

Star Hill Family Athletic Center
Recreation Programs
Policies and Procedures (FAQ)
Summer 2026

Points of Emphasis for Parents & Staff for the Summer of 2026

- ✓ **New Policy:** Any Registrations submitted after 5 PM on the Friday before the camp week begins is considered a walk-in. These registrations are NOT guaranteed, and we highly recommend making the necessary accommodations in case we are unable to accept your walk in registration. If circumstances allow us to accept the walk-in registration, **we will charge an additional walk-in fee of \$80/child on top of normal registration fees.**

- ✓ If your child(ren) will be swimming in the pool, **they must arrive at camp wearing appropriate swimming attire under/along with athletic wear conducive to the comfortable participation in daily camp activities.** It's recommended that a dry change of clothes be sent along with a towel if the camper decides to change after using the pool.

- ✓ If campers cannot use appropriate language, they will work their way through our discipline process which includes verbal & written warnings, written notes and phone calls to documented guardians, and eventual suspension or ultimately expulsion from the camp program.

- ✓ Behavior accountability will be enforced according to our camp discipline process cited above. We expect each camper to be treated with respect, and to treat others with respect. We will have different ways to promote and reward kind behavior towards each other.

- ✓ **We do not allow the use of smartphone devices by campers,** Junior Counselors, or Counselors during camp hours. Any devices that include messaging, phone calls, or cameras, will be confiscated and stored at the front desk and returned to a guardian upon pickup.

- ✓ Lastly, parents, please minimize what your child brings to camp each day. We use various storage systems to store and move their bags from station to station. Kids are asked not to bring "valuables", including toys, cards, electronics, jewelry, etc. **Anything that is brought to camp is at risk of being lost or broken, if an item has significant monetary or sentimental value, do not send it to camp with your child.**

Hours

This summer, the Star Hill summer recreation camp is open Monday – Friday 7:30 AM – 5:30 PM. Early drop-off (7:00am) is available at an additional

charge of \$15/week. Early drop-off option is a weekly option only.

Drop-off & Pick-up

We will continue to offer a curbside drop off and pick-up service for parents. Drop-offs can begin at 7:30am each morning. Camp activities will begin at 8:30am. Curbside drop off will be available from 7:30-8:30am each morning. If you arrive after 8:30am you will have to park and walk your child into the lobby for check-in. During drop-off, parents will have to sign in campers. **Please see #16 Payment Deadlines for information regarding paying for camp on Monday mornings at drop-off.**

Curbside pick-up service will run from 4:30-5:30pm each afternoon. Camp will close at 5:30pm. If you arrive prior to 4:30pm you will have to park and walk into the lobby for check-out. Check-out consists of simply signing the campers out in the attendance book. Curbside pick-up is only for adults listed on the campers Personal Information Form (authorized to pick-up daily) or those given permission via a phone call or note from a parent/guardian. **Until we become familiar with each parent, we will ask for a photo ID when picking up campers.**

Camp Capacity / Group Sizes / Friend Requests

Camp will begin on Tuesday June 17th. The last day of camp will be Wednesday, August 27th.

Each week, campers will be placed in groups of ~15-20 campers, with one counselor, and 1-3 Jr. counselors. The kids will stay with this group the entire day but may have activities with other groups (including snacks, lunch, swimming, and games). If you want your child in a group with another camper, please email Camp@starhillsports.com. Group requests must be received by our camp director staff one week in advance. For organizational reasons, Our Director Staff will only accept email requests (not phone calls, mentions during pick-up, or written notes. Also, requests should be made with kids of similar ages (+- 1 year of the camper). It does not create a good experience, for the group as a whole, when a younger camper asks to be with kids 2+ years older. These requests will not be approved.

Camp Program

This year's activities will continue to have a primary indoor/outdoor focus. We will be offering the same sports the kids have come to enjoy but will play them outside as well as in the dome. Sports will be complemented by board games, arts & crafts, and other fun activities. We will also incorporate more water games in our outdoor activities. We will have shaded tent areas for the kids throughout the day, and hydration stations. Weather permitting, snacks and lunches will occur outdoors in these areas.

Please note that **Star Hill's Summer program is a very active program ideally suited for children who love active play (sports, games, etc.).** Please keep this in mind when selecting the ideal program for your child(ren).

Water Stations and Rest Rooms

This summer we will provide hydration stations during the camp day. Kids may bring a water bottle from home that they will be able to refill throughout the day (campers names should be on the water

bottles).

We will designate rest rooms for the campers during the summer. We attempt to keep the campers segregated from other members of the facility (many of the members who use the facility during the day are seniors).

Late Pick-up

All campers must be picked-up by 5:30 PM. This time is very important to the staffing of the facility. If you are running late, please call the facility to notify the staff. There is a \$1 per minute late fee for pick-ups after 5:30 PM. We reserve the right to move your child(ren) into the daycare room, or another **supervised** common area, if they are being picked up after 5:30PM.

