



# Camp Humane

## Parent Handbook

2026



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## **Introduction**

### **About the San Antonio Humane Society**

The San Antonio Humane Society (SAHS) is a 501(c)(3) nonprofit, no-kill organization that has served Bexar County and its surrounding areas since 1952. The SAHS shelters, medically treats, and rehabilitates thousands of dogs and cats every year. Many of the dogs and cats in our care have been abused, injured, surrendered by their owners, or found as strays. As a no-kill organization, every treatable pet in our care stays in our care until they find a home or necessary placement with another limited intake organization. No pet in our care is ever euthanized to create space. Thousands of dogs and cats in San Antonio and its surrounding areas are saved from euthanasia every year due to the mission and practices of the SAHS.

Through our adoption, volunteer, foster, spay/neuter, and educational programs, we inform and educate the public on the importance of responsible pet ownership. We serve as one of the largest dog and cat adoption organizations in San Antonio, Texas, helping to decrease the community's large pet overpopulation problem in a humane manner. As a local nonprofit, we are not affiliated with the Humane Society of the United States (HSUS). We do not receive funding from the federal government, the HSUS, or the American Society for the Prevention of Cruelty to Animals (ASPCA).

*Our Mission is to protect and improve the lives of dogs and cats by providing shelter, care, adoption, rescue, spay/neuter programs, and community education.*

*Our Vision is to end pet overpopulation and to create a community where every dog and cat is treated with respect and compassion and has a permanent and loving home.*

### **About Camp Humane**

The Camp Humane program will give campers the opportunity to go behind-the-scenes of the SAHS to learn more about its mission and role in the community. We will focus on encouraging empathy, compassion, and respect for people, animals, and the environment as well as recognizing the connection among these. In addition, each camp session will have a unique theme for specialized learning. This program is available for campers in grades 3-8.

Please note that the SAHS Camp Humane Programs are not licensed by the Texas Department of State Health Services.

## **Camper Drop-Off and Pick-Up**

### **Check-In Location**

Campers will be checked in at the entrance of the Linda and Mike Curb Education Center located at 4804 Fredericksburg Rd, San Antonio, TX 78229.

### **Check-In Process**

Check-in will run from 8:45 AM-9:00 AM. Upon arrival, please ring the doorbell and wait for a SAHS team member to greet you. A SAHS team member will then escort your camper into the building. Please allow approximately 10 minutes for check-in.

### **Pick-Up Location**

Campers will be picked up at the entrance of the Linda and Mike Curb Education Center located at 4804 Fredericksburg Rd, San Antonio, TX 78229.

### **Pick-Up Process**

Pick-up will run from 2:45 PM-3:00 PM. Upon arrival, please ring the doorbell and wait for a SAHS team member to greet you. Once you've been greeted, a SAHS team member will verify the identity of the pick-up person. Any person attempting to pick up a child from camp will be required to show a valid state or military-issued photo ID. This person must also be listed on the authorized pick-up list provided during registration. Upon verification, a SAHS team member will escort your camper out to you. Please allow approximately 5-10 minutes for pick-up. Campers whose parents have not checked in for pick-up by 3:00 PM and have not previously purchased Extended Care will be charged the daily fee of \$15. Please refer to the Fees, Rescheduling, and Cancellations section.

### **Late Drop-Off, Early Pick-Up, and Absences**

If you are running late to drop off your camper, please call as soon as possible at (210) 226-7461 ext. 140. Camp may already be in progress and your camper may miss activities or presentations that cannot be made up.

If you need to pick up your camper early, please communicate your pick-up time with the SAHS team members upon drop off in the morning. In the event of an emergency that will require your camper be picked up early, please call (210) 226-7461 ext. 140.

If your camper will be absent, please call as soon as possible at (210) 226-7461 ext. 140. There is no refund or rescheduling for a missed day of camp. If it is determined that your camper can no longer attend the program prior to its start, the SAHS will make every effort to reschedule your camper into another session; however, rescheduling is subject to availability. Please refer to the Fees, Rescheduling, and Cancellations section.

