safety protocols. Inability to do so will result in the student losing their spot in camp. Priority will be given to families requesting to attend for longer periods of time (5-day, full-day applicants will receive priority over, for example, 2-day, partial day applicants). Families need to complete the application only once for each child, even if they intend to enroll their child in multiple sessions. The application is accessed at [www.sender.one/camps](http://www.sender.one/camps).

*Youth who attend any session do not need to redo the entire application process to attend future sessions; however, families enrolled in the current session receive priority to enroll in the next session.*

## Application Deadlines

Session A - Monday, August 31, 2020

Session B - Monday, September 14, 2020

Session C - Monday, September 28, 2020

Session D - Monday, October 12, 2020

Session E - Monday, October 26, 2020

## Registration

Once the application has been approved, we will reach out to you with instructions on how to register.

## Registration Dates

### Session A

Registration Opens: Monday, August 24, 2020

Registration Closes: Monday, September 7, 2020

### Session B

Registration Opens: Monday, September 7, 2020

Registration Closes: Monday, September 21, 2020

### Session C

Registration Open: Monday, September 21, 2020

Registration Closes: Monday, October 5, 2020

### Session D

Registration Open: Monday, October 5, 2020

Registration Closes: Monday, October 19, 2020

### Session E

Registration Open: Monday, October 19, 2020

Registration Closes: Monday, November 2, 2020

# Pricing & Payment

Camp rates are listed by each session (2 Weeks).

2-Day Camp	3-Day Camp	5-Day Camp
\$384 (Partial Day)	\$540 (Partial Day)	\$840 (Partial Day)
\$480 (Full Day)	\$672 (Full Day)	\$1040 (Full Day)

A \$100, non-refundable supplies fee per camper is required for each session and must be paid upon registration. 10% off sibling discounts are available when enrolling siblings together in the same session.

Scholarships for full 2-week sessions are available for eligible families with an adjusted gross income up to \$75k for single filers, \$112k for head of household filers, and \$150k for married joint filers. In addition, proof of current unemployment certification of at least one parent or legal guardian is required.

# Health, & Risk Management

The health and well-being of staff, children, families, and guests has always been and continues to be our highest priority. We have instituted and will maintain the following precautions and protocols—in compliance with applicable national, state, and municipal, industry guidelines, and have been pediatrician approved.

## Check-in/out Procedures

- Check-in and check-out for camp will take place outside of the facility. Parents, guardians, or authorized individuals may not enter the facility. Camp staff will guide children to their assigned group or area.
- On arrival, a camp staff member will conduct a health screening for each child and parent, guardian, or authorized individual. The screening includes observation for COVID-19 related symptoms, a short verbal questionnaire, and a temperature check. A second temperature check will be conducted mid-day. Sender One expects full and honest cooperation with each day's screening from all families.
- Any guest who fails the health screening, the child will not be permitted to attend camp for 14 days and may return only after being cleared by a medical professional.
- Children will be required to wash/sanitize their hands on arriving at and when leaving the facility. Hand hygiene is a large part of camp protocol; camp staff will frequently remind children throughout the day to wash/sanitize their hands.



# Health, & Risk Management

## (continued)

### Physical Distancing

- Everyone at Sender One is required to maintain physical distance; COOL Camp is no exception. Campers will be required to maintain physical distance from one another and staff while online learning, climbing, and during other enrichment activities. We understand campers are children; and staff will remind campers, when necessary, and periodically and frequently, to keep a safe distance from other campers.
- Cubbies, learning areas, desks, climbing gear, and other daily used items will be assigned to campers for the duration of their attendance. Transparent table dividers will be used when children are seated for instruction.
- Sender One is requiring a ratio of one camp staff member for every six campers with no more than ten campers per group or pod.

