Thorne Summer Camp
Parent Handbook

Main Office:
1466 N. 63rd Street
Boulder, CO 80303
Office: (303) 499-3647
Fax: (720) 565-3873
info@thomenature.org
www.thomenature.org

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Founded in 1954, the mission of Thorne Nature Experience is to build Earth stewardship by providing youth with joyful, hands-on, place-based environmental education experiences that foster an emotional connection to nature.
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Dear Thorne Parents and Guardians,

Welcome to Thorne Nature Experience Summer Camp! We are glad that you have registered your child/ren to participate in Thorne Summer Camp this season. We highly recommend that you read the handbook, for it contains important information for our school-aged “camp experiences” including Thorne’s Summer Camp Policies & Procedures. For information specific to the Preschool Summer Camp for 3-5 year olds, please refer to the Preschool Parent Handbook. We look forward to this summer and exploring in nature with your family! Please call us at (303)499-3647 with any thoughts or questions you may have.

Yours in Nature,

Paul Humes
Summer Camp Manager

I. Thorne’s Mission and Summer Camp Goals

Thorne Nature Experience is a nonprofit organization with a mission to build Earth stewardship by providing youth with joyful, hands-on, place-based environmental education experiences that foster an emotional connection to nature. Thorne Summer Camp was founded in Boulder in 1957 by parents and volunteers to provide fun, experiential nature education to children in the out-of-doors. Thorne strives to provide children with joyful experiences in nature and an ecological background that will inform their concern for the environment. Under the leadership of outstanding instructors, campers visit local ecosystems where their appreciation of the natural world is enhanced by hands-on experiences.

II. Summer Camp Checklist

A. Register Online:
   Check your Confirmation E-mail for a packing list and instructions specific to your camp selection

B. Bring on first day of camp:
   ___ Camper’s Immunization Record (if it has not been uploaded into your Camp in Touch account)
   ___ If any medication (including over-the-counter meds) is being brought to camp, place medication in a Ziploc bag with two copies of Doctor’s signed Medication Form (one copy for Thorne’s files, one copy stays with the medication)

C. Daily Packing List:
   ___ Backpack: sized to fit your child that can hold all personal belongings listed below
   ___ Clothing for any weather (check daily weather forecast, weather can change suddenly): May include a warm layer (sweatshirt or fleece) and/or Rain gear. Campers will be outdoors (except in extreme weather) and will have fun as long as they are prepared!
   ___ Shoes: Sturdy and comfortable for exploring on land and in water (for safety reasons no flip-flops or Crocs, please). If you don’t have shoes that are good for hiking and water, pack water shoes in a plastic bag
   ___ Hat
   ___ 2 Full bottles of water (20 oz. size or larger)
III. General Summer Camp Information and Procedures

A. Ages of Thorne Participants
Children ages three through 15 can attend Thorne’s Summer Camp. Thorne has an early childhood license for 3-5 year olds and Thorne’s licensed school-aged program is for 5-15 year olds. Children are divided into the following age groups for camps: 3-5, 5-6, 6-8, 9-11, and 9-15. The school-aged camp size is typically maintained at a ratio of 12 children per one adult, unless otherwise noted. Teaching Assistant (Program Aide) opportunities start at age 16 and up. Student Teaching Assistant opportunities are for campers ages 13-15.

B. Hours and Locations
Thorne school-age Summer Camp runs Monday-Friday from May 31 – August 16. Daily, camp operates from 8:30 am-2:30 pm.

Thorne early childhood Summer Camp runs Monday-Friday from June 13 to August 5. Daily, camp operates from 9:00 am – 1:00 pm

Boulder Camps:
- **Chautauqua Park:**
  Camps meet and pick-up at Chautauqua Park at 9th and Baseline Boulder, CO 80302 Monday - Friday.
- **Mt. Sanitas:**
  Mt. Sanitas camps meet and pick-up at Boulder Seventh Day Adventist Church (345 Mapleton Ave. Boulder, CO 80304) Monday - Friday.
- **Sombrero Marsh:**
  Camps meet and pick-up at Sombrero Marsh Environmental Education Center (1466 N. 63rd Street, Boulder, CO 80303) Monday-Friday.

Lafayette Camps:
- **Ryan Elementary:**
  Camps meet and pick-up at Ryan Elementary (1405 Centaur Village Dr, Lafayette, CO 80026) Monday-Friday.
- **South Public Road Trailhead:**
  Camps meet and pick-up at South Public Road Trailhead (just south of Old Laramie Trail off S. Public Road) Monday-Friday.

C. Camper Backpacks and What to Wear to Camp
Campers will carry their backpacks with required gear throughout the day and will take backpacks off whenever possible. Please label gear and clothing with the camper’s first and last name.
Please send your child to camp with a backpack that is sized to fit them every day. The backpack should contain the following: clothing to keep them comfortable in variable weather conditions (check daily weather forecast, this may include a sweatshirt/fleece and/or rain jacket), a hat, two 20 oz. size or larger full bottle of water (make sure it doesn’t leak), a non-perishable snack and lunch, sunscreen labeled with your child’s name, and insect repellent labeled with your child’s name. We encourage your child to bring along any helpful items from home such as a butterfly net, a bug box, or a field guide. We discourage and ask that you not allow your child to bring electronics, cell phones, money, pets, toys, stuffed animals, and games, as they are distracting to the camp. Knives and other weapons are prohibited.

Campers should come to camp dressed in clothing that allows them to be comfortable outside all day. Please check the local forecast and send all gear that your camper may need to be comfortable. Campers should wear shoes that are sturdy and comfortable for exploring on land and in water (no flip-flops or Crocs, please). If you do not have shoes that are good for both hiking and water, pack water shoes in a plastic bag labeled with your child’s first and last name. As campers explore, clothing and shoes may get dirty and wet - all part of summer outdoor fun!

D. Lost & Found Belongings and Personal Items
All locations will have a Lost and Found box that you can check throughout the week. On Friday each week, all of the Lost and Found items will be moved to the Sombrero Marsh Environmental Education Center.

Please claim lost items as soon as possible! If you suspect your camper left something behind, e-mail info@thomenature.org or come by to look through the box. Items that are not labeled or claimed will be donated to a local thrift shop on 7/15 and 8/23.

We strongly recommend that parents label jackets, hats, backpacks, lunch bags, water bottles, and other personal items so they may be returned to their owners.

