CAMP FREQUENTLY ASKED QUESTIONS

ABOUT SUMMER CAMP

- **Do you provide before or after care supervision for camps?**
    - Yes! After Camp (PM) Care options are available! Campers will be occupied from 3:00-4:30pm. Parents/Guardians can utilize After Care as much or as little as they'd like. You can register for after care upon registering for camps.
    - **After Care Pick-Up:**
        - Pick up your child between **4:30 pm and 4:45 pm.**

- **Will my child get to be close to zoo animals?**
    - There may be some opportunities for campers to have an up-close experience with animals at Como. Campers will be expected to be respectful of the animals but are not required to be near an animal if they are uncomfortable. Como has a no-touch policy for all animals, so although it might be tempting, campers will not be touching any of the animals.

- **My child has a disability and needs accommodations. How can I request specific accommodations?**
    - Como Zoo and Conservatory is committed to providing reasonable modifications to policies and programming to ensure people with disabilities have an equal opportunity to participate. If your child has a disability and needs accommodations, please make sure to indicate as such in your camp paperwork under "tell us anything else we might need to know" and/or email our Como Cares Specialist at campcarespecialist@ci.stpaul.mn.us.

- **Does my child get a camp t-shirt?**

    - Yes! Each camper will receive one complimentary camp t-shirt per summer camp week when they arrive on their first day of camp. It is the expectation that campers will wear their camp shirt each day they are attending camp as t-shirts serve as group identifiers and nametags.
    - If you would like to purchase an additional shirt for your camper, please call our reservation line: 651-487-8272.

- **Do you cancel Camp Como because of weather?**

    - No- in case of inclement weather, campers will spend time with indoor-only activities. The location of Drop Off and Pick Up may change, and parents will be notified under those circumstances.

REGISTRATION

- **How do I register for Camp Como?**

    - Camp Como Registration is handled online HERE. You will need to click the Sign In/Register button in the upper right-hand corner to get started, enter a username and password, as well as enter your contact information and add your campers to your family.

- **Which grade should I register my child for?**

    - Campers should be registered for camps in the grade they will be entering in the fall. For example, a child entering 2nd grade in the fall should sign up for 1st-2nd grade camps.

- **Can I register my child for an older or younger camp?**

    - No. Camp spaces are limited, and in order to provide age-appropriate instruction and activities to campers, please only register your camper for the correct age groups.

- **How do waitlists work since the camp I want is sold out?**

    - Waitlists are managed on a first come, first served basis. If/when camp spots open up parents will be contacted based on their location on the waitlist. If you need to remove your child from the waitlist, please let us know at campcomo@ci.stpaul.mn.us

- **Do you have a multiple child discount?**

    - We do not offer a multi-child discount, however Como Friends members can receive a 10% discount- learn more about becoming a member HERE.

- **Do you have Scholarships available for summer Zoo Camp?**

    - Yes! More information about how Camp Scholarships work and the application will be coming soon.

PREPARING FOR CAMP

- **How do I know if Camp Como is a good fit for my camper?**

    - Our goal is to create a safe, welcoming, and engaging camp experience where every camper can learn, explore, and have fun. While our team is committed to supporting a wide range of needs, **Como Park Zoo & Conservatory is not able to provide all-day 1:1 supervision.**

    - **Minimum Requirements for Attendance at Camp Como**
        - To attend Camp Como, campers must be able to:
            - Stay with their group
            - Toilet, wash, and dress themselves
            - Participate in a group setting with general supervision
            - Use safe, non-violent behavior and refrain from actions that could harm themselves or others

- **When will I receive a confirmation email with all my camp information details?**

    - You will receive a confirmation email from our reservationists one week before your camp start date. Confirmation emails include the following documents to read through:
        - Map of drop off and pick up location
        - Important camp information (includes what to bring)
        - Camp Behavior Policy
        - Medical Authorization Self Administration Forms (if bringing medicine to camp)

- **How do I drop off and pick up my child for camp?**

    - The Drop-Off and Pick-Up area is located at the Circle Drive in front of the Main Entrance at the Visitor Center.
    - Drop-Off:
        - Campers should be dropped off between **8:30-9:00 am.**
    - Pick-Up:
        - Half Day Preschool/Kindergarten campers should be picked up between **11:30am -12:00 pm.**
        - Full Day campers should be picked up between **3:00-3:30pm.**
        - Adults picking up campers will be required to **show ID** and be on the Approved Adult pick-up list.