### **Extended Care**

Extended Care will be available to purchase for all campers at a rate of \$15/day or \$50/session. Extended Care will run from 3:00 PM-4:30 PM. A late pick-up fee will be assessed in 15 minute increments for campers who are picked up after 4:30 PM. Campers whose parents have not checked in for pick-up by 3:00 PM and have not previously purchased Extended Care will be charged the daily fee of \$15. Please refer to the Fees, Rescheduling, and Cancellations section.

## **Fees, Rescheduling, and Cancellations**

### **Late Pick-Up Fees**

Campers whose parents have not checked in for pick-up by 3:00 PM and have not previously purchased Extended Care will be charged the daily fee of \$15.

A late pick-up fee will be assessed in 15 minute increments for extended care campers who are picked up after 4:30 PM. Please refer to the following chart for fees:

Late Arrival	Fee
≤ 15 min	\$10.00
16-30 min	\$15.00
31-45 min	\$30.00
46-60 min	\$60.00

### **Rescheduling and Cancellations**

Cancellations made no later than twenty-eight (28) days prior to your scheduled camp session will receive a full refund. Cancellations made within twenty-eight (28) days but no less than fourteen (14) days prior to your scheduled camp session will be subject to a 50% cancellation fee. Cancellations made within fourteen (14) days but no less than seven (7) days prior to the camp session are subject to a 75% cancellation fee. Cancellations made within seven (7) days of the scheduled camp session will be subject to a 100% cancellation fee. Camp sessions may be rebooked whenever possible; however, rebooking is subject to availability. Each rescheduled reservation will be subject to a \$15 rebooking fee.

At the discretion of the SAHS, your program may be canceled due to events including but not limited to inclement weather, low enrollment, electricity or water issues, or any other unforeseen circumstances. In the event that the SAHS cancels your session, a full refund may be issued.

## **Camp Policies**

### **Attire/Dress Code**

Campers should wear their Camp Humane t-shirt, closed-toe shoes with rubber, non-slip soles, and pants or shorts of at least knee-length. Campers will receive their Camp Humane t-shirt on the first day of camp and will be allowed to change into their shirts in the bathrooms.

Please keep in mind that some activities throughout the day may cause damage to your child's clothing. Clothing or headwear containing images of violence, profanity, or discrimination are not permitted. For the health and safety of your camper, be advised that campers who are not within the dress code may not be able to participate in certain activities, including animal interactions.

### **Behavior Concerns**

Upon arrival to the program, SAHS may review examples of acceptable and unacceptable behavior and campers are expected to adhere to these guidelines. If a behavior problem arises, a SAHS team member will first discuss the problem with the individual. If the problem continues, the camper may forfeit participation in future program activities. If the problems are severe, the parent will be contacted to discuss the problem. Finally, if the problem is not rectified, the parents are responsible for returning to the shelter to pick up the camper from the program. A refund will not be issued.

A SAHS team member may wish to discuss your camper's behavior during the day (positive and negative) at pick-up. Please help us in enforcing all camp rules and let us know if there is anything we can do to help your camper be the best that they can be while at camp.

### **Camp Regulations**

- While at camp, weapons and firearms are strictly prohibited.
- The use of alcohol, drugs, and smoking is prohibited.
- Pets are not allowed at camp. This includes dogs, cats, hermit crabs, lizards, birds, etc.
- Personal sports equipment, such as bats, balls, etc., is not allowed at camp. If sports equipment is to be used in an activity it will be provided.
- Campers are never permitted to ride in any vehicles unless accompanied by their parents or by a SAHS team member. At NO time are personal vehicles used.
- Campers should stay with their group at all times.
- Cell phones should not be used at camp. Campers will be asked to keep their phones off and put away throughout camp hours. The San Antonio Humane Society is not responsible for theft or damage to cell phones at camp. Please notify a SAHS team member if a camper needs to carry a cell phone.

## **Code of Conduct**

- Campers will be respectful of all other campers, volunteers, and SAHS staff, their ideas, and their opinions.
- Campers will be polite and courteous to all other campers, volunteers, and SAHS staff at all times.
- Participants will respect the personal information and privacy of other participants, volunteers, and SAHS staff.
- Campers will be mindful and follow additional directions from SAHS staff while on campus.
- Campers will not engage in bullying or aggressive behavior toward any other campers, volunteers, or SAHS staff at any time.
- Campers will not threaten or intimidate, nor engage in any behavior that may cause injury or harm to the physical or mental well-being of other campers, volunteers, or SAHS staff.
- Campers will not write, use, or display any information that is hostile, insulting to others, obscene, threatening, or otherwise offensive.
- Campers will not engage in cursing, inappropriate, or vulgar language.