### In the Case of Illness, Injury, or Emergency

- If a child falls ill during camp, we will contact the parent, guardian, or authorized individual while isolating the child from other children. The child must be picked up immediately.
- If a child sustains a non-serious injury during camp (e.g. contusion, scrape), camp staff will provide first aid and attempt to contact the parent, guardian, or authorized individual.
- In cases of serious injury to a student, camp staffmembers will immediately provide first aid, if applicable; attempt to contact the parent, guardian, or authorized individual; and, while attending the child, contact the appropriate emergency medical assistance.

### Face Coverings

- Wearing a face covering is required at all times while inside the facility. Exceptions are made when drinking water or eating food.
- Parents, guardians, or authorized individuals must wear face coverings while interacting with a camp staff member -- in particular, during check-in/out.
- We recommend washing face coverings every day, or using multiple face coverings.

### Emergency Closures

- If a facility must close down due to an emergency or unforeseen circumstances, we will discontinue camps until, in Sender One's judgment, we can reopen. Emergencies may include, but are not limited to: city or county mandated closure, natural disasters, lockdowns, power outages, or an elevated risk of coronavirus transmission.
- If an emergency closure occurs during camp hours, parents will be contacted immediately. Families will be required to pick up their children immediately.
- If we are made aware of a positive COVID-19 case among our staff or campers, we will take appropriate measures to assess and mitigate any elevated risk of coronavirus transmission. We will promptly contact all affected families and proceed with our contact tracing policy. Depending on what our investigation uncovers, next steps could include closure of an affected facility or additional cleaning and sanitizing. In some situations, no further steps may be taken, if, for example, our investigation uncovers no elevated risk.
- In the case of an emergency closure, we will offer credit for the missed camp days. This credit can be applied to future purchases at Sender One. Refunds will not be available.

## Policies & Procedures

**Disclaimer:** Sender One is not a school or daycare facility. Our COOL Camp will support your child with distanced online learning, including providing technical assistance and helping your child stay focused. Parents and teachers are ultimately responsible for a child's academic endeavors and results. We disclaim any responsibility for a particular outcome or result of a camper's distanced online learning.

### Drop-off & Pick-up Policy

- We will not provide early drop-off options. The earliest parents, guardians, or authorized individuals can drop-off a child is 10 minutes before the start of a day's session.
- Families must pick up their children promptly at the end of their session each day. If a child is not picked up on time, families will be required to pay a \$20 charge for every 15 minutes (or fraction thereof) that their parent, guardian, or authorized individual is late. A credit card must be kept on file under your child's name/account. After the first 15-minute mark of lateness, camp staff will begin contacting those on the approved pick-up list until we reach someone who is able to pick-up your child, beginning with the primary contact, and then moving down the list.



# Policies & Procedures

## (continued)



### Absenteeism & Sick Policy

- If a child is missing camp for non-medical reasons, please notify us ahead of time with as much advance notice as possible.
- If a child is missing camp due to illness, please notify us as soon as possible.
- If the absence is related to COVID-19, we will take appropriate actions to address the situation (refer to the Emergency Closures section under Health & Risk Management)
- No refunds or credit will be issued for missing camp. Rescheduling camp may only occur for full sessions and not single day camps.

### Screen Time Policy

- Due to the amount of screen time required by distance learning, Sender One will discourage the non-essential use of cell phones, iPads, and other personal electronics during non-school times.
- Campers will be encouraged to read or participate in art projects during quiet time. When possible, participants will be climbing or engaged in other physical activities.

### Appropriate Conduct Policy

- Children attending camp are expected to understand how to exercise self-discipline. Camp is a place to have fun, excel, grow, and discover. This requires a positive environment and experience for each and every child. All children participating in COOL Camp will be expected to adhere to the following:
  - Be mindful and respectful - to others and themselves,
  - Listen and ask questions,
  - Hold themselves accountable for what they say and do,
  - Do no harm and maintain peace.
- All campers must agree to the following:
  - AT CAMP, I WILL...**
    - ◊ Show respect and kindness to others
    - ◊ Show responsibility by being helpful.
    - ◊ Be honest with other campers and staff.
    - ◊ Respect the property of camp and other campers.
    - ◊ Respect other people's feelings and differences.
    - ◊ Have fun and make it fun for others.
    - ◊ Participate and give every activity 100%
  - AT CAMP, I WILL NOT...**
    - ◊ Fight, "rough house" or behave unsafely.
    - ◊ Share/trade food with other campers.
    - ◊ Threaten or bully other campers.
    - ◊ Take things that don't belong to me.
    - ◊ Use inappropriate language.

