

## The Hawthorns Golf & Country Club and The Sagamore Club Policies and Procedures – Summer Camp 2026

WELCOME TO CAMP AT THE HAWTHORNS GOLF & COUNTRY CLUB for Hawthorns and Sagamore Members! Thank you for choosing The Club for your child's summer adventure. We believe every child deserves to reach their full potential! Summer camp allows campers to get outside, unplug, make new friends, learn to be a leader, and grow in self-confidence every day! We want your child to have the best camp experience possible! Please read these policies and procedures to ensure your child is well-prepared for the Best Summer Ever!

In this document, you will find the following:

- Things to do before camp (waivers, authorized to pick up, etc.)
- What to bring & expect at camp
- & more!

Please do not hesitate to contact us with any questions or concerns.

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### CAMP COMMUNICATIONS

We employ multiple sources of communication (E-mail, text, social media, Class Dojo etc.) to inform you about your child's camp experience. Please ensure your e-mail address and phone number are correct on your member account. In addition, we will send out a newsletter each week via email and in Class Dojo with essential updates on camp activities and events and highlight camper and group accomplishments. Camp newsletters will go out the day before your camp session to inform you of session-specific information and important reminders. We will post photos and updates to Class Dojo and social media as often as possible so make sure to follow us!

### WHAT DOES MY CHILD NEED TO BRING?

**Everything your child brings to camp needs to be labeled with their name to ensure that we can find it if they lose it.** Please send your child to camp each day with a backpack containing the following:

#### Everyday

Refillable Water Bottle

**NO** Spray/Squirt Water Bottles

Sunscreen

Bug Spray

Tennis Shoes

Inhalers or Allergy Medication

Equipment for Golf or Tennis Lessons

**NO** Electronics

#### Tuesdays/Thursdays for Swim Days

Swimsuit

Towel

Goggles with Child's Name on Them

Floaties or Swim Vest

#### Field Trip Days

Field Trip Shirt

*campers will be charged for their camp shirt the first field trip*

***\*Your kids WILL get dirty! It's part of why we love camp! So please dress your kids accordingly.***

## **WHAT TO LEAVE AT HOME**

- Electronics (cell phones, iPads and tablets are not permitted at camp)
- Playing cards (Including Pokémon)
- Valuables (play purses, makeup, jewelry, etc.)
- Toys including but not limited to stuffed animals, Barbies, Hotwheels cars, etc.

*\*The Hawthorns is not responsible for lost or stolen items\**

## **DROPPING OFF YOUR CAMPER**

- Extended care is available Monday through Friday starting at 7:30 am. No prior registration is required for morning or evening extended care. Our staff is available so feel free to use it when you need it!
- When you arrive at The Hawthorns, please bring your child to the youth room in the basement or the campsite located behind the scoreboard out by golf. Our staff will be there to receive your child, check them in, and tell them where to go!
- A parent or authorized guardian must escort their child to the youth room and complete the required sign-in process with staff. Staff responsibility begins only after sign-in is completed.
- Once a child has been signed in, parents/guardians must depart the area immediately.
- Your camper should be wearing sunscreen when they arrive at camp.

## **PICKING UP YOUR CAMPER**

- Please come to the youth room or campsite and have your driver's license ready! It is crucial to ensure that any person picking your child up from camp is on the Authorized to Pick-Up list, which you completed during the registration process. If you need to add people to this list, please contact Liz at [ewhite@concertgolfclubs.com](mailto:ewhite@concertgolfclubs.com).
- If you need to pick up your child early, please inform the staff in the morning. Pick-up at camp ends at 4:30 PM and for late-pick up at 6:30 PM.
- Anyone picking up a camper MUST show a photo ID and be on the approved Pick Up List.

## **OUR COUNSELORS**

Our camp staff is full of high-quality, trained counselors ready to make your child's camp experience incredible! All camp staff are background checked, CPR/First Aid/AED certified, are certified mandated reporters, and have spent extensive time training to ensure every minute of camp is fun & safe! Keep an eye out for a list of staff profiles so you can get to know our counselors!

## **RATIOS & SUPERVISION**

At The Hawthorns & Sagamore Clubs, your child's safety is our top priority. We follow all Colorado licensing requirements to always ensure proper supervision and staff-to-child ratios.

- One staff member for every 10 campers.
- Ratios are maintained during all activities, including field trips, playground time, and pool time.

### **Active Supervision**

- Staff actively monitor children at all times, including during indoor/outdoor free play, pool time, transitions, and rest periods.
- Staff are trained to recognize safety hazards and respond immediately to prevent accidents or injuries.
- Campers are never left unsupervised under any circumstances.

### **Field Trip & Off-Site Activities**

- Ratios are strictly maintained.
- Campers are counted before, during, and after every activity.
- Staff carry emergency contact information, first-aid kits, and any necessary medications.

### **Arrival, Departure & Extended Care**

- Staff supervise campers during drop-off, pick-up, and extended care.
- Authorized adults only may pick up campers. Photo ID is required.
- Late arrivals or early drop-offs are supervised safely according to ratios.