E. Meals and Snacks
Children attending Thorne Summer Camp must be provided with his/her own snack by the parent, such as a light, non-perishable healthy food and water. Safe drinking water is available to campers at all times if water is forgotten or more is needed. If the child fails to bring a snack, Thorne can supply the child with one. A small supply of non-perishable, snacks are kept in stock. Children are provided with the means for washing their hands prior to eating.

Campers are also asked to bring a sack lunch to eat at lunchtime. The Instructor, under childcare licensing requirements, must check lunches brought from children’s homes to determine if they meet current USDA child and adult care food program meal pattern requirements. If the child fails to bring a meal, or if the meal does not appear to meet current USDA child and adult care food program meal pattern requirements, Thorne must supply an adequate meal, and the parent will be notified and billed. Sharing food is strongly discouraged amongst the campers for health and safety concerns.

Healthy snacks that meet the current USDA child and adult care food program meal pattern requirements will be provided to children attending Extended Care in compliance with the Boulder County Health Dept. regulations.

Campers enrolled in Extended Care must be provided with his/her own snack by the parent. Please label this snack as “Afternoon or Extended Care” so children and their daytime instructor know to save this snack. If the child fails to bring a snack, Thorne can supply the child with one.
F. Camper Expectations
Prior to participating in Thorne Programs, children will be instructed on the fundamental safety procedures to be used while on the trail, procedures if he/she becomes lost, proper health and sanitation procedures on the trail, and rules governing the land (Colorado State Parks, Open Space, and US Forest Service). All campers must carry plenty of water, sunscreen, and insect repellent and be equipped with protective clothing against the natural elements such as a hat, waterproof jacket, and a fleece. Children are not permitted to remove anything from the environment (wildlife, nests, berries, stones, flowers, etc.) without the permission of the Instructor.
Poison ivy is avoided at all times. If contact with poison ivy is suspected, the instructor will wash exposed skin with soap and water, and the parents will be notified. Campers must wear shoes at all times. Sneakers or other rubber-soled shoes are particularly recommended when wading in shallow water (ponds or streams) to study aquatic life. It is recommended that campers carry water shoes in their backpacks if they are not wearing shoes that can be used for both hiking and water exploration. Children are not permitted to swim at any time.
Wildlife observed along the trail should be treated humanely. Children are not permitted to throw rocks or other objects in a way that endangers animals or campmates. Children are not allowed to chase animals or threaten them in any way.

G. SEL and Positive Behavior Support
Thorne creates and maintains a socially and emotionally respectful early learning and care environment by providing training for Education Team members on Social Emotional Learning and Non-Violent Communication. Team members are also trained in behavior management techniques that focus on positive behavioral supports and interventions. Thorne supports Education Team Members in implementation of these teaching techniques through ongoing managerial support throughout the day and at weekly team meetings. Discipline at camp shall be constructive or educational in nature and may include such measures as separation from problem situations, talking with the child about the situation, or praise for appropriate behavior. Children will not be subjected to any physical punishment or ridicule from the Instructor or campmates. Families are encouraged to provide Education Team Members with any information that will support their child’s success in the program.

H. Behavior Policy
Thorne’s Behavior Expectation Statement: Our camp philosophy is to provide a joyful, safe space (physically, socially, and emotionally) to explore in and learn about nature. We believe Thorne is a community where children can both connect to nature and develop life skills, like making good decisions and being responsible for actions. We practice Social Emotional Learning, inclusiveness, respect for others, and bully prevention, with the knowledge that the well-being and safety of children is fundamental to the enjoyment of camp and nature connection.
Anti-Bullying Statement: Bullying is considered unacceptable at Thorne Nature Experience. Bullying is defined by The American Camp Association as “when one or more people exclude, tease, taunt, gossip, hit, kick, or put down another person with the intent to hurt another.” Bullying can occur “overtly and directly, with physical behaviors, such as fighting, hitting, or name calling, or covertly through emotional-social interactions, such as gossiping or leaving someone out on purpose.” Thorne determines consequences for bullying on a case-by-case basis. Depending on the severity and consistency of the behavior, parents may be asked to immediately come and pick up their children for the day. Thorne reserves the right to suspend a child for one day up to permanent termination as they feel is
necessary to maintain the integrity of the camp experience for all campers and staff. In this case, no refund will be issued.

If a camper behaves inappropriately and/or interferes with the safety or learning of other campers, Education Team Members will utilize positive behavioral supports and various interventions to reintegrate the camper with the group. If disruptive behavior continues, Education Team Members will provide individualized supports for the camper and parents will be informed of the situation. Education Team Members are trained in how to deal with challenging behaviors and how to develop individualized plans for children who need them. These plans will be developed in collaboration with managerial staff with input from parents/guardians of the child. Individualized plans focus on the encouragement of positive behavior, safe de-escalation, and adaptations to encourage successful participation in Thorne programs. The plan will clearly outline interventions that will be used and the behavioral expectations that are required for the child to be allowed to remain in the program. Behavioral issues and interventions will be documented on a written incident report or in a verbal report that will be made to the Summer Camp Manager.

If appropriate interventions and discipline measures by the Instructor are ineffective and the child continues to behave inappropriately and/or interferes with the safety or learning of other campers, Instructors will contact the Field Coordinator and/or Summer Camp Manager immediately to discuss the behavior. The Field Coordinator or the Summer Camp Manager will accompany the camp to observe the child’s behavior and the teaching and discipline methods of the Instructor. The Field Coordinator and the Summer Camp Manager will evaluate whether or not the child may remain in the program.

If at any time staff determine that a camper’s behavior is an extreme danger to himself/herself or others, the camper will be removed from camp immediately.

Refunds are not given if a child must be removed from a camp. It is imperative that one child does not hinder the experiences that Thorne has to offer to those who want to learn in nature.

Education Team members will do their best to determine the function of challenging behaviors using methods that are based on Daniel Hughes PACE model of playfulness, acceptance, curiosity, and empathy. If additional support is needed to develop individualized behavior support plans, Thorne will access an early childhood mental health consultant or other specialist as needed through Mental Health Partners of Boulder County.

