ORIENTATION GUIDELINES

The Taylor Family Foundation at Camp Arroyo

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

Our philosophy with all things camp is *Leave No Trace*. Please embrace this philosophy throughout your stay at camp and, literally, *Leave No Trace* of your time here. *No trace* in the Dining Hall, *no trace* in the Cabins, *no trace* on the Meadows… *no trace* at all. Help us to preserve this magical camp. Enjoy your stay!

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**Upon Arrival**

**Release Forms**

- TTFF requires ALL people associated with your camp that will be present on campus to complete a release of liability form (individual or family). This includes overnight campers, families and staff as well as your visiting vendors. These liability forms must be in your possession your first day at camp.
- Please confirm liability release forms are filled out completely and SIGNED.
- Once the forms have been submitted to the YMCA, TTFF staff as well as a member from your group must check them against the names on your heads on beds list. Please organize the forms alphabetically.

**Group/Staff Orientation, Check-In/Check-Out Times:**

We are thrilled that this year’s summer session is completely full! Camp will be in session every single day this summer. To allow time for the TTFF and YMCA staff to prepare campus between groups, Check-In, Check-Out and Orientation Meeting times will be pre-set as outlined below. If an adjustment is needed for your group, please call TTFF to discuss. (This does not apply to the non-summer weekend groups as they are not scheduled back-to-back with another group.)

**Check-In:**

Check in times are no sooner than:

- 2:00pm for Director/Staff
- 3:00pm for Campers

Upon your arrival, a TTFF staff member and a YMCA Liaison will greet you. The YMCA Liaisons will be your point of contact throughout your stay at Camp Arroyo. The YMCA Liaisons 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. You will be able to contact them using the radios provided at the time of your arrival.

Staff Orientation:
Staff/Director Orientation w/ the TTFF and YMCA staff is mandatory and will take place at 2:00pm at the Dining Hall patio on day of your arrival. Please coordinate with TTFF if you need this time adjusted.

Group Orientation:
Group Orientation w/ the TTFF and YMCA staff will take place in during your first dinner on campus. Following dinner, TTFF will hand out goody bags and camp t-shirts to all campers. We welcome your assistance in lining up your campers so the hand-out process goes smoothly. Staff and counselors will receive a water bottle. As a cost-saving measure new t-shirts will not be handed out to staff and counselors this year- previous year’s shirts will be available, but not all sizes guaranteed.

Check-Out:
Summer Groups: Unless otherwise coordinated with TTFF, campers and staff are required to check out after lunch on the last day of camp. Cabins must be vacated by 9:00 a.m. to allow the cleaners access. Packed suitcases can be left outside the cabin or at the circle driveway beneath the Dining Hall. Directors are required to stay behind to complete final paperwork, return issued items and perform a final walk-through. An adult 18 years of age or older from the visiting group MUST remain on campus until all campers have been picked up.

Weekend camps during the Spring and Fall have more flexibility with their check out times. Please coordinate your departure times with TTFF’s Program Coordinator.

Communication
Your group’s Camp Director will receive six (6) radios from TTFF. These will allow you to communicate with the YMCA Liaisons. Please be sure to charge your radios during your session. These will be collected at the end of your stay.

Automobiles
All automobiles need to be parked in the lower parking area located below the Sport Court in order to allow access for maintenance and emergency vehicles at the upper lot. Emergency vehicles may be parked in the upper parking lot. There are handicapped parking spots at each cabin; use of these spaces is limited to those who have permission from the camp director. Vehicles may be used to transport cargo to areas needed and then moved to the appropriate lower parking lot.

Camp Arroyo and the TTFF Business Offices
The TTFF business office is located near the lower meadow and is staffed Monday-Friday from 9:00 a.m. - 5:00 p.m. Our offices, phone, fax, computers, and/or other office equipment is not to be used by Visiting Groups. Please do not provide the TTFF office number to parents as a contact number to reach their camper. Instead please provide parents with the cell phone number of your group director so they can reach you directly if needed. Camp has wireless internet available in the Dining Hall, but your own computer is required.

