



Audubon Nature Institute  
Celebrating the Wonders of Nature

## FAQ: Audubon Zoo Summer Camp 2019

### CAMP CONTACT INFORMATION

#### How do I contact the camp staff?

Email us at [zoedadmin@auduboninstitute.org](mailto:zoedadmin@auduboninstitute.org) or call 504-861-5103

### REGISTRATION

#### Will I receive anything in the mail?

No, we have gone paperless to save the environment. A week before your first registered week of camp you will receive an informational email (from Doubleknot communications) This email gives you general information on what to bring, where to go.... We are holding an **Open House on June 1 from 10:00-12:00**. You can stop in and pick up your t-shirts, buy extra supplies, get your blue pick-up cards and meet your camp counselors. If you are unable to stop by on June 1 please be aware that **each Monday of summer camp is a mini Open House**. On Mondays we will be available starting 8:30 am (Normal drop time is 8:45am) for t-shirt pick-up, blue cards and Before/After Care registration/payments.

#### Will my camper be in the same group as a friend or relative?

All zoo campers are divided into their camp groups by registered **birthdate only**. This allows us to objectively divide the groups into the proper staff to camper ratio. Summer camp is a unique opportunity for children of all ages to make new friends. There are several times a day all campers share space and can spend time together.

#### My camper has some special needs, how should I inform you?

We try to be as inclusive as possible but cannot accommodate all campers due to our open, public environment. We can help parent and child understand if our summer camp is a good fit based on each camper's individual needs. Please contact Alanna Frick at [inclusion@auduboninstitute.org](mailto:inclusion@auduboninstitute.org) or (504)212-5286.

If your camper has special dietary restrictions, you are welcome to bring your own snacks. **Make sure that allergies are noted on the registration form.**

#### What if I want my child to only come for two or three days instead of all five?

If you don't want your child to attend all five days of a session that is your choice, but you will have to pay the full session fee. We do not prorate or offer daily rates.

**What if I need to drop off my camper earlier?** We offer Before Care for all campers Monday through Friday. The cost is \$7.00 per day per child. If you cannot pick your child up by 3:15pm your child will automatically go to Extended Care. The cost is \$10.00 for the day and ends at 5:30pm. Any campers picked up after that time will be charged a late fee (see information below under "The Camp Day"). You can sign up during online registration, at the Monday mini Zoo Camp Open House or contact us at [zoedadmin@auduboninstitute.org](mailto:zoedadmin@auduboninstitute.org) or call 504-851-5103 to enroll at a later date. **To ensure a quality aftercare experience we strongly recommend that your child be preregistered so that we have the staff needed.**

### **What is your cancellation/refund/changing session policy?**

- Refunds (due to camper cancellations) If you cancel before May 1, 2019 you will receive a 90% refund. If you cancel after May 1, but before May 15, 2019 you will receive a 50% refund. If you cancel after May 15, 2019 we are unable to offer you a refund. **This policy is in effect for any and all weeks registered of the 2019 summer camp.** We purchase supplies, hire staff and refuse other campers based on registration numbers May 1, 2019. Registration fees (\$2.00) are non-refundable. Late Pick-Up Policy A fee of \$1.00 per minute will be charged for late pickups.
- To request a cancellation, send an email to [zoedadmin@auduboninstitute.org](mailto:zoedadmin@auduboninstitute.org), include the week of camp, name of the child and name on the credit card. **To prevent misunderstandings or mistakes ALL cancellations must be in writing.**
- To reschedule another date from your original program, please send an e-mail to [zoedadmin@auduboninstitute.org](mailto:zoedadmin@auduboninstitute.org) include the week of camp, your name, and the week you want to change to.
- **No refunds will be made for cancellations due to inclement weather.**

### **We've registered, but now I would like to order an extra shirt, Early Arrival and/or Extended Day?**

We have a mini-open house every Monday where you can pick up your shirts and purchase other supplies. You can also register for extended care at this time. We sell t-shirts and supplies every Tuesday –Thursday from a cart near the front gate. You can sign up for before care and after care on these days also.

### **Does the zoo provide lunch?**

The zoo **does not provide lunch** for campers. Please pack a healthy lunch in **eco-friendly packaging**. We cannot refrigerate or microwave any food for your child. Your child must bring a water bottle every day. If you do not send a water bottle we will give bottled water to your child for **\$1.00** per bottle. It is extremely important for your child to have water all day of camp. We take breaks every few hours to refill water bottles.

### **What are your staff qualifications?**

Audubon Zoo Camp Head Counselors must be certified teachers.  
 Junior Counselors must have one summer of CIT experience before becoming Junior Counselors.  
 CIT's are counselors-in-training. They are youth 14-15 years of age.  
 Each group has one head counselor, two junior counselors and 2-3 CIT's.  
 The ratio is approximately 1-8.  
 All camp staff must go through an interview screening, background and drug checks, training and review.

