

PEORIA PARK DISTRICT



Summer Day Camp Parent Guide

2022



Peoria Park District Summer Day Camp Parent Guide

We're excited that you have chosen us to provide a fun, safe and entertaining summer for your child. This guide applies to all Peoria Park District summer day camps and should enable you to become more familiar with our policies and procedures. Please read through this manual and keep it for future reference.

The Peoria Park District offers a wide variety of programs throughout the year. These programs include sports, arts, games, cooking, swimming, field trips, and much more. More information about specific programs can be found online at www.peoriaparks.org or call the Noble Center at 309-682-1200.

If you have any questions about the following day camps or services, please contact:

Ancient Oaks Day Camp

Tom Miller, Sommer Farm Manager
Sommer Farm
6329 N. Koerner Road
Edwards, IL 61528
309-657-8855
tmiller@peoriaparks.org

Lakeview Day Camp

Jess Main, Out of School & Camp Coordinator
Lakeview Recreation Center
1013 W. Lake Avenue
Peoria, IL 61614
309-681-3546
jmain@peoriaparks.org

RiverPlex Day Camp

Jess Main, Out of School & Camp Coordinator
RiverPlex Recreation & Wellness Center
600 N.E. Water Street
Peoria, IL 61603
309-681-3546
jmain@peoriaparks.org

Proctor Center Day Camp

Jonelle McCloud, Proctor Center Manager
Proctor Center
309 S. DuSable
Peoria, IL 61605
309-673-9183
jmcccloud@peoriaparks.org

Zoo Camp

Julie Brunton, Zoo Educator
Peoria Zoo
2320 N. Prospect Rd.
Peoria, IL 61603
309-681-3516
jbrunton@peoriaparks.org

Inclusion Services for All Day Camps

Katie Van Cleve, Executive Director
Heart of Illinois Special Recreation Association
8727 Pioneer Road
Peoria, IL 61615
309-691-1929
kvanclave@peoriaparks.org



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1. COVID-19 Safety

As COVID-19 safety is always evolving, we will release the guidelines closer to the start of camp. Peoria Park District will follow the guidelines set forth for day camps by the Illinois Department of Public Health and recommendations from the CDC and the American Camp Association. Guidelines will be communicated as soon as they are available, and are subject to change throughout the summer.

2. Registration

You may register for camp online at www.peoriaparks.org or in person at Lakeview, RiverPlex, Proctor, or the Noble Center. To register for camp in person you will need to fill out a registration form on site and hand it in with payment for the chosen sessions.

Camp space is limited so early registration is necessary to ensure your child a spot at camp.

The registration process will include submitting camper information to ePACT.

*Registration for Zoo Camp must be done online through peoriazoo.org or by calling 309-686-3365

3. Installment Billing

Camp fees can be paid in weekly installments through an automatic installment billing process. Installment billing must be set up at the Noble Center, RiverPlex, Lakeview, or online. A \$25 per-week initial fee will be charged at the time of enrollment into installment billing.

Installment billing must be set up as an automatic charge/debit to a credit card. All charges will be processed the Monday two weeks prior to the respective camp week (example: if the camp week begins Monday, June 15, your account will be charged for that week on Monday, June 1.) For more information on installment billing, please contact the registration office at 688-3667.

*Does not apply to Zoo Camp

4. Camper Information - ePACT

Camps are using ePACT Emergency Network to gather all important camper health and personal information. This will create a paperless, streamlined process for parents/guardians to enter and update information at any time across all camps. Upon registering for camp, you will receive an email from ePACT inviting you to create a free web-based account to enter your camper's information. Following the prompts, you will share information such as:

-Campers name, DOB, and school

-Medications needed during camp

-Medical or behavioral concerns

-Authorized pick up adults/emergency contacts

Each camper must have this completed *prior* to the first day of camp. Campers will not be accepted without their information submitted.

If your camper has medications, allergies, or other special considerations please ensure information is submitted a week before the start of camp to allow for proper review.

Special accommodations, such as assistance in setting up the account or using paper forms can be made upon request to the camp director.

Further information about ePACT, why we are using it, and how to access it is available at the end of this guide.

5. Refunds

Please read the Refund Policy for Day Camps carefully as this policy is different from the normal class/program refund policy of the Peoria Park District.