If the parents wish to send their kids written letters please give them the YMCA address of:

Camp Arroyo, 5535 Arroyo Road, Livermore CA, 94550
Facility Operations

Dining Hall

We strive to provide a nutritious yet “fun” menu during your stay. All meals include hot and cold items with a vegetarian option. Service is “Family Style.” Please indicate special food needs on the forms provided. Unless otherwise coordinated, your meal times will be:

<table>
<thead>
<tr>
<th>Time</th>
<th>Meal</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 – 9:00 a.m.</td>
<td>Breakfast</td>
</tr>
<tr>
<td>12:00 – 1:00 p.m.</td>
<td>Lunch</td>
</tr>
<tr>
<td>6:00 – 7:00 p.m.</td>
<td>Dinner</td>
</tr>
</tbody>
</table>

Staffing is determined based on these dining times and they are pre-set. If your group needs to adjust its dining times, we will need to know that four weeks prior to your arrival at camp so staffing can be adjusted.

Dining procedures

- We have pre-set your menu. If your group has special dietary needs, we will need to know of them ASAP. Please complete the required forms.
- Please confirm the number of meals you’ll need in the provided Overnight & Meal Headcount Request Form. This form is due back to TTFF’s Program Coordinator with your DRAFT counts four (4) week prior to your arrival. FINAL headcounts are required one week before your arrival date. Adjustments will not be permitted inside one week of your arrival.
- Your group will need two (2) “Kitchen Liaisons” who will work with the kitchen staff to communicate your ongoing food needs. A Kitchen Liaison Information outline is provided and should be given to your liaison two weeks prior to camp so that they have time to familiarize themselves with the procedures. The YMCA Liaison will meet with your kitchen liaisons to review your group’s specific needs.
- No campers or camp program staff is allowed in the kitchen!
- The kitchen is unable to store any personal food or beverage items. 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. If they are needed please ask your kitchen liaison to contact the YMCA staff member on duty.
- A popcorn machine, sno cone machine and cotton candy machine and supplies are available for your use. An adult staff member, 18 years or older, needs to be placed in charge of manning these machines, serving the campers their treats, and cleaning these machines when your use of them is complete.
- Do not prop the Dining Hall doors open. This will help to maintain a cool temperature in the Dining Hall during the hot summer months.

Infirmary

The infirmary is equipped with a full bath, washer/dryer, adjustable treatment tables with privacy curtains, two Jacuzzi Whirlpool tubs (upon request), 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 only, please). An infirmary key will be issued to the group director or his/her designee. We require the key to be “checked out” with a Driver’s License or set of keys during your stay. The Driver’s License or keys will be returned when the infirmary key is returned.

Housing

Cabins

- Your Camp Director needs to provide a completed Cabin Assignment Form to the YMCA Liaison before the fire drill on arrival day along with completed release forms for all campers and staff attending camp.
- If at any time during your stay you have a change in housing, you must give the YMCA Liaison a new form to reflect those changes. This is needed in the case of an emergency.
• There are 12 beds in each cabin. The minimum required child to adult ratio is 11:1. For fire safety reasons, **BEDS AND MATRESSES CANNOT BE RELOCATED to other cabins.**
• Turn off lights and close doors when leaving cabins. This helps to maintain a comfortable cool temperature in the cabins during the summer months.
• Do not prop open bathroom doors. They run on hydraulics which will be damaged when left propped open.
• No candy, food or drinks in the cabins (water is okay). We do not want any unwanted critters visiting! If you have someone with a medical condition that needs food in their cabin, secure the food in an airtight container.
• Each group is responsible for keeping their cabins CLEAN throughout the duration of their stay.
• Depending on the length of your stay there may be a mid-week janitorial cleaning of the cabins.
• The camp director is responsible for making sure that all cabins are clear of personal items before their check out with the YMCA staff.
• Any personal items left behind when your group has officially exited camp will be donated.
• Counselors are responsible for cleaning their cabins (supplies are in cabin closet).
• Before leaving, pick up all litter throughout campus.
• **Close all windows and doors to assure proper temperature control.**
• 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).**
- If you need additional supplies (such as toilet paper, soap, seat covers, etc.) please see the YMCA Liaison.

**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. Cabin to cabin calls can be made by dialing an internal extension. There is no need to dial 9 before dialing a cabin to cabin call.

**Cleaning**
Trash maintenance is the group’s responsibility and needs to be addressed on a daily basis. Please follow our “Leave No Trace” policy and leave the campus as clean as it was when you arrived.

**Activities**
**Pool**
Your pool times will be provided to you in your camp packet. Camp has a 3,500 sf pool. 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 4:30 pm.

