



Sarah Heinz House
Boys & Girls Club
Summer On-site Camps
(Preschool, 1st-6th, and Robotics)
Program Handbook
(Revised as of May 22, 2020)



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Sarah Heinz House
Risk Mitigation / Safety Guidelines
(as of May 22, 2020)

▶ **Waivers**

- Parents / Guardians will be required to sign a waiver acknowledging the known and inherent risk of COVID-19

▶ **PPE**

- Masks required for staff & youth, and parent dropping off (provided to campers by SHH if needed, but personal masks are permitted)
- Gloves required for certain staff (cleaning, food service, etc.) (available for all staff)
- Plexiglass guards at front desk

▶ **Visitors**

- ONLY Essential Visitors are permitted inside facility (maintenance, first responders, mail carrier, etc.). Parents/guardians will not be permitted inside the facility.
- Will be screened outside similar to staff and youth
- Required to wear masks
- Non-essential visitors will be met on front outdoor patio near main entrance, maintaining appropriate social distancing

▶ **Class Size/Groupings**

- Limited to groups of 10 (including youth and adults)
- Children who reside in the same household (or rideshare) and are close in age will be grouped together where feasible.
- Children of essential workers, first responders and healthcare providers will be grouped together where feasible.
- Additional outdoor program spaces are being explored in our parking lots.

▶ **Check In**

- Staff & Children
 - Staggered, outdoor screening and check-in
 - Have you experienced any related COVID-19 symptoms, including any coughing, sneezing, fever, sore throat, or chills?
 - Has your child taken any medication this morning such as advil or ibuprophen or acetaminophen (Tylenol)?
 - Do you have a rash of any kind on your body?
 - Have you been tested for COVID-19?

- Have you been in contact with anyone in the last 14 days who has told you that they may have been exposed to COVID-19?
 - Have you been in contact with anyone in the last 14 days who has tested positive for COVID-19?
 - Have you travelled in the last 14 days through any area(s) with a high incidence of COVID-19?
 - Temperature assessment (100.4 trigger/99.5 if using infrared; taken max 3 times, counting “best of 3” counts as official reading)
 - Visual inspection of for signs of illness which could include flushed cheeks, rapid breathing or difficulty breathing (without recent physical activity), fatigue, or extreme agitation.
 - Guardians are not allowed to leave until their child is cleared to remain at facility.
 - Immediate hand washing upon entering building
- ▶ **Pick-Up**
- Staggered departures over 30 minute period.
 - Children brought outside to parents
- ▶ **Protection of Medical Information**
- Daily questionnaires and temperature data will be turned into appropriate staff immediately following check-in closure for secure filing and storage.
 - Staff will not discuss individuals unless absolutely necessary, and in privacy and confidence with Management staff only.
- ▶ **Everyday Preventive Actions**
- Staff will be trained to take everyday actions to prevent the spread of respiratory illness themselves & with our kids. Signs will be posted throughout facility to educate and remind.
 - Wash hands often with soap and water per posted signs.
 - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.
 - Scheduled handwashing times will be set throughout the day for youth. (Every transition)
 - Clean and disinfect frequently touched surfaces between transitions (keyboards, tables, desks, doorknobs, etc.)
 - Regularly scheduled rotations are set for cleaning and disinfecting of restrooms and locker rooms
 - Staff and youth will be educated on how to properly use, wear and store masks
 - Staff and youth will be instructed to cough and sneeze into elbow
- ▶ **Sick Children & Staff**
- Sick children/staff will not be allowed into the building.
 - Children/staff who become sick on-site will be sent home.

- Sick children/staff will be isolated in Teen Room or Sewing Room until they can leave the facility.
- Isolation areas will be cleaned and disinfected after the sick child or staff has gone home.
- Sick children/staff cannot return until they are symptom free (without use of medication) for 24 hours.

▶ **If COVID-19 is confirmed in a child or staff member:**

- Areas used by the person who is sick will be closed off.
- Outside doors and windows will be opened to increase air circulation in the areas.
- Areas will be cleaned and disinfected.
- Child or staff cannot return until cleared by a medical release from their doctor.
- Staff/kids who worked closely with that employee/child (within 6ft) for a prolonged period of time in the previous 14 days will also be sent home to self-monitor for at least 7 days (infected staff will be interviewed).
- Guardians of those in the sick child's/staff's classroom group will be notified without divulging name of affected individual.
- Board Chair/Vice-Chair will be notified.

