

ORIENTATION GUIDELINES
The Taylor Family Foundation's Camp Arroyo

Please review these camp logistics with all counselors, staff and visitors who will be present at Camp Arroyo. A signature, indicating that the Visiting Group Camp Director has read and relayed this information, is required on the Facility Contract.

Upon Arrival

Group Orientation and Camp Arroyo YMCA Coordinator

Check- In Time: (Arrival Time is 1:00 p.m.)

Camp Directors and Staff will check-in at the Garden Pavilion at 1:00p.m on arrival day. Camper arrival will be at the Garden Pavilion with luggage being unloaded at the upper parking lot. More information on how next to proceed will be forthcoming in your orientation meeting with a TTFE staff member.

Upon your arrival, a staff member of The Taylor Family Foundation (TTFE) & the Camp Arroyo YMCA Coordinator will greet you. The YMCA Coordinators will be your point of contact throughout your stay at Camp Arroyo. The YMCA Coordinators will be available during your entire stay to work with you in addressing needs, important issues and emergencies. They will be responsible for the following: Group Check-in, Orientation (including health & safety procedures and a Fire Drill), Critter Removal, Fire Pit, AV equipment, replenishing housekeeping supplies and Check-out/ Walk-through.

Communication

Your group's Camp Director will receive a Motorola Talk about upon arrival in order to communicate with the YMCA Coordinators. Please return the WalkieTalkie at the end of your stay. (We no longer provide multiple radios for the group's use).

Arrival & Departure

Please indicate your arrival and departure times on your Facility Contract.

Automobiles

- All automobiles need to be parked in designated lower parking area below the Sport Court in order to allow maintenance and emergency vehicle access. Emergency vehicles may be parked in the upper parking lot. There are handicapped parking spots at each cabin.
- Vehicles may be used to transport cargo to areas needed and then parked in designated parking below the Sport Court.

Camp Arroyo and The Taylor Family Foundation Business Offices

The Taylor Family Foundation business office is located near the lower meadow and is staffed M-F 9:00 am - 5:00 pm. All offices, phone, fax, computers, or other office equipment is not to be used by groups. The infirmary has a copy machine for your use; please bring your own paper. Camp Arroyo has wireless internet availability for Visiting Groups, but your own computer is required. Computers must be equipped with a wireless card in order to access the wireless connection.

Facility Operations

Dining Hall (if applicable):

We are very excited about our menu choices at Camp Arroyo. We know how important it is to have nutritious, yet "fun" food for the kids and adults. All meals include hot and cold items with a vegetarian option. Service is "Family Style." Please indicate any changes or special food needs on the forms provided.

Dining Times

- 8:00 – 9:00 am Breakfast
- 12:00 – 1:00 pm Lunch
- 6:00 – 7:00 pm Dinner

Dining procedures

- Your confirmed number of meals is provided to us in the **Meal & Overnight Request Form**, which is due back to The Taylor Family Foundation 4 Weeks prior to arrival. We can try to accommodate changes after this time, but cannot guarantee we will be able to because of food planning preparations.
- Your group will need one to two "Kitchen Liaisons" who will work with the Camp Arroyo kitchen staff to communicate your ongoing food needs. A Kitchen Liaison Information outline is provided.
- No campers or camp program staff is allowed in the kitchen.
- The kitchen is unable to store any personal food or beverage items for camper programs. A refrigerator in the Infirmary may be used for personal food items, but must be cleared of all items during departure.
- We will be offering family style food service. Groups will be in charge of setting, serving and clearing their own tables.

- Bus and clean tables and chairs after each meal service. Kitchen staff will provide cleaning supplies.
- Portable 5-gal water coolers are available for use. Ice and water are inside the kitchen and will be provided as requested from your appointed Kitchen Liaisons.
- A popcorn and snow cone machine are available upon request. Please clean the machines after each use with the cleaning supplies provided.
- Do not prop open Dining Hall doors.

