

2024 PlayZone FAQs

Registration

- 1. Can I get a discount if I have two or more children in the program?**
Since the fee is based on the expenses of the program and the number of positions available, a discount is not offered for additional children.
- 2. What are the age guidelines for each Zone?**
PrimaryZone is for campers who have completed kindergarten thru age 8.
SecondaryZone is for campers ages 9-12.
In order to have a successful program for our campers, age guidelines are set, and age-appropriate activities are planned. If your child will turn the age of the Zone within the weeks the Zone takes place (June 10 – August 2), he or she may enroll in either Zone. For example: If a child turns 9 in July, it is acceptable to enroll in either the Primary or Secondary Zone for the summer.
- 3. Are there any exceptions to the age guidelines?**
We try to stay strictly within the guidelines but understand there are exceptions that may come up. If a child is within a couple months of turning the age of the next Zone, we will enroll them after May 10th if space is available. The enrollment will have to be for that particular Zone only and weeks will not be divided between two Zones throughout the summer.
- 4. How many campers are accepted for each age group?**
Available staffing levels are a concern each year. Weekly enrollment numbers are based on the number of staff that can be hired. The number can change from year to year. The number of campers we can accept can be increased if additional staff can be hired.
- 5. May I pay on a weekly basis as my child attends the program?**
No, as with all of our programs, payment is due before the program begins. However, a payment plan is available for PlayZone. The total fee is split into 2 payments: 1) time of enrollment, 2) May 10th. Your account must be paid in full no later than May 10th to keep your camper's spot in PlayZone secured.
- 6. May I enroll in a partial week?**
No, we are not able to offer partial week enrollment. Enrollment and fee are for a full week, but you are not obligated to send your child every day.
- 7. How can I confirm what weeks my child is signed up for?**
After your registration is processed, you will receive an e-mail receipt confirmation. If you have an online WSRec Account (log-in), you can view your receipt by clicking on the *receipt details* link within the e-mail. It will show each week that your child is enrolled. Also, you will receive a second e-mail from Janell (wsrec@wsrec.org) or possibly Sandra (recstaff@wsrec.org) containing the payment log showing payment due dates and amounts due. The payment log also verifies the weeks your child is enrolled. If there are any discrepancies, call Janell or Sandra at 717-920-9515 to obtain additional information.

8. May I e-mail requests for changes to my child's enrollment (transfers, refunds, or additions)?

To ensure that all requests are handled in a timely fashion, we are unable to accept requests via e-mail. Since there are deadlines for refunds & transfers and associated fees, it is best to handle these requests by phone. All requests should be directed by phone to Janell or Sandra at (717) 920-9515.

9. What is the refund and transfer policy?

Good planning requires accurate numbers, please review refund and transfer policies below. Transfers/refunds not accepted via e-mail.

- All transfers thru May 10 will be subject to a \$20 per week transfer fee.
- All transfers May 11 and after will be subject to a \$40 per week transfer fee.
- All refunds thru May 10 will be subject to a \$50 per week refund fee
- No refunds available after May 10.

10. Where can I find the West Shore Recreation Commission EIN to claim childcare on my Federal Income Tax?

The EIN or Employer Identification Number is located on the payment log e-mailed after every payment made. It appears on the right-hand bottom corner of the form.

11. What municipalities are eligible for resident registration fees?

Our supporting municipalities include: Lemoyne, New Cumberland, Goldsboro & Lewisberry Boroughs, and Fairview & Lower Allen Townships.

Attention Newberry Township residents... the Newberry Twp Supervisors voted to withdraw from being a participating member of West Shore Rec, effective January 1, 2014. If you are unhappy with the decision by Newberry Township or want to encourage them to rejoin, please be sure to make the Township Office and Supervisors aware of your opinion. Since Newberry Twp. is no longer a participating WSRC member, the non-resident fee listed on the PlayZone flier applies to all enrollments for Newberry Twp residents.

