



Parent Packet  
2026



# Welcome to Camp Evergreen

We're thrilled to welcome you and your camper back for another unforgettable summer at camp! We know you may have lots of questions, and we hope this packet gives you a helpful head start.

Inside this packet, you'll find everything you need to get ready for camp, including:

- A complete packing list of recommended items
- Camp schedule and arrival/departure details
- Health and safety guidelines
- Camper policies and procedures

We encourage you to go over this information together with your camper so you both feel confident and ready to dive into the summer adventure ahead. If anything's unclear or you need a little extra info, don't hesitate to get in touch.

We can't wait to see you soon!

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## Contact Information

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Phone: 978 475 2502

Email: [office@campevergreen.com](mailto:office@campevergreen.com)

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

## Camp Operational Hours

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Camp operates Monday through Friday from 9:00 AM to 3:55 PM. Extended day program begins at 8am and ends at 5:45.

## Ages Served

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Camp Evergreen welcomes campers ages 5 to 14. Campers must be entering kindergarten in the fall to enroll.

## What Should My Child Bring to Camp?

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### **Bathing Suit and Towel**

We recommend that campers arrive at camp already wearing their bathing suit under their clothes to make changing easier. Don't forget a towel!

### **Lunch and snacks in an Insulated Bag**

Lunches should be packed in an insulated bag or lunchbox and will be stored in your child's cubby. Please remember that **peanut butter is allowed** at camp. If your child has a peanut allergy, it's important that you contact the camp office to speak directly with the director about accommodations.

### **Reusable Water Bottle**

Please send your child with a reusable water bottle each day. Refill stations are located around camp, and we also serve bug juice at the canteen each afternoon.

### **A Change of Clothes**

Pack an extra set of clothes in a separate, labeled bag. This is especially helpful on messy or wet days.

### **Raincoat or Waterproof Jacket, and Extra Sweatshirt**

Camp runs rain or shine, so it's a good idea to send outerwear in case of cool or wet weather.

### **Label Everything!**

Make sure your child's name is clearly marked on **all** items they bring to camp—this includes clothing, shoes, hats, backpacks, eyeglasses, towels, and water bottles. Campers are responsible for keeping track of their own belongings.

**Please Do Not Send** Money, cell phones, electronics, cameras, stuffed animals, Pokémon cards, expensive jewelry, or any other valuable or sentimental items should be left at home.

## Prohibited Items

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Pets or outside animals (unless pre-approved by the director), drugs, alcohol, and weapons of any kind (including pocket knives) are not allowed at camp under any circumstances.

*Camp Evergreen reserves the right to search a camper's belongings if there is reasonable suspicion of possession of illegal substances or dangerous items.*

## What Should My Child Wear to Camp?

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Please send your child to camp in comfortable clothing that's made for active play—expect them to get messy! Closed-toe shoes are required every day for safety. Flip flops or sandals are only permitted when heading to and from the pool area.

We kindly ask that campers not wear valuable jewelry. If your child has pierced ears, we recommend studs rather than dangling earrings to avoid any accidents during play.

Make sure to dress your child appropriately for the weather each day. Layers work well for cooler or rainy mornings, and remember—we're outside rain or shine!

And don't forget: **Every Friday is Crazy Dress-Up Day!** Let your camper's creativity shine!

## Lost and Found

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All items must be labeled with your child's first and last name. Camp is not responsible for lost items, but we do our best to reunite items with their owners. Families are encouraged to check the Lost and Found area regularly. Unclaimed items are donated or discarded every two weeks.

## Lunches and Snacks

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All campers must bring their own lunches and snacks from home each day. Please pack your child's food in an insulated bag or lunchbox, as it will be stored in their cubby until mealtime. We recommend that you pack snack and lunch separately.

Each camper will have a designated morning snack break to refuel and hydrate for the day ahead. We strongly encourage sending a reusable water bottle with your child.

Please note: Camp Evergreen is **not** a nut-free facility. If your child has food allergies, please reach out to us so we can make appropriate accommodations

# Camp Structure and Daily Schedule

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## Camper Grouping

Campers are grouped into Units based on the grade they most recently completed. Each Unit is made up of several “Tents,” which are organized by grade level and gender. Groups are capped at 15 campers, with a staff-to-camper ratio of 1:5.

