



# LEVEL UP!

Innovative STEMulation  
SUMMER CAMP 2021

## Parent Handbook

Level Up! Innovative STEMulation

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## Thank you for joining Level Up! for Summer Camp 2021!

Our camp is designed for participants to have an amazing summer!

Participants will participate in original, unique, and, most importantly, fun activities.

This packet will give you an overview of our camp, including:

- General Camp Information
- Billing and Payment Policies
- Discipline Policy
- And more!

Thoroughly reviewing this packet with your participant before Summer Camp begins will help prepare them and yourself for a fun, educational, STEM-filled summer!

Please don't hesitate to contact us if you have questions, suggestions, or comments.

The Level Up! Team

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# Overview

## General Information

- Our STEM based Summer Camp features 12 awesome weeks of LEGO based robotics and building, Pokémon TCG, Physical Sports, Esports, Geek Arts & Crafts, Swimming, and much more; for participants rising grade K-8th\*!
- Choose the weeks you want your participant(s) to attend. Really convenient when you have a summer vacation scheduled.
- The specific activities scheduled for each week are announced in the Summer Camp Weekly Update.
- Activity Hours are from 9AM-3PM; and Upgrade Hours are from 7AM-9AM, and 3PM-630PM.

## Basic Daily Schedule

7:00AM to 8:45AM	Upgrade Hours [P1] + [P2] Participants read and practice math using Prodigy**.
8:45AM to 9:30AM	Snack and Daily Orientation
9:30AM to 10:15AM	Physical Activity
10:15AM to 12:00PM	Daily Activity 1 Session A: Triangle Session B: Hexagon
12:00PM to 1:00PM	Lunch
1:00PM to 2:30PM	Daily Activity 2 Session A: Hexagon Session B: Triangle
2:30PM to 3:00PM	Camp and Activities Conclude
3:00PM to 3:45PM	Snack
3:45PM to 6:30PM	Upgrade Hours [P3] + [P4] + [P5] Relaxation and Free Time

Since most participants will be exhausted by the conclusion of Activity Hours, activities conducted during Upgrade Hours are usually semi-structured and more relaxed to give participants time to cool off, rest, and recover.

\*While we do accept participants as young as 4 years old, all participants must be competent, and able to independently use the restroom and clean up after themselves. Parents/Legal Guardians of participants ages 6 or younger are advised to pack an extra outfit for their participant.

\*\*Participants that arrive by 8AM may participate in our weekly Prodigy competition. Participants may use their current account or create a new one.

# Overview

## Basic Weekly Schedule

Monday - Arts & Crafts
Tuesday - Weekly Activity
Wednesday - Field Trip
Thursday - Weekly Activity
Friday - Swimming

## Participant Organization

### Counselor to Participant Ratio

Our Counselor to Participant ratio varies by activity, but is usually between 1:10 and 1:15

### Participant Grouping

Participants are placed into groups based on their Rising Grade Level. Participants are grouped as detailed below.

Triangle Group	Rising 3 <sup>rd</sup> Grade and lower
Hexagon Group	Rising 4 <sup>th</sup> Grade and higher

Participants that are rising 3rd Grade may be placed in Hexagon Group Sessions based on the aptitude and experience of the participant, relative to the content of the Session.

## Inclement Weather

In case of inclement weather, Level Up! reserves the right to cancel or reschedule field trips and/or swimming.

## Courteous Considerations

- Sometimes your participant(s) may have other things scheduled during the same time as camp. Please let us know (as soon as you know) if your participant(s) will be late, absent, and/or need to leave during Activity Hours on any days they're scheduled to attend.
- Sometimes plans change. Please let us know (as soon as you know) if your participant(s) is/are registered for any weeks you don't plan for them to attend.

# Billing and Cancellation Policies

## Billing

Tuition is invoiced (billed) on the Tuesday before the week(s) your participant is registered to attend, and is due by the Friday before the week(s) your participant is scheduled to attend (Tuition for Week 1 starting Monday, June 14th, would be invoiced on June 8th, and payment would be due by June 11th.).

Tuition is payable via the Procure App/Website using a Debit Card, Credit Card, and/or Bank Account.