Infirmary:

The infirmary is equipped with a full bath, washer & dryer, adjustable treatment tables with privacy curtains, two Jacuzzi Whirlpool tubs, storage racks for medication distribution and small plastic bins for organizing camper medications. Groups are required to bring their own: first aid supplies, towels, linens and laundry detergent (High Efficiency Detergent)

Housing (if applicable):

Cabins

- Your Group Camp Director needs to give completed **Cabin Assignment Form** to the TTFP Program Administrator or YMCA Coordinators before the fire drill on arrival day.
- If at any time during your stay, you have a change in housing, you must give the TTFP Program Administrator or YMCA Coordinators a new form to reflect those changes. This is in case of emergency.
- There are 12 beds in each cabin. The minimum required child to adult ratio is 11:1. For fire safety reasons, BEDS OR MATTRESSES CANNOT BE RELOCATED to other cabins.
- Turn off lights and close doors when leaving cabins.
- Do not prop open bathroom doors (ruins hydraulics).
- No candy, food or drinks in the cabins (water only). Mice find the candy! If you have someone with a medical condition that needs food in their cabin, secure the food in an airtight container.
- Depending on the length of your stay there may be a mid week janitorial cleaning of the cabins.
- Each group is responsible for keeping their cabins clean throughout the duration of their stay.
- Counselors are responsible for cleaning their cabins as follows: (supplies are in cabin closet).
 - Check for lost and found and remove all personal items (don't forget the pool house)
 - Pick up litter within 20 feet of cabins
 - Close all windows and doors
 - Turn off light in the cabins
 - Take trash and recyclables to the appropriate dumpsters throughout your stay; put new bag in garbage can

Toilets

- **Only toilet paper may be flushed down the toilets (please no feminine products).**
- For those in need of tampons or sanitary pads, please ask the Camp staff. If you need additional supplies (such as toilet paper, soap, seat covers, etc.) please let the YMCA Coordinator know.

Phone System

A "restricted" phone is in the infirmary for your group to use while at camp. The number is 925-371-8404. There is voicemail attached to this phone. There are "restricted" phones at the pool and in cabins for emergency 911 and internal calls only. Inter-camp calls can be made by dialing an internal extension. There is no need to dial 9 before dialing an inter-camp call.

ACTIVITIES:

Pool (sign-up using the Pool Request Form)

Camp Arroyo has a 3,500 sq. ft pool, with equipment for pool volleyball. The pool was designed to allow campers in the shallow area (from 0 to 3') as well as in the sports area. We have several lifejackets, noodles, and kick boards for your enjoyment. There is no swimming in the pool after 5:30 pm.

Please request specific times and dates on the **Pool Request Form** if you would like to use the pool during your visit. We will use this information to schedule lifeguards. (1 lifeguard for every 25 people; 2 lifeguard's minimum regardless of group size) The pool is open from May 1st – October 15th.

- No Campers allowed in pool area without a YMCA Camp Arroyo approved lifeguard on duty.
- Lifeguards will give a Swim Test & Aquatic Safety lesson to all groups prior to swimming.
- Anyone who wants to swim or participate in pool activities must take a swimming test.
- Pool restrooms will always be open.

Challenge Course with Climbing Wall (sign-up using the Challenge Course Request Form)

The Challenge Course at Camp Arroyo consists of multiple challenge elements facilitated by the Fort Miley Adventure Challenge Course staff. There is a 36' X 36' rock wall, a 210' zip line, as well as other high and low elements. The Challenge Course staff can accommodate 20-25 PEOPLE AT A TIME. The MINIMUM time allowed for a group this size is 1½ hours. This allows for a 20-

minute safety introduction and closure at the end. All participants must fit safety equipment properly and meet the minimum age requirements (see below) in order to participate. It is the responsibility of the Visiting Group to ensure that age requirements for the Challenge Course are upheld. Parental consent on the **Release of Liability Form** is required under the section titled, "PLI/Fort Miley Adventure Challenge Course Statement of Understanding and Legal Release".

Minimum age requirements:

- Rock wall (6 years)
- Zip line, including the elements leading to the zip line (8 years)
- Advanced elements, including group-based high & low elements (10 years)

Sports Equipment

Each group needs to return the sports equipment to the correct storage container after each use. Camp Arroyo will offer the following items:

- Basketballs are located in a container at the Basketball Court. Soccer, Football, Frisbees, Hula Hoops, Paddle Tennis and other misc. equipment are located in a bin in the Dining Hall. Pool Volleyball, Basketball and other pool equipment are located at the pool.
- Please be sure to mark all your equipment that you bring to camp with your groups name and contact phone number.

