



## Midwest Children's Burn Camp Virtual FAQ

We understand that with the changing camp format, caregivers might have questions about what that format looks like, how it works, how we are keeping campers and volunteers safe online, among other things. We have tried to anticipate the most important questions and answer them below. If you don't find the information you are looking for in this document, please call Director of Youth Programs, Madeleine Carson at (314) 939-1550!

### 1. When is "Zoom into the Future"?

"Zoom Into the Future" programming will take place from Monday, July 27<sup>th</sup> to Saturday, August 1<sup>st</sup>. Please note, this is a shortened week compared to our in-person camp week because we do not have to accommodate travel days.

### 2. Is "Zoom into the Future" a live video stream or is it pre-recorded?

Programming will be a combination of the two. Camp-in-a-box activities will happen live but will be recorded so that a camper can access them later if they are unavailable at the scheduled activity time. For community-building events such as Flagpole, Evening Program, and Cabin Time, your camper will get the most out of these activities if they are able to attend the session in real time. We hope to also upload a variety of activities to our YouTube Channel facilitated by our Counselors that can be accessed at any time, even after the week of camp.

### 3. What times during the day will "Zoom into the Future" programming be offered?

While a specific schedule has not been set yet, we anticipate that most programming will take place between 8AM and 3:30PM with an Evening Program being offered each night from 8PM-8:30PM. This schedule is subject to change so please be checking your email and the "MCBC" Facebook page for schedule updates.

We understand that this change in camp format might also change the availability of our campers during that camp week. There is an opportunity to indicate times of day where your child will not be available to access programming on CampDoc. We will make every effort to accommodate our campers' schedules and recognize that coordinating many different scheduling needs might not be possible.

### 4. How is "Zoom into the Future" going to be different from the online learning we just finished at the end of the 2019-2020 school year?

We know that camp is a special place unlike any other for our campers. The best way we can address this concern is the following: "That's school, this is Camp!" Zoom Into the Future will emphasize connection over content by providing multiple opportunities for campers to interact with their camp friends and with counselors in real time. We plan to still separate campers in to cabins and build Cabin Time in to the schedule so that campers can spend time just with campers in their age group to discuss age-appropriate topics and have free time.



**5. What type of technology will families need to access “Zoom into the Future”? If I don’t have reliable access to the internet, how can my camper still participate in camp activities?**

MCBC is providing tablets for all campers to use during the week of camp and then to keep as their own personal device after camp. Campers can use their own technology if that is your preference, but be mindful that digital citizenship expectations apply regardless of what device your camper is using to access programming. If your family does not have reliable access to the internet, please contact us at (314) 939-1550 and we will work with you.

**6. How many counselors will be present during each activity? What is the role of each counselor?**

We will continue to follow our usual practice of the “rule of 3” in all camp activities offered online, with two counselors being present with campers at all times. For camp activities offered online, there will be one counselor facilitating the activity, and at least two counselors participating as well as monitoring the chat and video for appropriate behavior and positive digital citizenship. Camp Administration will be available to intervene in the case that a serious behavior disruption occurs during the course of programming.

**7. What kind of information do I need to use the tablet?**

All programming will be offered via the Zoom platform. We will provide written instructions on how to download and set up Zoom on the tablet as well as a video guiding you through the set-up process. Parents and caregivers will need an Amazon account to activate their Fire Tablet. Amazon accounts are free to users.

**8. Will campers receive a kit of materials to use during the camp activities? If so, when and how will it arrive? What is in the kit?**

Yes! Campers will receive a box with all of the materials needed to participate in the scheduled camp activities. Every effort will be made to deliver the box in person by a Camp Administrator or staff member. In the case that a box needs to be mailed, we will be using the U.S. Postal Service and will be in communication with the camper’s caregiver about the package’s expected arrival date. Every kit will include camp materials such as paints and a painting canvas, a tablet, a pair of headphones, a camp shirt, and other camp swag.

**9. How are you keeping my camper safe when they are using the Zoom platform during an activity?**

MCBC Staff and Administration continue to place your camper’s safety as the highest priority, especially on a virtual format. In order to protect the privacy of our campers while providing an effective camp experience, we are taking the following steps:

- Making all Zoom sessions password-protected
- Enabling the “Waiting Room” feature on Zoom so that participants can only enter when permitted by the activity host
- Having three (3) staff members present on the call at all times to monitor behavior and the chat feature to ensure everyone is having a safe and respectful camp experience



- Recording all of our sessions so that footage can be reviewed in the case of a dispute or allegation about camper or staff behavior during activities
- Posting links to the Zoom sessions only on platforms that are secure or password protected (e.g., our website, the caregiver's email, and the CampDoc registration portal)

**10. Will parents have to be present and actively involved during the camp activities?**

Caregivers are responsible for either being present to monitor and supervise their camper's behavior and use of technology during virtual programming or for having another adult present to fill this role. While the activities are designed to be done by the camper without assistance, the expectation is that at least one adult will be present in the home/living space at all times in case of an emergency. We encourage parents to participate if they can, as this can help build community spirit!

**11. How will your team communicate with caregivers if a camper is upset or falls down and becomes injured in any way during the online activities?**

A Camp Administrator or Senior Staff member will contact first the primary guardian listed on CampDoc and if that person cannot be reached, the staff member will attempt to contact the Emergency Contact.

**12. Will campers need headphones, webcam, or a microphone to access the camp activities? Will campers need any household items or supplies to participate in the camp activities?**

Headphones are suggested for Cabin Time activities (where we would typically have a private space and down time to discuss personal topics or topics specific to the cabin age group). All kits sent to the campers will include a set of headphones. The tablet comes with both a front- and rear-facing webcam and a microphone built in to the tablet. We will do our best to include all the materials your camper will need in the box sent to your home but some activities may require common household items. We will not plan activities that require materials we know are hard to find or not typically in the home.

**13. How will parents learn how to prepare for the daily camp activities? Is there a listing on your website? Will a pre-camp email be sent or even a nightly email sent prior to the start of the next camp day?**

A list of daily camp activities will be posted on our "MCBC" Facebook page and will be included on a print-out in the box mailed to your camper. Links to the daily camp activities will be posted on a password-protected page on our website and also emailed through the CampDoc platform to the primary caregiver's email address listed on your camper's CampDoc profile.

**14. Do campers need to use a keyboard and/or a mouse for any of the camp activities?**

No. Campers will be able to easily access the activities using the touch screen on the tablet. Campers will also receive a stylus for ease of use on their touch screen.



**15. Do campers do the same activity every day?**

We are striving to keep the same structure for “Zoom in to Future” as we would have during in-person camp. We feel this creates a sense of security and predictability in an increasingly uncertain time. Like at in-person camp, activities will be separated in to age groups: Ponies, Mustangs, and Stallions. Also similar to in-person camp, each age group will participate in each activity twice over the course of the week (e.g., the Pony group will have Arts & Crafts on Monday and then again on Thursday).