## Camp Evergreen Group Structure

| Unit 1     | Unit 2     | Unit 3      | Jr. Leaders |
|------------|------------|-------------|-------------|
| Pre k K- K | Grade 1-3  | Grade 4-6   | Grade 7 &8  |
| Tents 1-4  | Tents 5-10 | Tents 11-16 | Tent 20     |

\*Campers in Unit 1 must be at least 5 and entering Kindergarten in the fall

\*7th and 8th graders are automatically enrolled in our Jr. Leadership program

## Daily Schedule

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Each day at Camp Evergreen is filled with opportunities to try new things, make memories, and build friendships. There is a great balance between structured specialist activities, as well as unstructured supervised play time in different areas around camp. Campers have the opportunity to go deeper into their choice of activities during the afternoon free choice! Here is what a typical day looks like:

### Morning Kickoff

After morning flagpole, each Tent begins their day following daily schedule that includes both specialist-led and counselor-led activities. All campers have a designated snack time after 1<sup>st</sup> period (10 am).

### Lunch Break

Lunch is at **12:00 PM**. Campers bring lunch from home, which is stored in their cabin cubby until mealtime.

### Afternoon Free Choice

In the afternoon, campers gather at their Unit’s meeting spot for **Free Choice** time—a favorite part of the day! This is a chance to explore personal interests, try something new, and spend time with campers from other Tents in their Unit.

### Swim Time

Campers have the opportunity to swim once a day during their dedicated swim period. Our swim program includes instructional swim and free swim. It’s a great chance to build skills, have fun, and cool off!

### End-of-Day Flagpole

The day wraps up with our closing flagpole ceremony. From there, campers are dismissed for pickup, Extended Day, or transportation home.

# Drop-Off and Pick-Up Procedures

Camp Evergreen follows a staggered schedule for both drop-off and pick-up. **If you have multiple children, follow the schedule of your youngest child.**

All authorized pick up people must display the official camp evergreen ID in their window during pick up.

## Drop-Off Schedule

- Extended Day: 8:00–9:00 AM
- Staff: 8:30–8:45 AM
- Unit 3 (Grades 4–8): 8:45–8:55 AM
- Unit 2 (Grades 1–3): 8:55–9:05 AM
- Unit 1 (Pre-K–K): 9:05–9:15 AM

## Pick-Up Schedule

- Unit 1 (Pre-K–K): 3:40 PM
- Unit 2 (Grades 1–3): 3:50 PM
- Unit 3 (Grades 4–8): 4:00 PM