### **Emergency Situations**

- In the event of an emergency, staff maintain ratios while ensuring all children are safe and accounted for.
- Staff follow established emergency and evacuation procedures.

## **POOL SAFETY**

Safety is one of The Hawthorns' most important responsibilities to our members and campers. Please take note of the following pool safety policies:

- ALL campers who wish to swim must bring a bathing suit and a towel.
- ALL campers will be swim-tested. Campers will be designated to a section of the pool based on their swimming ability.
- A team of certified lifeguards will monitor ALL water activities.

## **INCLEMENT WEATHER POLICY**

The Hawthorns monitors current weather conditions forecasts and/or emerging weather systems that may threaten the area.

- In the event of light rain, we will go on with our day and get a little wet; please pack a dry change of clothes and a rain jacket or poncho.
- In the event of a severe thunderstorm, we will seek shelter until the weather has cleared.
- In the event of a Severe Thunderstorm Warning, Tornado Watch or Warning, or High Wind Advisory, we will delay operations and/or travel until it is safe to continue.
- We will be contacting parents via phone call, e-mail, or text if any inclement weather should arise that impacts the camp schedule.

## **FIRST AID POLICY**

At The Hawthorns and Sagamore Clubs, the safety and well-being of our campers is our top priority. All camp counselors are trained and certified in CPR and basic First Aid. However, their role is limited to addressing minor injuries and providing immediate care for non-emergency situations.

### **Minor First Aid Includes:**

- Administering band-aids for minor cuts or scrapes.
- Cleaning small wounds with water or antiseptic wipes.
- Applying ice packs for bumps, bruises, or minor swelling.

If a camper experiences an injury or medical situation beyond the scope of minor First Aid (e.g., severe injuries, allergic reactions, or any condition requiring advanced care) the following steps will be taken:

- Parents or emergency contacts will be notified immediately.
- If necessary, emergency medical services (EMS) will be contacted.

To ensure the best care for all campers, we ask that parents provide updated emergency contact information and disclose any pre-existing medical conditions or allergies.

Our team is committed to maintaining a safe, nurturing environment and ensuring every camper has a positive experience.

## **MEDICATION POLICY**

The Hawthorns and Sagamore Clubs require that all medications be administered at home before the camp day. The camp staff is not trained or qualified to administer medication or make medical decisions. Staff must be informed of children needing an inhalant for asthma or an EpiPen for allergies-do not send these in with your camper without proper documentation.

## WELLNESS POLICY

Please keep your child at home if they exhibit any of the following symptoms:

- Fever: 99.5°F or above, or within the previous 24 hours.
- Colds: Symptoms from a cold that is less than four days old.
- Nasal Discharge: Heavy nasal discharge.
- Cough: Persistent or severe coughing.
- Sneezing: Persistent sneezing.
- Sore Throat: Accompanied by fever or swollen glands.
- Diarrhea: Watery stools.
- Vomiting: More than twice in the previous 24 hours.
- Yellow Skin or Eyes: Signs of jaundice.
- Eye Discharge or Pinkeye: Mucus or pus draining from the eye.
- Lice or Pinworms: Until treated.
- Behavioral Symptoms: Uncontrollable crying, unusual fussiness, crankiness, lethargy, or extreme fatigue.
- Rashes: Undiagnosed rash, hives, or bodily discharge.
- Other Illnesses: Any condition that prevents your child from participating comfortably in program activities or requires more care than our staff can provide safely.
- Any diagnosed contagious illness (flu, COVID-19, RSV, strep, etc.)
- If your child has been ill during the night or had poor sleep due to illness, please keep them at home to prevent further discomfort or possible contagion.

### Return-to-Program Guidelines:

- They are symptom-free for 24 hours *without medication*, and
- They can comfortably participate in normal activities, and
- Any required exclusion period from a healthcare provider is complete.

### If a Child Becomes Ill On-Site:

- Child will be moved to a supervised rest area.
- Parent/guardian will be contacted for prompt pickup.
- Staff will clean and disinfect any affected areas.

**Final Decision:** The Club reserves the right to decide whether a child may participate in activities based on their health condition.

## INCIDENT REPORTS

In the event of an injury or incident during camp, our staff will follow established procedures to document and address the situation appropriately.

### Minor Injuries or Incidents

For minor injuries or incidents, such as small scrapes, bruises, or bumps:

- **Documentation:** A written Incident Report will be completed by camp staff to record the details of the event.

- **File Storage:** These reports will be kept on file for internal records.
- **Parental Notification:** In most cases, parents will be informed at pick-up or via a courtesy call, depending on the situation's nature and severity.

### **Major Injuries or Incidents**

For more serious injuries or incidents, such as significant falls, head injuries, or allergic reactions:

- A detailed Incident Report will be completed.
- A copy of the report will be sent home with the camper.
- The report will also be shared with our management team.
- Parents or guardians will be contacted promptly to discuss the situation.