## **Camp with Siblings or Friends**

At the time of registration, please include the name of the other participant(s) that you are hoping to group with. It is strongly recommended that campers who wish to participate together be registered at the same time. Please note that space is limited within each session. We will make every effort to accommodate your group request.

## **Hydration**

It is strongly recommended that campers bring a reusable water bottle to camp. Refilling stations are available throughout the shelter and campers will be given several opportunities to refill throughout the day. Please make sure that water bottles are clearly labeled with your camper's name.

## **Medication**

The SAHS Staff and volunteers are unable to administer medication to any child. The SAHS is not responsible for any lost or stolen medication, or ensuring that your child takes his/her medication. This is the sole responsibility of the child and the parent/guardian.

Should your camper be diagnosed with or exposed to any illness that may be contagious and their scheduled session falls within their designated quarantine or recovery period, please contact the SAHS Education Team immediately to discuss your options. You can email [education@SAhumane.org](mailto:education@SAhumane.org) or call (210) 226-7461 ext. 140.

## Parent/Guardian Notification

It is our policy to keep the parents or guardians of our campers informed of camper health concerns and behavior during their child's camp experience.

SAHS will notify you for the following health reasons:

- Any minor injury that requires more than a small adhesive bandage.
- Any illness or injury resulting in the SAHS transporting the camper to a doctor's office, clinic, or hospital emergency room.

SAHS will also notify parents or guardians in the case of behavioral or social problems while at camp. Some of these behavioral concerns might include:

- Flagrant disregard or breaking of camp rules and regulations.
- Any behavior that endangers or harms any other camper, volunteer, staff member, guest, or animal.
- Behavioral or disciplinary problems for which the camper has been pulled aside and counseled by the SAHS team member.

We will contact the parent or guardian by phone, in the presence of the camper, to discuss the situation and conditions for remaining in camp or arrangements for ending the camp experience.

## Lunch/Snack

Campers will get a 30 minute lunch break each day during the program. It is the responsibility of the parent/guardian to provide lunch for their camper each day. Lunch must be packed in a lunch box or disposable bag. Refrigerated space is not available at camp. A 15 minute snack break will be scheduled each day for campers in Grades 1-5. It is strongly encouraged that parents provide a snack for their camper in this age group. Products containing nuts are strictly prohibited from Camp Humane. Any items containing nuts, including but not limited to granola bars, peanut butter or Nutella, candies, cereals, etc. will be promptly confiscated and disposed of. An alternative snack or meal will be provided in the event that an item is mistakenly sent with your camper. Though some items may not contain nuts, we cannot guarantee that some items may have been packaged within a factory that handles nut products. We cannot guarantee that some items may have been packaged within a factory that handles nut products. Accommodations will be made for campers with allergies. Campers with allergies are encouraged to bring their own snack. If your camper has any severe allergies, please disclose this when registering and in discussion with a SAHS team member.

The SAHS will provide lunch for each camper on one of the five camp days. A SAHS team member will send an email to all parents or guardians with menu options and ordering deadlines approximately one week prior to the start of your camper's session. Parents or guardians may elect not to have their camper participate in the provided lunch, though it should be noted that this meal will be provided at no additional cost.

## Staff to Camper Ratio & Etiquette

The SAHS will have a 1:8 staff to camper ratio. In the event of an emergency, camp groups may be combined so that one of the SAHS staff members can respond to the emergency. Campers will be under the supervision of a SAHS staff member at all times.



## **Weather Protocol**

Weather conditions are monitored closely by our management team, and our enjoyment of any outdoor activities is contingent upon the proximity and nature of weather factors such as lightning or high winds. Rainstorms are common in Texas and a SAHS team member will determine if activities need to be moved inside or rescheduled due to rain.

SAHS will follow company policies regarding seeking shelter for lightning, high winds, or tornados in the area. Any decision to cancel a program will be decided in a timely manner and a SAHS team member will notify all parents/guardians.

