Frequently Asked Questions for ZooCamp at Stone Zoo

1. **What documents are required and when do they need to be submitted?**

There are three required documents that musts be submitted for each child that is registered: current immunization records, the ZooCamp model release, and the ZooCamp medication administration form.

As an optional form, you may also submit behavioral management plans, Individualized Education Plans (IEP) or other documents that may help ZooCamp provide your child with a valuable camp experience.

If your household income is less than $100,000 annually and you register using our sliding scale payment method, you must also submit income verification. We require a copy of the first page of your most recent federal income tax return. Please do not include schedules, worksheets, or state returns. If a tax return is not available, you may send copies of W-2 forms, end of year paystubs, or letters detailing Social Security benefits, unemployment compensation, child support, or other income. Please omit any sensitive information including social security numbers.

All required documents can be submitted in the following ways:
-Uploaded directly to your Active account under the 'Supplemental Forms' tab
-By Email: SZcamp@zoonewengland.org
-By Fax: 781-438-9517 Attn: Stone Zoo Education Department
-By mail or in person:

Stone Zoo
Attn: Education Department
149 Pond Street
Stoneham MA, 02180

All required documents must be submitted prior to May 12th, 2023. If we do not receive your forms by that date, your registration will be cancelled, and payments will be refunded.

2. **What is the daily schedule for ZooCamp?**

Below is an example of a typical daily schedule***:**

9:00 –9:30am: Opening Circle –Opening circle helps us to wake up and get excited for the day! This activity involves all campers and includes introduction of the daily theme.
9:30 –12:00am: Morning activities, snacks, and games.
12:00 –1:00pm: Lunch.
1:00 –1:30pm: Live animal encounter.
1:30 –2:30pm: Afternoon activities and games.
2:30 –3:00pm: Clean-up and closing circle –Closing circle is a good time to reflect on the day's activities in smaller camper groups.

Once per session, ZooCamp will go behind-the-scenes or have a special tour with a zookeeper.

*For a more detailed daily or weekly schedule, please contact the ZooCamp Director. Please note that daily schedules may slightly vary depending on age group, weather, camper interests, etc.

3. **When/where is drop-off and pick-up?**

Drop-off and pick-up happen at the Maple Glenn Gate, to the very right-hand side of the Zoo parking lot. Drop-off will be scheduled during a 15-minute time block (8:45-9:00am). During this time, parents/guardians will wait at socially-distanced markers outside of the camp area until camp staff are ready to check them in. Pick-up will be scheduled from 3:00-3:15pm. Parents/guardians will wait in their cars or at the socially distanced markers outside of the camp area. Staff will check photo ID before releasing camper and having the parent/guardian sign them out.

4. **Where is extended care located and when I can I drop-off and pick-up my camper from extended care.**

Before care and after care are both located at the Maple Glenn Tent, in the same location that drop-off and pick-up take place. Drop off for morning care can happen any time from 7:45am-8:40am. Your camper can ring the bell located outside of the gate to let camp staff know of your arrival. *Please note: the camp gate will open for general check-in at 8:45. We will not be opening the gate between 8:40-8:45 to allow the morning care group to clean up their activities.*

Pick-up from after care can happen any time from 3:00-4:15pm. The camp gate will close at 3:15pm. If you are picking up your camper between 3:15pm-4:15pm, please ring the bell located outside of the gate to let camp staff know of your arrival.

5. **What happens if I am late to pick my camper(s) up from ZooCamp or extended care?**

If you are late to pick your child care up from extended care, starting at 4:20 PM, you will begin accruing a late-fee. At 4:20 PM, you will be charged $5.00. You will be charged $5.00 additionally for every five minutes following 4:20 PM. The late fee will increase to $10.00 for every five minutes starting at 4:45 PM. *Please note: this applies to after-care only.*

If you ***did not*** register your camper for extended care, and are more than 10 minutes late to pick them up (picking them up after 3:25 PM), you will be charged our single day rate of extended care which is $30.00.

6. **I didn't register my child for extended care during registration, but now I need to sign them up, what can I do?**

There is a maximum of 20 spots allocated to extended care. If there is extended care availability during your campers' session of ZooCamp, you can sign them up any time up until the Wednesday before the start of their session. You can login to your Active.com account to add extended care. Please note, we offer several options for extended care including: morning care only, after care only, both morning and after care, and single day (both morning and after care).

7. **What should we pack for ZooCamp each day?**

-A face covering or face mask (if you would prefer that your child wears one during the camp day)

-Snack –Campers will have snack in the morning before lunch.
-Lunch -Refrigeration is not available, so food items that spoil easily should not be included.
-Reusable water bottle.
-Close-toed and comfortable shoes for walking and running.
-Weather-appropriate gear and clothing.
-Sunscreen
- Bug spray.
-*Optional*: ZooCamp t-shirt. Campers will receive a t-shirt in the beginning of the camp session. Campers are welcome to wear their ZooCamp shirt to camp but it is not required.