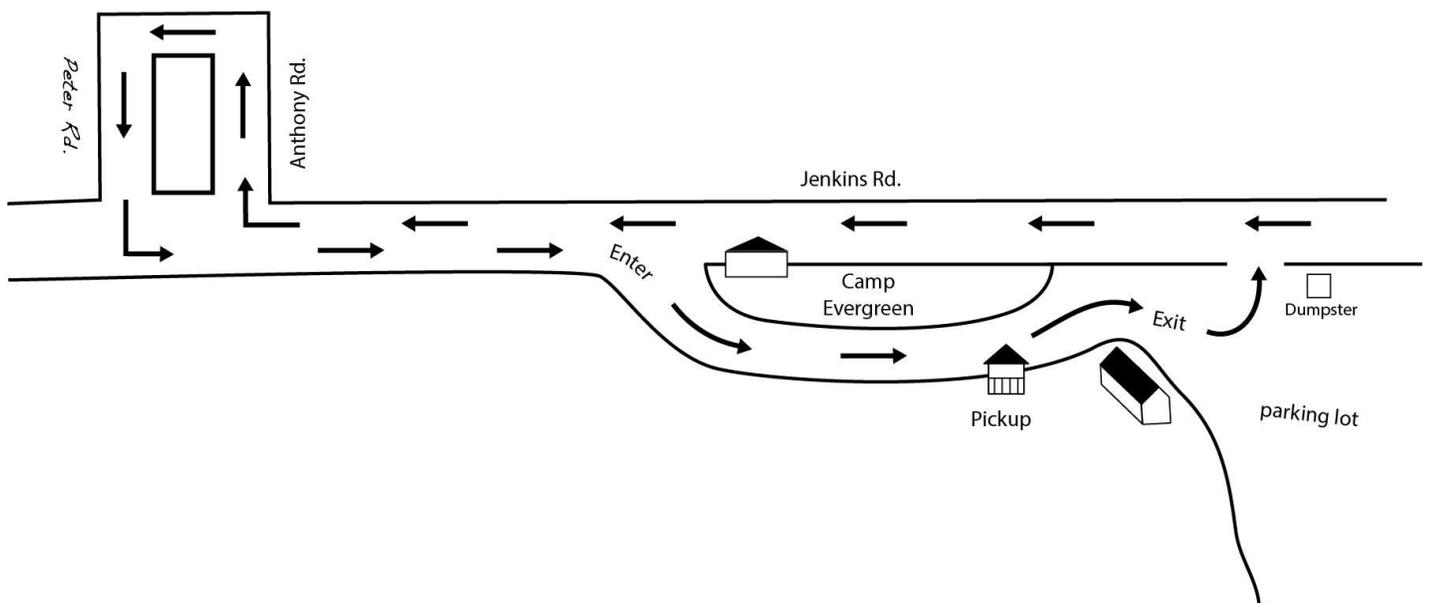
## Entering Camp

For everyone's safety and to keep the flow of traffic moving, please follow these important **traffic guidelines:**

- Approach camp heading north, with camp on your right-hand side.
- Do not turn left into camp if you're approaching from the south. You can turn around safely on Peter and Anthony rd. Please do not turn around in our neighbors driveway. .
- Obey all posted speed limits and drive cautiously when navigating nearby roads, *especially* when turning around on Peter or Anthony Road. These are residential neighborhoods and children are at play!

### Once on camp property:

- Drive slowly (5 MPH maximum)
- Stay off your cell phone while in the drop-off line
- Follow the directions of our traffic team—they're here to keep everyone safe and organized
- We ask that all families treat our staff with respect. **Rude or disrespectful behavior toward our traffic team will not be tolerated.**



## Alternate Pick-Up

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For your child's safety, all families are required to list at least one alternate pick-up person on the Parent Questionnaire. If someone other than a parent or guardian will be picking up your camper, the following procedures must be followed:

- Parents must notify the office in advance when an alternate pick-up person will be coming.
- The designated alternate must sign the camper out at the office or Extended Day area.
- If the pick-up person is not listed on your camper's alternate contact list, you must provide written authorization via email including the person's name, relationship to the child, and contact information.

**Please note:**

- Only a parent or legal guardian may authorize an alternate pick-up.
- Photo ID is required from all alternate pick-up persons.
- For security reasons, we will not release a child to someone claiming to be sent by a parent without proper written authorization and ID.

## Early Pick-Up / Late Drop-Off

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- If your camper is arriving late, please sign them in at the camp office.
- For early pick-up, campers must be signed out in the office as well.
- Please email the office at least two hours in advance if you plan to pick your camper up early.

## Camper Absence

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If your child will be absent from camp, please let us know as soon as possible by emailing the camp office. If your child uses camp transportation, we also ask that you notify your driver directly so they're aware of the change.

If a camper is absent for three or more consecutive days without notice, a member of our team will reach out to check in. ***Please note: Tuition is not refunded for missed camp days.***

## Extended Day

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Camp Evergreen offers both **Morning** and **Afternoon Extended Day** options to support busy families while giving campers extra time for fun, creativity, and connection.

### Morning Extended Day

**Hours:** 8:00 AM – 9:00 AM

Our Morning Extended Day program is perfect for early risers and sets a joyful tone for the day ahead. Campers are welcomed by staff during early drop-off and get to enjoy an extra hour of outdoor play and hands-on fun. Each morning includes open play in the sandbox and a rotating schedule of exclusive, extended day-only activities designed to spark creativity and excitement.

Morning Extended Day concludes at 9:00 AM, when regular camp drop-off begins.

## Afternoon Extended Day

**Hours:** 3:45 PM – 5:45 PM

Our Afternoon Extended Day program offers flexibility for families and extra enrichment for campers. This relaxed, end-of-day experience includes:

- **A snack provided by camp**
- Two free-choice activity periods, giving campers a chance to revisit their favorite parts of the day
- An additional swim session during the second free-choice period
- Unwinding with some creative or imaginative play in the sandbox before pickup

Final pickup is at 5:45 PM from the Extended Day area.

## Drop-In Extended Day

Drop-in Extended Day is available on a space-permitting basis. Families must notify the office ahead of time to confirm availability and are required to submit the Drop-In Extended Day Form along with payment in advance. This ensures we can staff the program appropriately and maintain a safe, fun environment for all campers.