- The Peoria Park District must receive a written notice of cancellation for Day Camp at least 10 business days prior to the start of the week of camp that you are canceling in order to receive a full refund minus a 15% per session cancellation fee. Please be advised that the 15% per session is calculated based on the full cost of the camp session, not the portion paid at the time of the cancellation request.
- NO FULL REFUNDS will be issued if canceling Day Camp less than 10 business days from the start date of the week of camp you wish to cancel. You will then receive a 50% refund for each session with less than 10 business days notice.
- NO REFUNDS will be issued if canceling Day Camp 2 business days or fewer from the start date of the week of camp you wish to cancel.

| Notice of Cancellation | Refund Eligibility |
|-------------------------------|---|
| 10 or more business days | Full refund, minus 15% per session cancellation fee |
| Between 3 and 9 business days | 50% refund |
| 2 business days or fewer | No refund |

6. Waitlist

If the program is full, additional registrations will go on a waitlist. If a space opens up participants on the waitlist will be contacted to see if they are interested in attending.

7. Inclusion Request Procedure

If an ADA accommodation is needed to support an individual within any Peoria Park District program, it should be noted on the registration form at time of registration. An accommodation can be made for any individual based on their Individual Education Plan (IEP) goals and/or diagnosis. Some of the supports available can be, but are not limited to, a 1:1 aide, sign language interpreter, rule modification or supply adaptation. If special accommodations were not included on registration form, the parents can contact the Program Coordinator as soon as possible. They will in turn contact Heart of Illinois Special Recreation Association (HISRA) and a review of the request will occur. **An accommodation can take 1-2 weeks so please contact early.**

8. Non-Acceptance/Dismissal

A participant may not be accepted into the program if:

- Parent/guardian fails to return or fully complete the registration, information, and emergency contact forms.
- Payment is not made by the start of the program session or arranged payment plan.
- Behavior of the participant is harmful to self and/or others according to our behavior procedures.
- Habitual tardiness in pick-up is grounds for dismissal from the program.

9. Sign In / Sign Out Procedures

All campers must be signed in at the beginning of the camp day and signed out at the end of the program. Children will only be released to individuals that are listed as a guardian or emergency contact within the ePACT system. Changes or additions can be made to this through your account at any time. If using paper forms, a request to change must be made in writing.

Please bring your ID with you when signing out your child every day. Individuals will be asked to show their ID when picking up a child to verify that they have been given permission to do so in the ePACT system. We do this to ensure the safety of all of our participants.

If the camp staff has any questions about an individual's authorization to pick up your child, you'll be contacted before your child is released.

While we will always attempt to follow parental wishes, the Park District cannot stop a listed parent from picking up their child unless we are provided court documents specifying guardianship. Please work with Camp Director to provide proper documentation.

Sign-In – Location of sign in (indoor vs outdoor) will vary between sites and depend on current COVID-19 protocols. More information will be sent out the week prior of your session. Please walk with your camper to the camp supervisor checking in and state your name and your campers name. You may be asked health screener questions. You will be asked to initial on an iPad to sign in. Please report any concerns or updates at this time. You will likely *not* speak with your camper's specific counselor unless there is a special circumstance. Any notes or concerns can be told to the supervisor checking in and will be relayed to the counselors.

Sign-out – Please pick up at your sites designated location. The camp supervisor checking out will ask for your camper(s) name and request your ID. Please **have a photo ID ready every time**, staff will be confirming that the individual is on the designated pickup list. You will be asked to sign your initials on an iPad. Upon sign-out, please wait in the designated location, staff will help campers gather belongings and lead them to their designated pick-up adult.

10. Late Pick-Up

Campers *must* be picked up by the designated end time (5pm for most camps). Each late pick up will be tracked, and habitual tardiness will result in suspension from all PPD camps. *Note: The Park District shall make every reasonable effort to contact persons authorized by you to pick up your child. If we are unable to arrange pick-up within 30 minutes, we will request the assistance of the Peoria Park District Police Department.*

11. Medications

Some participants may need to be given medication during the program. In order for the Peoria Park District to be able to dispense prescription or over-the-counter medication, these guidelines must be followed:

- Parent/guardian must sign the waivers in the ePACT information system and supply all requested information, including:
 - Type of medication
 - Time medication should be administered
 - Specific instructions
- Only prescription medications in original containers with the doctor's name and the dosage on the label will be accepted.
- Send the designated amount that will be dispensed by authorized staff (director or supervisors) for the duration of the camp. A log will be kept of the medication as it is dispensed. Peoria Park District staff will secure all medicine. Please hand the medicine at drop off to the Camp Supervisor or Director, only.
- Over the counter medicine is not provided by camp. If your camper will require it, please fill out the permission and information forms within ePACT and bring the medicine in its original container
- PPD can only dispense medication taken orally, inhaled, or emergently injected. For all others please contact the camp director to arrange special accommodations.
- If your camper requires an emergency auto-injector you will be contacted prior to camp to verify information and their action plan

If the participant is going to self-administer a prescribed inhaler or auto-injector, parents must sign the Waiver and Release of All Claims for Self-Administration of Inhaler or Auto-Injector form, when prompted in ePACT. If a parent or guardian does not choose to authorize his/her child to self-administer an inhaler or auto-injector but wants Park District personnel to store, dispense and/or assist with administration, they must fill out the medication information and sign off approval for staff to administer the inhaler or auto-injector when prompted in ePact. You may be contacted prior to camp to verify details.

If you are unable to use the ePACT system paper forms for medication information and permissions will be available and required to be filled out if needed.

12. Sunscreen

Parents/guardians are responsible for applying the first layer of sunscreen prior to morning drop-off. Camp staff will take all reasonable and appropriate steps to help each child reapply our provided sunscreen to exposed skin – including the face, the tops of ears, and bare shoulders, arms, legs, and feet prior to campers' participation in outdoor programs. If your child is sensitive to the sun, please send your child with a swim shirt for swimming. Ancient Oaks, Lakeview, RiverPlex, and Proctor camps will not provide bug spray, campers may bring their own if they wish. *Zoo Camp WILL provide bug spray that is safe for use around animals; Please use the spray provided.

13. Staff

Our trained staff will lead your child in arts and crafts, fitness activities/lessons, educational lessons/experiments, sports, games, team building, and other various fun and safe activities. There are staff

members who are CPR certified and trained in first aid and safety procedures who will be on duty at all times. Our staff encourages open communication to ensure that your child has the best possible camp experience with us. Please feel free to stop by or call anytime to discuss any comments or questions with the supervisors. Camps will operate in a 1:8 counselor to child ratio for children ages 5-8 and a 1:10 ratio for children ages 9-13.

14. Attendance and Participation

Children are encouraged to participate when present, unless sick or injured, in which case parents will be notified and the child will be sent home. Some camps will be visiting different aquatic centers and all children must enter the swimming area unless a doctor's note is provided.

15. Field Trips

All camps may take field trips throughout the summer and will be using various modes of transportation (i.e. certified bus company or 15-passenger vans). Details about field trips can be found at each camp's sign in/sign out desk, and information will be sent out the week prior. Permission forms will be required for each camper for each individual field trip, provided the week of. If you believe your child may need accommodations for a field trip or elect not to send your child on a field trip, you must notify the camp supervisor 24 hours prior to trip.

16. Van/Bus Safety Guidelines

A van/bus conduct report is issued and written by the staff when a safety rule has been broken. Please discuss with your child the following safety rules:

- Keep voices down so the driver can concentrate on the road
- Listen to the driver and camp counselors
- Stay seated at all times with seat belt fastened
- Do not put head or arms out the window or throw anything out of the window
- Use appropriate language

17. Personal Items

Please do not bring any personal items such as iPads, iPods, Kindles, Nintendo 3DS, Switch, cell phones, toys, collector trading cards, etc. to camp. **Peoria Park District will NOT be held responsible for any items if they are lost, damaged, misplaced or stolen.**

Campers will not be permitted to have cell phones with them. If you need to get ahold on your camper or check on their well being you may contact the camp supervisors. Please keep in mind that "no news, is good news!" If you don't hear from us you can assume that everything is okay, and we will contact you if otherwise.

18. Inappropriate Use of Equipment/Property

Children misusing or intentionally damaging another person's personal property or Park District equipment/property may be held responsible for its replacement. Such situations should be handled between the parties involved. The Park District will not be held responsible for replacement of items damaged by another child/participant.