Leave it at home:
-Favorite toys & stuffed animals.
-Money for food and gifts. The zoo's concessions and gift shop are not available to campers during ZooCamp.
-iPads & other electronics.

8. **When should we expect a reminder email?**

A reminder email will be sent out the Wednesday before your camper's session begins.

9. **Will my child have contact with zoo animals?**

ZooCamp has a daily encounter with an ambassador animal from our ambassador animal collection. Campers will also go behind-the-scenes with a zookeeper once per session to watch an animal training session, feed an animal, or see their behind-the-scenes home. Campers are not allowed to touch animals on exhibit or in the behind-the-scenes areas. If a ZooCamp staff member feels like a camper or group cannot follow the expectations of an animal encounter or going to a behind-the-scenes area, the camper or group may miss out on the experience.

10. **Can my child be in the same camp session as their friend/sibling/relative?**

Each session of ZooCamp is catered to a specific age group, with age-appropriate activities and lessons, so each camper must be registered for a session that corresponds with their age. Each week the camp group is likely to stay together as one larger group, occasionally splitting up for specific activities.

11. **Can my child bring lunch with peanut butter?**

Campers are permitted to bring food with peanut butter and other nuts. ZooCamp does see campers with nut/other food allergies, and camp counselors will work to prevent any potential contact with allergens. Campers with food allergies will eat snack and lunch at a designated table with no nut-products permitted.

12. **Does my child need to be toilet trained?**

All campers are required to be fully toilet trained and must be able to use a public restroom with no assistance from camp staff.

13. **What is the counselor to camper ratio?**

Counselor to camper ratio is 1:10 for campers ages 7 and up. ZooCamp staffs 4 counselors (including the Camp Director).

Group sizes vary for each age group:
-Ages 4-5: 16 campers
-Ages 6-7: 25 campers

-Ages 8-10: 25 campers
-Ages 11-13: 20 campers

14. Can my camper have a 1:1 ratio with staff?

ZooCamp welcomes all children to attend camp. We request that you please provide any important information pertaining to your child that will enable them to have the best experience possible at camp. This information may include behavioral or emotional conditions, accessibility concerns, Individualized Education Plans (IEP) and behavior management plans. ZooCamp staff will work with parents/guardians to provide their camper with a valuable camp experience. Please note that it is not possible for our staff to provide your camper with 1:1 attention during the camp day. If this is something your camper requires, please contact the ZooCamp Director prior to registration to discuss possible options for your child.

15. Can I change my session or make adjustments to my registration?

Changes or adjustments to your registration can made up to 10 days before the start of the session. Changes include switching or adding sessions if there is available space in another session for that age group.

16. What is your cancellation policy?

If you need to cancel your registration more than 6 weeks before the date of your camp week, 75% of your camp cost will be refunded, minus a $10 service fee. If you need to cancel three weeks or more before the start of your camp week, 25% of your camp cost will be refunded, minus a $10 service fee. If you are cancelling three weeks or less before the start of your camp session, no refunds will be issued.

17. What is your inclement weather policy?

We take safety seriously – for campers, Zoo visitors, staff and for our animals. In the unlikely event of an impending natural disaster, such as a tropical storm or hurricane, Zoo staff may decide to cancel a day of camp. We monitor forecasts and aim to make any cancellation decision prior to pick-up the day before the disaster is predicted to strike. We reserve the right to cancel a day of camp by 8am on the morning of the storm. We appreciate your support and understanding should such a decision need to be made. Historically, this has been very rare. If we decide we must cancel a day of camp due to situations beyond our control, we will refund 50% of that day's fee, minus a $10 service charge.

18. What is the Zoo New England tax identification number?

04-3129124.

19. Can I review the background checks of the counselors or see any of the ZooCamp policies?

Yes. You have the right to review the background check policy, our health care policies, our discipline policies and grievance procedures upon request. You may ask the Board of health to confirm that background checks were completed at Camp. Please note, however, that parents/guardians are not authorized to review any staff person's actual CORI or SORI report.

20. Where can I find contact information for the Zoo New England Education Department?

ZooCamp Director

Cell phone: 617-438-7181*

Email: SZCamp@zoonewengland.org

(Available Monday-Friday during camp schedule)

*Please **only call** the cell phone during camp hours as texting causes attention to be taken away from the campers.

Education Administrative Specialist

Desk phone: 617-989-3742

Email: education@zoonewengland.org

(Available Monday–Friday)

Education Program Manager

Desk phone: 781-438-2281

(Available Sunday–Thursday)

Director of Education & Volunteer Programs

Desk phone: 617-989-3736

(Available Monday -Friday)