We highly encourage all parents/legal guardians to use the Procure App/Website for timely and convenient tuition payments. Using Procure simply makes things more efficient for everyone, and helps us focus more on making the summer awesome. If you would like to pay using a different form of payment, such as cash or check, it must be received by the Thursday preceding the week your participant(s) is/are registered to attend. (If you want to pay Week 1 with cash instead of Procure, we would need to receive it by Thursday, June 10th, before the payment is due on Friday, June 11th.)

A \$15 Processing Fee will be invoiced to the participant's account any time your payment is declined in Procure for any reason.

## Non-Payment of Tuition and Other Fees

We will reserve your participant's spot for the week(s) indicated on your Registration Form, as long as payment for each upcoming registered week is made in advance of or by the Friday preceding each of those weeks.

If:

- 1) Your payment is not received (or successfully processed) by the Friday before the week(s) your participant(s) is/are registered to attend, and
- 2) A payment arrangement has not been discussed **and** received express written approval by management

Then:

- 1) The payment due will be billed to your participant's account as a balance
- 2) Your participant's spot is no longer considered to be reserved, and is made available to our waitlist and the general public
- 3) Your participant(s) will not be allowed to attend camp until payment is received, or a payment arrangement is discussed **and** receives express written approval by management.

You authorize us to charge the card saved to the account at any time to settle any balance or unpaid fees on the account. Any unpaid balance on your participant's account that has not been paid or settled within 3 months of being billed will have collection action taken; Whether or not the participant associated with the account is currently attending, enrolled, or has cancelled.

# Billing and Cancellation Policies

## Cancellation Policy

You may cancel any week(s) you have registered your participant(s) to attend by submitting an express written request (via email) by the Thursday preceding the week(s) your participant(s) is/are registered to attend.

Please let us know as early as possible (as soon as you know) if your participant(s) will not be able to attend a week they're registered for. Knowing how many participants will be attending each week helps us plan more efficiently and effectively. You are encouraged to contact us if you need to update or make changes to your participant's registration information.

## Refund and Invoices Due Policy

Registration and Tuition payments are non-refundable, and invoices due will not be cancelled after close of business the Thursday before the corresponding week(s) your participant(s) are registered to attend; This means that tuition is still due for weeks your participant is scheduled to attend, even if your participant(s) don't attend those weeks. All Tuition payments are scheduled to be processed the Friday after the Thursday Cancellation Notice Deadline. (Example: Week 1 is scheduled to be processed on Friday, June 11th; The cancellation deadline to submit notice would be Thursday, June 11th, by close of business.)

If you paid for a week that your participant was not able to attend, we offer the option to use your payment (minus a \$15 Activity Fee) as a credit toward a future week of our Summer Camp program.

# Drop-off and Pick-up

## Procedures

Participants may be dropped off as early as 7AM, and picked up as late as 630PM.

Parent(s)/Guardian(s) are responsible for signing their participant(s) in and out each day using the Procure App. Adults authorized to pick-up your participant(s) will be required to use their Kiosk Pin from our Tablet Kiosk. Parents/Legal Guardians are responsible for informing adults on the participant's Authorized Pick-up List of this policy. Please see a team member for Procure App sign-in/out and Kiosk Pin directions.

Parents/Legal Guardians **can** message us via Procure App or call prior to their arrival for LU Team Members to prepare their participant(s) for departure; however, participants will not be allowed to leave the facility without a Parent/Legal Guardian or team member present, unless a waiver is signed by a Parent/Legal Guardian.

Participants will only be released to Parents/Legal Guardians, or adults listed on the participant's Authorized Pick-up List (created during the registration process). If anyone not listed on the participant's Authorized Pick-up List attempts to pick up the participant, we will attempt to contact the Parent(s)/Legal Guardian(s) on their primary, secondary, and emergency contact numbers. If all communication attempts fail, the participant will not be released.

If you need anyone to pick up your participant(s) who is not on your participant's Authorized Pick-up List, please add them via the Procure App prior to their arrival or call us. That person will need to present their state ID or Driver's License upon arrival.

## Late Drop-off

Camp activities start promptly at 9AM, so it's important to be on time each day to experience camp as intended.

