

# Frequently Asked Questions – Camp Como

## **REGISTRATION**

**I already registered my child for Camp Como. Do I still need to fill out the camper paperwork packet that was emailed to me?**

*Yes. The Camp Como paperwork packet ensures that Camp Como staff has the most up to date information about your child. This information includes an authorized pick up list, emergency contacts, and any allergies or medical conditions. Your camper will not be allowed to attend camp without completed paperwork.*

**I cannot locate the emailed paperwork that I need to fill out. Can I find the paperwork online?**

*Yes, you can find the camper paperwork on our website under Education- Camp Como- Camp Forms: <http://www.comozooconservatory.org/wp-content/uploads/2019/05/Camp-Como-Forms-2019.pdf>*

**When is the camper paperwork packet due?**

*The camper paperwork should be turned in at least one week BEFORE your child starts camp.*

**Do I have to fill out all of the forms in the Paperwork Packet?**

*You are required to fill out the forms regarding the authorized pick up list, emergency contacts, and any allergies or medical conditions. There are a few pages that will only be relevant for campers who are signing up for supervised lunch or extended care. Each page of the packet clearly states whether that specific form is required or optional.*

**Can I register my child for a camp that does not match my child's grade level?**

*Your child must attend a camp that matches the grade that they will be entering in the fall. We tailor our curriculums to the developmental level of the campers, so they will get the most out of their camp experience if they sign up for their proper grade level.*

**When would I be notified about a camp being canceled?**

*If a camp is cancelled for any reason, you will be notified at least a week in advance.*

**When would I be notified about my child moving off of a waitlist?**

*If your child is moved off a waitlist for camp, you will be notified as soon as a spot has been made available.*

### **What do I do if I want to cancel or switch my child's camp registration?**

*If you would like to switch or cancel your camp registration, or if you have any questions about the registration process, please contact the Como Education department at 651-487-8272 or [campcomo@ci.stpaul.mn.us](mailto:campcomo@ci.stpaul.mn.us). There is a \$10 administrative fee if you cancel registration before the week of the camp.*

### **PICK UP AND DROP OFF**

#### **Where do I pick up and drop off my child?**

*The pick-up and drop-off site is in front of the Marjorie McNeely Conservatory building. There will be an area marked by cones that is specifically designated for Camp Como. There is a map of this location on our website: <http://www.comozooconservatory.org/wp-content/uploads/2018/05/Camp-Map-2018.pdf>*

#### **What is your process for camper check-in and check-out?**

*A parent or guardian and your child should check-in with Camp Director or Coordinator upon arrival at the drop-off site, and then check-in with their specific camp instructor for that day. For check-out, we require ID verification from the adult picking up the child. This adult MUST be on the authorized pick-up list that was included in the camp registration forms.*

#### **What should I do if I need to pick up my child early?**

*If you need to pick up your child early, please call 651-487-8272 or 651-724-4831 to let us know of the change. You will then meet your child at the normal drop-off/pick-up spot at the designated time.*

#### **What should I do if I am running late to pick up my child?**

*If you are running late, please call 651-724-4831 or 651-487-8201 to let us know. We charge a \$10 late fee per occurrence per child, which is the same cost per child for our extended care.*

#### **What are the parking regulations at the pick-up/drop-off site?**

*You do not need to find a parking spot if you are simply picking up or dropping off a camper. We have a designated pick-up/drop-off site for Camp Como, where you can pull up to the curb and leave your car in the loading zone while you check-in or check-out your camper. If you are planning to visit the zoo or conservatory or Como Town before or after picking up your camper, you will have to find a regular parking spot outside of the pick-up/drop-off zone.*

### **What if I want someone else to pick up my child?**

*Every camper is required to turn in an authorized pick-up list with their camp registration forms. You may include other adults or older siblings that have permission to pick up your child. They will be required to show a government-issued picture ID that matches the name on the authorized pick-up list. You can modify this list in writing at any time during camp. We suggest emailing [campcomo@ci.stpaul.mn.us](mailto:campcomo@ci.stpaul.mn.us) with any changes.*

