

# Summer Day Camp – Frequently Asked Questions

*Please review our FAQ and other resources ([Family Handbook](#), [Rate Sheet & Payment Policies](#), [Registration Instructions](#), [Calendars & Themes](#), and [Financial Aid Application](#)) to see if your question has been answered. If you cannot locate an answer to your question, contact information for the Summer Day Camp staff members and Before & After School Registrar are listed at the end of the FAQ.*

## REGISTRATION QUESTIONS:

- **How do I request a change to the days my child is registered for?**
  - All transfer requests must be sent in writing to the Registrar. The timeline and fees for transfers can be reviewed in the Rate Sheet & Payment Policies or Family Handbook.
  
- **How do I request a drop-in?**
  - If your child is already registered for Summer Day Camp 2020, you can request an additional drop-in day by contacting the site team directly. If your child is not already registered for Summer Day Camp 2020 you will first need to complete that registration online. The Summer Day Camp registration will take 1-2 weeks to process prior to your child being allowed to drop-in. Any drop-in requests sent to the Registrar will be forwarded to the site team for approval. Drop-in rates can be reviewed in the Rate Sheet & Payment Policies or Family Handbook.
  
- **Why does it say “mobile enrollment is unavailable” when I try to register?**
  - The registration software is not mobile friendly. You can work around it though and still register with a mobile device. Select the “home” button at the top of the page then select “full site”. This will redirect you to the desktop version so you can continue with registration.
  
- **Why do you require vaccines?**
  - Per OCC rules, all children who attend Summer Day Camp are required to have their vaccines up-to-date or have an exemption form from their doctor. If we suspect a breakout of a highly infectious disease, un-vaccinated children will be sent home for their safety. You can review our vaccine policy in the Family Handbook.
  
- **How do I cancel my child’s enrollment in a session of Summer Day Camp?**
  - All cancellation requests must be sent in writing to the Registrar. The timeline and fees for cancellations can be reviewed in the Rate Sheet & Payment Policies or Family Handbook.
  
- **Who do I notify that my child will be absent from one of their scheduled days?**
  - If your child will be missing, arriving late to, or leaving early from one of their scheduled days, please let the site team know.
  
- **Someone new will be picking-up my child today, who do I notify?**
  - Changes to authorized pick-ups must be sent in writing to the site team for your child’s safety. Our authorized pick-up guidelines can be reviewed in the Family Handbook.

- **Why is there a \$50 deposit for each session?**
  - The \$50 deposit for each session is to hold your child's spot. It is included in the weekly rate rather than in addition to it and the remaining balance for the week will be set to a payment plan.
  
- **My child is on the waiting list; when will I be notified of an opening for them?**
  - Our Summer Day Camps can allow up to 80 children per day. If your child is wait listed for a day/session you will be notified as soon as there is an opening for them. All waiting list offers are sent from the Registrar to the primary email listed on your account.
  
- **How do I apply for financial aid?**
  - The Summer Day Camp Financial Aid Application is available online. After completion, you can choose to fax, email, or mail it to the Registrar. Please do not give your completed application to a site staff member. Completed financial aid applications are due by May 1, 2020. Financial aid information can be reviewed in our Rate Sheet & Payment Policies, Family Handbook, and Financial Aid Application.
  
- **I received financial aid last year; will it apply again this year?**
  - All Camp Fire financial aid is good for only one year. Families who received financial aid for the 2018/19 school year or 2019 Summer Day Camp will need to reapply. Families who received financial aid for the 2019/20 school year will have the option of using that aid for the 2020 Summer Day Camp as well. Financial aid information can be reviewed in our Rate Sheet & Payment Policies, Family Handbook, and Financial Aid Application.

## **PROGRAM QUESTIONS:**

- **The forecast is predicting temperatures over 100F today; how will you keep the children safe?**
  - Constant application of sunscreen
  - Water breaks all day
  - Water play and shady environments
  
- **What should my child bring to Summer Day Camp?**
  - A filling sack lunch (lunches should not require refrigeration or heating).
  - Water bottle labeled with your child's first and last name.
  - Clothing that is labeled, comfortable and appropriate for walking, getting dirty, or possibly wet (a change of clothes is always a good idea).
  - Sturdy, comfortable shoes for walking, playing, and exploring (sandals must have back straps).
  - Hat or visor.
  - Camp Fire's Summer Day Camp shirt for field trip days.
  
