

## Delaware State Parks Summer Camp FAQs 2023

### REGISTRATION

#### **I was emailed that I have an account already, but I can't login. Where can I get help?**

Contact the park's Program Manager for help or you can email the general email account listed on the Delaware State Parks camp page.

#### **I need help registering for camp. Who can I contact?**

You can find contact information for each park in the camp flyers on the summer camp page <https://destateparks.com/SummerCamps>. You may also contact us via email at [StateParkPrograms@delaware.gov](mailto:StateParkPrograms@delaware.gov). Please note the park you're inquiring about. Additionally, you can call the park.

#### **What age does my child need to be to attend camp?**

Children need to be the age listed on each camp to attend. When you set up a camper profile, our online system will show you the camps your child is able to attend.

#### **Are there limits on how many camps we can register for?**

Due to high demand, select\* park locations will have registration limits for the first few days of registration. After this initial period, registration will be opened up without limitations for the remaining spots in camp.

\*For 2023 registration, Cape Henlopen State Park will allow one camp registration per child for the first 48 hours of camp registration. White Clay Creek State Park will allow three camp registrations per child for the first 48 hours of camp registration. After online registration has been open for 48 hours, you can register for additional sessions if spots are available.

#### **I don't have my immunization records; can I still register?**

You'll be able to create a family profile, but you won't be able to register until all information has been entered and payment is made. If you have questions about immunization records, please contact the park Program Manager for assistance.

### CANCELLATION

**What is your cancellation policy?**

Cancellation and/or requests to reschedule must be received 30 days before the start of camp and will be subject to a \$30 administrative fee. There will be no credits/refunds or rescheduling within 30 days of the start of camp.

**I want to cancel camp before the 30-day deadline. How does that work?**

From your family profile page, you can select and cancel any reservation up to 30 days before the camp session begins, less a \$30 administrative fee. This will give a credit to your account to use on another Delaware State Park camp session. If you'd like a refund, please contact the park Program Manager for assistance.

**I registered for the wrong camp. How do I change the session?**

Contact the Park Manager for more information.

**CAMP QUESTIONS**

**Who is able to pick up my camper?**

Campers can only be picked up by individuals listed in the authorized pick-up section of the online registration. NO EXCEPTIONS! Photo identification must be provided at time of pick up.

**I recall seeing a late pick-up policy, can you explain that?**

We ask that parents are respectful of our staff's time and pick up campers on time each day. If your child is not picked up 10 minutes after the end of camp or after care, you'll be charge \$10 for each 5 minutes that you're late. A clock will be provided at sign in/out for your convenience, and camp staff has been instructed to refer to this clock to document late pick-up times.

**Do you have a camper code of conduct?**

In order to maintain a safe and peaceful camp environment, we require parents and campers to read and understand the importance of abiding by the following code of conduct:

I will follow the camp schedule. I will bring only the listed items to camp (no weapons, electronic items, etc.). I will respect counselors, directors and other campers by not using foul language, name calling or fighting. I will follow all safety rules set forth by the camp staff.

When registering online you must agree to the camper code of conduct.

### **Do you have a camper disciplinary policy?**

Camp is meant to be a fun, educational and recreational activity. For the benefit of all campers, it's important that children behave appropriately within the camps. If it becomes necessary to take disciplinary action against a child, the steps followed are outlined below.

- 1st incident: The camper will receive a verbal warning and an explanation as to why the behavior is inappropriate (whenever possible away from other campers).
- 2nd incident: Staff will determine an appropriate consequence for the camper's actions. (Examples may include a time out or exclusion from participating in an activity.) The camper's parents will be notified of the behavior when they arrive to pick the child up.
- 3rd incident: The child will be excused from camp without a tuition refund.

The camp staff of Delaware State Parks reserves the right to bar any child from camp following a first incident in cases of serious behavior problems.

### **Are there waivers for camp?**

Yes. To participate in Delaware State Parks summer camps, parents must agree to the Delaware State Parks camp waiver in the online registration platform. Some camps also include additional waivers for high adventure activities (like rock climbing) or third-party camp activities.

### **What type of training is provided for camp staff?**

Delaware State Parks works with a number of organizations to provide training to our camp team, including the American Red Cross, American Canoe Association (depending on site) and the Beau Biden Foundation. Additionally, camp staff attends Delaware State Parks Summer Camp Training.

### **Can you tell me about the camp activities listed in the camp description?**

We try our best to accurately list the activities that will take place during camp week. However, due to the many factors including weather, Covid-19 procedure updates and other factors, activities listed in the camp descriptions are not guaranteed and are subject to change. If we have to cancel an advertised activity, we'll make every attempt to schedule a replacement activity that is similar or comparable to the original activity.

## **CAMP ILLNESS PROTOCOL**

### **Is there a Covid protocol this year?**

Delaware State Parks follows the Delaware Health and Social Services, Division of Public Health guidance for its recreational camps. This may include employee and camper screening per Division of Public Health Essential Screening Guidance. Through submission of the online registration, parents and guardians of campers must agree that campers shall adhere to Division of Public Health guidance for COVID-19, including the possibility that campers will be sent home as appropriate for exposure and or illness/symptoms.

### **What is your illness protocol in camp this year?**

To ensure the health of our camp community and help prevent the spread of illnesses, please remember to follow the camp illness protocol.

- If your child has any COVID-like symptoms, please complete a COVID test on them prior to sending them to camp. Notify your child's camp director if they test positive for COVID or have been exposed to someone with COVID who lives within the same household.
- If your child tests negative for COVID, they must also remain fever-free and vomiting/diarrhea-free for a full 24 hours without fever-reducing medication prior to returning to camp.
- Students who experience a fever of 100.0 degrees or higher, vomiting or diarrhea at camp will be sent home.
- For any sickness the camper may be experiencing, the camper must remain fever-free and vomiting/diarrhea-free for a full 24 hours without fever-reducing medication prior to returning to camp.
- If your camper isn't feeling well and is unable to participate in regular camp activities, we'll contact the parent/guardian.

If you still have questions, please contact us at [StateParkPrograms@delaware.gov](mailto:StateParkPrograms@delaware.gov)