▶ **Social Distancing**

- Designated walking paths may be marked by tape on floors
- Scheduled transition times have been established
- Desk/work station separation
- Designated homerooms & instructors
- Assigned cubbies and lockers for personal belongings per child
- Assigned consumables/kits per child
- Lunch in homerooms not café
- No swimming for preschool camp participants

▶ **Form of payment**

- Touchless pay via web/call-in credit card payments (when possible)

▶ **Nightly Cleaning**

- Nightly cleaning by our contracted service provider.

▶ **Staff Offices, Meetings & Equipment**

- Meetings will be conducted virtually via Teams platform.
- Shared computers, phones and office equipment will be wiped down with disinfectant wipes after each use. Cross sharing of equipment between staff has been limited (i.e. telephones, computers, printers.) Individual office printers to be used for small, black & white, print jobs.
- Mail Room limited to 1 staff at a time.

- No sharing of refrigerators. Staff to bring lunch that does not require refrigeration.
 - Shared offices will be reconfigured to provide for at least 6ft of distance between work stations. Doors will remain open to negate need to utilize door handles.
 - Back office PT staff will work remotely when feasible.
- ▶ If Allegheny County and/or Pennsylvania as a whole moves into the Green phase during the summer, then some of these procedures may change to be more flexible. Any changes will be communicated to staff and families.

-----End of Risk Mitigation / Safety Guidelines-----

Important Dates to Remember

Deadline to turn in forms (signature form and confidential form) & pay in full _____ May 29

Last day for refunds (minus \$25 per session registration fee) _____ May 29

Session 1 - Monday, June 15 - Friday, June 26

Session 2 - Monday, June 29 - Friday, July 10

****Note - Building is closed on Friday, July 3****

Session 3 - Monday, July 13 - Friday, July 24

Session 4 - Monday, July 27- Friday, August 7

Forms Required for Campers

Campers for ALL camps are required to fill out two forms:

1. **Signature form** - outlines permissions the parent/guardian gives Sarah Heinz House
2. **Confidential Form** - provides additional information about your child so the staff at Sarah Heinz House can better serve them.
3. **COVID-19 Warning and Waiver Form for Parent/Guardian**

Session Running Times

Day Camp / STEAM Camp (Completed 1st –Completed 6th graders)

Monday – Friday; 10:00AM - 4:00P

Preschool Camp (Age 3 – Completed Kindergarten)

Monday – Friday; 10:00AM - 4:00PM

***Please see pre and post care policies that are listed in this handbook. The family of any child that arrives more than 30 minutes before camp begins (9:30am), or does not leave for more than 30 minutes after camp ends (4:30pm) will be charged an emergency pre/post care fee of \$20 per occurrence.**

What to (and not to) bring

Items to bring EVERYDAY in a Backpack or Gym Bag:

- Bathing suit and towel (**Day/STEAM campers only**)
- Tennis / Athletic Shoes and Socks
 - ⊖ Please NO Crocs or Sandals! These items make it nearly impossible for your child to participate in some of our daily activities.
- Medically required items **with a signed medical release** (examples include Inhalers, Epi pens, etc.)
- Kids are responsible for providing, applying and storing their own **spray-on sunscreen**. Parents are required to apply first coat of sunscreen before the child enters SHH that day. If we go outside for extended activities that day, then staff will apply spray-on sunscreen for younger campers who need assistance.
- **Pre-School Campers only** - Bring a change of clothes to stay at camp throughout the summer.
- **Pre-School Campers only** - Each Monday, campers can bring a **sheet or blanket** for rest time. It will be sent home each Friday to be washed over the weekend. Preschool campers can bring a **shoebox of toys and books** for their own personal use. These can be brought home every Friday and brought back every Monday
- All campers should **put their name on all of their belongings and bagged lunch**. Bagged lunches should not require refrigeration.

Items NOT to bring:

- Electronics (including, but not limited to, cell phones, IPods, MP3 Players, tablets, etc.)
- Hand Held Video Games (including, but not limited to, Nintendo DS, PSP, etc.)
- Valuables of any kind

There is no need for your child to bring any of these materials to camp. Sarah Heinz House has no means of protecting these items and therefore cannot be held responsible if these are lost or stolen.