I. Transportation

All camps use Boulder Valley School District buses for field trips. Campers participating in the Extended Care programs at Sombrero Marsh Environmental Education Center will also be transported by on Boulder Valley School District school bus. Thorne is responsible for any children it transports and abides by applicable State and Federal motor vehicle laws. Thorne will obtain written permission from parents or guardians for any transportation of their child during childcare hours. Children are not permitted to ride in the front seat of a vehicle unless they are secured in a seat belt that conforms to all applicable Federal Motor Vehicle Safety Standards and children must remain seated while the vehicle is in motion. Children are loaded and unloaded out of the path of moving vehicles. Children are not permitted to stand or sit on the floor of a moving vehicle, and their arms, legs, and heads must always remain inside the vehicle. Transportation arrangements for children must be by agreement between Thorne and the children’s parents, i.e., whether the children can walk, ride a bicycle or travel in a car. Thorne monitors the children to be sure they arrive at the center when expected and follow up on their whereabouts if they are
late. Written permission from parents or guardians for their children to attend community functions after school hours must include agreements regarding transportation. Prior to a field trip or other excursion, the center must obtain information on liability insurance from parents and staff who transport children in their own cars and verify that all drivers have valid driver’s licenses.

Parent Drivers: Carpooling is an option that parents may organize independently on the first day of camp.

J. Field Trips
During field trips, staff-child ratios of 12:1 will be maintained and children will be actively supervised at all times. An itinerary of events will be carried by the Field Coordinator or Summer Camp Manager, and a copy will remain at Thorne’s headquarters at all times. Staff will carry information about each child, including name, address, and phone number of the child’s physician or other appropriate health care professional and written authorization from parent(s) or guardian(s) for emergency medical care. Additionally, a list of all children and staff on the field trip will be kept at Thorne’s headquarters.

K. Special Activities and Vehicle Transportation
Thorne provides a list of activities it offers to parents or guardians and they are notified in advance of all activities that occur away from the center and a copy will be kept at Thorne’s headquarters. Parents will be given the opportunity to indicate to Thorne staff if they do not want their child to participate in an activity. Transportation on special activities (i.e. Bird Banding) is arranged by agreement between the Thorne Instructor and the child’s parents. Parents are asked to volunteer their transportation to the special activity. All volunteer drivers will complete a volunteer transportation info form, and assume responsibility for children in their vehicle between the meeting site and the designated location. The parent or Thorne volunteer must remain with the children until the instructor arrives at the site. The drivers should caravan to the site with the camp instructor in the lead. All drivers must comply with applicable laws of the Colorado Department of Revenue, Motor Vehicle Division, and must abide by applicable State and Federal motor vehicle laws. Thorne will obtain written permission from parents or guardians for transportation during childcare hours. All drivers must be sure that each child is properly belted when the trip starts and throughout the trip. Each child shall be restrained in a personal car seat or seat belt and children should not ride in the front seat unless they are secured in a seat belt that conforms to Federal Motor Vehicle Standards. Children’s head, arms, and legs shall remain inside the vehicle at all times and children must remain seated while the vehicle is in motion. Drivers will refrain from smoking and talking on cell phones while driving and should pull over if cell phone communication is necessary. Children will be loaded and unloaded out of the path of moving vehicles. Staff to child ratios will remain during transportation at 12-1 and staff will actively supervise children during transportation. If an emergency should occur on the road, emergency procedures as outlined above should be followed.

L. Thorne Illness Policy
If an employee is ill, Thorne asks them to stay home until 24 hours after they are symptom free or fever free. This protects the health of the children and adults in the program. When an employee shows signs of a severe or communicable illness, they will be asked to go home and a substitute teacher will fill in. In case of a known communicable illness, the Summer Camp Manager will report to the local health department pursuant to regulations of the State Department of Public Health and Environment and contact all employees and parents/guardians of children in care.
If a child is ill, Thorne asks parents to keep them home until 24 hours after children are symptom free or fever free. This is so that children can get better and it protects the health of the other children and adults in the program. When a child shows signs of a severe or communicable illness, they will be separated from other children, the parent/guardian notified, and a doctor or medical facility consulted as needed regarding treatment. In case of a known communicable illness, the Summer Camp Manager will report to the local health department pursuant to regulations of the State Department of Public Health and Environment and contact all parents/guardians of children in care.

If a child says that they are feeling ill during program hours, they will be given the option to lay down on a nap pad to see if it passes. If after 10-20 minutes they are still feeling ill or if there are clear symptoms of illness, parents will be called to pick up their child.

For Thorne's Covid-19 Health Policies and Procedures, CLICK HERE.

M. Accident, Injury, & Emergencies
All staff are trained on Thorne’s Incident and Emergency Procedures and have received certifications in Standard Precautions, First Aid, and CPR. Instructors and Field Staff are trained in Medication Administration in addition to Standard Precautions, First Aid, and CPR. Instructors must carry a fully stocked first aid kit, “Thorne Summer Camp Policy and Safety Handbook”, and Thorne’s “Incident and Emergency Flow Chart” at all times. Thorne Nature Experience is required by law to give a written report to the Summer Camp Manager when any accident, however minor, occurs while the children are in our care. If the accident is minor, the parent will be notified at the end of the day. For more serious accidents or injuries, the child will be taken by Emergency Medical Services to the nearest medical facility or that which is stated by the parent/guardian on the Medical Authorization and Release Form, and the parent/guardian or emergency contact will be contacted immediately.

N. TV/Video Policy
Videos that contain educational or nature-related content may be shown to children attending Extended Care or during indoor time for inclement weather. The registration form asks parents to notify Staff if they have any objections to any possible movies that may be shown. The parents are notified of the movie prior to its show time and they must approve of the video. If a parent is concerned about the movie chosen or the family does not include movies in their lifestyle, the parent must inform the instructor of this and an alternative activity will take place. All television, recorded media, computer, tablet, cell phones, video games, and other media devices are prohibited during snack or meal times except during a planned special occasion.

O. Disabilities
Thorne is an equal opportunity employer and is cognizant of both federal and state legislation that support opportunities and fair treatment for all. Thorne’s Anti-Discrimination policy is outlined in its Employee Policies Manual and staff are advised of the policy during their orientation. Thorne makes efforts to accommodate children with disabilities and who have special needs in compliance with the Americans with Disabilities Act, Titles I-V. Our facilities are wheelchair accessible and Thorne makes efforts to enroll and place children with disabilities in our summer camp program. Due to the outdoor venue and physical nature of the program, children must be sighted and ambulatory to attend Thorne Summer Camp. There are several hikes that are not suitable for non-sighted children as they are steep with loose rock, posing an accident hazard to the
child. If your child has a disability other than those listed above, please call the Summer Camp Manager to see if accommodations can be made. Instructors are not specifically trained in care for disabled children, so often times we recommend that a parent or guardian attend to accompany the child. Our primary concern is for the safety of all children.