### Zero Tolerance Policy

- To maintain the safety of the everyone attending COOL camp, Sender One enforces a Zero Tolerance Policy, which includes:
  - Behavior Management** - When a child conducts even one serious disciplinary problem or violates appropriate conduct, we will call their primary contact to pick them up immediately. If we determine that the child's behavior poses a serious discipline issue and that this behavior will continue, then we will remove the child from the camp session. No refunds or credit will be given for the remainder of the session.
  - Bullying** - If any form of bullying is identified during camp, the families will be notified about the situation. Children who bully may be suspended from camp until further notice. If we determine that the issue is serious, then we will remove the child from the camp session. No refunds or credit will be given for the remainder of the session. We encourage parent(s) to report any possibility of bullying that your child has made you aware of.
- We will treat all disciplinary issues on a case-by-case basis. We reserve the right to remove a child from camp indefinitely or permanently. Some examples of disciplinary issues include:
  - Endangering the health and safety of other children and camp staff,
  - Committing theft and/or destruction of property,
  - Committing any form of abuse towards another individual,
  - Violating our Zero Tolerance Policy

### Requirements of Camp Staff

- All staff at Sender One, not just those directly involved in COOL camp, commit to providing your children an experience to discover and connect through climbing while supporting them during distance online learning.
- All camp staff receive up-to-date training, including, but is not limited to: risk management, health and hygiene (including COVID-19-specific), abuse prevention, and first aid, and CPR.
- All staff receive CPR and First-Aid training.
- All camp staff are SafeSport and CDC Concussion certified.
- All staff undergo a background check when they are hired.



# Policies & Procedures

## (continued)

### Appropriate Clothing

- Campers need to come prepared for participating in physical activity. Please send your child to camp in comfortable and appropriate clothing, taking into consideration the weather and camp activities.
- Closed-toe shoes are required.
- We will assign climbing gear for each child to use for the duration of the session, which will not be shared with other children. If your child has their own climbing shoes and a harness, we highly encourage you to use those. All campers will receive a 20% off coupon code for climbing shoes and kid harnesses from our retail store while attending camp.

### What to Bring

- The following is a list of items to bring for camp. We encourage labeling each item with your child's full name. Sender One is not responsible for replacing or repairing these items.
  - Electronics\* provided by the school or yourself,
  - School specific supplies (notebook, pencils, etc.),
  - Refillable water bottle,
  - Snack and lunch\*\*,
  - Book, or other non-screen activity for quiet time (e.g. sketchbook, coloring book).
- For a fee, Sender One will provide and assign select school supplies that we will store and maintain for your child's use. Please refer to the pricing section for more information.

\*WiFi and internet access will be reliable and kid safe.

\*\*Sender One will not provide any food services. Sharing of food is prohibited between campers. Since it is mandatory to put a credit card on file under your child's name/account, parents can approve snack and drink purchases at the facility in case a child is sent to camp without food.

## Additional Parent Information

### Weekly Parent Check-ins

We believe communication is vital in any relationship, and in particular, those that involve children. Parents will be required to attend a weekly conference about their child's participation and behavior. This creates a reliable forum for any questions or concerns (as well as praise!) to be addressed by Sender One and families.

Camp staff will schedule check-ins with parents individually.

### Contact Information

Sender One SNA  
(714) 881-3456  
info.sna@sender.one

Sender One LAX  
(213) 279-2000  
info.lax@sender.one

Billing Questions & Issues  
billing@senderoneclimbing.com

### Hours of Availability

Monday - Friday  
9am - 5pm