A special note about phones

While we encourage campers to keep their electronic devices, especially phones, at home, we understand that some parents may wish for their children to have them in case of emergencies. Phone use is discouraged during program hours from 10:00-4:00. If staff sees phones out, campers may be instructed to put them away and to participate in our activities. **Phones are not under any circumstances to be used at Sarah Heinz House at any time for the following purposes:**

- taking photos or video of other campers
- publishing photos or videos to social media
- going on inappropriate websites
- any other purposes deemed inappropriate by the Day Camp directors

Contacting Sarah Heinz House

If a situation arises or you have any questions and need to get in contact with our camp, please call Sarah Heinz House directly at (412) 231-2377. All questions or concerns should be directed to the **Camp Director Hannah Komita**, at komita@sarahheinzhouse.com

Procedures for First Day of Camp

On the first day your child attends camp each session, a parent or guardian should allow extra time for drop-off and check-in as we ensure that all of your paperwork is in order. We encourage you to call or email our Front Desk before your first day of camp to ensure all of your paperwork is in order before you arrive for your first day. **Parents/guardians should always allow additional time for check-in as we conduct safety checks, including temperature checks, and be prepared that if your child presents symptoms or a fever, we may not be able to serve your child that day.**

Free Lunch

Sarah Heinz House will be offering ALL campers a free lunch onsite every day of camp. Families can expect a mix of hot and cold meals that will be nutritious and of a wide assortment. Alternatives will be provided for any allergies or dietary restrictions that are reported to Sarah Heinz House prior to the beginning of camp. Please note that the free lunch is not mandatory; campers who wish to bring their own lunch may still do so. Their lunch will be kept in their room or another specified area until lunchtime. **Like in the past, Sarah Heinz House cannot offer any refrigeration or heating for lunches campers bring themselves.**

We also want to inform families that we are listed as an “open site” for non-campers under the age of 18 to receive a free meal. These non-campers will be seated in a designated area for the duration of their meal, but will not leave their area of the building or participate in any additional SHH activities. **No adults, other than essential visitors as defined earlier in this Handbook, will be allowed into the building at any time during camp.**

We will also continue to offer a nutritious snack every afternoon for all campers.

Day Camp Color Groups

- Campers will be assigned to color-groups according to age and grade.
- These groups will be a maximum size of 8-9 campers. They are a way to ensure appropriate ratios of counselors to campers. This summer, groups will stay together and will not mix with other groups for health and safety reasons. Any issue with your child’s color group can be brought to Ms. Hanna Komita, Camp Director. Changes will be at the Camp Director’s discretion, and will only be made in rare and exceptional circumstances.
- The Camp Director reserves the right to move your child down to a different camp if they deem it necessary. A child can also be moved up into a different age group (i.e. from 1st grade to 2nd grade). If the Camp Director decides to move your child to a different camp so we can better serve them, you will be notified and may receive a credit or a charge for any difference in fees.

Off-Site Activities

Occasionally Sarah Heinz House Summer Program staff may take campers off-campus for a walk on the river trail, etc. Any offsite activities would be walking distance and age appropriate, with social distancing guidelines followed. For this reason, it is important to send appropriate clothing and equipment (i.e. sunscreen) with your child each day. Unlike prior years, trips to zoo, museums, spray parks will not be offered this summer.

Traffic Issues (end of day)

Due to the large quantity of cars arriving for pick up at 4:00pm, **you cannot park in the turnaround loop.** We understand that traffic issues may arise when picking your child up on time. Please note that camp ends at 4:00pm and you are permitted a 30-minute grace period until 4:30pm, without any consequences, before Post Care begins. Even if you are late and did not intend to have your child in post care, we must automatically send your child to Post Care at 4:30pm and place them on our post care list so they will be safely supervised until your arrival. If your child is sent to Post Care, then you will be subject to a Post Care emergency fee of \$20 for that day.

ID Badges

Campers are required to wear ID badges during camp. ID badges are left at SHH each day. If the child loses or damages their ID badge, they will be charged \$2 for a new ID badge. After 2 replacement badges, badges will cost \$5.

Drop-off and Pick up Procedures (regular times)

Drop-off time (between 9:30 am-10am): It is required that a parent or guardian come to the Main Entrance Check-In with your child(ren) in a socially distant manner EVERY DAY as they are screened and checked into the building. When you do, PLEASE park in the **Lower parking lot. PLEASE DO NOT PARK IN THE DROP OFF CIRCLE.** After checking in and scanning in, the child will enter the building without their parent/guardian and be directed to their designated homeroom area.