- Morning: \$15 per child
- Afternoon: \$23 per child

**Campers who are dropped off early or picked up after 4:00 are considered drop in extended day and fees will apply. Late pick-up after 5:50 PM incurs a \$20 fee for the first 15 minutes and \$5 for each additional 10 minutes.**

## Camp Transportation

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Camp Evergreen uses North Reading Transportation (NRT) to provide central pick-up and drop-off service at the following locations:

- Stone Zoo (Stoneham)
- Winchester High School (Winchester)
- Veterans Field (Wakefield)
- Reading Train Station (Reading)

| <b>Time Am</b> | <b>Stop</b>              | <b>Time PM</b> | <b>stop</b>             |
|----------------|--------------------------|----------------|-------------------------|
| 7:50           | Reading Train Stop       | 4:22           | Veteran Field Wakefield |
| 8:05           | Winchester High School   | 4:30           | Stone Zoo               |
| 8:20           | Stone Zoo                | 4:42           | Winchester High School  |
| 8:35           | Veterans Field Wakefield | 5:00           | Reading Train Station   |

**Please note:** Transportation is not available during April Camp or Extended Summer (Week 9).

Buses are scheduled to arrive at camp between 8:45 and 9:00. If buses arrive early they will be supervised by the extended day staff. Campers may not be left unattended at the bus stop.

\*Bus Schedule is subject to change based on enrollment. We will notify you of any changes when schedule is finalized near the start of the summer.

## Transportation Registration

Families must complete the **Transportation Form** in the registration portal to choose a stop and authorize adults who may pick up or drop off their camper.

## Morning Pick-Up

If your child is going to miss a day, please notify the office and NRT at 978-664-1277 ext. 5. If you miss your designated stop and cannot reach another one along the route, you may drive your child directly to camp and sign them in to our Extended Day program for the morning. Children **must not be left unattended** at any stop.

## Afternoon Drop-Off

During afternoon drop-off, campers are released only to authorized individuals. You must display your Official Camp Evergreen Pick-Up ID with your child's name clearly visible. The bus monitor has the right to check ID at any time.

If no one is present at the stop, the bus will continue on its route. If no pick-up is made by the end of the route, your camper will be returned to camp. Please call the office before 3:30 PM if you're running late and need to pick up at an alternate stop or arrange Extended Day services.

## Bus Safety and Conduct

A Camp Evergreen staff member rides as a **bus monitor** to and from camp each day to ensure a smooth, safe, and positive ride.

Please talk to your camper about the importance of safe and respectful behavior on the bus:

- Remain seated with seatbelt fastened at all times
- No eating, drinking, or roughhousing
- Be kind and use respectful language
- Keep hands and feet to yourself
- Do not open emergency exits unless instructed

The bus driver is authorized to assign seats as needed. Failure to follow rules may result in suspension of transportation privileges.

## Swimming at Camp

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At Camp Evergreen, we place a strong emphasis on safety, skill-building, and fun when it comes to our aquatic activities. Our large in-ground pool is supervised by certified lifeguards and our experienced Pool Director. Every camper has the opportunity to swim at least once per day.

Each swim period is divided into two parts:

- **Instructional Swim:** Campers learn basic strokes, develop confidence, and build water safety skills.
- **Free Swim:** A chance to practice, play, and enjoy the water with friends.

## Swim Test

At the start of each session, all campers participate in the **Camp Evergreen Swim Test** before entering the pool. This assessment ensures that each child is placed in a swim group that matches their current abilities.

The swim test includes the following components:

1. **Entering/Exiting the Pool:** Campers must safely and confidently enter and exit the pool under lifeguard supervision.
2. **Full Submersion:** Campers must fully submerge to demonstrate comfort in the water.
3. **Swimming Back and Forth:** Campers swim across the pool without touching the bottom, using a stroke with alternating arm action and rhythmic breathing.
4. **Treading Water:** Campers must tread water effectively for **1 minute**.
5. **Floating on Back:** Campers must demonstrate the ability to float calmly on their back.