19. Clothing

All participants should dress appropriately for the weather and the activities scheduled for their program. All campers must wear closed-toe shoes while at camp. We sometimes will get dirty during some of the activities, so older clothing is recommended. If your child's camp is going swimming, campers are expected to wear appropriate swim wear and bring a towel. Swimsuits allowed include swim trunks for boys and one piece or standard two-piece suits for girls. No string bikinis allowed, please. Children with hair long enough to be in a pony tail will be required to have it up while swimming. Hair on their face is a safety concern because it may obstruct their view while swimming and their mouth while trying to breathe. **It's always a good rule of thumb to label all items when attending camp.**

20. Clothes Wetting Emergencies

If there is a clothes-wetting emergency and you cannot be reached by phone, we will do our best to handle the situation. If your child is having a problem with wetting him/herself, please let us know. We will not have any clothes available for the children to change into. Campers **must** be toilet trained and independent with their

personal hygiene. **Staff cannot assist a camper with restroom / toilet activities.** If your child has an accident and does not have a spare outfit, you will be contacted immediately to come to camp. Campers may bring an extra set of clothing in their backpack each day if needed.

21. Lost and Found

Peoria Park District camps are not responsible for lost, misplaced, or stolen items. However, we will make every effort to see that your child returns home each day with the same belongings with which he/she arrived. Items that we find each day that resemble clothing, towels, footwear, hats, swimwear, fitness bags, backpacks, and the like will be stored at a designated lost and found location at each camp. Unclaimed items will be held for a period of 14-days, after which time they will be disposed of or donated.

You can help us by adhering to the following guidelines:

- Please label all items with first and last name.
- Remind your children to keep their items inside their backpacks at all times.
- Do not bring valuable items to camp (iPads, iPods, phones, Kindles, game systems, etc.)
- Clean out backpacks each evening in order to better track items.
- Best rule of thumb: if you don't want to lose it, *don't bring it!*

22. Food / Meals

We have partnered with Peoria Public Schools to offer *free* breakfast and lunch during the summer. This is **only** available between June 13- July 22. Sessions outside of these dates will not have a food option. If you decide not to participate in the program, you may send your child with their own sack lunch. Microwave and refrigeration will not be available. Monthly menus will be sent out prior to camp, but are subject to change based on supply. *This is a free, supplemental program through Peoria Public Schools, there is no charge reflected in registration fees for this. PPD has no control over the menu. Participation is optional.*

*Does not apply to Zoo Camp

Use of vending machines will not be allowed during camp hours by campers. Use of any concession stands on field trips will not be allowed during camp hours. Please plan accordingly when packing your child's lunch.

23. Food Allergies / Food Restrictions

Camps are not allergen-free but strive to make camp environments as safe as possible for campers with food allergies or restrictions. **It's important that any food related concern be marked on your camper's ePACT form so it can be reviewed by the camp director and special precautions can be made and/or discussed with a parent/guardian.** Prior to camp, please talk with your camper about their food needs as camp lunch operations will differ from their school routine. To ensure the safety of your camper, please pack a daily sack lunch and afternoon snack for them. *We recommend not relying on the PPS provided lunches as their menu is subject to change the day of and may contain allergens/restricted foods.*

24. Water

It is important that campers drink water during the day. Due to the pandemic and/or being outside, water fountains may not be available for use. Campers must bring their own personal water bottles. Please make sure camper's name is on his/her water bottle. Campers will be able to refill their bottles throughout the day.

25. Safety

Personnel at all levels are directed to make safety a matter of continuing and mutual concern, equal in importance with all other operational considerations. Each staff member is to ensure that work is done in a safe manner, inspections are conducted on a regular basis, hazards are confronted, and accidents are investigated. Designated staff members are trained in general first aid and certified in CPR. There is no medical personnel on site.

26. Child Abuse Prevention

All Peoria Park District summer camp employees are Illinois Department of Children & Family Services Mandated Reporters. All employees have completed the DCFs online mandated reporter training.

27. Injury and First-Aid

Should an injury occur at a program site:

- Depending on the severity (abrasions, cuts, etc.), first-aid will be provided by staff. This must be completed before the participant can return to the program.
- If the injury is severe, paramedics will be immediately notified and staff will take the necessary precautions and address the medical situations as needed; then notify guardians.
- If blood is visible on any part of the participant's clothing, that part of the clothing must be removed and replaced with clean clothing. A participant will not be allowed to return to the program with blood on his/her clothes. You will be asked to bring clean clothes or pick them up. Staff will take extra precautions to minimize the spread of germs. Proper hand washing techniques will be used when dealing with any bodily fluid (saliva, mucus membranes, urine, etc.)