Campfire (sign-up on the Programming Request Form)

Camp Arroyo has a beautiful amphitheatre with campfire pit and stage for use by groups. Audio Visual equipment is available upon request for presentation. Your YMCA Coordinator will work with you to make sure you have what you need for the campfire. Please make a request of desired dates and times of use on the **Programming Request Form**.

- A Camp Director must be designated and trained in campfire protocols, AV Equipment, and how to manage the campfire area.
- The fire must be out by 10:00 pm as well as any lights that might be on at the campfire area.
- Please notate on the Meal & Overnight Request Form if you want to have s'mores.
- Movies can be projected at the campfire area, but be aware that it does not get dark until 9pm.

Horse Program (summer only, sign-up on the Programming Request Form)

The horse program is coordinated by a group of volunteers who bring their horses to Camp Arroyo. The volunteers will take campers on individual rides around our ½ acre meadow. Helmets (provided) and close-toed shoes are required for participation. If temperatures exceed 95° F, our volunteers will stop the program for the safety of the animals and participants. This program works best by staggering groups of 10-12 campers every hour on the hour. Program operates only one day per week, so check with the TTFP Program Administrator for availability.

Lake Del Valle (summer only, sign-up on the Programming Request Form)

A day trip can be scheduled to Lake Del Valle for boating. TTFP will arrange for transportation to and from the Lake. Any motorboat drivers carrying child passengers will be required to have a valid driver's license. Boat drivers will be responsible to ensure campers swim only in the designated swimming area where there are lifeguards on duty.

Audio Visual (sign-up on the Programming Request Form)

Camp Arroyo Dining Hall has a CD player, I pod connections, projected VCR system, DVD Player, a screen for movies and PA system with a wireless microphone set for sound in the dining hall. Please arrange with the YMCA Coordinator for instructions and remote control "check out".

Art & Crafts Center (no sign-up required)

The Arts & Crafts Center is a 30' yurt with a large deck. Groups are required to bring their own supplies, unless prior arrangements are made. There is no electricity, heating or air-conditioning in the Arts & Crafts Yurt.

Bocce Ball (sign-up on the Programming Request Form)

Two Bocce Ball Courts are available. All equipment is provided. A total of 16 people can participate at one time. Teams consist of 4 people and there are two teams on each court.

HEALTH & SAFETY

All groups must bring in their own medical supplies. Guide dogs and medical assistance animals are welcome with prior notice.

Emergency Phone Numbers

If there is an emergency at camp, please dial **9-911** from any camp phone and immediately contact the YMCA Coordinator and let them know the emergency. The camp address is 5535 Arroyo Road, Livermore, CA 94550. Please make sure you give the address when calling dispatch.

Camp Arroyo strongly recommends that the groups Camp Coordinator provide a cell phone number for emergency purposes. Camp Arroyo has an "after hours" emergency phone number that may be used if the Camp Coordinator is unable to be contacted first. This number is to be used **ONLY** for emergency purposes. (925) 455-7968

Hay Fever/ Allergies

Camp Arroyo is located in the heart of Livermore's wine country, surrounded by rolling hills (covered with wild grasses). Please notify your participants to plan accordingly.

Closest Hospital

There are two hospitals located in close proximity to Camp Arroyo. Both hospitals are part of the ValleyCare Health System.

- ValleyCare Medical Center is located at 5555 W. Las Positas Blvd. Pleasanton (925) 847-3000.
- Valley Memorial Hospital is located at 1111 E. Stanley Blvd. Livermore (925) 447-7000.

Accidents or Illnesses

Please inform the YMCA Coordinators or TTFF Program Administrator immediately if there are any accidents or non-routine illnesses that occur.

Background Checks

For any staff, counselors, & volunteers over the age of 18 who will be working with children, a background check must be obtained from a law enforcement agency. The Taylor Family Foundation does not require that you submit these records to Camp Arroyo; however each group is responsible for ensuring a records clearance for all adult participants prior to arrival.