Please contact us if your participant(s) will be arriving after 9AM, especially if a field trip is scheduled. Participants not present when departing for field trips are not allowed to be dropped off at the field trip location or LU. If your child will not be dropped off at camp by 9AM, please call and make a team member aware so we can arrange a time when your student can be safely dropped off; during field trips, we may not have a team member at the location, so it is vital that you call ahead.

We do not offer refunds or account credits for participants who were not able to participate in an activity due to being late/absent during the time/day the activity was scheduled.

## Partial Attendance and Absence Policy

To have the best camp experience, It is important that participants attend all Activity Hours (9AM-3PM), of each day of the weeks they are registered to attend. Participants that miss parts of or all Activity Hours may have a different and lessened camp experience.

In order to create the best camp experience, activities are scheduled and planned based on the number of registered participants, so it is important to notify LU if your participant(s) will be absent any day of the week they are scheduled to attend.

We do not offer refunds for partial days attended and absences.



# Drop-off and Pick-up

## Late Pick-up Policy

Participants should be picked-up no later than 630PM. A late pick-up fee of \$5 (five dollars) is invoiced to the participants account for each fifteen minute increment past the pick-up time that the participant is still in our care. Example: it is 646PM and Participant Timmy has not been picked up, and their Parent/Legal Guardian has not contacted us to notify us they would be late. \$5 is invoiced to the payment card saved to Timmy's account, and will continue to be invoiced every 15 minutes until Timmy is picked up.

It is best to contact us as early as possible (as soon as you know) if you'll be late picking up your participant(s).

LU! **may** waive late pickup fees under two (2) conditions:

- 1.) We are notified that your participant(s) will be picked up late, no more than 15 (fifteen) minutes past the pickup time (by 645PM) and
- 2.) We are provided an **accurate** estimation of when your participant(s) will be picked up.

Parents/Legal Guardians that:

- 1.) Communicate an inaccurate pick-up time, and
- 2.) Do not contact LU to update their estimated pick-up time within 15 minutes of the missed pick-up time

May:

- 1.) Not have late pick-up fees waived, and
- 2.) Be charged all applicable late pick-up fees

Waiver of any Late Pick-up Fees is subject to the discretion of management.

# Preparing for Camp

## What to Wear

Each day, your Participant(s) should wear:

- Their Level Up! Camp T-Shirt. Participants are required to wear their Level Up! T-Shirt on days we leave the facility for Field Trips, Swimming and the Park. Participants are highly encouraged to wear the LU T-Shirts everyday to help create and environment of team spirit and comradery. Additional Level Up! T-Shirts are available for purchase from the Item Shop.
- Clothing appropriate for the weather and environment (we will be going outside on a regular basis).

## What to Bring

Each day, your Participant(s) should bring:

- Lunch - Each participant will need a packed lunch with their name clearly written on or inside the bag or container it is stored in.
- 2 Snacks - For the 8:45AM and 3:00PM snack times.
- Any necessary eating utensils
- A reusable water bottle (for use on field trips)

Please pack food that does not need to be microwaved. The process of preparing many microwave meals is time consuming, and can negatively affect the camp schedule.

## What NOT to Bring

Please do not bring:

- LEGO and other toys - They can become mixed with ours very easily.
- Digital Devices (unless needed) - We have plenty to do and learn at our facility, which usually leaves little time to be on things like mobile phones and tablets.

# Participant Possessions

## Storage of Participant Possessions

- Participants are provided a labeled cubby to store belongings.
- Each participant is responsible for disposing of trash, and taking home all items at the end of each day.
- Each participant is responsible for removing their items from Level Up! Vehicles, upon exiting the vehicle.

## Lost Possessions

Below are a few ways to help avoid losing items, and how to identify and recover lost items.

- Only bring items that are necessary for your time and participation at Summer Camp; leave everything else at home.
- Label all of your participant's belongings. This greatly helps us when identifying lost items.
- Report any missing item(s) to a Team Member as soon as possible.
- Check the Lost and Found. The Lost and Found may be checked each day from 8:30AM-9AM, and after 3PM. Items that are not picked up from the Lost and Found by the end of the Summer Camp Program will be donated to local charities and/or discard.

