

Summer Camp 2021 FAQ

Questions will be updated regularly, please check back for more information.

Below are answers to questions regarding safety and health, cleaning protocols, pick-up and drop-off, camp activities, groupings, lunches, registration, refunds, and more.

Last updated: 3/18/21

Refunds and Cancellations

What is your camp refund policy?

To process an activity or camp refund or transfer request, we ask you to complete an Activity Modification Form online or in-person at one of our park district's customer service desks. Refunds will be applied to any outstanding household balances owed by you for programs, activities, or rentals. If there is no outstanding balance, the refund will be made by check or credit card based upon the method of payment used at the time of registration. Cash payments will be refunded by check.

When do I need to cancel to receive a full refund?

Please refer to refund policy chart for specific dates and refund amounts on page 31 in the Camp Program Guide.

Summer Camp Registration

I am on the waitlist, when will I be notified if I receive a spot in the camp?

The staff is working diligently to accommodate as many campers on the waitlists as safely and quickly as possible. Staff will contact you by phone or email if there is an opening in the camp.

I am interested in a camp that is full; should I put my child on the waitlist?

Yes! Please put your child on the camp waitlist. This assists us in determining how many children are interested in that camp and helps us decide what camps need additional spots.

Why does the fee seem higher than previous years?

This year we have adjusted the times of the camp hours to begin most camps at 9am and end most camps at 4pm. When adjusting the camp hours, the camp added five hours to the weekly camp schedule. This was changed to help alleviate the need for AM and PM extended care for some families and based on parent survey responses. Fee assistance is available for qualified families that need help paying for camp.

What if I do not need care every day or for the full day?

Unfortunately, we do not allow prorations. The full fee is required even if you do not utilize every day, all day.

Safety and Health Questions

Are children required to wear face masks/coverings during Summer Camp?

Yes. The plan is that the campers and staff will be required to wear facemasks indoors and outdoors until we receive other guidance from the CDC (Centers for Disease Control).

How will you ensure the other campers are following the established guidelines (e.g., social distancing and wearing face mask/covering)?

We have updated our Camper Code of Conduct to include the COVID-19 related requirements for attending Summer Camp. If your child or other children are unable to follow the guidelines, then they will not be allowed to attend Summer Camp anymore.

Is the staff required to always wear masks/gloves around my child?

Staff is required to wear masks. If they need to be close with a child or deal with any first aid or bodily fluids, they will be required to wear a mask and gloves as well.

How are you cleaning the equipment?

Strict cleaning guidelines will be enforced. The equipment will be fully sanitized each day by staff or quarantined for the recommendation time based on the surface.

Are you taking children's temperatures?

We are not taking children's temperatures daily. Staff will ask COVID-19 pre-screening questions at drop-off. Thermometers will be available at camp in case staff needs to take a child's temperature during the day. Parent/guardian will also be required to take their child's temperature each morning before Summer Camp begins.

What safety precautions are being put in place for both staff and children?

To name a few:

- Staff and children will wear face mask/coverings indoors and outdoors, especially when social distance is not possible.
- Staff will be required to take their temperature before reporting to work each day.
- Parents will be required to monitor their child for symptoms and take their child's temperature each morning before drop-off.
- Hand sanitizer application is available for campers and staff upon arrival and departure each day.
- Our staff has increased their cleaning protocols to include highly touched areas several times a day.
- "Pods" will remain separate as much as possible and be in groups of 10-30 campers with 1-3 staff.
- "Pods" will be outdoors as much as possible.
- There will be designated equipment and supplies per "pod" to eliminate cross contamination.
- Implementation of handwashing procedures will be enforced throughout the day.
- Staff will be trained in Occupational Safety and Health Association and Center for Disease Control guidelines related to COVID-19.

What would happen if either a child or staff member had COVID-19? Would the entire camp shut down or just the group that had the COVID-19 positive person?