Dress Code

All participants are asked to wear appropriate clothing. The following are not allowed at Camp Arroyo: bikinis, provocative clothing, & shorts with less than a 5-inch inseam. If a participant is dressed inappropriately, they will be asked to change.

MISCELLANEOUS

No Tolerance Policy

To insure the safety of all, we must have a "No Tolerance" Policy. Failure to abide by these rules will result in asking the camper, counselor or staff person to leave.

- No abuse of any kind, including verbal, mental and physical. No diving in the pool. No drugs or alcohol. **Camp Arroyo is a non-smoking campus.** No damaging of Camp Arroyo buildings or property. No misuse of the phones. No entering areas of Camp Arroyo designated as "off limits". No pets allowed.

Camp Arroyo Gate

Camp Arroyo main gate will be open at designated times throughout your camp. Each camp is given a gate combination to distribute to those who will be arriving late or leaving and coming back. Camp Arroyo Staff will lock and unlock the gate.

Off Limits Areas

The following areas are off limits: any remaining cement sites (by the Challenge Course and on the way to the Meadow), Challenge Course (unless supervised by the Challenge Course instructors), The Taylor Family Foundation and YMCA Offices.

Decorating inside, outside and windows of buildings:

- Use only "painters/blue" masking tape to attach items to the windows or the roll up door. NOTHING on the walls please! (No tacks or other kinds of tape as well).
- Items may be hung from the rafters by string or ribbon.
- No confetti, silly-spray, or glitter. Chalk only where permitted (adjacent to meadow). No helium balloons in dining hall or anywhere at camp. (Water balloons are allowed but you must clean up any broken pieces so as not to endanger the wildlife.)
- No taping items to outside lights.
- Cushions from patio furniture to remain on furniture.
- Umbrellas on dining hall terrace need to be closed after each use.

Tent/Lawn Toys

- No tents or camper vehicles allowed on Camp Arroyo Property.
- Lawn Toys or Structures such as slip & slides, sprinklers, or bouncy houses must be removed from the Camp Arroyo lawns daily and placed in a different location the next day. Any damages to the lawns will be deducted from the security deposit.

Visiting Vendors

If you are coordinating vendors (i.e. a clown or a dance group) there are safety and facilities details to keep in mind. Please inform us of who, what, when, where and how these vendors will be using Camp Arroyo. TTFF and YMCA will review & confirm whether the vendor is appropriate for our site. Please address the following in writing, 30 days prior to your visit:

- Provide directions to Camp Arroyo and your contact number to the vendor.
- What is vendor arrival time, and where vendor will park at Camp Arroyo (there is no parking in fire lanes and no parking on any grass).
- What materials are involved with this vendor? What are the potential impacts this vendor could have to our facility?

- How will this vendor keep participants safe?
 - If animals are involved with an activity, please check with the TTFF Program Staff for an approved location.
 - There are no fires or open flames allowed at Camp Arroyo, except in the campfire ring.
 - Submit release of liability forms for all visiting vendors to the TTFF Program Staff
- A staff member from your group must be present to receive or check in your vendor or deliverable items. (including storage pods, golf carts, etc.)

Laundry Room

Washer and dryer are available in the infirmary (High Efficiency Detergent). If an excessive amount of laundry is generated, the group will need to use the Laundromat in town.

Carts

Camp Arroyo and TTFF carts are to be used **only** by Camp Arroyo or TTFF staff.

Camp Evaluation

Each group will be asked to evaluate Camp Arroyo after your stay. This will include a Camper Questionnaire Form, Evaluation Form and a copy CD of pictures that were taken at your camp. We would like these turned in no more than 2 weeks after the completion of your camp. *We also would like drawn camp artwork from your campers to be selected for use on our website, in the newsletter or as DITP tshirt and other marketing materials. We appreciate your valuable input.*

***AFTER READING THESE GUIDELINES, A SIGNATURE IS REQUIRED ON THE FACILITY CONTRACT**

The entire camp property is a **NO SMOKING** area. If any person from the group is seen smoking on camp property, the group's deposit will **NOT** be refunded! Please make sure all persons in your group is made aware of this policy.