



**LAKE GENEVA  
ZIPLINES &  
ADVENTURES**

## **PROGRAM HANDBOOK**

# **Lake Geneva Adventures Day Camp**

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Lake Geneva, WI 53147 #101*

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[lakegenevaadventures.com](http://lakegenevaadventures.com)*

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# Introduction

## Welcome to Lake Geneva Adventures Day Camp

Our mission is to give campers outdoor experiences that provide opportunities to connect with each other, grow through collaboration, and learn about the world around them.

Lake Geneva Adventures is a part of Lake Geneva Team Building Adventures and Lake Geneva Ziplines & Adventures. Lake Geneva Ziplines & Adventures provides year-round, outdoor adventures for Wisconsin/Illinois state-line travelers since opening in March 2011, The expansive 100-acre property is home to a high ropes course made up of 16 suspended obstacles, a low ropes course for collaborative team activities, a 9 line zipline tour of the treetops, and approximately 12 miles of trails for hiking or biking. A climbing tower is in construction for use in 2021.

This handbook serves the important purpose to orient parents, guardians, families and campers with the procedures and policies of Lake Geneva Adventures programs. We recognize that families take on many forms. In this handbook the term *families* refers to the primary and secondary contacts who are responsible for the camper(s). Questions may be directed to our Program Manager for clarification. Lake Geneva Adventures reserves the right to make changes to policy and procedures, and will communicate all changes and their rationale to all stakeholders.

## Family Involvement

Lake Geneva Adventures believes in community involvement. Parents, guardians and families are welcome to visit the program and may contact our office to schedule a visit. Families are asked to orient themselves with all Lake Geneva Adventures programs by reviewing our policies and procedures. Questions may be answered by contacting our office or visiting our on site Program Table, or using our website.

Feedback is greatly appreciated. Parents may bring comments and concerns to any program staff member. Comment forms are located at the Program table.

### Program Manager

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# Who We Serve

## Non-Discrimination

Lake Geneva Adventures has a strict non-discrimination policy which follows federal law. Lake Geneva Adventures does not discriminate against stakeholders of any race, color, national origin, age, disability, sex, gender identity, religio, reprisal, political beliefs, marital status, familial or parent status, sexual orientation or source of income.

## Inclusion and Accommodations

Lake Geneva Adventures will make every effort to include all campers in a manner that maintains the safety of campers and staff. A health or behavior care plan may be created by staff and parents or guardians to foster the inclusion of a camper.

Lake Geneva Adventures staff do not have training in special education, our program space encompasses 100 acres of wooded terrain varying in elevation, and our adventure courses require a level of dexterity. These factors may inhibit the safe participation of some campers.

Lake Geneva Ziplines & Adventures maintains age and weight restrictions for the high ropes course and zipline tours. Campers must be at least 7 years of age and between 70 and 250 pounds to participate. Campers who enroll in Lake Geneva Adventures Day Camp and do not meet these requirements will not be able to participate in high ropes course or zipline adventures.

## Confidentiality

Lake Geneva Adventures strives to provide the best possible program for our campers. We keep all child and family information confidential. All staff with access to these records are trained in non-disclosure. It is our goal to protect our children and their family's right to confidentiality. We will not share confidential information without a signed release.

## Photo Release Policy

A photo release is a part of the Lake Geneva Ziplines & Adventures waiver which must be signed during registration. This will grant Lake Geneva Adventures permission to publish a camper's image in its marketing media which may include, our website, brochures, email communications, Facebook, Instagram and more. Families may choose to submit in writing, a request for their camper's image to not be used. Photos used in our marketing media may be requested for removal by submitting a written request by email. The photo will then be removed within seven business days.

Photography is allowed by campers and their families. Lake Geneva Adventures is not responsible for the use of photos taken by program participants and their families.

# Health and Safety

## Health History and Emergency Care Plan

Registration includes a detailed health history and emergency care plan that must be completed prior to a camper's attendance. Completed forms are kept in a secured on-site location and accompany the camper's lead camp staff throughout the day.

## Program Preparedness

Lake Geneva Adventures is committed to the prevention of and preparation for events which could negatively impact the health and safety of all program participants. Policies and procedures are in place to allow for successful implementation of camp programming.

- Completed health history and emergency care plans are available to qualified staff in the office and accompany the child's lead camp staff throughout the day.
- Lake Geneva Adventures complies with state CPR and first aid training guidelines.
- Staff receive training on universal precautions.
- First aid kits are available in multiple locations throughout the campus and a first aid kit travels with each camper group throughout the day.
- Staff are equipped with two-way radios to support on-site communication.
- The closest emergency medical facility is Mercy Health Hospital and Medical Center, 15 minutes from our location.