Due to the nature of Summer Camp, it is important to understand that Level Up! cannot be responsible for the recovery, storage, or return of items left in the cubbies, facility, grounds, vehicles, and/or field trip destinations.

# Swimming and Sunscreen

## Preparation

Participants will go swimming or to the splash pad on a designated day each week. Below are a few things to keep in mind for swim and splash pad days.

- Participants should arrive at camp with their swimsuit on underneath their regular clothing. This will help us transition the participants to the activity faster, allowing more time for fun in the pool.
- Each participant should bring their own towel to dry off with after swimming, and a plastic/wet bag for their wet swimsuit.
- Each participant will need undergarments and any other necessary clothing to change into after swimming.

## Sunscreen

To prevent sunburns and help us reduce activity transition time, please apply sunscreen at home before coming to camp; and pack your child with enough sunscreen for at least 2 additional applications. Participants should be able to apply their own sunscreen. Please notify a team member if your child will need assistance applying sunscreen.

# Sickness and Medications

## Illness and Emergencies

We are unable to provide care for sick participants, and encourage parents/legal guardians to keep participants that show signs of illness at home. The following actions will be taken if a participant shows signs of illness while at camp:

- They will be considered unable to participate in activities, and quarantined as a precaution for the health of other participants.
- The Parent(s)/Legal Guardian(s) and the Emergency Contact (provided during registration) will be contacted to pick up the participant.

Minor injuries like cuts and scrapes will be treated by a team member with standard First Aid procedures.

In the case of injuries or illnesses that require immediate medical attention not treatable with First Aid or provided medication, a team member will contact the Parent(s)/Legal Guardian(s) and Emergency Contact directly by phone to communicate the situation and what actions they would like to be taken. If we are unable to reach the participant's Parent(s)/Legal Guardians and Emergency Contact, emergency services will be contacted to obtain appropriate medical attention for the participant.

An incident report will be filed for any participants that show signs of emergency illness, and/or are injured and require emergency medical attention.

## Medication and Allergies

Please administer all medication at home before arriving at camp (if possible). If your participant will require medication while at camp, please communicate the dosage, frequency, and any other information necessary for the administration of the medication by an LU Team Member. **Participants may not administer their own medications. Any medications coming into the facility must be given to a Team Member so that it is properly stored out of reach of other participants.**

Please inform a Team Member if medication or allergy information for your participant changes, and how the changes may affect them.

# Behavior and Discipline Policies

## Behavior Guidelines

### Behavior Expectations

Our goal is for every participant to have an awesomely fun and educational experience they'll always remember; that requires the commitment to, and support of, safe and awesome behavior from every participant, parent/guardian, and LU Team Member. Below are our expectations for each participant when they are with us for camp. Please review these expectations with your participant, **prior** to attending your first week of camp.

### Right Time, Right Place Rules

Participants are taught to frame actions they'd like to take in the context of Right Time, Right Place Rules. Before participants engage in any action, they should consider if it is the right time, and the right place to perform the action. If it's not the right time and place, they know they shouldn't perform the action.

### Rules of Conduct (Common Sense Rules)

Participants are expected to follow the Rules of Conduct and direction from LU Team Members when initiating and responding to interactions with other participants and Team Members. Participants should strive to be cooperative, respectful, make the best decisions in every situation, and see mistakes as opportunities to learn and grow.