At the end of camp day: Please park in the lower parking lot and come to the front entrance, maintaining 6ft social distance from others. A staff member will take your child's name and color group. They will use a walkie-talkie to communicate with the appropriate counselor to dismiss your child. Your child will scan out and leave their ID in their home station. For their safety, we will **not** permit the campers to wait outside for their ride. Any camper whose parent has not initiated this process and submitted the name in person to the staff member by 4:30pm will be subject to a \$20 emergency post care fee for each occurrence.

Early Pick Up Policy

For the safety of your child/children, if you know your child will be picked up early from camp, please provide a note in advance with the following information:

1. Name of your child, the specific camp they attend, and the Color Group they are in (if applicable);
2. What time they will be leaving;
3. Who will be picking up your child and the relationship to the child; and
4. A contact number where the parent/guardian can be reached for confirmation.

While the staff of Sarah Heinz House will make every effort to make sure your child is ready to be picked up early, we cannot promise that your child will be waiting for you in the Great Hall at the time you would like to pick them up (unless it is normal departure time at 4:00pm). However, if you follow the guidelines above, it will increase the likelihood that your child will be ready at the time you need them to be. If you need to pick up your child unexpectedly throughout the day, please call Sarah Heinz House as soon as possible at (412) 231-2377 prior to arriving on campus to pick up your child while also providing the same information noted above to the Front Desk.

Please understand that only in exceptional cases will early dismissals be accommodated. While we understand that families sometimes have things come up, we cannot regularly accommodate non-standard pick-up or drop-off times. Sarah Heinz House is dedicated to maintaining proper ratios of campers to staff persons and those ratios are disrupted by pickup or drop-off at unusual times. We consider early pick-ups to be for the purposes like doctor appointments or other special engagements and not simply as a matter of convenience. **Early pick-up will not be honored after 3:30pm. Regularly requested early pick-ups will not be accommodated.**

We may also ask for photo ID of any individual picking up a child that is not recognizable by the child and/or staff. Sarah Heinz House requires that all parents/guardians and/or persons picking up your child come to the outside of the Main Entrance, with photo ID available upon request, and call the main number for front desk staff so we can dismiss your child for the day.

We reserve the right to not allow your child to leave Sarah Heinz House if we do not know the person picking up your child, they do not have a photo I.D. and/or if we cannot get in contact with the parent/guardian. This is a safety precaution.

Pre and Post Care Guidelines Sarah Heinz House's Pre and Post Care program is provided to help parents and guardians with their children prior to and/or after the regularly scheduled day of camp. This time is for supervised unstructured activity, most often in their homeroom. The program was created as a means of assisting those parents who cannot bring/retrieve their children to/from camp during its normal operating hours. Even if you do not plan on your child attending Pre and or Post Care, we ask that you read over these guidelines, as some of its rules will still apply directly to your child.

**** Pre & post care is a flat fee for the two week session.** Once the fee is paid, campers can attend pre/post care as many times as needed throughout that two week session.

If you have not signed up for pre and/or post care at the time of registration, you will be charged an **emergency rate of \$20 for each occurrence** that you utilize either pre and/or post care.** Accommodating unplanned occurrences is especially challenging considering new safety guidelines, social distancing and staff coverage.

Regular Pre and Post Care (If purchased on or prior to first day of each session)

Pre Care is from 8:00am to 9:30 am. \$25 per two week session

Post Care is from 4:30 pm to 5:30 pm. \$25 per two week session

Rate for both combined pre and post care - \$50 per two week session

Guidelines and Procedures

Pre Care

- Upon arriving on campus, parent/guardian and their child must check in at the main entrance in a socially distant manner. After checking in, the child will be directed to their appropriate area of the building.
- All payments must be preferably made by phone or online for Pre and/or Post Care.

Post Care

- **At 4:30pm all campers who have not been picked up, regardless of cause, will be automatically and immediately checked in to Post Care, and will be subject to the emergency fee of \$20 if they have not pre-paid for Post Care.**
- When picking up your child from Post Care:
 - The adult picking up the camper **must park their car in the lower parking lot and come to the main entrance** to speak directly to the staff member coordinating pick up.
 - The staff member will send for your child to come the main entrance .A parent may not take their child from the building without speaking directly to the staff member. This is a safety precaution for all campers and staff.