## Program Facilities

Lake Geneva Adventures complies with all applicable licensing standards for child care centers, and with industry best practices for our adventure equipment. Inspections and maintenance are completed to meet the highest standards.

Campers use the picnic area as a home base and make heavy use of the hiking trails and low ropes equipment. Specified programs may also include the camper's use of the high ropes course, climbing tower and zipline tour.

## Waiver

All campers are required to have a signed waiver on file. The waiver covers use of the high and low ropes course, climbing tower, zipline course, hiking trails, and the wagon and trailer. Injuries gained throughout the program will be documented by the supervising staff member on an Incident Report form in ink, to be signed by the staff member and the camper's parent or guardian.

In accordance with Wisconsin Department of Children and Families (WDCF) requirements, Lake Geneva Adventures Program Manager will maintain a bound medical and behavioral log in ink, on lined, numbered pages with no spacing between entries. Entries are made for all injuries, administration of medication, and incidental behaviors.

## Child Illness

By bringing a camper to the Lake Geneva Adventures program site, families are certifying that the camper and their accompanying authorized adult is healthy and free from symptoms of any contagious disease or illness. If any symptoms of a contagious disease or illness are observed by staff or reported by the camper, the camper will be separated from the group, and an authorized contact will be called for an immediate pick-up.

Lake Geneva Adventures is committed to the health and safety of all stakeholders. In an effort to achieve this, campers with the following conditions, and without a doctor's note certifying they are not contagious or a risk to others, should not attend program until 24 hours after they are free from symptoms:

- Fever: Temperature of 100°F or 38°C or greater
- Diarrhea: five or more loose, watery stools within 24 hours
- Vomiting
- Sore throat or difficulty swallowing
- Headache or stiff neck
- Lice (including nits)
- Undiagnosed rash or spots on skin
- Severe itching
- Mouth sores
- Cloudy eye discharge
- Unusual nasal discharge
- Significant tiredness, irritability, crying
- Uncontrolled coughing
- Difficulty breathing, wheezing
- Any communicable disease

## Contact and Communicable Diseases

Any suspicion of a contact or communicable disease affecting a camper or a camper's family **MUST** be reported to Lake Geneva Adventures staff. Families are urged to err on the side of caution and stay home if the camper or a family member has reason to believe they have come into contact with a communicable disease.

Reports of suspected contact with communicable diseases made to Lake Geneva Adventures will result in increased health and safety procedures as needed. Staff will observe other campers for signs and symptoms and notify families.

Reports of confirmed contact or communicable diseases made to Lake Geneva Adventures will result in a notification to all enrolled campers and to the health department as required. Scheduled programming may be affected based on the severity of the situation.

## Injuries and Accident Response

In the event of a life threatening emergency, staff will call 911. For all non-life threatening incidents, the following steps will be taken:

- A. Staff will administer first aid or assist the camper in doing so themselves. Superficial wounds are treated with soap and water and bandaged. Families are notified at the time of pick-up both verbally and by signing an in-house Incident Report form.
- B. Head injuries or any injury that potentially could result in seeking professional medical attention will result in an immediate phone call to the primary contact.
  - If Contact #1 cannot be reached, staff will call the secondary contact, followed by any provided authorized adults.
  - If the contacts cannot be reached, staff will call 911 for medical advice and next steps.
  - For any incident requiring further medical care Lake Geneva Adventures staff will complete a Wisconsin Department of Children and Families (WDCF) Incident Report - Regulated Child Care form.

## Medications

Lake Geneva Adventures staff will maintain possession of approved medications at all times to keep them secure. Campers may take authorized medication when in the program if all requirements are met.

### Medication Requirements:

- Over the counter medications must be in the original container, age appropriate for the camper and unexpired, and have an accurate accompanying Medication Permission Form signed by the parent or guardian.
- Prescription medications must be in the original container, unexpired and with the pharmacy label stating the camper's name and the medication dosage, and have an accurate accompanying Medication Permission form signed by the parent or guardian.
- All medications dosage will only be delivered in the designated amounts and times according to the container.

### Provided Medication:

Lake Geneva Adventures provides the following topical ointments for use in first aid:

- Antibacterial cream
- Anti-itch cream

## Camper Guidance

Lake Geneva Adventures believes in an immersive experience, both in the natural environment and social environment. Camper activities will be facilitated to foster a respect for the natural world and for group mates. Staff encourage the development of self-control and self-advocacy as well as respect for the rights and opinions of others.