### **BEHAVIOR & BULLYING POLICY**

The Hawthorns & Sagamore Clubs have a zero-tolerance policy for serious behavior infractions since our goal is to provide a healthy, safe and fun environment for every camper. The behaviors below are grounds for immediate removal from camp for the remainder of the current day and additional days as deemed necessary by the camp director. Each Incident will be considered case-by-case to determine if the child can function in a group while at camp. The Camp Director will meet with the camper's parent(s) to determine a course of action and the length of the suspension. We have a zero-tolerance policy for certain items/situations. Campers will be dismissed from camp for the following offenses:

- Any behavior that endangers the health and safety of children, staff, or members.
- Leaving the day camp program without permission or refusing to remain with the assigned group.
- Inappropriate touching of other campers or sexual misconduct.
- Theft, defacing, or destruction of property belonging to The Hawthorns or others.
- Acting in a physically or sexually abusive or harassing manner towards any other person, parent, staff, or camper
- Any physical assault, such as hitting, kicking, biting, etc.

*\*\*No refunds are given for campers dismissed for behavioral reasons\*\**

### **EMERGENCY & EVACUATION PROCEDURES**

The Hawthorns & Sagamore Clubs has a written plan for emergencies, including fire, severe weather, medical emergencies, and lockdown situations.

- Staff ensure all children are accounted for before, during, and after any evacuation.
- Parents will be notified promptly in the event of an emergency.
- Campers participate in monthly fire drills and periodic lockdown/shelter-in-place drills to ensure safety.
- Staff are trained on evacuation procedures and their roles during emergencies.

## **INDEPENDENT POLICY**

To support our campers' development or independence, we ask that they be able to manage certain personal tasks on their own, including:

- Restroom Independence: Campers must be able to independently use the restroom. Counselors are not able to assist with bathroom needs, so campers should be capable of using the restroom on their own. Counselors will not assist children inside restroom stalls. Parents will be contacted if accidents occur.
- Changing Into and Out of Swimsuits: Campers must also be able to independently change into and out of their swimsuits. Counselors are not permitted to assist with changing clothes, so we recommend campers come prepared with their swimwear already on under their camp clothing, if possible.

### **Three-Strike Bathroom Policy:**

1. First Strike: Warning issued.
2. Second Strike: Sent home for the day.
3. Third Strike: One-week suspension.

*Continued accidents after suspension will result in dismissal from camp for the remainder of the summer.*

## **CAMP LUNCH**

The Hawthorns and Sagamore Clubs provide lunch and an afternoon snack for every camper each day.

The weekly camp menu will be shared in our weekly newsletter and posted in ClassDojo.

If your child does not enjoy the provided lunch, or has allergies or dietary restrictions that prevent them from eating the camp meal, you are welcome to send a packed lunch from home. Alternatively, you may allow your child to order a different kids' meal from the Arbor Grill.

Please note:

- Staff must be notified at drop-off if your child will be ordering from the Arbor Grill that day.
- If we are not notified, your child will receive the provided camp lunch.
- Permission must be given each day your child is allowed to order from the Arbor Grill.
- Campers are not permitted to place orders on their own at any time.

Thank you for helping us ensure a smooth and organized lunchtime for all campers!

Since our campers eat lunch on the Arbor Grill patio, we kindly ask that if you are dining at the Arbor Grill during camp lunch hours, you please choose a table outside of the camper picnic table area. This helps minimize distractions and allows campers to enjoy their lunch together with their group.

For the safety and structure of camp, parents are not permitted to eat lunch with campers during camp lunch hours.

**LOST AND FOUND**

We will make every effort to return lost and found items while your camper is at camp during closing assemblies. Please mark all items with a permanent marker or laundry label for easy identification. If you discover something is missing, please check lost and found immediately. The more time passes, the less likely an item can be found. The Hawthorns is not responsible for lost, stolen, or damaged clothing or equipment. The lost and found will be removed at the end of each session and donated to charity.

**PAYMENTS/REFUND POLICY**

Our goal is to provide your children with a safe, fun, and affordable experience. Therefore, we carefully plan each session of camp for maximum fun. We understand that your schedule may change during the summer, but our arrangements have been finalized based on projected attendance. With that in mind, please read our refund policies carefully, as we make no exceptions:

- If you need to cancel a camp, you must notify the camp director by E-MAIL 8 days or more before the camp session start date you wish to cancel to receive a full refund.
- Cancellations made less than 7 days before the camp session start date you wish to cancel will not have any fees refunded.
- If you need to request a camp change, you must notify the camp director by EMAIL 2 weeks or more before the start date of the camp session you wish to change. Camp changes are never guaranteed; however, we will do our best to make the changes happen when space is available.

**THANK YOU FOR CHOOSING THE HAWTHORNS!**

One of our favorite things about The HAWTHORNS is that it is a place for everyone. Every camper is reminded that they are whomever they want to be when they walk through the door. Whatever is going on at home or school fades away as they enter into an environment created just for them. We hope every child learns something new about themselves and the world around them, grows in their leadership potential, makes a new friend, and has lots of fun! Thank you for entrusting us with the most important thing in your life. It's an honor and a privilege to serve your family at The Hawthorns Golf & Country Club.