## **Camper Health and Safety**

- Parents should monitor their camper for any symptoms of illness each day prior to camp.
  - Campers who are expressing any of the following symptoms should stay home:
    - Any elevated temperature of 100.4°F (CDC recommendation)
    - Cough
    - Shortness of breath or difficulty breathing
    - Chills, or repeated shaking with chills
    - Muscle pain
    - Headache
    - Sore throat
    - Loss of taste or smell
    - Diarrhea
    - Known close contact with a person who is confirmed to have COVID-19 (if unvaccinated)
  - Campers who are experiencing any symptoms of illness, as listed above, will not be permitted to attend camp until these symptoms are no longer present. Rescheduling your camper's session will be subject to availability.
  - Campers who may begin experiencing symptoms of illness while at camp will be sent home. Refunds will not be issued for missed time; however, every effort will be made to reschedule your child's session.
- Staff will need to see photo identification that matches a name on the approved pick-up list before allowing a child to leave or be picked up at the end of the day.
- Campers will be escorted into the building after check-in. Guardians will not be permitted to enter the building at this time.
- Activities will take place throughout the shelter grounds, including kennels, behind-the-scenes areas, the education room and adjacent outside play yard. The education room and adjacent play yard are not accessible to the public. Most activities outside of the education room and adjacent play yard will only be accessed prior to public opening. Any guest presenter visiting Camp Humane may require a larger outdoor space on shelter grounds, which may sometimes be accessed after opening. These activities will be guided and supervised by SAHS team members throughout the duration of the activity. Other staff and volunteers may be utilized as needed. The majority of camp will take place inside of the education room and adjacent play yard.
- Each child will be provided their own designated area for lunch boxes and water bottles.
- Spaces will be cleaned and high-touch surfaces will be sanitized frequently by staff each day.
- Reusable water bottles are strongly recommended for each camp participant and will only be refilled by a designated staff member at the Linda and Mike Curb Education Center water dispenser.
- When materials must be shared, they will be sanitized between groups. Everyone will have access to a handwashing station or hand sanitizer immediately after use.

- Campers will be placed into a small group or “pack” for group activities throughout the week. They will be with their same pack for the week.
- Game equipment will be sanitized after each day’s use.
- We will remind campers to refrain from touching their faces.
- Frequent hand washing breaks will be conducted throughout the program and prior to lunch. Participants will be asked to wash their hands for at least 20 seconds.
- There will be hand sanitizer available at all times within the education room.
- No food sharing will be allowed. Though the SAHS is not a nut-free facility, products containing nuts are strictly prohibited from Camp Humane. Any items containing nuts, including but not limited to granola bars, peanut butter or Nutella, candies, cereals, etc. will be promptly confiscated and disposed of. An alternative snack or meal will be provided in the event that an item is mistakenly sent with your camper. Though some items may not contain nuts, we cannot guarantee that some items may have been packaged within a factory that handles nut products. We cannot guarantee that some items may have been packaged within a factory that handles nut products. Reasonable accommodations will be made for campers with allergies. Campers with allergies are encouraged to bring their own snack. If your camper has any severe allergies, please disclose this when registering and in discussion with a SAHS team member.

\*All cleaning will be done with Rescue™. Rescue™, formulated with Accelerated Hydrogen Peroxide®, is approved for use against some of the world’s most dangerous pathogens under the EPA’s Emerging Viral Pathogen guidance, including SARS-CoV-2, the virus that causes COVID-19. Rescue™ Wipes, Ready-to-Use Liquid, and Concentrate can be used effectively against the virus that causes COVID-19 when used in accordance with the directions for use.

### **Disease Prevention Reminders Prior To Camp**

- Guardians are asked to monitor their campers for any symptoms of illness each day prior to camp.
- Staff, volunteers, and campers should not come to camp if they show any symptoms of illness, as referenced in the Camp Policies section.
- Campers, volunteers, and staff will continuously be encouraged to always cover their mouth and nose with a tissue or use the inside of their elbow when they cough or sneeze. Tissues will need to be thrown in the trash immediately and hands should be disinfected by washing hands with soap and water for a minimum of 20 seconds, or with a hand sanitizer.
- Parents will be informed: By coming to camp this summer, you are recognizing the risks associated with participating in group activities. San Antonio Humane Society in no way warrants that COVID-19 infection or other illness will not occur through participation in our programs or accessing our facilities.