## **CAMP DAY**

### **Who teaches Camp Como?**

*Camp Como is taught by our dedicated seasonal Camp Instructors, as well as our year-round Education staff members. All camp instructors have experience working with children and have received training on the specific expectations of Camp Como.*

### **How do I know who my child's camp instructor will be?**

*Your child's camp instructor will be at the drop-off site every day, and you are welcome to introduce yourself to them on the first day of camp, or check in with them during the week as needed.*

### **Who manages Camp Como? Who do I go to with day-of questions?**

*Camp Como is coordinated by the Public Programs Coordinator and Camp Director. For any day-of questions, you can speak with the supervisor doing check-in/check-out, or you can call 651-487-8272 or 651-724-4831 at any time to speak with staff.*

### **What types of activities do campers participate in most days?**

*Campers will participate in a variety of activities every day, ranging from zoo and garden tours, to art projects, to indoor/outdoor games, to meeting Zoo Keepers and education animals.*

### **What should my child bring to camp every day?**

*Your child should wear closed-toe shoes and appropriate clothing for being outdoors in any weather. They should bring a backpack with a reusable water bottle, sunscreen, and their lunch (only if they are a full-day camper). Snack is provided by Camp Como – please do not send snacks from home. Please label all belongings; Camp Como is not responsible for lost items.*

### **Why should my child wear the Camp Como shirt every day?**

*Camp shirts serve as camper name tags, and help instructors keep campers together as a group during busy summer days at Como. Campers will receive their complimentary camp shirt on the first day of camp. Additional shirts are available for purchase during camp for \$10 per shirt.*

## **What is Camp Como's behavior policy?**

*The Camp Como Behavior policy can be found in full on page 8 of the Camp Registration packet: <http://www.comozooconservatory.org/wp-content/uploads/2019/05/Camp-Como-Forms-2019.pdf>*

## **SNACKS AND LUNCH**

### **Where and when do all-day campers eat lunch?**

*All-day campers eat lunch around 12:15 PM, between the morning and afternoon sessions. On good weather days, campers will eat outside in Como Park. In the case of inclement weather, campers will eat inside in one of the camp classrooms. Lunch is supervised by at least two education staff members.*

### **Can I send a snack from home with my child?**

*Camp Como provides snack for every camp session, morning and afternoon. Please do not send personal snacks from home, as we prefer for all campers to have the same snacks, and there may be other campers with food allergies.*

### **What are Como's food allergy management practices?**

*Please let us know prior to your child's camp week if there are any food allergies so we have adequate time to accommodate them. All of our camp snacks are nut-free, and many are gluten and dairy free. If you have questions about the specific snacks we offer in regards to food allergies or sensitivities, you are welcome to email us at [campcomo@ci.stpaul.mn.us](mailto:campcomo@ci.stpaul.mn.us) or call us at 651-487-8272. For full-day campers, we do not allow sharing of lunch food among campers, and we offer separate eating areas for campers with severe allergies.*

### **Can I order a lunch for my child throughout the camp week?**

*Yes, you can order a lunch for your child from our on-site catering partner, Lancer. The sandwich options are Jelly Sandwich on white bread, Ham and Cheese Sandwich on white bread, or Turkey and Cheese Sandwich on white bread. Bag lunches also include: goldfish crackers, mandarin oranges, and juice. All bag lunches must be pre-ordered and paid in advance. No orders will be taken on the day of camp. Payments can be made via cash, check (made out to Como Education), or by using the credit card form on page 7 of the camper registration packet: <http://www.comozooconservatory.org/wp-content/uploads/2019/05/Camp-Como-Forms-2019.pdf>*

**Who should I contact if I have further questions?**

*If you have any further questions, please contact any of our Education Reservations staff, or the Camp Director or Public Programs Coordinator. The best way to reach them is by emailing [campcomo@ci.stpaul.mn.us](mailto:campcomo@ci.stpaul.mn.us) or calling 651-487-8272.*