- **How do I add someone to my approved adult pick-up list?**

    - You can send an email to campcomo@ci.stpaul.mn.us
    - You can notify camp staff at drop off.

- **What do I do if I'm running late to drop off/pick up my child?**

    - You can call or text our camp cell phone at 651-724-4831.

- You could call our reservation line at 651-487-8272.

- **What do I do if I need to pull my child out of camp early?**

  - If you know ahead of time, you can email us at campcomo@ci.stpaul.mn.us
  - Remind camp staff during that morning's drop off.
  - You can also call:
    - 651-724-4831 (or text) (Camp Como Cell Phone)
    - 651-487-8272 (Reservations)

- **What if there's bad weather during drop off and pick up times? Rain? Heat? Do you change the location of drop off and pick up?**

  - If there is inclement weather, we normally switch our drop off and pick up location to the **front door of the Visitor Center.** You may have to park your vehicle in the circle drive temporarily and walk to the doors of the Visitor Center. Camps staff will communicate if there is a change to pick up for the afternoon during morning drop off.

- **Does my child bring their own snacks and lunch?**

  - Yes- campers should bring their own peanut-free and nut-free snacks (and lunches if in a full-day camp), as well as a refillable water bottle. Due to the high prevalence of food allergies, Como does NOT provide snacks or lunch for campers. Refrigeration is not available.
  - Campers who are attending a half-day PreK/K camp should pack two snacks but not a lunch.

- **How should I inform you if my child has allergies, medical conditions, or other special needs?**

  - Please disclose all participant allergies, medical conditions, or other special needs during registration under the question: "Is there anything you would like us to know". To discuss concerns or potential accommodations, please contact our Como Cares Specialist at campcarespecialist@ci.stpaul.mn.us

- **What do I do if my child has medication they need to take during camp?**

    - All medications, including prescription and over-the-counter medication, are required to have a medication authorization form filled out and signed by a parent or guardian.
    - Parks and Recreation staff may administer oral, topical or inhaled medication. Medications that are considered invasive in nature (i.e. Injections, suppositories, etc.) will not be administered by Parks and Recreation staff.
    - Medication must be in its original container which has an identifiable label. Participants are prohibited from sharing any medication, including over-the-counter medication, with another participant.
    - Our Como Cares Specialist will be contacting you if you have indicated YES that your camper will need to have medication with them during their camp day.

- **What if my child is sick or is unable to attend camp for another reason?**

    - Children should only attend camp if they can participate in activities with reasonable comfort. If your child is feeling unwell, we encourage you to keep your child at home.
    - To let us know your camper will not be attending camp that day you can call:
        - 651-724-4831 (Camp Como Cell Phone-call or text)
        - 651-487-8272 (Reservations)
        - Email: campcomo@ci.stpaul.mn.us

- **What if my child has separation anxiety?**

    - It is perfectly normal for young children to be anxious about camp. If this is your child's first time away from you or if you know your child tends to have a difficult time with separation, it is helpful to prepare them for the experience prior to the first day of camp. Please keep in mind that at drop-off you will sign in your camper and leave. You are not able to stay. Most

campers, even the ones that have a difficult time at sign in, love camp. Rest assured, we will contact you if there are any issues.
    - A NEW resource we created this year is our **Intro to Camp Como video**, where parents and campers can see what the experience at camp might be like on your first day. Intro to Camp Como

- **Is there anything my Zoo Camper should not bring?**
    - Please have your camper leave cellphones, electronic devices, and toys at home.

- **How does Como Zoo utilize photos taken of campers?**
    - The photos are to be used by Como Zoo and Conservatory and its partners for publicity and educational purposes, including but not limited to brochures, reports, programs, catalogs, and other promotional items. In addition, these pictures and/or information may be used by the news media (newspapers, magazines, radio, television, and online news services).