There is NO Extended Pre or Post Care

- **Day camp staff do NOT arrive at camp before 8am.** Children must be accompanied outside by an adult until 8:00am. Campers will not be permitted to enter the building before 8:00am. **Any neglect or abuse of this rule will result in consequences that could impact your child's participation, including camper's loss of pre and post care privileges, and possible removal from the camp without refund.**
- Day camp staff leave the building at 5:30pm. Children must be picked up by an authorized adult before that time. For any child that is picked up after 5:30pm, parents will receive one warning, then be charged \$15 for any portion of every 15 minutes segment their child is not picked up. **Any neglect or abuse of this rule will result in consequences that could impact your child's participation, including camper's loss of pre and post care privileges, and possible removal from the camp without refund.**

Code of Conduct for Campers, Parents, and Staff

Sarah Heinz House staff will respond to incidents of inappropriate behaviors with a plan designed to document, monitor, and intervene for all threats or incidents in violation of the Sarah Heinz House Code of Conduct.

To ensure the best care of our campers, it is necessary to maintain good communication with parents and guardians in a calm atmosphere at Sarah Heinz House. However, it is important that all campers and their families know that Sarah Heinz House and its operating bodies are no place for:

- Bullying (Verbal or Physical)
- Verbal or physical fighting, includes rough-housing, spitting, etc.
- Hostile tones of voice and disrespect with defiant attitude to any staff, campers, members, etc.
- Rude, profane, racist, or culturally offensive remarks
- Threats of physical harm, intimidation, or coercive behavior
- Inappropriate Clothing and Attire (listed below)
- Weapons of any type: play toys, guns, knives, pepper spray, etc.
- Alcohol, illegal drugs or behavior indicating drug or alcohol use
- Stealing
- Vandalism of any property belonging to Sarah Heinz House, staff, campers, members, etc
- Defiance of SHH policies, safety procedures, staff instruction, or staff direction
- Any other inappropriate behavior as determined by the Camp Director.

For the safety and supervision of all, Sarah Heinz House staff may remove campers from daily activities, an entire session and/or the rest of camp for violating the code of conduct, depending on the severity of the incident.

**** NO REFUNDS ARE GIVEN TO INDIVIDUALS WHO WITHDRAW OR ARE SUSPENDED FROM CAMP PROGRAMS BECAUSE OF BEHAVIOR. ****

If your child is reprimanded for participating in any of the above incidents or inappropriate behaviors you and your child will be expected to comply with the discipline determined by the Camp Director. Discipline issues will carry over from session to session.

Clothing and Attire: Please dress your camper so they will have the best experience possible:

- Open-toed shoes or sandals are not to be worn as their permanent pair of shoes for the day.
- Visibility of undergarments

- Profane, drug, and/or alcohol related referenced clothing
- Other inappropriate or inadequate clothing attire
- Chains, dangly earrings, and other jewelry that can harm themselves or other campers during physically active activities planned for the day.
- Face Mask must be worn at all times (except swimming pool), unless instructed by staff to take off one's mask.

If your child is in violation of any of the above inappropriate attire, a written warning will be given to both the child and parent/guardian. The child in question will be given alternative clothing attire to be worn for the rest of the day. If this happens consistently, the child may be sent home for the rest of the day and asked not to return to camp until the child is dressed appropriately.

Permission to Treat and General Release

By signing their registration paperwork, parents give permission for Sarah Heinz House to treat campers with basic first aid when necessary. Except in the event of an emergency, it is the parent's discretion and responsibility to proceed with additional medical treatment beyond basic first aid. In the event of an emergency, and if parents cannot be reached, then parents give permission to health care providers selected by the camp director to order X-rays, routine tests, and treatment for the health of the child. Also, in the event of an emergency if a parent cannot be reached, parents give permission to the health care providers selected by the camp director to provide whatever treatment they deem necessary until a parent is reached. Parents further understand, acknowledge, and agree to waive, release, and discharge Sarah Heinz House, and all those affiliated with the organization, from any and all claims of liabilities for harm, personal injuries or damages of any kind, which arise out of or relate to their child's participation in summer camp activities. Parents also expressly release and discharge Sarah Heinz House, and those affiliated with the organization, from any liabilities or claims associated with the rendering of, or failure to render, any type of emergency, medical and/or first-aid services. Parents further agree to indemnify and hold Sarah Heinz House harmless for any harm, injury or property damage resulting from or arising out of their child's actions.