P. Visitors
All visitors must arrange their visit through the Summer Camp Manager or Field Coordinator. The Summer Camp Manager or Field Coordinator will notify the Instructor of the reason for the visit as well as the date, time, location, and number of visitors to expect. All visitors must sign in with the Summer Camp Manager or Field Coordinator on the day of their visit on the “Visitor Log” which includes name, date, phone number, address, reason for visit, and a driver’s license number. A written policy regarding visitors will be posted and a record maintained daily.

Q. Filing a Complaint
Thorne Nature Experience Summer Camp is licensed by the Colorado Department of Human Services. The license indicates that the program has met the required standards for the operation of a childcare facility. See the Summer Camp Manager for a copy of the Report of Inspection. Thorne provides written information to parents at the time of admission and staff members at the time of employment on how to file a complaint concerning suspected licensing violations. This information includes “To file a complaint about this facility contact the Colorado Department of Human Services, 1575 Sherman Street, Denver, CO 80203, 303-866-5958 or 1-800-799-5876”

R. Parental Notification
Thorne will notify parents/guardians if the program is no longer able to serve children. Thorne will notify parents or guardians in writing of significant changes in its services, policies, or procedures so that they can decide whether the center continues to meet the needs of the child. If a child is withdrawn from a Thorne program for any reason, the parent/guardian is responsible for notifying the Summer Camp Manager.

S. Frequently Asked Questions
For answers to frequently asked questions about Thorne Summer Camp, please click on the link below:
http://thomenature.org/summer-camp/faq/

If you have additional questions, you are always encouraged to contact our office at info@thomenature.org or 303.499.3647.

IV. Pick Up and Drop Off Policies and Procedures

A. Absences
If your child cannot attend on any given day, please contact the camp cell phone (phone number is in your parent letter received on the first day of camp) via text or phone call. Parents are advised that there is no alternative day care provided should their child arrive after the camp has left.
B. Pick-Up Policy
All children must be signed in and out daily with their Instructors. Parents should park their cars in a parking space in the lot and come over to sign their child in and out with their child’s instructor.

Boulder Camps:
- Chautauqua: Pick-up and drop-off occurs on the northwest side of the main lawn.
- Mt Sanitas: Pick-up and drop-off occurs on the east side of the Boulder Seventh Day Adventist church building.
- Sombrero Marsh: Pick-up and drop off occurs outside at the center

Lafayette Camps:
- Ryan Elementary: Pick-up and drop-off occurs on the east side of Ryan Elementary school
- South Public Road Trailhead: Pick-up and drop-off occurs near the parking lot at the trailhead

Parents must arrive to pick up their child at the designated end time unless otherwise noted in the confirmation letter. If a child is not picked up within 15 minutes of the end of camp (by 2:45 pm we will make attempts to reach parents and other contacts listed on the emergency form and the parent will be charged a $1 per minute child-care fee beginning at 2:30 pm. If a child still has not been picked up by 6 p.m., authorities will be notified and a child-care fee of $1 per minute childcare fee will be assessed. In all cases, please call the camp cell phone to inform us of late pick-up. Instructors or authorized staff will remain with children until a parent or guardian picks them up. Staff will check all rooms and account for all children before leaving for the day.

C. Late Arrival
If children arrive late to Thorne and their camp/group is away from the center on a field trip or excursion, parents can call the camp cell phone and make arrangements to meet the group at the field trip site. The Field Coordinator or Summer Camp Manager will meet parent and child, and direct them to their camp. Parents will sign in their child as they normally would for drop off. Please text the camp cell phone if you are running late.

D. Release of Children/Unauthorized Pick-Up
Campers will only be released to those individuals listed on the Parent/Guardian Release Form. Please be sure to fill out this form during the online registration process. If additional persons need to be authorized for pickup, please add them to the form located in your CampInTouch account. If you are adding someone with less than 2 weeks’ notice, the parent/guardian will need to complete a paper form on the first day of camp. In an emergency situation, a parent may confirm an additional person to pick up his/her child over the phone through verbal authorization. In the case that someone not listed on the form or verbally confirmed by the parent tries to pick up a child, the child will not be released and the individual will be asked to leave. Authorities will be contacted if necessary.

V. Registration Policies and Procedures

A. Admission, Deposit, and Fees
Registration is not complete until Thorne has received the registration form completed in full, payment, and the required forms including the child’s Immunization Certificate. Children are
not officially registered for a camp nor allowed to attend a camp unless the Immunization Certificate or a copy of it is in Thorne’s possession.

Enrollment fees are paid at the time of registration and vary based on the length and type of the camp.

Scholarships for tuition are available for children from families who could not otherwise afford the program.

Tuition for the majority of Thorne’s two-week camps is $798 per camper or $13 per hour.

Discounts may be applied to tuition as available.

Receipts are e-mailed upon completion of registration and also may be accessed within the parent’s CampInTouch account.

B. Discounts

Thorne offers discounts and scholarships for camp. See our website for more information.

C. Camp Cancellation and Refund Policy

Camp size is limited to 12-13 campers, unless otherwise noted. All camps must have at least four campers to run the camp. A camp is cancelled due to low enrollment two weeks beforehand. If your child is enrolled in a camp that Thorne cancels due to low enrollment, you can choose to switch into another camp or receive a full refund.

REFUND & CANCELLATION POLICY:

Transfers - To make a transfer, please e-mail info@thomenature.org with your child’s name, and the names and dates of the “Camp Experiences” you desire to transfer to and from. **Prior to April 30:** All “Camp Experiences” can be transferred at no cost. **After April 30 and up to 21 days prior to the “Camp Experience” start date:** Full Day “Camp Experiences” can be transferred for a $10 fee; and, Extended Care and Parent and Child “Camp Experiences” can be transferred at no cost. **Within 20 days of the start of a “Camp Experience”**: Full Day “Camp Experiences” can be transferred for a $45 fee, depending on availability; and, Extended Care and Parent and Child “Camp Experiences” can be transferred at no cost. **Within 7 days of the start of a “Camp Experience”**: Transfers will not be made; refer to the cancellation policy. All transfers are dependent on availability. If desired “Camp Experiences” are not available within the current year, refer to cancellation policy.