12. Where is the West Shore Recreation Commission office located?

- Keep in mind the WSRC Office is physically located in the WSSD Administration Building (507 Fishing Creek Rd., Lewisberry).
- **If dropping registration form off in person**, please drive to the front of the WSSD Admin Bldg and look for the flag poles. The WSRC Office entrance is just around the corner from these flag poles. Office hours are M-F, 8:30 am-4:30 pm.
- **If dropping off form after hours**, look for the black "WSRec" drop box located at the main entrance to the WSSD Admin Bldg. Drop-box is located on the back-side of the right stone column at the main door.
- **If faxing form**, please fax it to 717-920-9518. Be sure to write neatly, so we have correct contact and enrollment info.
- Our *mailing address* is PO Box 413, Lewisberry, PA 17339
However we do not recommend mailing the form as mail service has been slow.
- **If scanning and e-mailing the form**, please send it to: wsrec@wsrec.org
- *Online & Telephone* registrations will not be accepted.

General Information

1. PlayZone Hours

The PlayZone operational hours will be **7:30 am - 5:15 pm**. Campers may not be dropped off any earlier than 7:30 am or picked up any later than 5:15 pm.

2. When is the latest time campers need to be picked-up by?

Children must be picked no later than **5:15 pm**. If children are not picked up by that time, a late fee of \$1 per minute will be charged for each child. Chronically late pick-ups may result in termination from the program at WSRec's discretion. Late fees must be paid no later than the next morning at drop off. Late fees are to be paid directly to the counselor. Since the counselor is the person inconvenienced by the late pick-up, the counselor keeps the late fee as compensation for their time and potential disruption of personal schedule. If the late fee is not paid as requested, the child will not be permitted to attend camp until the fee is settled.

3. Is PlayZone a "state licensed childcare"?

No, PlayZone is a *recreational* day camp program, and we operate this activity as such. The PlayZone daily hours try to be helpful to working parents/guardians. Providing a summer childcare solution is not the focus of our camp.

4. Parent Communication During Camp

WSRec uses the 'Remind App' for the PlayZone program. Remind is 'user-friendly' and will allow you to receive important reminders and time-sensitive information related to PlayZone quickly. Receiving text alerts from WSRec through Remind is optional, however we strongly urge you to opt-in. You may miss out on important and helpful info throughout the summer otherwise. WSRec will be using this as our only method of communicating these types of alerts to our parents/guardians and campers. We will not be sending e-mails or placing phone calls for these types of alerts.

5. When are the field trips scheduled?

Our plan is to include a field trip once a week over the course of the summer. Trip locations will vary and will include destinations such as local parks.

The trips are typically scheduled during the months of April and May. Occasionally some are added or changed as the summer goes along. Trip locations are then listed on the weekly flyers that are distributed throughout the summer. There is no additional trip charge for these groups.

Trip location and dates will be subject to change as necessary and at the discretion of WSRC.

6. How will I know what activities are planned for each week?

Most of the daily activities are planned by the PlayZone staff. This process starts about 2-3 weeks before summer begins, during staff training meetings. Most activities are planned during this training time, however changes to the schedule occur as the summer progresses. This may be due to additional trips or speakers that might become available, new ideas from the campers or other staff, etc. A weekly flyer that will detail each given week will be available on Thursday before that week

is to take place. They are made available to all participants at the PlayZone sites and via the website at www.westshorerec.org.

7. [Where can I find examples of activities?](#)

View the [weekly flyers](#) from **2023** to get an idea of the activities that may be part of PlayZone 2024.

8. [Are there additional fees for field trips?](#)

Trip admissions/fees are included for the PlayZone. Optional - campers are permitted to bring spending money for concessions or souvenirs when appropriate or at the discretion of the PlayZone staff.

9. [Are trips re-scheduled if cancelled due to weather or some other reason outside of West Shore Rec's control?](#)

Possibly, but in most instances logistics and schedules may prevent a trip from being re-scheduled, especially during that same week.

10. [Who are the PlayZone staff?](#)

Staffing decisions are typically made sometime in April. A staff list with biographies is made available in mid-May. Most of our staff are typically college age students. All staff are certified in basic first aid and CPR.

11. [What about communications from the PlayZone staff?](#)

The PlayZone staff will enjoy getting to know you and your camper throughout the summer. However, keep in mind communication is a two-way street. We encourage you to take a moment to say "hello" to your camper's counselors and ask questions. Since PlayZone takes place in a school building we do not have access to a telephone for incoming calls in the areas we use. We do not give out the PlayZone staff personal phone numbers. The counselors are busy with the campers, but if there is emergency information that you need relayed to your child, please call the WSRC Office and we will attempt to get a message to your child's counselors.