## **Camp Activities**

### **Session Themes**

#### **3rd-5th Grade**

**"A Pet's Journey"** (June 1-5, June 15-19, July 6-10, July 20-24)

Learn all about a pet's journey at the SAHS from intake to adoption. Campers will experience firsthand the care and dedication each pet receives while here at the shelter.

#### **6th-8th Grade**

**"Cause for Paws"** (June 8-12, June 22-26, July 13-17, July 27-31)

It's time to "paw" it forward! This week is all about giving back, as campers learn all about how they can make a difference for San Antonio's pets in need. Campers will earn credit for 16 hours of service work for the 5-day session.

## **Frequently Asked Questions**

### **What is included in my registration fee?**

Your registration includes admission to one (1) five-day Camp Humane session. This includes guided behind-the-scenes access and specialized activities between the hours of 9:00 AM-3:00 PM each day. Registration also includes one (1) Camp Humane t-shirt and one (1) Camp Humane water bottle.

### **What is your cancellation policy?**

Cancellations made no later than twenty-eight (28) days prior to your scheduled camp session will receive a full refund. Cancellations made within twenty-eight (28) days but no less than fourteen (14) days prior to your scheduled camp session will be subject to a 50% cancellation fee. Cancellations made within fourteen (14) days but no less than seven (7) days prior to the camp session are subject to a 75% cancellation fee. Cancellations made within seven (7) days of the scheduled camp session will be subject to a 100% cancellation fee. Camp sessions may be rebooked whenever possible; however, rebooking is subject to availability. Each rescheduled reservation will be subject to a \$15 rebooking fee.

At the discretion of the SAHS, your program may be cancelled due to events including but not limited to inclement weather, low enrollment, electricity or water issues, or any other unforeseen circumstances. In the event that the SAHS cancels your session, a full refund may be issued.

### **Are installment plans available?**

Optional installment plans are available for Camp Humane programs. Installment plans are only available when initially registering and may not be created or modified once checkout is complete. For all eligible programs, a deposit equal to 50% is due upon enrollment per registration. Camp Humane (five-day sessions) will follow a two-installment plan, with payment due 28 days and 14 days prior to the start of your scheduled session.

### **What happens if my payment fails or I need to update my card?**

When enrolled in an ACTIVE Network installment plan, charges will be auto-billed according to the payment schedule. If a payment fails, auto-billing will be automatically suspended and ACTIVE Network will notify you of the failed payment via email. You will be prompted to review or update your payment information within your online account and pay your past due balance. For information on how to update your credit card information, please click [here](#). Past due balances must be paid within 48 hours or your registration will be subject to cancellation and in accordance with the cancellation policy outlined in the Fees, Rescheduling, and Cancellations section of the Parent Handbook.

### **I purchased ACTIVE Refund when I registered. How do I make a claim?**

When you purchased ACTIVE Refund, you should have received a confirmation email. To submit your claim, please refer to your original confirmation email and click on the link to begin your claim. For ACTIVE Refund's Terms and Conditions, please click [here](#).

### **There is a charge for \$99.95 on my account for a purchase I did not make. What is this?**

This charge is from the ACTIVE Advantage program. ACTIVE Advantage is an exclusive discount program available from ACTIVE Network. When you register for an activity through an ACTIVE Network system, you are presented with the option to enroll in a 30-day free trial of ACTIVE Advantage. If you have opted into the trial, you will be billed the annual subscription fee of \$99.95. **This program is NOT affiliated with Camp Humane or the San Antonio Humane Society.** To cancel your subscription or request a refund, you may email the ACTIVE Advantage Customer Support team at [ActiveAdvantage@ACTIVE.com](mailto:ActiveAdvantage@ACTIVE.com). For additional information, please visit the [ACTIVE Advantage website](#).

**What if my camper gets COVID-19 or another illness before camp?**

Should your camper be diagnosed with or exposed to COVID-19 or any other contagious illness and their scheduled session falls within their designated quarantine or recovery period, please contact the SAHS Education Team immediately to discuss your options. You can email [education@SAhumane.org](mailto:education@SAhumane.org) or call (210) 226-7461 ext. 140.