Medications

Please see the camp Directors if your child requires any medication during camp hours (including inhalers and Epi-Pens), regardless of whether your child can self-administer the medication. There is not a licensed nurse on site. Medications are given by trained, but unlicensed Star Hill staff. If we must administer your child's medication during the day, we will need the same doctor's orders that you use at school (and the same procedures including original pharmacy labels on meds, etc.). We must know about medication prior to camp starting. Please e-mail a camp Director at Camp@starhillsports.com. When dropping medication off at camp, it **MUST** be handed to a camp Director only. **We cannot accept or administer any medication at camp without the proper paperwork from parents and physicians.** [The state now requires parents to identify medication being taken by the kids even if it will not be taken during the camp day. We will have a simple form for parents to sign acknowledging the medication and the fact that the medication will not be administered at camp.](#)

Lunches & Snacks

Children will have a lunch and two (2) snacks (morning & afternoon) at camp each day. Campers can bring all the food needed during the day, they can purchase all the food from the Star Hill café, or a combination (bring some, buy some). Star Hill will provide a refrigerator for all snacks and lunches, if needed. It is recommended that you pack a couple extra things for the kids, they are active all day and tend to be hungry. On nice weather days, campers will eat with their groups outside. Food will be prepared in the café and served outdoors. On rainy days, campers will eat indoors. The café offers a wide range of items including pizza, chicken nuggets, Mac & Cheese, chips, candy, popcorn, Dippin Dots, snowcones, etc... If a child does not bring sufficient food from home or money for lunch, we will provide either a slice of pizza or chicken nuggets, chips, and a drink for a fee of \$8.00.

Bank

We very strongly discourage campers from carrying cash. Please use the bank system that we have in place. Star Hill offers parents a bank account that you can place money in for the campers to use at the café. Parents can set limits on what/how much the campers can use on a daily basis. Parents are encouraged to use a credit card for ease and efficiency (credit cards are charged at the end of the week for the week's total) but can deposit cash as well.

What to bring / What NOT to bring

Please have the kids wear sneakers daily to camp. We continue to ask that you minimize what the kids

bring to camp. If Swimming, all children should arrive to camp in a swimsuit, pack a towel, as well as lunch/snacks. Sunscreen **MUST** be brought to camp (please send spray bottles and not lotion if possible). Camper's names must be on their sunscreen bottles. We ask that you apply sunscreen each day before bringing the kids to camp. We will reapply/help reapply during the day. If a camper does not have sunscreen, we will put some on them (we will not let a camper spend the day in the sun without sunscreen). Failure to provide sunscreen may jeopardize your child's ability to attend camp. If you object to us putting sunscreen on your child, you must put that objection in writing and review it with one of the Directors. **Based on the activity level of our daily routine, flip-flops, crocs, etc. will not be comfortable or practical for campers.** Please do not send cleats with them to camp.

Campers should not bring anything else to camp this year including video games, cell phones, games, toys, cards, stuffed animals, personal belongings, etc. **Smartphone devices are absolutely forbidden** (please ask Cara or Andy if you need an explanation) and if found will be confiscated and given back to parents upon pickup. These include any and all devices that have photo/video cameras, are capable of making phone calls, or sending messages. Counselors & Jr. counselors are also not allowed to have smartphone devices during the day. If parents need to get in touch with campers, our front desk is staffed throughout the day and **you can reach us at (860-871-8800)**. If you feel it is smart to send an extra set of clothes to camp (things happen sometimes...), please put them in a bag clearly marked with the child's name. We can store the bag in a bin and will only access it if it is needed. Parents can take the bag home at the end of the camper's time at camp this summer. We will allow campers to bring books to camp to read. Books will be stored with the counselors and offered during slow activities (board games, etc.). **Star Hill is not responsible for any personal items brought to camp.**

Acceptable/Unacceptable Behavior

Star Hill expects campers to respect others and their space, harmoniously participate in games, and cooperate with Star Hill staff. Unacceptable behavior includes profanity, disrespecting others and their space, failure to comply with a staff member's directions, excessive horseplay, inappropriate or violent physical contact and possession/use of a weapon or other dangerous items. Star Hill will report any incidents of unacceptable behavior to the legal guardians of all children involved. Star Hill reserves the right to call a listed guardian for immediate pick-up, suspend or expel a child for unacceptable behavior. Please see the Directors for a detailed outline of the camp Discipline Policy.

Payment Deadlines

All payments are due by close of business Monday for the week, or the first day the camper is at camp that week. A \$20 late fee will be assessed for any late payments. With the implementation of curbside drop-off and pick-up, payments need to be made on Monday one of two ways. We have a convenient "automatic payment" form that lists a credit card and gives us permission to charge the card each week with outstanding registration fees (Monday) and café charges (Friday or weekend). If you do not want to pay with the automatic payment method, you must give a check to the drop-off/pick-up attendant on Mondays.