Prescription Medication Policy

The purpose of this policy is to provide control over the administration and use of prescription medications by the youth participants of Sarah Heinz House summer programs, to assure that such drugs are prescribed and administered according to the instructions of a physician, and to promote good health and medical treatment of summer youth participants at Sarah Heinz House, at the One Heinz Street location. By registering your child(ren), you hereby acknowledge that you have reviewed and understand the medication policy related to the specific camp(s) that your child attends. (The policy for Day/STEAM Camp is separate and distinct from the medications policy at "Resident" Heinz House Camp, where the children actually reside and stay for extended periods.)

Sarah Heinz House urges parent/guardian, if possible, to schedule any prescription medication that needs to be taken outside of scheduled Sarah Heinz House summer program attendance. If prescription medication must be administered during summer program hours, it must be done according to the Prescription Medication Policy. **The parent must set an appointment with the Camp Director at least one week before** the camper begins attending programming, to complete the "Prescription Medication Distribution Form" and discuss the camper's specific situation and needs.

Over the counter, or non-prescription medications, are not administered at Sarah Heinz House. Staff are trained in and provide only Basic First Aid and CPR. We do not have a nurse employed on-site. If a camper is not feeling well and/or unable to participate, staff will attempt to contact the parent or

guardian listed on the registration documents. It is the parent's responsibility to arrange and implement any medical treatment or care beyond basic first aid (except in case of emergency).

Statement on Diversity, Equity, and Inclusion (DEI)

Sarah Heinz House commits to promoting a safe, positive and inclusive environment for all youth and teens of every race, ethnicity, gender, gender expression, sexual orientation, ability, socio-economic status, and religion in reaching their full potential.

Special Accommodations or Extra Support

SHH welcomes all children and our staff strives to respond to the needs of the youth we serve. We are, however, unable to provide individualized care for any child except for extenuating circumstances, such as injuries, discipline and personal care needs customarily provided to each child. To the extent it is reasonably able to do so, SHH staff will provide services to youth with disabilities or any special needs in the same manner as services are provided for other children of comparable age.

We want all participants to have the opportunity to succeed and to have a positive experience. Attendance and full participation for each camp is listed in the handbook and other materials. Our resident camp is open to children who have completed 1st Grade through teens who have completed 11th Grade.

Some participants do require additional support beyond the normal scope of our services to be successful. A certain level of maturity and independence is required. **In the registration process, you affirmed that you understand and agree** that it is the discretion of Sarah Heinz House to discern whether or not a child (including your child) can be successful in SHH programs without additional support beyond the normal scope of services or adult to child ratios. If Sarah Heinz House determines that additional support or service is necessary, and such additional support or service is not available, parents/guardians refuse to secure supports for the child, the additional supports or services needed are unreasonably burdensome, poses a danger to any participant (including your child) or would fundamentally alter the program, then Sarah Heinz House reserves the right, in the best interests of all participants and programs, to decline a participant (including your child) the opportunity to participate in programs.

We want all participants to have the opportunity to succeed and to have a positive experience. If your child requires additional support in a school setting, or other afterschool settings, or if they normally require more than 1:10 supervision ratio, you are required to arrange and participate in an in-person meeting with the [Director of Program Services, Bob Bechtold](#), before your child may attend any programs so that a determination may be made as to whether reasonable accommodations can be made for your child prior to participation in any program, and when the child could begin participation. We are, however, unable to provide 1:1 care for any child except on an intermittent basis, such as injuries, discipline and personal care needs customarily provided to other children.

Sarah Heinz House Non-Discrimination Policy

It is the policy and strict intention of the Sarah Heinz House that no member or employee of Sarah Heinz House discriminates against any person on the basis of race, color, religion, gender, gender identity or expression, sexual orientation, ancestry, national origin or disability. It is the strict policy of Sarah Heinz House that any discrimination will not be tolerated. Furthermore, any act of discrimination that Sarah Heinz House becomes aware of will be dealt with by a fair and prompt investigation into the matter.

Disagreement with any of the policies in this handbook or other camper documentation must be presented in writing to **Bob Bechtold, Director of Program Services at Sarah Heinz House** (bechtold@sarahheinzhouse.com), and may result in declined participation.

Thank you for signing your child up for summer programs at Sarah Heinz House! We are so glad to have the opportunity to serve your camper, your family and you!