**What will my camper be doing throughout the day at Camp Humane?**

Each camp theme will have its own unique schedule for each day. This day may include animal socialization and interactions, arts and crafts, guest speakers, service projects and more. Activities may vary by session and schedules are subject to change. All campers will have a lunch break, and campers in grades 1-5 will also be provided with a snack break. For the safety of your child and our pets, no participant will be permitted to handle any pet while attending the program. Any animal interaction will be led by and under the supervision of a SAHS staff member. It should be noted that while this program takes place at the San Antonio Humane Society, your child should not expect to spend the entire day working with pets.

**What should my camper bring with them each day?**

Each participant will need to bring their lunch in a lunch box or disposable bag and a reusable water bottle that is clearly labeled with their name. Please note that refrigerated space is not available. Products containing nuts are strictly prohibited from Camp Humane. Any items containing nuts, including but not limited to granola bars, peanut butter or Nutella, candies, cereals, etc. will be promptly confiscated and disposed of. An alternative snack or meal will be provided in the event that an item is mistakenly sent with your camper. Though some items may not contain nuts, we cannot guarantee that some items may have been packaged within a factory that handles nut products. Campers should also remember to wear their Camp Humane t-shirt for each day of camp.

**What should my camper wear each day?**

Participants should wear their Camp Humane t-shirt, closed-toe shoes with rubber, non-slip soles, and pants or shorts of at least knee-length. Participants will receive their camper t-shirt upon arrival to the program and will be allowed to change into their shirts in the bathrooms. Please keep in mind that some activities throughout the day may cause damage to your child's clothing. Clothing or headwear containing images of violence, profanity, or discrimination are not permitted. For the health and safety of your camper, be advised that campers who are not within the dress code may not be able to participate in certain activities, including animal interactions.

**Can I buy an extra shirt for my camper?**

Yes! Additional shirts will be available for purchase. A t-shirt add-on will be available during the registration process. If you decide after registration that you would like to purchase an additional shirt, please coordinate with an SAHS team member. You can email [education@SAhumane.org](mailto:education@SAhumane.org) or call (210) 226-7461 ext. 140. Inventory is limited.

**What are the hours of operation for Camp Humane? Is there an extended care option available for working parents?**

Camp Humane will run from 9:00 AM-3:00 PM each day. Extended Care will be available to purchase for all campers at a rate of \$15/day or \$50/session. Extended Care will run from 3:00 PM-4:30 PM. A late pick-up fee will be assessed in 15 minute increments for campers who are picked up after 4:30 PM. Campers whose parents have not checked in for pick-up by 3:00 PM and have not previously purchased Extended Care will be charged the daily fee of \$15. Please refer to the Fees, Rescheduling, and Cancellations section.

**May I drop my camper off late or pick them up early?**

We ask that families adhere to the scheduled drop-off and pick-up times as much as possible to minimize disruptions from scheduled activities and lessons. If you are running late to drop off your camper, please call as soon as possible at (210) 226-7461 ext. 140. Camp may already be in progress and your camper may miss activities or presentations that cannot be made up.

If you need to pick up your camper early, please communicate your pick-up time with the SAHS team members upon drop off in the morning. In the event of an emergency that will require your camper be picked up early, please call (210) 226-7461 ext. 140.

**May I stay and attend camp with my child?**

Only SAHS staff, official SAHS volunteers assisting with the program, and registered campers are permitted to attend Camp Humane.

**How many campers and counselors are there in each session of Camp Humane?**

The SAHS will have a 1:8 staff to camper ratio. In the event of an emergency, camp groups may be combined so that one of the SAHS staff members can respond to the emergency. There is a maximum of 16 campers per session. Campers will be under the supervision of a SAHS staff member at all times.

## **Contact**

### **Jenna Elizondo**

*Outreach Manager*

*Certified Humane Education Specialist*

[jelizondo@SAhumane.org](mailto:jelizondo@SAhumane.org)

(210) 226-7461 ext. 136

### **Hannah Oliviero**

*Outreach Coordinator*

[holiviero@sahumane.org](mailto:holiviero@sahumane.org)

(210) 226-7461 ext. 147

### **SAHS Education (Outreach) Department**

[education@SAhumane.org](mailto:education@SAhumane.org)

(210) 226-7461 ext. 140