If a child or staff were to become sick with COVID-19, we would immediately notify Public Health officials who would help determine the best practices for potential closure and close contacts. All

families with children that were in close contact with the COVID-19 positive person would be notified immediately.

What if the park district requires quarantine due to COVID-19 exposure at camp and my child needs to remain at home?

If the park district cancels or requires participants to quarantine due to COVID-19 exposure at camp, then the park district will issue refunds for the days the child is required to not attend camp.

What if my child has COVID-19 and requires quarantining, but it was determined they were exposed outside of camp?

The park district will contact the Health Department. If it is determined that your child was not exposed at camp and was not in close contact with any campers or staff warranting a camp closure, then we would not issue a refund for days missed due to COVID-19 quarantining.

My family is planning to travel out of state. What is the policy for returning to camp?

We ask that families follow the CDC travel restrictions and guidelines when it comes to traveling and returning to camp. If you plan on traveling, please speak with the camp supervisor to determine the best plan of action.

Camp Activities and Group Info

Why is there a maximum capacity at each site?

We want to ensure each group has a separate and safe indoor home base and need to plan for inclement weather days. Our park district facilities have limited separate spaces that are available for the different camp groups.

What will pick-up and drop-off look like?

This is dependent on the camp and location. Most camps will be doing a carline. At drop-off, a staff member will greet you and escort your child to their 'pod' group. For pick up, you will again pull up to the carline and a staff member will bring your child to your vehicle. *More information will be emailed in the individual Camp Welcome Letters.*

How will pick-ups/drop-offs work? Are parents allowed to enter the building?

For most camps:

Drop-off: Parents will be able to drop off anytime between 9-9:15am to our staff. If a drop-off will occur after 9:15am, parents will need to arrange with staff ahead of time.

Pick-up: Parents will be able to pick up between 3:45-4pm. If a pick-up will occur before 3:45pm, parents will need to arrange with the staff ahead of time.

How are the groups being divided up? (How many children and how many counselors?)

The groups will be one staff to 10 campers or less. Group sizes will not exceed 20 campers and two staff. Most camps groups will be divided by age.

Will siblings be placed in the same "pod?"

No, they will be with other children their age. However, we will honor sibling (only) requests to be in the same “pod.” If the age difference is larger than two grade levels, we ask parents to **not** request this.

Will there be a mix of ages in the “pods?”

The goal is to group children in “pods” with similar ages. Some “pods” may consist of various ages depending on registration numbers.

Will my child get to go outside?

Yes, children will be outside as much as possible!

What are the lunch and snack procedures?

Campers and staff will have a picnic outdoors as much as possible and be spaced six feet apart. Washing hands before and after eating will be required.

What should my child pack for Summer Camp daily?

- 1) Facemask/face covering.
- 2) Lunch and snack preferred. *Refrigeration will not be available.*
- 3) Water bottle. *Reusable or disposable allowed.*
- 4) Sunscreen
- 5) (Optional) One set of extra clothes in a Ziploc bag.
- 6) (Optional) Beach towel for outdoor eating.

What will Summer Camp look like daily? What activities will be offered?

Children will be involved in play! Whether it be free time, a structured art project, or running on the field, your child’s day will be full of excitement and adventure.

Will Summer Camp go to the pool?

Yes, but the schedules may vary depending on the camp. *Schedules and more information will be available in the Welcome Letters before camp begins.*

Will the children be required to wear a mask in the pool? How will you require social distancing?

Campers and staff will not wear masks while in the pool. We will ask the staff and campers to social distance as much as possible.

What if I do not feel comfortable with my child swimming at the pool?

No problem! The camp staff will have activities and supervision in the grass area at the pools for the campers that do not want to swim. Anyone that is not participating in swimming will be required to keep their masks on.

How will you ensure my child has a great “camp” experience with all the change going on?

We promise fun and that is what summer is about. Our staff members are eager to hold Summer Camp and provide enriching activities throughout the day as safely as possible.

Thank you.