12. [Are extra PlayZone t-shirts available for purchase?](#)

No. One PlayZone shirt is included with registration.

13. [How is lunch and snack handled?](#)

Lunch time is typically around 11:00 or 11:30 am. Lunch time may vary due to scheduled activities or while on fieldtrips. Snack time is typically sometime between 3:00-4:00 pm.

Be sure your child brings their packed lunch daily! A small late afternoon snack should also be packed daily. Keep in mind refrigeration is not available, so use cooler bags if needed.

14. [Do I have to notify West Shore Rec if my child is going to be absent from a day of PlayZone?](#)

No, you do not need to notify us or the camp staff. If a child is not signed in by a parent or guardian on a particular day, the camp staff does not account for them during activities or trips.

15. How are camper medications handled?

It is preferred that every attempt to administer medications be taken care of by a parent/guardian prior to or after the camp hours. However, we realize this is not always possible. If a child must be given medication during camp hours, please bring the medication(s) in the original packaging when possible. Otherwise, the meds must be in a clearly labeled container with camper name, medication name and dosage instructions. A note must accompany the meds listing specific instructions on when the camper is to receive the medication. Staff will then provide the meds to the child as requested. All medication must be given to a PlayZone staff member and will be kept with the "camp backpack & first aid kit" that goes along with the group anytime they leave the facility. Please keep in mind that all staff are certified in first aid but are not trained medical staff. Campers must administer the medication themselves after it is given to them by the PlayZone staff.

16. Are cell/smartphones and other electronic devices permitted at Camp?

Cell/Smartphones are not recommended as they will be required to be kept in your backpack at all times (out of sight). This includes at the swimming pool or on the buses as well. Also, camper backpacks are not stored in a secure area of building. Handheld video games (i.e. WiiU, Switch, PSP), portable music players (i.e. I-Pod) are not permitted. There may be occasions when a special event is scheduled that these devices will be allowed.

17. What about weather emergencies or other emergencies at PlayZone?

In the event of some sort of an emergency that impacts PlayZone, the campers will be moved to the safest location available to us at that time. This will vary depending on the nature of the emergency and whether the campers are at HGES or off-site when the emergency occurs. WSRC will attempt to send out a REMIND alert with basic information. ***This will be the quickest way to try to get information to you.*** We may also attempt to get a mass e-mail out to you, but that process is much slower through our registration software.

18. What are the swimming ins & outs?

Campers with little or no swimming ability are required to bring a secure fitting life jacket to be permitted to swim. This is the responsibility of the camper to bring this with them each swimming day. WSRC does not provide life jackets for campers. Certified lifeguards will be on duty at all the swimming facilities PlayZone visits. Camp Counselors will also assist in monitoring the swimmer's safety. It is important that you relay your expectations with your child to follow all pool rules and directions given by camp staff/lifeguards. We want everyone to practice safe swimming! Wristbands are used to differentiate swimmers and limited/non swimmers. Wristbands designate which areas of the pool the camper is permitted to use (i.e. must stay in shallow end or allowed in deep end or allowed on diving board/slides).

Facilities

1. What facilities at each location are used?

At our 2024 location, Highland Elementary School, we plan to use the cafeteria, gym and outdoor fields and playground area. We will spend lots of time outside.

2. Where does PlayZone swim?

Weekly swimming takes place at the West Shore Natatorium located at Red Land High School (most Mondays & Wednesdays). For 2024, the children will be bused to the Natatorium. We typically also go to an outdoor pool a couple times each summer (i.e. Lemoyne Borough Community Pool, Little Buffalo State Park) pending lifeguard availability. These trips are limited due to the added expense to use and to transport the campers to these facilities.

3. Does camp spend a lot of time outside?

This is summer camp, so the answer is “Yes”. Campers should come prepared with appropriate clothing, sunscreen, insect repellent and a water bottle.

4. Is water provided at the facility?

The school has water bottle fillers available. It is important that the campers bring refillable water bottles every day, labeled with their name.