Cancellation - If you must cancel, please e-mail info@thomenature.org as soon as possible. **Prior to April 30:** Full Day “Camp Experiences” will receive a full refund less a $45 administrative fee per program; and, Extended Care will receive a full refund less a $10 cancellation fee per program; and, Parent and Child “Camp Experiences” will not be refunded, but are transferrable at no charge. **After April 30 and up to 21 days prior to the “Camp Experience” start date:** Full Day “Camp Experience” will receive a full refund less a $45 administrative fee per program if we can fill the spot, or a 50% refund if we cannot fill the spot; and, Extended Care will receive a full refund less a $10 cancellation fee; and, Parent and Child “Camp Experiences” will not be refunded, but are transferrable at no charge. **Within 20 days of the start of a “Camp Experience”**: Refunds will not be given.

Last-Minute Medical Transfer/Credit - In the event of illness or injury prior to the start of a “Camp Experience,” please e-mail info@thomenature.org as soon as possible. Thorne will transfer the camper to another available “Camp Experience” or issue a credit good for up to 1 year for a future “Camp Experience” for the same camper for a $45 administrative fee (free for Parent and Child “Camp Experiences”). A doctor’s note stating the camper’s inability to participate will be required. Requests for a medical cancellation will not be granted after a “Camp Experience” has ended.
**Mandated Cancellation due to COVID-19:** If Thorne needs to cancel a camp prior to the start of a camp, families will receive a 100% refund. This includes any instances under which a COVID-19 related change in local, state, or federal regulations makes it impossible for Thorne to deliver camp. In the event that Thorne has to cancel a portion of a camp that has already started in accordance with Boulder County Public Health guidelines due to a camper’s suspected or actual COVID-19 illness, families will receive a 100% credit for the unused portion of the camp to be used through Summer 2023 or a 50% refund.

**Individual health related cancellation due to COVID-19:** If a camper is diagnosed with COVID-19 or has any symptoms as defined within current Boulder County Public Health guidelines pertaining to COVID-19 for childcare centers or camps that require the camper not attend camp, families will receive a 100% credit for the unused portion of the camp to be used through Summer 2023 or a 50% refund.

**D. Returned Check Policy**
Checks are accepted as a form of payment and are appreciated as they cut down on credit card fees. In the case of a returned check, a $25 administrative fee will be collected in addition to the amount owed. Another form of payment is required within 48 hours of notice or your child’s enrollment will be cancelled.

**E. Scholarships**
Scholarship assistance is available to families who could not otherwise send their children to camp. To apply for a scholarship, go to Thorne’s online registration site and follow the instructions for a scholarship application. Scholarships will be accepted beginning in March. Scholarships will be reviewed and awarded beginning in April. Scholarships will be awarded on a first-come, first-served basis to those with the greatest need. Please contact the Administrative Director at 303-499-3647 ext. 100 or e-mail info@thornenature.org with questions.

**VI. Thorne Summer Camp Policies**

**A. General Policies**
1. Education Team members (Instructors, Field Coordinators, Assistant Instructors, and Field Assistants) will signify that they have read and understand Thorne Summer Camp policies and that compliance is mandatory and a condition of employment.
2. Program activities will conform to all local, state, and federal regulations and standards including Colorado State Childcare Licensing.
3. Before participating, all Participants, Education Team Members, and Volunteer Teaching Assistants will complete and submit the following required forms:
   - Participant – Registration Form, Immunization Record, Parent/Guardian Authorization and Sunscreen & Insect Repellent Permission Form, Medical History Form, and Medication Forms (if applicable).
   - Volunteer Teaching Assistant – Complete the Online Application that includes Child Abuse Reporting, Transportation Policy, Perjury Statement, Policies & Procedures, and Disaster Plan Agreement, Medical Information, Emergency Contact Information, Child Abuse Disclosure, Pass a Background Check, and complete in-person training with a policy quiz.
   - Instructor and Field Coordinator – valid CPR, First Aid, Standard Precautions, Medication Administration, Child Abuse & Neglect training, FEMA training, Injury Prevention training;
15 hours of annual training form; Thorne Summer Camp application, and letters of recommendation documenting at least 460 hours of teaching experience; background check and fingerprints; Childcare and Medical New Hire Form; and Employee Agreement.

Field Assistant Intern - valid CPR, First Aid, Standard Precautions, Medication Administration, Child Abuse & Neglect training, FEMA training, Injury Prevention training; 15 hours of annual training form; Thorne Summer Camp application, background check and fingerprints; Childcare and Medical New Hire Form; and Employee Agreement.

Assistant Instructor – valid CPR, First Aid, Standard Precautions, Child Abuse & Neglect training, FEMA training, Injury Prevention training; 15 hours of annual training form; Thorne Summer Camp application, background check and fingerprints; Childcare and Medical New Hire Form; and Employee Agreement.

4. Background checks will be done for all Education Team members with the Colorado Department of Human Services and relevant state agencies.

5. Education Team members are responsible for ensuring that cell phones and handheld radios are fully charged before taking them into the field.

6. Education Team members will be trained on Thorne Summer Camp procedures in the case of an emergency or incident.

7. Field Coordinator or Summer Camp Manager or Education Programs Director or Executive Director in the Summer Camp Manager’s or Field Coordinator’s absence will maintain the ability for constant communication with Field Staff and Thorne Summer Camp Instructors during Thorne “Camp Experiences.”

8. Participants will not be transported in Education Team Member vehicles, except in the case of an emergency. If a Thorne Instructor is driving Participants in vehicle owned by Thorne, rented by Thorne, or borrowed through a partnership organization, they must possess a valid driver’s license, follow Thorne and partnership organization driving policies, and drive in accordance with all state and local laws.

9. All Thorne Participants will be signed in and out daily by their parent/guardian with their Thorne Instructor or an authorized Education Team Member in the event that their instructor is not available.

10. Thorne Participants will only be released to those individuals listed on the “Parent/Guardian Release Form.” Thorne Instructors are responsible for knowing who is on the form when releasing participants.

11. Participants, Teaching Assistants, and Education Team Members will wear shoes at all times during the Thorne program hours, except when sleeping during overnight courses.

12. Participants will not swim or enter water above their thighs at any time.

13. Participants, Teaching Assistants, and Education Team Members will not ingest any wild flora during a Thorne “Camp Experience”.

14. Participants will not carry or use weapons, including but not limited to: pocket knives, hunting knives, and guns.

15. All Visitors must sign in with the Summer Camp Manager or Field Coordinator on the day of their visit, show identification, and fill out the visitor form.