Absolutely no campers are allowed in pool area without a YMCA/TTFF approved lifeguard on duty. For more information about the pool policies, please refer to the pool logistics sheet in your camp packet.

**Challenge Course with Rock Climbing Wall and Zip Line**
The Challenge Course consists of multiple challenge elements facilitated by the Fort Miley Adventure Challenge Course staff. There is a 36’x36’ rock wall, a 210’ zip line, as well as other high and low elements. The Challenge Course staff can only 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
We have the following sports equipment onsite for your use. Please return this equipment, in good condition, to the correct storage container after each use.
- Basketballs are located in a container at the Basketball Court.
- Soccer balls, Footballs, Frisbees, Hula Hoops, Paddle Tennis and other misc. equipment is located outside the Dining Hall.
- Pool equipment such as toys, floatables and life jackets are located at the pool.

Please mark any equipment you bring to camp with your group’s name and a phone number and remember to take it with you at the end of your stay.

Campfire
- We have a beautiful amphitheater with campfire pit and stage for your use.
- Please request desired dates and times of use on the Programming Request Form.
- Permission to use the camp fire must be requested by a YMCA staff member to the local fire department one half hour before the fire is to be lit. Permission will be granted or denied based on wind conditions at the time. Please be sure to plan an alternate activity for your group in the event the fire department deems it unsafe to light a fire.
- Audio Visual equipment is available upon request. Your YMCA Liaison will work with you to make sure you have what you need.
- The Group Director will be trained in campfire protocols, AV Equipment, and how to manage the campfire area by the YMCA staff.
- The fire and any lights in the campfire area must be out by 10:00 pm.
- S’mores can be provided while you’re at the campfire. Please request this on the Overnight & Meal Headcount Request Form.
- Movies can be projected at the campfire area, but be aware it does not get dark until 9:00 pm during the summer.

Horse Program
The horse program is coordinated by a group of volunteers who bring their horses to Camp. The volunteers will take campers on individual rides around our ½ acre lower meadow. Helms (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. The horse program operates only one day a week, so check with the TTFF Program Coordinator for availability. Typically the horses will be on campus in the lower meadow from 9am to 11:30 am. Sign up for this activity on your Program Request Form.

Lake Del Valle (summer only)
A half-day trip can be scheduled to Lake Del Valle for boating, swimming and fun at the beach. TTFF will provide for transportation to and from the Lake. All 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 areas, where lifeguards are on duty. The minimum number of people required for a trip to the lake is 25. Sign up for this activity on your Program Request Form.

Audio Visual
The Dining Hall has a CD player, iPod connections, projected VCR system, DVD Player, a screen for movies and PA system with a wireless microphone set for sound throughout the Dining Hall. Please see a YMCA Liaison for instructions and to “check out” the remote controls. Sign up for this need on your Program Request Form. If the remote goes missing during your stay, you will be charged to replace it.
Art & Crafts Center
The Arts & Crafts Center is a 30’ yurt with a large deck. We have art supplies in there for your use; however, if you have a specific art project you want your group to participate in, you should check ahead of time to confirm we have the necessary supplies or bring those supplies with you. There is no electricity, heating or air-conditioning in the Arts & Crafts Yurt. This space is available to you during your stay. No sign-up is required.

Bocce Ball
Two Bocce Ball Courts are available for your use in the lower meadow. All necessary equipment is provided. A total of 16 people can participate at one time. Teams consist of four (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 and proper documentation.

Dog Policy at Camp Arroyo
In cooperation with Ordinance 38 of East Bay Regional Park District please note the following dog policy at Camp Arroyo:
- No dogs are allowed on site with the exception of service dogs.
- All service dogs must be on leash and with a human being at all times.
- Dogs’ owners are responsible for immediately removing and properly disposing of dog excrement.
If a dog is on site and is not a service dog or there is any other violation of the dog policy, Camp Arroyo staff, including EBRPD, YMCA, or TTFF will call the East Bay Regional Park District Public Safety and they will be cited for violation of the park rules.

Emergency Phone Numbers
If there is an emergency at camp, please dial 9-911 from any camp phone and immediately contact the YMCA Liaison 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.

The group’s Camp Director should provide camper parents with his/her cell phone number in the event one needs to reach his/her child. DO NOT give out the TTFF or YMCA office numbers.