## **THE CAMP DAY**

### **Tell me about camper drop off and pick up?**

Camper drop off takes place in front of the John James Audubon Statue starting at 8:45am **Tuesdays through Fridays**. We ask that campers be walked in on Mondays since this is the beginning of the new camp week and there are new campers each week.  
 Camper pick up is each day at 3:00pm. You must have the blue pick-up card that states the child's name and the group the child is in. This card will be given to a camp counselor and they will retrieve the child. If you do not have the blue card you will be asked to come into the office with proper ID to sign out the child.

### **What should my camper wear to camp each day?**

At the Open house or on the Monday of each camp week you will receive one free t-shirt for each week of paid camp. For safety reasons this shirt must be worn each day. Shirts from previous camp years can also be worn. Extra shirts are available for purchase.

Sturdy walking shoes, such as gym shoes are greatly encouraged; **flip flops, other opened toe shoes or shoes with no heels, or “Heelies” are not allowed.** We do a lot of walking and stay physically active at our camp. Campers may come home messy. Please dress for the weather.

#### **What should my camper bring to camp each day?**

- Lunch every day.
  - Please pack your camper’s lunch in insulated and **reusable** containers. We cannot microwave or refrigerate lunch.
- A refillable water bottle.
  - We encourage campers also to bring a water bottle with a carrying strap for trips around the zoo.
- A change of clothes and towel **every day**. Cool Zoo and Monkey Hill times can vary throughout the week depending on weather. Campers **must always** be in a Zoo Camp shirt for safety (this includes Cool Zoo). We suggest you purchase an extra camp shirt **Campers will go home with an invoice for the price of a Zoo Camp shirt if they do not have one for Cool Zoo.**

#### **What kinds of snacks do you provide?**

A light snack and iced water will be provided daily in the morning and during aftercare.

**What will happen if there is severe heat or severe thunderstorms during camp?** Portions of camp, such as zoo tours and outdoor games, will occur rain or shine. Please send your child with a poncho or raincoat when necessary; umbrellas are discouraged. Campers may also wear a hat or visor. **Clearly label all belongings with their name.** We ask that you apply sunscreen to your child before arriving at camp, since the only kinds we can apply are spray or aerosol types and we can’t rub the sunscreen in for the campers.

#### **What does my child do all day?**

We have a weekly schedule of activities to keep your child stimulated. Each week offers one behind-the-scenes tour, an educational animal encounter, arts and crafts that are nature and animal related, science discovery time, visits throughout the zoo that are theme related, life science games, once a week auditorium movie time that follows the theme. **We also encourage free play in an outdoor environment as part of each day.** Please ask your child’s counselor for the weekly schedule.

#### **How do you discipline my child?**

All staff is trained to use positive reinforcement as a behavior modifier. If a camper compromises the safety of the group or himself (i.e. running off, or not following rules behind-the-scenes) the child will be taken from the group and sent to the camp director’s office. The child will be told how negative behavior can affect the animals or his own personal safety. A phone call or note will notify the parent of the incident. If a child continues to compromise the safety of the animals, himself or the group the child will be asked to not return to camp. We have a strict 3 strike policy at Zoo Camp. Behavior necessitating a call to a parent or guardian is an automatic strike. A written incident report is also considered a strike. Zoo Camp reserves the right to ask any camper to leave if the infraction is serious enough.

#### **What if I am running late and not able to pick up my camper in time?**

At 3:15pm your child will be placed in extended care for a fee of \$10.00.

The cost is \$10.00 per day per child. Extended care ends at 5:30 pm, any campers picked up after that time will be charged \$1 per minute. An invoice will be sent if the amount due is not paid within 2 days.

If you are going to be late, please call either 504-861-5103 or 504-239-4571

#### **Can my camper buy an item from a zoo concession stand or gift shop?**

Campers are not permitted to purchase any items from the zoo concession stands, gift shops, or restaurants during camp sessions. PLEASE DO NOT send money to camp with your child for any reason. You may purchase items from concession stands or gift shops after you pick up your camper.

**Where can we find my camper's lost items?** If your camper left something behind in their classroom, it should be there the next day. If they lost something while out in the zoo or left it behind at the end of the camp week, please check the zoo's lost and found office in the camp area. **PLEASE LABEL YOUR CHILD'S ITEMS.**

**Who do I contact if I have concerns?**

Please contact the camp director first at 504-212-5357, if you feel the situation was not resolved please contact the Director of Education, Brenda Walkenhorst at 504-212-5472.