



Frequently Asked Questions - 2021

Q. What new safety protocols are in place for this summer to mitigate the risk of Covid-19 transmission?

A. In accordance with Centers for Disease Control (CDC), City, and State guidelines, Lincoln Park Zoo has implemented additions to camp safety protocols. Group sizes will not exceed 10 campers to allow for social distancing, facial coverings are required, schedules are designed to minimize contact between groups, and many camp activities will take place outdoors. Campers will have access to wash their hands frequently, and the zoo has provided each camper with their own set of craft supplies to eliminate sharing. Campers will have their temperature taken and do a wellness check each day before camp.

Q. Why is there no after care this year?

A. Typically, after care served campers from all ages and camper groups. To ensure campers and camp instructors from different groups do not interact to minimize exposure risk, there will not be an option for after care this year. We hope to offer after care for camp again in 2022. This will help minimize the possibility of transmission if any camper contracts COVID-19.

Q. What does my camper need to bring to camp each day?

A. Campers should come to camp wearing their group's t-shirt (as each group will have a different colored shirt). They should also come with a nut-free, non-refrigerated lunch, a snack, and a refillable water bottle. All campers should bring at least 2 face masks per day so they can change at mid-day.

Q. Why are you not accepting friend requests this year?

A. Due to challenges brought on by the pandemic, we have a limited number of camp slots and small camp groups available to run camp safely. With the new restrictions in place, we are unfortunately unable to accommodate friend requests and ask for grace from our camp families. We hope to return to friend requests for camp in 2022. Please note there is only one group for preK-K and grades 3-4, so friends of the same age that attend in the same week will be in the same group by default.

Q. Are you doing gear pick-up events this year?

A. Camper's gear (t-shirt, craft supplies, and backpack) will be ready for them at check-in on their first day of camp. In an effort to keep safety at the forefront of summer, camp backpacks and craft supplies will stay at camp during the week. All backpacks will go home with their camper on Friday. If a camper will not be staying with us for the duration of the week, it is the caregiver's responsibility to let camp staff know to ensure camp materials go home with the camper.

Q. Can my camper wear LPZ camp shirts from previous years?

A. This year, the zoo is providing a different colored T-shirt for each camp group to help campers more easily maintain distance from other camp groups. We are asking campers to only wear T-shirts from this year to help ensure camp groups stay separated.

Q. Will there be a camp lost and found this year?

A. Due to the current pandemic and the importance of cleaning protocols, we will not maintain a lost and found. Camp staff will do their part to ensure campers have all their belongings on the last day of camp. Please make sure all your camper belongings are labeled with their first and last name to help us in this process. In the case where a found item is of significant value (medical device, cell phone, etc.) every effort will be made to contact the camp family for reunification. All other "lost and found" items (sunglasses, hats, etc.) may be thrown out in an effort to maintain health and safety.

Q. What is the zoo's policy on masking?

A. In accordance with City and State guidelines, all campers and staff must wear a face covering at all times while they are on zoo grounds, except when they are eating and drinking. Campers will be expected to wear their face covering throughout the day, even when they are outside. If your camper is not used to wearing a face covering for an extended period of time, please practice with them before they come to camp. If your camper cannot wear a face covering for a medical reason, we ask that you contact us at camp@lpzoo.org so that we can discuss how to accommodate your camper. If your camper is unwilling to wear their face covering during the camp day, caregivers may be called to come pick up their camper.

Q. What happens if a camper gets sick at camp?

A. Lincoln Park Zoo will follow the CDC guidelines at <https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/symptom-screening.html> if a camper becomes ill while at camp.

If campers begin to feel unwell or show symptoms of infectious illness while at camp, they will be taken to a separate area to rest under the supervision of a staff member. Caregivers will be called to pick up their camper and advised to consult with their healthcare provider to determine if testing for COVID-19 is warranted.

If the camper has had no known contact with a person who has been diagnosed with COVID-19 and their healthcare provider does not recommend testing for COVID-19, the camper may return to camp once their symptoms improve and they have been fever-free for 24 hours without the use of fever-reducing medication.

If a camper has had contact with a person diagnosed with COVID-19 or receive a positive test themselves, the campers will be unable to return for 14 days after their last exposure or positive test result. Unfortunately, the zoo is unable to refund registration fees for campers who miss camp due to outside exposure or positive test results. If campers are exposed to COVID at camp and must quarantine, the zoo will offer pro-rated refunds for missed days of camp.

Q. Will you offer refunds if my child gets sick (with COVID or something else)? Will you offer refunds if we have to quarantine because of exposure to COVID?

A. Lincoln Park Zoo's standard refund and cancellation policy will be in effect for summer 2021. Refunds may be issued on cancellations requested in writing by June 1, less a 12.5% processing fee. Please send cancellation requests to camp@lpzoo.org. After June 1, camp fees are non-refundable, except in the instance that Lincoln Park Zoo makes the decision to cancel camp.

Unfortunately, we cannot issue refunds for campers who are sick or who must quarantine because of exposure to COVID-19 outside of camp. If campers are exposed to COVID at camp and must quarantine, the zoo will offer pro-rated refunds for missed days of camp.

Q. Will the camp staff be vaccinated?

A. Staff are strongly encouraged to be vaccinated as soon as they are able to do so, however, Lincoln Park Zoo is not requiring its staff to be vaccinated. We anticipate that a significant number of our staff will be vaccinated by the time camp begins in June.

Q. Will campers be required to be tested for COVID-19 before coming to camp?

A. Campers are asked to quarantine for 10 days prior to the start of their camp week. COVID-19 tests are not required before registering for camp.

Q. Why can't I sign up for more than one week of camp?

A. We recognize that Lincoln Park Zoo Conservation Camp is a beloved tradition for many families throughout the Chicagoland area. In order to enable as many children as possible to attend camp given our city and state-mandated reduced capacities due to COVID-19, all children are limited to one week. If, close to the start of the camp season, spots are still open, registered campers will be invited to sign up for additional weeks.

Q. Why is there no Zoo Crew this summer?

A. Many of the most rewarding aspects of Zoo Crew, such as field trips and overnight experiences, simply cannot happen safely in our current environment due to the pandemic. Therefore, the zoo has decided to take a hiatus from Zoo Crew this year, and we look forward to bringing it back in 2022!

Q. How will I pick up my child early or drop them off late?

A. Please call 312-742-2056 to coordinate late drop offs and early pick-ups so that camp staff can escort campers to and from their parents' vehicles. Because the zoo will be using a ticketing system to manage capacity limits on zoo grounds, parents will not be able to come into the zoo without a reservation.

Q. My camper requires an aide or other support services. Can my child still attend camp?

A. Yes. Lincoln Park Zoo is committed to creating an environment where all campers, with and without disabilities, engage in camp together. During the registration process, parents/guardians will be asked to share any information about their camper that can help us provide individualized support, and whether our staff should get in touch prior to camp for further discussion. If your camper needs an aide, please provide this information or contact the camp staff directly so we can work together to ensure all campers have the support they need, even with the added complications due to COVID-19.

Q. Will staff be able to re-apply camper sunscreen this year?

A. Camp staff will set aside time each day for campers to reapply sunscreen and will encourage them to be as independent as possible in this process. However, they will also provide assistance to campers who need help and will wash their hands thoroughly between campers.