- **What should my child bring on Camp Namanu Field Trip days?**
  - All of the above.
  - Swimsuit, towel, goggles.
  
- **Can my child use their cell phone or other technological devices at Summer Day Camp?**
  - We ask that you leave the technology at home. Camp Fire is not responsible for lost or damaged personal items. Toys, games, cell phones, music players, remote-controlled items, and other electronic devices are not allowed unless otherwise approved by the Day Camp Director. We want your child to engage with the Summer Day Camp programming and connect with staff members and other children during their time at Summer Day Camp.

- **How can I stay informed about upcoming camp activities?**
  - A weekly newsletter will be sent out prior to each session start day and will be available on the first day of each session outlining any field trips or special visitors for the week. The newsletter will be available on our web site each week. There will also be a daily schedule posted on site each day.
  
- **My child has food restrictions/allergies, do I need to send them with their own daily snacks?**
  - At Camp Fire we work to accommodate all food needs for our children. When you register your child, you will be asked to list any food restrictions and/or allergies. We will be sure to have an inclusive snack menu with alternatives for children who have special food needs. More information on lunch and snack can be reviewed in the Family Handbook.
  
- **My child needs to take medication regularly. How does this work?**
  - You must connect with the Day Camp Director regarding medication, fill out and sign a medication release form with clear instructions, and have the medication in its original packaging with the child's name clearly marked. You can review our complete medication policies and procedures in our Family Handbook.
  
- **Do you provide sunscreen?**
  - You will be asked to sign a sunscreen release form to indicate if you'd like to use sunscreen provided by Camp Fire or if you'd rather supply your own in a bottle labeled with your child's name. The release form will be available on site and will be emailed to you as part of our weekly newsletter process.
  
- **Are there overnights for Summer Day Camp?**
  - No. But if you are interested in exploring our overnight resident camp, find more information at [campnamanu.org](http://campnamanu.org).
  
- **Can I drop-off my child after 9:00am or pick-up my child before 4:00pm every day?**
  - The bulk of our specialized programming happens between 9:00am and 4:00pm every day, this includes field trips, special visitors, games, crafts, and other camp activities. If your child arrives after 9:00am, they may miss out on some of our scheduled activities, but we will make sure to help them find their group and get started for the day. On field trip days, it is important for your child to arrive on time in order to participate! If you need to drop-off late or pick-up early, just make sure to connect with a Summer Day Camp staff member beforehand so they can help make sure you don't miss something important and/or help make sure your child is ready when you arrive. Just know that your child may miss out on some camp activities. You can review a sample of our daily schedule in the Family Handbook.
  
- **My child is going into 6<sup>th</sup> grade after the summer and was part of the Before & After School program during 5<sup>th</sup> grade, can they attend Summer Day Camp?**
  - As long as your child is less than 13-years-old they can attend Summer Day Camp. So, going into 6<sup>th</sup> grade should be fine, but they will be in a group with 4<sup>th</sup> and 5<sup>th</sup> grade children. Our programming is focused on children in K-5<sup>th</sup> grades.

- **What is Wheels Day?**
  - Wheels Day is an opportunity for the children to bring their bikes, scooters, skateboards, or skates to Summer Day Camp every Friday! Summer Day Camp staff design a safe course on the blacktop while the children decorate, wash, and get their wheels ready to roll. Helmets are required for all things rolling and elbow and knee pads must be worn while riding skateboards or skates.
  
- **Will there be field trips other than to Camp Namanu?**

Yes, we will take walking field trips to area parks, splash pads, and pools throughout the summer. You can review our Program Calendar for more information regarding scheduled trips and activities.
  
- **Can I give my session payment to the Summer Day Camp staff on-site?**
  - No. Summer Day Camp staff members are not allowed to take money on-site. If you need to pay your bill or have questions about payment options please contact the Registrar.

**If you have any other questions please feel free to contact us!**

<b><i>Program &amp; On-Site Support</i></b>	
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