16. Education Team Members and Teaching Assistants will not subject Participants, Teaching Assistants, Education Team Members, or the general public to physical punishment, ridicule, violence, abuse and neglect. Any Education Team member or Teaching Assistant that behaves violently towards a Participant, Education Team Member,
Teaching Assistant, or general public will be removed immediately from participating in Thorne’s program and/or employment will be terminated.

17. Thorne’s Behavior Expectation Statement: Our camp philosophy is to provide a joyful, safe space (physically, socially, and emotionally) to explore in and learn about nature. We believe Thorne is a community where children can both connect to nature and develop life skills, like making good decisions and being responsible for actions. We practice Social Emotional Learning, inclusiveness, respect for others, and bully prevention, with the knowledge that the well-being and safety of children is fundamental to the enjoyment of camp and nature connection.

Anti-Bullying Statement: Bullying is considered unacceptable at Thorne Nature Experience. Bullying is defined by The American Camp Association as “when one or more people exclude, tease, taunt, gossip, hit, kick, or put down another person with the intent to hurt another.” Bullying can occur “overtly and directly, with physical behaviors, such as fighting, hitting, or name calling, or covertly through emotional-social interactions, such as gossiping or leaving someone out on purpose.” Thorne determines consequences for bullying on a case-by-case basis. Depending on the severity and consistency of the behavior, parents may be asked to immediately come and pick up their children for the day. Thorne reserves the right to suspend a child for one day up to permanent termination as they feel is necessary to maintain the integrity of the camp experience for all campers and staff. In this case, no refund will be issued.

If a camper behaves inappropriately and/or interferes with the safety or learning of other campers, Education Team Members will utilize positive behavioral supports and various interventions to reintegrate the camper with the group. If disruptive behavior continues, Education Team Members will provide individualized supports for the camper and parents will be informed of the situation. Education Team Members are trained in how to deal with challenging behaviors and how to develop individualized plans for children who need them. These plans will be developed in collaboration with managerial staff with input from parents/guardians of the child. Individualized plans focus on the encouragement of positive behavior, safe de-escalation, and adaptations to encourage successful participation in Thorne programs. The plan will clearly outline interventions that will be used and the behavioral expectations that are required for the child to be allowed to remain in the program. Behavioral issues and interventions will be documented on a written incident report or in a verbal report that will be made to the Summer Camp Manager.

If appropriate interventions and discipline measures by the Instructor are ineffective and the child continues to behave inappropriately and/or interferes with the safety or learning of other campers, Instructors will contact the Field Coordinator and/or Summer Camp Manager immediately to discuss the behavior. The Field Coordinator or the Summer Camp Manager will accompany the camp to observe the child’s behavior and the teaching and discipline methods of the Instrucor. The Field Coordinator and the Summer Camp Manager will evaluate whether or not the child may remain in the program.

If at any time staff determine that a camper’s behavior is an extreme danger to himself/herself or others, the camper will be removed from camp immediately.
Refunds are not given if a child must be removed from a camp. It is imperative that one child does not hinder the experiences that Thorne has to offer to those who want to learn in nature.

Education Team members will do their best to determine the function of challenging behaviors using methods that are based on Daniel Hughes PACE model of playfulness, acceptance, curiosity, and empathy. If additional support is needed to develop individualized behavior support plans, Thorne will access an early childhood mental health consultant or other specialist as needed through Mental Health Partners of Boulder County.

18. Child Abuse Policy- Thorne staff read and sign a statement clearly defining child abuse and neglect pursuant to state law and outlining the staff member’s personal responsibility to report all incidents of child abuse or neglect according to state law. Education Team Members are also required to complete an annual Child Abuse and Neglect training. Education Team Members who have reasonable cause to suspect or knowledge of a participant that has been subjected to abuse or neglect or who has observed a participant being subjected to circumstances or conditions that would reasonably result in abuse or neglect will immediately report the incident to the Program Director and the proper reporting agency. If a parent believes that his/her child has been abused, s/he should seek immediate assistance by calling The Colorado Child Abuse and Neglect Hotline, 1-844-CO-4-Kids.

19. Thorne has a zero-tolerance policy for use of illegal drugs or alcohol. Any Participant, Teaching Assistant, or Education Team Member suspected of use of alcohol or illegal drugs prior to or during any Summer Camp program will be removed immediately from participating in Thorne’s program and/or employment will be terminated.

20. Thorne has a zero-tolerance policy for inappropriate touch, sexual innuendos, sexual harassment and/or sexual abuse. In the event of any of the above or related actions, the Participant, Teaching Assistant, or Thorne Education Team members will be removed immediately from participating in the Thorne Summer Camp program and/or employment will be terminated.

21. Thorne Education Team members will be trained on sexual abuse prevention and how to handle concerning behaviors and warning signs of sexual abuse.

22. If age-appropriate, child-to-child sexual exploration occurs, Education Team members should intervene without humiliation, and report occurrence to Summer Camp Manager and parents via an incident report.

23. Education Team members will never be alone in an enclosed space with a Participant, including sleeping in a tent or in a bathroom.

24. Parents and Thorne’s Summer Camp Manager must sign a letter of acknowledgement prior to any Education Team member communicating with or doing activities with Participants outside of Thorne Summer Camp.

25. Participants and Education Team Members must respect each other’s privacy when using restroom facilities. If a Participant needs assistance, Education Team Member must ensure another adult is present.

26. Participants must be clothed (shirt and shorts/pants) at all times during Thorne “Camp Experience” hours. If a Participant needs to change clothes, this must be done in private and if assistance is needed, Education Team member must ensure another adult is present.
27. Participants and Education Team Members should not touch any potentially dangerous plants or animals, including dead animals like bats and rodents, which carry diseases.

28. Thorne cultivates positive child, staff and family relationships through various methods of communication and interaction. Thorne Education Team members incorporate daily social and emotional student check-in times and are available for individual check-ins throughout the day to promote positive relationships with children. Thorne has an open-door policy on communication between staff and parents. Education Team Members, including Instructors, Field Coordinators, and Summer Camp Manager will do their best to inform the parents or guardians of the child’s behavior, progress, and social and physical needs. Education Team Members are available before and after camp each day for this purpose, as well as being available by phone.