## Swim Levels & Wristbands

Following the swim test, campers are assigned one of three swim levels and given a **color-coded wristband** to indicate their access and supervision needs in the pool:

- **RED – Non-Swimmer**  
Campers who are still gaining confidence in the water or learning foundational skills.
  - Restricted to the **shallow end** (3 ft)
  - Not permitted in the deep end
  - Receive focused support and safety instruction
- **YELLOW – Beginner Swimmer**  
Campers who can float, kick, and demonstrate basic strokes with moderate skill.
  - Allowed in the **shallow end** (3 ft) and **middle lane** (4 ft)
  - Not permitted in the deep end unless accompanied by a lifeguard for specific activities
  - Receive skill-based instruction to build swimming proficiency
- **GREEN – Deep End Swimmer**  
Campers who demonstrate strong swimming ability and comfort in deep water.
  - Access to the **entire pool**, including the **deep end** (10 ft)
  - May participate in advanced aquatic activities
  - Continue refining technique and endurance

Campers are welcome to re-test at any time during the session if they feel ready to advance to the next swim level.

## Healthcare Policies

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### Sick camper and mild illness

If your child has a fever or is showing signs of a communicable illness, they should not attend camp. If a camper arrives at camp with symptoms of illness, they will be brought to the nurse's office, and a parent or guardian will be contacted for immediate pick-up.

If a child becomes ill during the camp day, they will be cared for in the nurse's office while we contact a parent or emergency contact. Prompt pick-up is required to help limit the spread of illness and ensure the camper receives appropriate care.

Campers must be **symptom-free for at least 24 hours**—without the aid of medication—before returning to camp. This includes being fever-free and free from vomiting, diarrhea, or other signs of contagious illness.

If your child is absent due to illness for **five or more consecutive days** and you provide a **doctor's note**, they may be eligible to **make up missed time** during another session, **pending availability**.

A more detailed medical policy is available upon request. Please don't hesitate to reach out if you have questions or need clarification.

## Injuries at Camp

At Camp Evergreen, all injuries are treated promptly and with care by our licensed camp nurse, following the camp's general procedures for specific types of injuries.

In the event of an injury, a parent or guardian will be contacted by the nurse, camp secretary, or director depending on the nature of the incident:

- Serious or emergency situations will result in immediate notification to parents.
- For non-life-threatening injuries, parents will be called and asked to pick up their child and bring them to a doctor or hospital if necessary.
- If a parent or guardian cannot be reached, the Camp Director will determine whether emergency services are required or if the camper needs to be transported to the hospital.

All serious injuries, hospitalizations, or fatalities are reported by the Camp Director to the local Board of Health, as required by law.

The Camp Nurse will notify parents any time first aid is administered to their child. This communication will include what care was provided and when it occurred, along with proper documentation.

## Medication Policy

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To ensure the safety of all campers, our Camp Nurse **cannot dispense any medication—prescription or over-the-counter—without proper documentation**. If your child requires medication during the camp day, please follow the steps below:

### Required Documentation:

- A **signed and completed Medical History Form**, submitted during the registration process.
- A **completed Authorization to Administer Medication to a Camper Form**, signed by a parent or guardian. This form grants permission for the Camp Nurse to administer the medication.

### Medication Guidelines:

- All medications must be sent in their **original containers**.
- **Prescription medications** must have a **pharmacy label** with the camper's name, dosage, and clear instructions.

- Please clearly indicate the **name of the medication, dosage, dates, and time(s) of day** it should be administered.
- If your child takes daily medication, ask your pharmacist to prepare **two labeled containers**—one for home and one to be kept securely in the nurse’s office.

## Cell Phone Policy

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Camp Evergreen maintains a strict no cell phone policy for both campers and staff. This includes smartwatches and any other connected devices. We believe camp is a place for children to unplug, be present, and fully engage with their surroundings and each other.

If a camper is found with a phone or connected device, it will be held in the camp office and returned at the end of the day.

If you need to reach your child during the camp day, please contact the office directly. We’re always happy to assist and will ensure your message gets to them promptly.

## Sunscreen Policy

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At Camp Evergreen, your child’s safety is our top priority—including protecting them from the sun. While we do not provide sunscreen, we encourage families to apply waterproof sunscreen to their child before camp each morning.

If you'd like your child to reapply sunscreen during the day, please send them with a clearly labeled bottle of sunscreen. For safety reasons, aerosol spray sunscreens are not allowed at camp.