Late Registrations and Walk-In Fees

It is **NOT** recommended that you expect to walk-in on Monday morning and register your child for camp that week. Due to our group size limits, even if we have room in our overall capacity number, if

your child's age group is full, we will not be able to accommodate them.

Star Hill will accept late registrations and walk-ins as group sizes & staffing allows throughout the summer. However, registrations being submitted with less than 2 weeks' lead time are not guaranteed, and if accepted will be subject to a \$25/child late registration fee. **Any registrations submitted after 5pm on the Saturday before the camp week begins, is considered a walk-in, and if room permits where we can accept the registration, an additional walk-in fee of \$80/child will be assessed.**

Cancellation Policy / Registration Change Forms

We rely on the registration forms in planning camp activities, staffing, food and supplies each week. If your schedule will deviate from the registration form submitted, you must submit a "Registration Change Form" to one of the camp Directors. To cancel a week, or to receive a full refund for a prepaid week, Registration Change Forms must be received 2 weeks in advance of the start of the camp week in question. For changes made with less than 2 weeks' notice, Star Hill may allow parents to switch weeks, but payment will be due in full if a week is being canceled with less than 2 weeks' notice. The deposit paid with the Registration Form and applied to your last week of camp is non-refundable.

Illness

Star Hill reserves the right to remove a child if he or she appears too ill to participate in the recreation program or is considered contagious. Star Hill will notify the child's parent/guardian or emergency contact and request that the child be picked-up within the hour. If the child has not been picked-up within the allotted time frame, Star Hill reserves the right to take any action necessary to ensure the health and safety of the child and/or the other children.

Unfortunately, Star Hill will not offer refunds for days that campers are unable to attend camp due to illness or other health issues.

Communicating an Emergency

In the event of an emergency, Star Hill will attempt to contact the camper's listed guardian(s). If the parent(s) or guardian(s) are not available, we will attempt to notify the emergency contacts listed on your child's Personal Information form. Star Hill will take necessary actions in the child's best interests until the parent, guardian, or emergency contact has been reached. If there is an objection to Star Hill seeking emergency medical care, a statement must be provided by the parent(s) or guardian(s) giving the reason for the objection. That statement must be attached to the camper's personal information form.

Disease

State law requires that parents notify Star Hill within 24 hours or the next business day after a camper or any member of the immediate household has developed any reportable communicable disease as defined by the State Board of Health and/or the State Department of Public Health. A full list of reportable communicable diseases can be found on the DPH website or at Star Hill. COVID-19 has been added to the list of communicable diseases that must be reported immediately. Life threatening diseases must also be reported immediately.

Allergies

Parents must communicate any severe food allergies to the camp through written (camper's medical and

information forms) and verbal means. We ask that you prepare and send snacks and lunches that accommodate the special needs of your child. Star Hill will provide segregated seating for campers with severe food allergies as required. Please see a camp Director to discuss the specific needs of your child.

Visiting

Star Hill has an open-door policy regarding custodial visits. Please notify Star Hill staff in advance to arrange any visits by individuals other than parents or guardians. We strive to foster a child's independence and growth while allowing parents the opportunity to observe their child at play. Star Hill is committed to the safety of all the children at our recreation program; we therefore require all visitors to check in at the front desk or with a staff member. Please notify one of the Directors if you wish to accompany your child at any time during his or her day. Parents will be expected to follow any mandated health requirements.

Safety Policy

During any unforeseen crisis, such as natural disaster or similar events, Star Hill will cease regular daily activities and gather all participants in a designated safe area (including in case of the evacuation of the facility). Parents/guardians will be contacted if children are to be released early from the program. Star Hill will notify the proper authorities in the event of any emergency. Please see the Directors for a detailed outline of the camp Emergency Preparedness Policy.

Contact Information

You may contact the camp directors Cara Keay (cara@starhillsports.com), Andy Smida (andy@starhillsports.com), Ryan Gilbert (ryan@starhillsports.com) with any questions at 860-871-8800.

Reporting Child Abuse & Neglect

Star Hill is required by law to report any signs of child abuse and neglect. This report will be completed by the camp Directors and forwarded to the appropriate authorities in accordance with state law/policy.

Lines of Authority- The Star Hill camp team is composed of camp counselors and counselors in training who report to the camp directors.

- Junior Counselors, or counselors in training, are recognized by the State of Connecticut as full time campers, not employees. If disciplinary action is required in regards to a Junior Counselor's conduct or behavior, accountable action will be taken by the Director Staff accordingly and may include written warning, contacting a documented guardian, or ultimately removal from the role and responsibility of the Junior Counselor position.