B. Safety and Health Policies

1. All Instructors, Field Coordinators, and Field Assistants will be trained in CPR, First Aid, Standard Precautions, and Medication Administration and hold valid certifications for each of the above prior to leading groups of Thorne participants. Assistant Instructors will be trained in CPR, First Aid, and Standard Precautions, and hold valid certifications for each of the above prior to leading groups of Thorne participants.

2. Emergencies and Incidents occurring while participants are in the care of Thorne require Education Team Members to file an emergency/incident report as soon as reasonably possible after the emergency/incident and before Participant involved in the emergency/incident leaves for the day. All emergencies/incidents will be reported to parent/guardian and Summer Camp Manager and medical supplies must be replaced in first aid kit on the day that the emergency or incident occurred.

3. Education Team Members will carry a stocked and approved first aid kit, emergency/incident flow chart, and “Thorne Summer Camp Policies and Safety Handbook” at all times when participants are in their care.

4. Education Team Members and Teaching Assistants will not apply ointments, sprays, or lotions (including sunscreen and insect repellent) without written permission from parent/guardian on the completed “Sunscreen and Insect Repellent Permission” form.
   a. Sunscreen Policy - Thorne Instructors and staff are not allowed to apply ointments or topical lotions to campers without written parental permission. Complete the Sunscreen Permission Release during your online registration process if you would like your camper to have assistance in the re-application of sunscreen after snack time. If you sign this release, your child’s instructor will assist with applying sunscreen to bare surfaces including the face, tops of ears, bare shoulders, arms, legs, and feet. Sunscreen will not be applied to any broken skin or if a skin reaction has been observed. Any skin reaction observed by staff will be reported promptly to the parent/guardian. Please provide sunscreen labeled with your child’s first and last name with a minimum of SPF 15, and apply it to your child before dropping them off at camp. Thorne has SPF 30+ on hand if children need to use it. Contact us if you would like additional information on sunscreen and safe sun habits.
   b. Insect Repellent Policy - Thorne instructors and staff are not allowed to apply ointments or topical lotions to campers without written parental permission. Complete the Insect Repellent Release during your online registration process if you would like your camper to have assistance in the re-application of insect repellent after snack time. If you sign this release, your child’s instructor will assist in applying insect repellent to bare surfaces including the face, neck, bare
shoulders, arms, legs, and feet. Insect repellent will not be applied to any broken skin or if a skin reaction has been observed. Any skin reaction observed by staff will be reported promptly to the parent/guardian. It is the parent’s responsibility to provide insect repellent that contains either DEET or is 2% soy-based. When using a repellent with DEET, it is recommended that a concentration containing between 10% and 30% DEET be used with children. DEET should not be applied more than once a day. Repeated application may increase the potential toxic effects of DEET. DEET should not be used in a product that combines the repellent with a sunscreen. Contact us if you would like additional information on insect repellent or West Nile Virus.

Note: Personal insect repellent must be labeled with the child’s first and last name.

5. Thorne staff will maintain sight or voice contact with Participants at all times while Participants are under their supervision unless Participant has been turned over to the care of the Field Staff or Summer Camp Manager. Periodic headcounts of participants will be conducted by Thorne Instructors.

6. Medication Policy- All Thorne Instructors, Field Coordinators, and Field Assistants are trained in Medication Administration, First Aid, CPR, and Standard Precautions. If your child needs medication administered while under the care of Thorne, please login to your CampInTouch Account where you will find all your forms in the Forms Dashboard of your account. When possible, parents are encouraged to administer medication to their child prior to and after camp instead of sending medication to camp. When necessary, the Summer Camp Manager, Field Coordinator, or an Instructor with Medication Administration Certification will keep and administer medication with the required medication forms with written parental consent AND authorization of the prescribing practitioner. Without these required forms, the child with a reported medical condition will not be permitted to attend camp. This is for their safety. Children should not transport medications to and from camp; this includes medication placed in a backpack, such as an inhaler or Sudafed.

If your child has an asthma-related medication such as an inhaler, complete the Asthma Medication Form. If your child has an allergy-related medication such as an Epi-pen or Benadryl, complete the Allergy Medication Form. For all other medications such as eye drops or antibiotics, complete the General Medication form. **Please note that medication includes inhalers, Epi-pens, Benadryl, over-the-counter drugs, and/or anything used to treat a condition. Prescription and non-prescription (over-the-counter) medications for eyes or ears, all oral medications, topical medications, inhaled medications, and certain emergency injections can be administered only with the written order of a person with prescriptive authority and with written parental consent. Thorne Staff are not authorized to administer homeopathic medications. Medications must be kept in the original labeled bottle or container and must contain the original pharmacy label. Over-the-counter medication must be kept in the originally labeled container and be labeled with the child’s first and last name. Medications will be kept in an area inaccessible to children. Controlled medications must be counted and safely secured, in a locked container. A written medication log must be kept for each child. This log is part of the child’s records.

C. Driving Policies

1. Children will not be transported in personal staff vehicles except in the case of an emergency.

2. Drivers will also abide by Thorne’s policies, including:
a. The driver and all passengers will wear seatbelts at all times while the vehicle is in operation.
b. The driver will not use a mobile phone while the vehicle is in motion.
c. Drivers will operate the vehicle in a manner that is appropriate for the prevailing traffic, roadway, and environmental conditions.
d. Drivers will not exceed the posted speed limit and will obey all traffic laws.
e. Drivers will be responsible for paying all traffic and parking violations.
f. Drivers will not be under the influence of any substance that may impair their driving, including drugs and alcohol.

VII. Emergency and Disaster Plan:

Situational emergencies such as floods, fires, tornados, and local shootings require different responses. Responses may include: Evacuation from site to an alternate site, Shelter in Place, or Lockout/Lockdown depending on the location and resources available. The Summer Camp Manager or Education Programs Director/Administrative Director/Executive Director will notify Parents as soon as possible with information about the emergency or disaster via text messages and email. Staff should refer to site-specific safety plans for explicit directions for each site.

Evacuation:
- The responsible Education Team Member should assess surroundings to ensure Participants can safely move.
- Education Team Members will move Participants quickly to a temporary/alternate site of safety, and wait quietly for instructions.
- Field Coordinator or Summer Camp Manager at each site will communicate how to move children safely to a designated meeting location. Staff will refer to site-specific safety plans for explicit directions for each site.
- The responsible Education Team Member moves Participants safely to an alternate meeting location.
- The responsible Education Team Member will ensure those children with disabilities and those with access and functional needs will be accounted for and evacuated with attention to ensuring they have their necessary equipment and medication with them.