Inappropriate behavior is defined as actions that compromise the positive community of the program, risk the safety of self or others, or risk the natural environment. These choices will result in consultations with families. Strategies for encouraging positive behaviors vary. Redirection, clarification of expectations, coaching understanding of rules, modifications to activities, natural consequences, and loss of privilege may be responses to inappropriate behavior. Extreme behaviors or continued behaviors may result in a phone call for immediate pick-up by an authorized adult or termination from the program.

## Staff and Child Involvement Outside the Program

Our staff are encouraged to develop positive staff-camper relationships while in our program. Contact outside of our program is not condoned or encouraged. This includes contact via social media, phone or email.

## Emergency Procedures

In the event of any emergency, the practiced direction to campers is as follows:

*"Listen to your staff member and follow their directions quickly."*

- In the event of a fire, staff will transport the group to a safe distance using the wagon and trailer.
- In the event of severe weather, campers will go to the Welcome Center's girl's bathroom. When severe weather is predicted or imminent, staff may cancel camp for the day.

## Hygiene

Hand washing is expected upon camper arrival to program and required before eating and food preparations and after bathrooming. Eating surfaces are covered with outdoor tablecloths which are washed before and after each use.

### Bathrooming

All campers are able to use the bathroom facilities without staff assistance. The nature of camp activities take campers a distance from bathrooms when they are on the forested trails. Campers only use designated bathrooms. Scheduled bathroom times are set before and after excursions. In the event a camper needs the bathroom while out on the trails, the group may return or a camp assistant may be called on the radio to walk that camper to the bathroom and then back to the group.

## Snack and Nutrition

Campers are required to bring their own lunch. Snacks that meet United States Department of Agriculture (USDA) Child and Adult Care Food Program ([CACFP](#)) standards are provided once in the morning and once in the afternoon. Snack includes milk plus two of the following: meat or protein item, fruit or vegetable, and whole grain. The menu for the week is posted and available at the Program Table.

Any allergies or special diets should be communicated to staff on the registration forms. Lake Geneva Adventures will work with families to make accommodations

## Sunscreen and Insect Repellent

Programs operate outdoors for most of the day. Campers are in the elements, including sun, rain and mosquitoes. Lake Geneva Adventures provides sunscreen and insect repellent. A permission for applying these is included in the registration forms. Families may choose to opt out of using program provided products by agreeing to provide their own. Family provided products are to be labeled with the camper's name and stored by the staff.

## Child Abuse and Neglect

Lake Geneva Adventures provides staff with the Wisconsin Department of Children and Families (WDCF) Mandated Reporter training. Each staff is obligated to report suspected abuse and neglect of campers under the care of Lake Geneva Adventures. Reports are taken for suspicion of abuse or neglect and do not make accusations toward any individuals. Investigations are carried out by the WDCF.

## Enrollment

### Required Information for Enrollment

In compliance with the Department of Children and Families (DCF), Lake Geneva Adventures requires information on a camper's health history, parent or guardian information and at least one alternate contact.

#### Child Information

##### Basic Information

- Full name
- Gender
- Birth date
- Health History
- Contact information of child's physician or clinic
- Authorization for use of sunscreen
- Authorization for use of insect repellent
- Behavioral and physical health diagnosis
- Necessary accommodations
- Program Information
- Arrival and departure authorized persons

#### Parent or Guardian Information

- Full name
- Relationship to child
- Home address
- Email
- Phone number(s)
- Best phone number during program hours
- Indicate which adults the child resides with

## Additional Authorized Adults

A minimum of two contacts are required. Contacts must be 18 years of age or older and be available during program hours. Contacts need to be fluent enough in English to provide basic information and understand emergency information given to them by program staff. In an emergency when primary and secondary contacts and listed authorized adults cannot be reached, emergency dispatch (911) will be called.

### Basic Information:

- Full name
- Relationship to the child
- Best phone number during program hours

## Health History and Emergency Care Plan

Registration is contingent upon a completed and reviewed health history. It is the responsibility of families to make Lake Geneva Adventures aware of any changes to camper's health after registration.

### The health history and emergency care plan covers the following:

- Medications the camper takes including any that need to be administered during the program. All on-site medications are stored by staff members.
- Recent health history including at least two weeks free of any symptoms related to any infectious diseases and other ailments listed under Health and Safety: Child Illness
- Certification of no known camper or family contact with anyone testing positive for COVID-19.
- Overview of any behavior or health diagnosis or concern relevant to a camper's participation in the program.