### Sunscreen Application at Camp Evergreen:

- Campers will have designated times to reapply sunscreen, typically after swim and during lunch.
- Our staff will encourage campers to apply sunscreen on their own with guidance if necessary
- Unit 1 Campers
  - Sunscreen will be collected and stored out of reach until it is time to reapply. The counselors will encourage younger campers to apply sunscreen on their own but may offer assistance if necessary.
- If you'd prefer your child to reapply sunscreen more frequently, please reach out to the camp office—we’ll be happy to pass that information along to their counselor.

In addition to sunscreen, we also recommend sending your camper with sunhats, UV-protective clothing, and sunglasses for extra sun safety.

## Bug Spray Policy

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At Camp Evergreen, we take proactive steps to help keep campers comfortable and protected from bugs throughout the day. A variety of bug repellents are available in the nurse’s office, and our counselors are trained in how to apply them safely.

If you prefer to send your own bug repellent, please follow these guidelines:

- **Accepted Forms:** Only roll-on, wipes, cream, or stick formats are permitted. **Aerosol repellents are not allowed** for safety reasons.
- **Labeling:** Please clearly label the container with your child’s full name.

- **Storage:** All bug repellents will be stored in the nurse's office and applied under staff supervision.

## Tick Awareness and Prevention

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We are mindful of tick exposure and take precautions to reduce the risk during outdoor activities. Counselors conduct regular visual tick checks, especially after nature hikes, time in wooded areas, or canoe trips.

If a camper is bitten by a tick, they will be taken to the nurse immediately. The tick will be carefully removed, the area will be marked for observation, and parents will be contacted promptly.

Parents are highly encouraged to do an additional tick check at home.

## Personal Sports Equipment Policy

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Campers are welcome to bring their own outdoor sports equipment to camp! Items such as fishing rods, bats, hockey or lacrosse sticks, and archery gear may be brought in and will be securely stored in the locked cabin of the appropriate specialist when not in use. Baseball gloves may be stored in your camper's cubby for easy access throughout the day.

If your child is bringing archery equipment, please note that a signed permission slip is required. This form can be picked up at the camp office.

For campers bringing a Personal Flotation Device (PFD) for boating or canoeing, it must be U.S. Coast Guard-approved. Camp Evergreen reserves the right to inspect and reject any PFD that does not meet our safety standards. If a PFD is found to be ill-fitting or not in serviceable condition, we will contact you right away.

## Evergreen Code of Conduct

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At Camp Evergreen, we are committed to creating a safe, inclusive, and positive environment where every camper can thrive. Our approach to behavior and discipline is rooted in fairness, understanding, and collaboration, with the goal of ensuring all campers enjoy an enriching and respectful experience.

### Camper Code of Conduct

We believe that a successful camp community is built on mutual respect, shared responsibility, and a strong sense of belonging. All campers are expected to contribute to a fun, supportive, and safe environment for everyone.

### Staff and Parental Responsibilities

- All staff members are trained in the Camper Code of Conduct and Prohibited Behaviors to help reinforce a consistent and fair approach to camper expectations.
- Counselors will introduce the Code of Conduct during each group's mini orientation to ensure that campers understand the camp's expectations.
- A full copy of the Code of Conduct and Prohibited Behaviors is included in this parent packet.
- Parents/guardians are asked to review the Code of Conduct with their child before the first day of camp to help set clear expectations and ensure campers arrive ready to participate fully in our community.

## **Our Core Values**

### ***Respect***

- Treat others with kindness, courtesy, and empathy—just as you would like to be treated.
- Listen carefully and follow directions from staff members.
- Care for camp property, materials, and the natural environment.
- Show respect for others' rights, beliefs, and personal space.

### ***Responsibility***

- Take ownership of your words and actions.
- Let a staff member know right away if there's a problem—we're here to help.

### ***Safety***

- Use camp equipment and materials appropriately and safely.
- Be aware of your surroundings and follow all safety instructions.
- Stay in your assigned areas—leaving without permission is not allowed.
- Follow all safety guidelines during camp activities.

### ***Community***

- Be cooperative and help create a welcoming experience for others.
- Practice honesty and integrity in all interactions.
- Look out for yourself and for others.
- Stay open-minded, enthusiastic, and engaged.
- Leave all personal electronics at home, including cell phones, gaming consoles, MP3 players, and cameras.