TTFF has an “after hours” emergency phone number that may be used ONLY if the Camp Director is unable to be contacted. This number is to be used ONLY for emergency purposes. It is (925) 455-7968

Hay Fever/Allergies
Camp Arroyo is located in the heart of Livermore’s wine country, surrounded by rolling hills that are covered with wild grasses. Please notify your participants to plan for their hay fever and allergies 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, 5555 West Las Positas Blvd., Pleasanton (925) 847-3000
- Valley Memorial Hospital, 1111 East Stanley Blvd., Livermore (925) 447-7000

Accidents or Illnesses
Please inform the YMCA Liaisons and TTFF Program Coordinator immediately if any accidents or non-routine illnesses occur.

Background Checks
For any staff, counselors, and 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 us; 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:** bikinis, provocative clothing, shorts with less than a 5-inch inseam. If a participant is dressed inappropriately, they will be asked to change. Any one who does not comply with this request may be asked to leave camp.

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 will be tolerated.
- No drugs or alcohol.
- No diving in the pool.
- **Camp Arroyo is a non-smoking campus.** If a person from your group is caught smoking on campus, your $3,000 deposit will not be refunded. Please make your guests aware of this policy. Smoking is permitted off-campus in the parking lot across the street from our lower, main parking lot.
- No damaging may be done to any of the campus’ buildings or property.
- No misuse of the phones.
- No entering areas of designated as “off limits”.
- Only service animals are allowed on campus. No personal pets are allowed.

Gate Access

Camp’s main gate, the second gate on the right, will be open at designated times throughout your camp. Each camp is given a gate code prior to arrival to distribute to those who will be arriving late or leaving and coming back. The YMCA Staff will lock and unlock the gate.

Off Limits Areas

For safety reasons, the following areas are off limits at all times:

- All remaining cement sites (near the Challenge Course and on the way to the Meadow)
- The pool area when lifeguards are not on duty
- Challenge Course (unless supervised by the Challenge Course instructors)
- TTFF and YMCA offices

Decorating inside, outside and windows of buildings:

- **Only** “painters/blue” masking tape is permitted to attach items to the windows or the roll up door. NOTHING on the walls please! (No tacks or other kind of tape).
- Items may be hung from the rafters by string or ribbon.
- No confetti, silly-spray, or glitter.
- Chalk only in the Chalk Garden in the lower meadow. This area is NOT for paint.
- So as not to endanger the wildlife that lives here, we are a balloon free campus. No helium balloons or latex balloons are allowed at any time.
- No taping items to outside lights.
- Cushions from patio furniture must remain on furniture.
- Because of the wind, umbrellas on Dining Hall terrace must to be closed after each use.

Tent/Lawn Toys

- No tents or recreational vehicles are allowed on camp property.
• Lawn toys or structures such as slip & slides, sprinklers, or bouncy houses must be removed from the lawn daily and placed in a different location the next day. Any damage to the lawns will be deducted from your security deposit.
• No stakes of any kind shall be used in the grassy areas of camp. Sand bags are available upon request to TTFF.

Visiting Vendors
If you are coordinating vendors such as a clown, dance group, medical speakers, fire truck, etc., please complete the Visiting Vendor Request Form. All policies mentioned here will apply to visiting vendors. A Liability Release is required for all visiting vendors. Please be available to greet the vendor, and make delivery/pick-up parking arrangements and instructions to vendors in advance.

Laundry Room
There is a washer and dryer available for use in the infirmary. Please use only HE (High Efficiency) detergent. If an excessive amount of laundry is generated, the group will need to use the Laundromat in town.

Camp Evaluation, Photos, Artwork
We value your input and each group will be asked to provide feedback of your stay through a Camper Questionnaire Form and an Evaluation Form. Because these documents provide us with essential information we need to apply for grants and continue our work here at camp, we will require you to turn in these forms to TTFF’s Program Coordinator no later than 2 weeks after your group’s departure.

Please send us a CD copy of the pictures that were taken by your group during your time at camp as well as drawn camp artwork from your campers. We will use these to select art and photos for our website, newsletter, our Day In The Park t-shirt and other marketing materials.

TTFF and local volunteers are working on a Mosaic tile project to memorialize campers’ artwork in the Camp Arroyo garden forever. Please refer to the green binder for instructions, and leave camper artwork to be used for this project in the binder at check-out.

A signature is required by the Group Director on the Facility Contract that he/she has read and understands the policies outlined above and will share its contents with his/her staff and counselors. Please keep a copy of this with you during your stay.