- Participants should notify a LU Team Member immediately if they (or someone else) are being harassed, bullied, threatened, get hurt, injured, or encounter any other situation they are not responsible for solving on their own.
- Participants, parents/legal guardians, and Team Members are expected to use appropriate language at all times.
- Participants that need to ask a question or make a request, should remain silent and seated (if participating in a seated activity), raise their hand, and patiently wait for a Team Member to acknowledge them.
- Participants are assigned to areas and/or groups based on the activity they'll be participating in, and must have permission from a Team Member to leave the assigned activity area and/or group.
- Participants will be expected to participate in assigned and chosen activities (participants that refuse to participate in activities may cause a disturbance in the program and schedule), unless they are unable to, as directed by a parent/legal guardian, or at the discretion of a Team Member.
- Participants must have permission before touching or using any item that does not belong to them.
- Participants are prohibited from touching LEGO models they did not build.
- Participants are expected to act in a safe and responsible manner; that avoids danger and injury to themselves and others.
- Participants should handle and use LU! equipment and facilities in a manner that aims to reduce and prevent damage, and follows team member direction.
- Participants are prohibited from handling or using any item in a manner that would put themselves or others in danger.
- Participants are expected to put items where they belong after they're done using them (e.g. trash in the trash can, books on the bookshelf, lunch box in the cubby, etc.).
- Participants are expected to clean up after themselves, but only as much as they are able. Messes of any size and difficulty should be reported to a LU Team Member, who will decide how much of the mess the participant should be able to clean up.
- Participants are required and encouraged to eat neatly, and overtop of the table they are seated at for the duration of lunch and snack periods. Participants are not allowed to talk (or encourage anyone else to talk) while eating.

# Behavior and Discipline Policies

## Discipline Policy

We all make mistakes, but it's the actions we make afterward that prove we truly want forgiveness. Our program emphasizes positive ways to see discipline, and the importance of becoming empowered through responsibility and accountability to make things right. Participants are provided tools and guidance to make positive decisions, and specific actions they can make to correct negative behavior.

Expectations for each participant's behavior, and the type and amount of discipline appropriate to correct the negative kind, is determined by the participants age, the type of behavior, the intention behind the behavior, and other factors.

- Participants that leave items in places they don't belong are required to do 5 pushups for each item found on a table, and 10 pushups for each item found on the floor.
- Participants with minor behavioral violations may be required to assist others with tasks (community service). Examples of Community Service include, but are not limited to: Organizing shoes that are out of place, organizing the bookshelf, etc.
- Participants that are deemed a safety concern to other participants and/or themselves, will be relocated to an area away from other participants, until they are no longer deemed a safety concern, or they are picked up from the facility by a parent/legal guardian. Participants deemed a safety concern may also be suspended or expelled from the program, based on the severity of the incident(s).
- Parent(s)/Legal Guardians of participants are responsible for the service, repair, or replacement of any property belonging to any party that is damaged or broken by their participant.
- Participants with behavioral concerns requiring supervision and attention beyond the expectations or ability of the LU Team Members, may not be allowed to attend the program until the concerns are addressed and corrected.
- LU Reserves the right to suspend and/or expel/discontinue services for any participant, for any reason, at any time, regardless of any payments made to LU. LU also reserves the right to rescind any offer of return to any programs, for any reason, at any time, regardless of any payments made to LU, or prior agreements.
- LU reserves the right to expel/discontinue services for any participant if the Parent/Guardian of the Participant communicates disagreement with any behavioral or disciplinary decision/action made in regards to the participant.
- Parents/Guardians agree to hold LU harmless for any disciplinary action made in regards to my participant(s), and agree to release LU of any liability in regards to such decisions.

We do not offer refunds on any fees paid for participants who are asked to be picked up, suspended, or expelled from the program because of behavioral and disciplinary policy violations.

# Behavior and Discipline Policies

## Transportation Code of Conduct

- Follow all directions given to you by the driving Team Member. They are there to keep you safe as you travel to and from your activities.
- After entering the vehicle, have a seat and buckle-up as soon as possible. Stay seated and buckled until told to do otherwise by the driving Team Member.
- No talking in the vehicle. It's not the right time. The driving Team Member will need to concentrate.
- No eating and/or drinking in the vehicles. It's not the right place.
- Do not play with or otherwise use the buttons, doors, or any other part of the vehicle in a manner that would cause damage to the vehicle
- Do not open, play with, or put body parts out the windows.
- Do not throw objects, make noise, or engage in any behavior that may distract the driving Team Member and/or compromise the safety of those traveling in the vehicle.
- Do not leave possessions or trash in any LU vehicles. LU is not responsible for items left or lost in the LU vehicles. Participants who leave items/trash in LU vehicles will be required to do push-ups and/or community service within Level Up.



# Staff

## Staff

All of our staff are trained in CPR, AED, First Aid, emergency procedures, and are passionate about the programs they offer the participants.