## **Prohibited Behaviors & Zero-Tolerance Policies**

To ensure a safe, respectful, and inclusive camp community, the following behaviors are strictly prohibited and may result in immediate suspension or dismissal from camp:

- Endangering safety of oneself, others, staff, volunteers, or animals
- Profanity, offensive language, or name-calling
- Discrimination based on race, gender, religion, ability, or identity
- Sexual harassment of any kind
- Violent or aggressive behavior, including hitting, kicking, spitting, or biting
- Bullying, hazing, or cyberbullying (including behavior outside of camp that affects camp life)
- Possession or use of illegal drugs, alcohol, tobacco, or vaping devices
- Weapons or dangerous items of any kind
- Theft, vandalism, or deliberate damage to camp property
- Chronic disruption of programming despite multiple re-directions
- Refusal to follow behavior guidelines after repeated staff intervention

# Camper Discipline Policy

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At Camp Evergreen, our approach to discipline is rooted in fairness, consistency, and developmental appropriateness. We aim to guide campers in understanding expectations while feeling safe, supported, and respected. ***Corporal punishment of any kind is strictly prohibited, and no camper will ever be subjected to humiliation, verbal abuse, denial of basic needs, or punishment related to toileting accidents.***

## Our Discipline Procedure Includes:

1. Observation & Conversation – Staff observe behavior and intervene respectfully, speaking privately with the camper to understand and guide.
2. Time-Out & Reflection – A brief time-out may be used if behavior continues to disrupt, always followed by a conversation about choices.
3. Escalation & Documentation – Persistent issues may result in a visit to the office and formal documentation of behavior concerns.
4. Parent Communication – If challenges persist, camp leadership will connect with parents to create a collaborative path forward.
5. Individual Support Plan – For ongoing needs, a personalized plan may be created to help the camper succeed with additional supports.
6. Final Review & Dismissal (if necessary) – In rare cases where behavior remains unresolved, campers may be temporarily removed from activities or dismissed from camp. (Please note: refunds are not issued for behavioral dismissals.)

We believe in working together—campers, staff, and families—to help every child have a safe, joyful, and enriching camp experience.

## Staff Qualifications

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Our Staff are enthusiastic, compassionate, and committed to making camp an unforgettable experience. Many of them have grown up at Evergreen and are excited to have the opportunity to give back to the upcoming generation of campers.

Camp Evergreen staff are carefully selected, interviewed, background-checked (CORI/SORI), and 3 positive preferences. All staff complete pre-camp training and orientation. Senior staff are CPR certified. Throughout the summer, staff receive ongoing evaluation and support from our leadership team to ensure they are continuously meeting our high standards and growing in their roles.

Our staff-to-camper ratio is 1:5.

## Concerns and Grievances

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If you have a concern or grievance, we want to ensure it is heard and addressed appropriately. Grievances are taken seriously and will be willingly addressed by the Camp Director

## How to Submit a Grievance

All grievances must be submitted in writing via email to [office@campevergreen.com](mailto:office@campevergreen.com). Please include the following details:

- A clear description of the concern
- The individuals involved (if applicable)
- The date and time the issue occurred

## Meeting Requests

If you would like to meet with the Camp Director in person, meetings must be scheduled at the **end of the camp day**, after regular programming has concluded.

## Review and Follow-Up

Once a grievance is received, camp leadership will conduct a fair and timely review of the situation. This may involve speaking with staff or other parties involved. Parents will receive a follow-up response as soon as possible, typically within a few business days.

## Respectful Conduct

All communication regarding grievances must be respectful. Disruptive behavior such as yelling, threats, or harassment may result in the conversation being paused or discontinued.

## Confidentiality

Grievances will be handled with discretion. Information will only be shared with individuals directly involved in resolving the issue.

## Tuition payment and Refund Policy

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Tuition is Due May 1<sup>st</sup>. Tuition is non-refundable, and non transferable. Camp Evergreen does not issue cash refunds.

- Credits may be issued for documented medical withdrawals
- Credits must be used within one calendar year for Vacation Camp or Summer Camp and are non-transferable
- No refunds for behavioral dismissals, late arrivals, or missed days
- Special cases may be submitted to the Camp Director for review

A 25% per week non refundable registration fee per week per child is due upon enrollment. This fee is applied towards your summer tuition. Cancellations before May 1<sup>st</sup> will result in the loss of of this fee. However, there is no penalty for changing weeks provided there is availability to do so.