## Enrollment and Confirmation Process

### The following is required for enrollment:

- Lake Geneva Adventures Day Camp Camper Enrollment and Health History Form
- Signed Waiver and photo release
- Medication Permission Form as needed

## Cancellations and Changes

Cancellations may be made 48 hours in advance of the program for a full refund. Cancellations made within 48 hours of the program will receive store credit or be applied to enroll in a different program date.

Lake Geneva Adventures reserves the right to cancel the program at any time. If the program is unable to run safely, a cancellation or change of program dates may occur. In this event, a full refund shall be given.

## Fees and Payment

Deposits are taken to hold a camper's spot in a program. Fees are accepted at the time of registration.

## Attendance

Drop-off and sign-in takes place 8:30-9:30 am in the conference room of the Welcome Center. Program information, snack information and Lake Geneva Adventures information is all available at the Program Table. Pick-up and sign-out is from 4:00-5:00 pm in the picnic area.

If a camper is not able to be dropped off in the drop-off window, parents or guardian must call the office at (262) 248-9271 before 9:30 am. If a camper needs to be picked up early, families may call ahead. Campers use large areas of the campus for the program. If an authorized adult arrives early, they may notify the front office staff who will communicate with the camper group.

### Unexpected Absences

If a camper does not arrive in the drop-off window and a message is not received from families, the program staff will call the contacts and additional authorized adults until the camper's absence is verified. To conserve valuable staff time and to ensure the safety of all campers, it is important for families to call in their camper's absence.

### Unexpected Attendance

In the event an unregistered camper arrives to the program, families may discuss with the Program Manager the potential to add them to the program after the completion of registration and contingent upon staff to camper ratios.

## Arrival and Departure

Signatures are required at drop-off and pick-up documenting the time a camper enters and leaves the care of Lake Geneva Adventures. Only authorized persons written on the registration forms, with photo identification upon request, may pick up a camper. Families may add additional alternate contacts by completing an Additional Authorized Adult Form notifying staff of the person's full name, relationship to the child, and best phone number during program hours. If an unauthorized person arrives for pick-up, regardless of their relationship to the camper, the camper will not be released until confirmation of an added authorized contact is obtained from the primary or secondary contact person.

# Program Procedures

Every group of campers will meet a 1:10 ratio with staff. Each program has at least two staff members at all times, a lead counselor and an assistant. This is in addition to the onsite Program Manager. Staff are certified in first aid and CPR. A written delegation of administrative authority is posted at the Program Table.

## What to Bring

Campers should arrive prepared for the weather. Program operates outside in many weather conditions. Campers should bring a backpack to store their personal belongings. Lake Geneva Adventures is not responsible for lost or broken personal items. It is not recommended for campers to bring unnecessary items. Use of cell phones and other electronics are not permitted during programs with the exception of cameras.

**Campers should have the following daily:**

- Water bottle
- Long sleeve shirt or other protection against mosquitoes
- Appropriate clothing\*
- Closed-toed, comfortable shoes for hiking
- A raincoat for rainy days\*\*
- A non-refrigerated lunch for full day programs
- A change of clothing

\*Appropriate clothing reflects the weather forecast for the day and allows for layers. Revealing clothing is not condoned or safe. Skirts are not recommended for days with an adventure tour. Tank tops and shorts should adequately cover skin to protect from sun, insects and contact with ropes course equipment.

\*\* Program will continue in the rain.

## Program Schedule, Activities and Adventure Tours

Activities and adventure tours vary for each program based on the advertised theme. Activities include environmental education, science experiments, engineering challenges, arts and crafts, team building exercises and hikes into the 100 acre property on our trail system. Adventure tours include use of the low or high ropes course, use of the climbing tower, and use of the zipline course.

- The window for arrival drop-off is 8:30-9:30 am.
- Sign-in is in the conference room in the Welcome Center. Campers may use this time to get to know their staff and fellow campers and engage in games and free choice activities.
- After 9:30 am campers are involved in the activities or adventure tours for the day.
- Campers are served snacks or given a lunch break every three hours.
- The window for departure pick-up is 4:00-5:00 pm.
- Sign-out is at the picnic area. Campers may use this time to engage in games and free choice with their staff and fellow campers.

# Directions

## AN EASY DRIVE FROM ALL AROUND

- From Madison, WI: 1 hr 20 min      Via I-90, I-43 N, County Road H
- From Milwaukee, WI: 1 hr      Via I-42 N, Bowers Road, County Road H
- From Rockford or northern Chicago: 1 hr      Via I-94, US HWY 12, County Road H