28. Participant Illness

Our camps are not licensed for the care of sick children. For the health of everyone attending our camps, we require that any campers suspected of having (or have been diagnosed as having) a contagious illness stay home from camp. Staff have the authority to refuse any child who shows signs of illness using the following guidelines:

- **Temperature of 100.4 degrees:** A child who is still ill with a fever may not be at camp, even if controlled by medicine. Child must be fever free for 24 hours without medication before returning.
- **Vomiting:** A child who vomits will be sent home immediately. They may return 24 hours after vomiting has stopped.
- **Strep Throat:** A child must take antibiotics for 24 hours before returning, and can only return if there has been no fever for 24 hours and they continue to take antibiotics for 10 days.
- **Diarrhea:** A child who has diarrhea twice in one day will be sent home.
- **Chicken Pox:** A child must remain home until all blisters have dried and formed scabs. This usually is 7-10 days after the pox began.
- **Ringworm:** Children may return 24 hours after starting treatment. The ringworm must be covered until no longer visible.
- **Conjunctivitis – Pink Eye:** A child with pink eye or conjunctivitis will be sent home. Children may return 24 hours after treatment begins, or until the active infection passes completely.
- **Head Lice:** A child must remain at home until nit free.
- **Contagious Infestations or Infections:** Need prompt treatment to prevent the spread to others. If your child should come down with a contagious infection, other parents will be notified; names will be kept confidential. In these situations, a doctor's clearance note is required prior to your child's return to camp.
- **COVID-19:** All current IDPH guidelines will be followed for the return of a camper after a positive test or exposure

Make sure you have a plan in place in case your child gets sick while at camp. If you are unable to leave work yourself, please have someone who is able to care for your child lined up. This is for the well-being and comfort of your child and the other campers and staff. If you are contacted by staff to pick-up a child due to an illness, he/she needs to be picked up no later than *one hour* after notification.

It is the parent's responsibility to verify their child's daily health is adequate before bringing him or her to camp. A child who shows signs of illness should be kept home for the benefit of all. **If your child is exposed to a communicable disease**, you must notify the Camp Supervisor immediately for the protection of the other campers and staff.

If a child becomes ill or injured while on the site, their parent will be notified immediately. Staff will call the emergency contacts listed on your child's emergency information form if staff is not able to reach a parent or guardian directly. In case of a severe injury or illness that may require care from a health care professional, program staff will first contact emergency services to provide immediate care for your child on-site.

The Peoria Park District continuously monitors the recommendations, guidelines, and requirements set forth by the Public Health Department. Kids that are sent home for an illness may be asked to supply a doctor's note or a medical release form on official letterhead before returning to camp.

29. Inclement Weather Plan

Some field trips / camp activities may be cancelled due to inclement weather. *Camp may be cancelled at Ancient Oaks due to limited access to an indoor facility while trying to maintain social distancing.* If lightning is seen or thunder is heard, outdoor activities shall be suspended for 30 minutes. Employees and participants are required to seek shelter. All outdoor activities will stay suspended until 30 minutes after the last flash of lightning or sound of thunder. In case of a tornado, the site disaster plan will be followed. In the event of extreme heat, programs will be restructured appropriately to protect campers from temperature conditions.

30. Parent Information

Keeping our parents informed and parents keeping us informed are very important to the success of our summer day camps. Some of our camps will relay important information regarding field trips, camp weeks, and activities via email, Remind, and/or on their Facebook pages.

Parents must contact the camp supervisor if:

- Someone will be picking up who is not on the approved list
- A child cannot be picked up on time
- An incident or change occurs in your child's life that alters his/her attitude or behavior or causes emotional upset (i.e. divorce, loss of a pet, death in the family). Staff will be sensitive to such situations and will maintain the child's confidentiality.
- Your child has a contagious disease, (i.e. head lice, pink eye, chicken pox).
- Your child's medication changes during the week

Parents will be contacted immediately when:

- Your child has received an injury that could require immediate medical attention.
- Your child exhibits a medical condition that could be contagious or threatening to others in the program.
- Your child is ill and unable to participate in planned activities.
- Your child has a clothes-wetting emergency and does not have a spare outfit
- Your child is exhibiting unacceptable behavior

Parents will be notified at pick up time when:

- Your child receives a minor injury that does not require the service of a professional in the medical field
- Your child complains of a non-emergency condition or symptom
- Your child exhibits unusual or inappropriate behavior
- We want to share your child's accomplishments and positive social experiences

The Camp Director will schedule a parent conference when:

- Your child exhibits a pattern of disruptive behavior that interferes with the quality of the program or management of other children
- The staff observes unusual patterns of behavior or participation

31. Code of Conduct / Discipline Procedures

The purpose of the code of conduct is to help every camper be successful and have a fun and safe summer. Discipline is an approach to teaching skills in self-control, responsible choice making, and appropriate community participation.