Notification and Reunification with Parents:
If an evacuation from a site results in moving children a significant distance, and the meeting location for parent pick-up changes, all parents must be notified as soon as possible of this change and how they can be reunited with their children. Summer Camp Manager will communicate with parents via text messages and email, and if it is safe, there will be a Thorne Staff Member at the scheduled meeting location to direct parents to the alternate meeting location. Staff will refer to site-specific safety plans for explicit directions for each site.

Shelter in Place:
When evacuation is not possible due to immediate hazards or external threats, the responsible Education Team Member should seek the closest shelter (either in the field or in a building if available) and remain there until the Summer Camp Manager or Field Coordinator at each site communicates instructions.
**Lockout/Lockdown:**
If there is a building available, a lockout from an external threat may be appropriate. The responsible Education Team Member moves Participants to the interior of the building and the building is secured. If the threat is inside the building, a Lockdown may be the safest response. During a lockdown, the responsible Education Team Members move Participants to a room that can be secured. Staff turn off lights, maintain silence, and move the group away from sight.

**VIII. Procedures for Potential Situational Emergencies**

**A. Flash Floods:**
Many of the Thorne “Camp Experiences” meet near or along creeks, ditches, ponds, and wetlands. Flash flooding is one potential danger that could be encountered during Thorne Summer Camp. In case of a flash flood, Education Team Members will immediately move their groups to higher ground. This may mean climbing a hill, going to the second story of a nearby building, or climbing on top of large boulders or automobiles. Staff will contact 911 and remain in a safe place until danger passes or help arrives. If a flash flood warning is in effect, campers will be evacuated to an indoor facility.

**B. Hail:**
Hail is a common weather phenomenon along Colorado’s Front Range in the summer. In the event of hail, Participants should cover their heads with their backpacks or hold their coats above their heads to create a shield. Cover may be taken in a rock shelter or under a tree, but if the hail is accompanied by lightning, Staff and Participants should NOT seek shelter in either of these sites. Staff and Participants will remain in a safe place and protect their heads and faces. In the case of extreme weather that could threaten the safety of Thorne participants, campers will be evacuated to an indoor facility.

**C. Wildfires/Smoke:**
In the case of a nearby wildfire that could threaten the safety of Thorne participants, campers will be evacuated to an indoor facility. If wildfires are distant, but smoke is present or it is not possible to see five miles because of smoke (this may change throughout the day), Thorne will also move campers indoors. In addition, Thorne’s Field Coordinator or Summer Camp Manager checks both the Office of Emergency Management and the Health Advisory website each morning that smoke or fires are occurring near a Thorne camp to determine if camp should be moved indoors.

If Education Team Members observe a small fire in the outdoors, they will move away from it immediately and call 911 to make a report. If they are caught in the vicinity of a wildfire, cover may be taken in a creek or pond by wading into the water and remaining there. If the fire comes very close, Participants should crouch down in the water and submerge their bodies, including their heads if necessary. If camps are caught in a fire while indoors, they will follow the emergency fire procedures of that building. Education Team Members will remain with Participants and proceed outdoors as quickly as possible. If groups are unable to exit the building, Participants should crouch or lie on the floor and cover their faces with a wet cloth or clothing.

**D. Lightning:**
In the case of lightning that could threaten the safety of Thorne participants, campers will be evacuated to an indoor facility or grounded shelter. If lightning is distant, Field Coordinator or
Summer Camp Manager will watch conditions, note changes, and notify Instructors of potential evacuation. If lightning comes within 10 miles of a Thorne camp, campers will be moved indoors or to a grounded shelter.

If a lightning storm comes on immediately, Instructors and groups should NEVER take cover from lightning in a rock shelter, under a tree, or in an ungrounded shelter. In the high country or in exposed areas, Participants should crouch on the ground and wrap their bodies over and around their legs, making themselves as small as possible. As little as possible should touch the ground. If carrying metal objects, such as butterfly nets, Participants and Education Team Members should throw them as far away as possible.

E. **Extreme Heat:**
In the case of extreme heat that could threaten the safety of Thorne participants, Thorne takes precautions to keep campers safe and cool. Instructors keep campers in the shade or in the water as much as possible to keep campers cool, and also take regular water breaks to keep campers hydrated. Instructors also carry a misting bottle of water to cool campers off. To assist with keeping campers hydrated, Field Staff bring refill water jugs to the site each day and carry extra water bottles. In very extreme cases of temperatures over 105 degrees, campers will be evacuated to an indoor facility.

F. **Tornado:**
Tornado warnings do occur in the Denver-Boulder area and funnel clouds are occasionally sighted. If Field Coordinator or Summer Camp Manager sees a funnel cloud nearby and/or if they hear warning sirens, Participants should be moved indoors or to shelter immediately. If in a building, groups will seek shelter on the bottom floor or basement, away from large furniture. If outdoors, groups will seek shelter on the ground, away from trees or other potentially unstable objects. Refuge may be taken in a road culvert, rock shelter, or cave, away from the entrance.

G. **Missing Person(s):**
It is crucial that Instructors can account for each member of their group at any given time. Instructors should perform a silent count every 15 minutes and at transition times. Instructors must avoid placing themselves in situations where they are alone with only one Participant. Should it be discovered that a Participant is missing from the group; the instructor will not send the group out to search for the missing Participant. The group should remain together at all times. The instructor will have already told Participants to stay put if they become separated from the group, and locating the individual will be a simple matter. Instructor will contact Field Coordinator or Summer Camp Manager for support locating the missing person. Thorne Instructor will fill out an Emergency/Incident Report to document the incident.

H. **Active Shooter on Premises:**
An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and/or populated area. In a situation with an active shooter Field Staff or the Education Team Member who sees the active shooter will use walkie talkies or cell phones to notify all staff of the emergency by clearly stating, “There is an active shooter on the premises at [describe location].” Each Education Team Member will perform a fast head count of Participants and give clear instructions of the planned response to the emergency. The Education Team Member who is supervising those Participants will be in charge of getting them to safety.

I. **Rain Days/Inclement Weather:**
It is Thorne’s policy to hold camp regardless of rain – please make sure to always pack a waterproof layer and warm clothing for your child. In the event of inclement or potentially hazardous weather, the program will be held inside until the hazardous weather passes. If there are extreme extenuating circumstances that force Thorne to cancel a day’s program, there will be no refunds.