A successful camper will:

- Participate in all aspects of camp
- Stay with your group
- Treat others with kindness and respect
- Speak politely and use positive language
- Listen to staff on the first instruction
- Put all equipment away
- Take care of all equipment
- Follow all safety rules

When campers are unable to meet these expectations staff will use a progressive discipline. More severe behaviors may result in skipping steps in the discipline procedures.

- On the first behavior report parents will be notified at the end of the day
- On the second behavior report parents will be called.
- On the third behavior report the child will be sent home for the day
- If a child receives five behavior reports in a week they will be suspended for the rest of the week.
- If a child is suspended twice they will be removed from camp for the rest of the summer

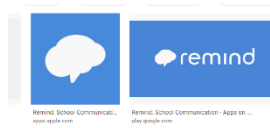
Every camper should be committed to:

- Respecting themselves, others, and camp property
- Following camp rules and instructions from camp staff
- Allowing others to enjoy camp
- Doing their best to uphold the expectations placed upon them
- Having fun!

32. Text Communication

- In order to connect in a timelier manner, the Peoria Park District’s Summer Camps will be using the REMIND APP. This is a communication platform that helps Camp Directors and parents connect in real time, if they choose. For example, if a field trip runs late, the REMIND APP allows us to let caregivers know in a timely manner when we will return.

Please follow instructions below to download the remind app for your phone:



1. Download the free app from the App Store (IOS) or Google Play Store (Android) to your cell phone. Your cell phone is preferred, but you can use an email address if you do not have a smart phone.
2. Create a profile by providing Full Name, Email Address, and Create a Password.
3. Choose the Parent Role.
4. Wait to receive Class Code from your specific Summer Camp.
5. Text Class Code (example @classcode) to number 81010
 - a. Ancient Oaks Day Camp: @aodc1971
 - b. Lakeview Summer Camp: @campirc
 - c. Proctor Summer Camp: @proctorsu
 - d. Riverplex Day Camp: @riverplex

33. ePACT Emergency Network Information

Why are we using ePACT?

- To save you time – with ePACT, you only need to complete your child’s information once, and then verify it annually to ensure it is still correct (reconfirming can be done in just two minutes!) This system will be used across all PPD camps
- Improved privacy and security – eliminating paper forms ensures that your key information is safe and secure, while authorized staff members can still access this information quickly anytime they need it
- Better support – ePACT makes it easy for you to share health and emergency contact details so we can provide the best support to your child. Authorized staff can quickly access their emergency information using the app, even on field trips. Plus, you can update their information at anytime and we will automatically receive it.

How it works

- An invitation to join ePACT will be sent to the primary email address on your household account used to register for camp
- Once you receive the emailed invitation, click the link to “Complete Request” to create a secure, free account – or log in if you already have an existing ePACT account through another organization
 - You will be prompted to enter your name, create a password, and agree to the Terms of Use
- Enter all information as prompted. Those with an * are required
 - If taking medications at camp, be sure to list every medication and it’s dosage and instructions
 - List all approved adults (16 or older) who are allowed to pick up your camper as an “emergency contact”. Your camper will be released ONLY to people on this list
 - You can upload additional documents, like IEP’s or seizure care plans, if desired
- Once completed, click “Share” to send your information to the Peoria Park District
- At any time you can log into your account and make updates and we will be notified

Need Help?

For assistance, questions, or accommodations regarding ePACT please contact Camp Coordinator Jess Main, jmain@peoriaparks.org or call 309-681-3546

For technical help with ePACT (i.e. password reset, trouble creating account, issues submitting) please contact ePACT directly at help@epactnetwork.com or call 1-855-773-7228

Further information and tutorials can be found at <http://www.epactnetwork.com>