



Summer Camp 2020: Frequently Asked Questions

The information provided in this document is based on current guidelines provided by local authorities as of June 5, 2020. **All information is subject to change and will be updated as needed to reflect standards and recommendations from health authorities.**

Check-in/Drop-off/Pickup/General Safety/Prerequisites

There is currently a shelter in place, are camps allowed to be offered?

Yes. Current local orders allow for childcare and summer camps under certain guidelines. Each camp, known as a camp unit, must be no larger than 12 children and remain stable, with the same children and camp staff. Most City camps operate for 4-week periods (or 3-week periods for select sports camps) and children will not be allowed to switch between camp units during the 3- or 4-week period. Each Camp Sunnyvale camp unit will have dedicated indoor space, although activities will be outdoors to the fullest extent possible. All sports camps will remain outdoors. (Update July 7)

What precautions are you taking to prevent sick participants, or participants who have been in contact with others who are sick, from coming to camp?

Upon arrival at camp, staff will ask parents/guardians a series of health questions and their temperatures will be taken to ensure no one in their household is sick or have been in contact with someone who is sick. The City has also implemented a more stringent Participant Wellness & Illness Policy that prohibits anyone who is symptomatic, has been exposed or lives with ill household members, from attending camp. In addition, the policy includes a requirement that all members of the household should be symptom free for 14 days prior to attending camp. (Updated June 4)

Do you require any health clearance to enroll? Will my camper and family need to be tested for COVID-19 prior to participating?

No. Camp offerings are for parents/guardians who need care so they can return to work and are able to enroll online or over the phone (408-730-7350). Current county and state guidelines do not require participants to be tested for Coronavirus prior to attending camp. Parents will provide answers to a series of daily health screening questions before dropping off campers. While testing is not required, we do encourage all participants to visit County website for information on COVID-19. (Updated June 4)

How will staff deal with participants who begin to exhibit symptoms during camp?

If a participant begins to exhibit any symptoms of illness during the camp day, he or she will be isolated from other campers and their parent/guardian will be immediately contacted for pickup. Any member of the staff beginning to exhibit symptoms during the camp day will be immediately sent home and replaced by a substitute staff member dedicated to that camp. (Updated May 7)

How do I drop off and pickup my child safely?

Social distancing protocols will be in place for drop off and pickup. Only one parent/guardian will be allowed to drop off or pickup their child and should wear a mask or face covering when doing so. It is recommended that the same adult drop off and pickup, where possible. Additional adults and family

members should remain at home or in the car. Siblings not attending camp may accompany the parent/guardian during drop off and pickup at their own risk and must follow social distancing protocols. It may take 10-15 minutes during this time to drop off and pick up, please allow for additional time. (Updated June 5)

When do I drop off and pick up your child?

Camp Sunnyvale is offered 8:30 a.m. to 5:30 p.m. Monday through Friday. Camp activities take place from 9 a.m. to 4 p.m. daily, campers are encouraged to be dropped off from 8:30 to 9 a.m. and picked up between 4 to 5:30 p.m. to get the most of the camp experience. **Sports Camps** are offered 9 a.m. to noon Monday through Friday. Campers are encouraged to be dropped off promptly at 9 a.m. and picked up before noon. (Updated July 7)

What if I need to drop off my child late or pick up my child early from Camp Sunnyvale?

Campers are encouraged to attend camp from 9 a.m. to 4 p.m. daily to get the best camp experience. We understand that your child may need to be dropped off late or picked up early. Parents should let camp staff know the day before or morning of to give them a heads up. Staff will post signs of their location on the program door if camp activities are being conducted outdoors. (Updated May 8)

How do I contact Camp Sunnyvale staff during the day if I need to?

Parents can contact their child's camp directly on the camp cell phone, Monday through Friday, 8:30 a.m. to 5:30 p.m. As staff are leading activities throughout the day, they may not be able to answer a call immediately. If unable to reach the camp, contact your camp coordinator or Recreation Services at 408-730-7350. A list of contact numbers for your child's camp is included in the Welcome Letter. (Updated May 8)

Do I physically have to sign my child in and out of camp?

Yes. Each camper will have their own weekly sign in/out sheet that will only be used by that parent/guardian. The sheet will be in an individual folder with pen included, you may also choose to bring your own pen. The parent/guardian dropping off each day will also be asked a few health questions when signing in. (Updated May 18)

I need to have a neighbor pickup my child, how do I add them to the approved list of people to pick up my child?

Based on current local guidelines, only parents/guardians that live in the same household with the child are allowed to pick them up from camp. (Updated May 8)

I'm running late to pick up my child from Camp Sunnyvale, is there a late fee if I pick up after 5:30 p.m.?

Yes. There is a \$1/minute fee for every minute care is provided beyond 5:30 p.m. We understand things happen occasionally and will provide one warning followed by a 15-minute grace period. (Updated June 4)

What cleaning measures will be taken at Camp Sunnyvale camp unit locations?

We have dedicated staff whose sole focus will be to continuously and thoroughly clean and sanitize commonly touched surfaces and meet the [Cleaning and Disinfection Recommendations](#), set by the CDC. Camp staff receive over 20 hours of training annually, trainers are updating their curriculum to include COVID-19 safety protocols (social distancing, sanitizing, equipment, etc.). (Updated May 7)

Can participants wash their hands upon arrival to camp?

Yes. Participants will have access to restrooms or hand washing stations, as well as hand sanitizer upon arrival. Camp Sunnyvale locations may also have sinks in their room, others will have sinks in restrooms that are only available to camp participants (not open to the public). At a minimum, campers will wash their hands whenever entering a room from coming outdoors, before eating, and frequently at various points throughout the day. For sports camps, campers will use restrooms that are also open to the public at the park locations. (Updated July 7)

My child has seasonal allergies and might be sneezing or coughing at camp, will they be sent home?

Any camper or staff displaying symptoms of illness, including sneezing and/or coughing, will be evaluated on a case-by-case basis by a trained staff person and may be asked to be sent home. (Updated June 1)

What measures will be taken for participants who will not follow the rules?

The City's Participant Wellness & Illness policy requires participants and their families to comply with the health standards; violations of the illness policy will be taken seriously. Other situations will be evaluated on a case by case basis, as conduct violations are normally addressed. Camp structure and activities are specifically designed to promote compliance with social distancing guidelines. Camp Sunnyvale and sports camp staff are trained to address these situations in a fun, direct manner in order to help teach and empower the children to be in charge of their safety and those around them. (Updated July 7)

How will outdoor spaces be adapted for camp activities?

While each Camp Sunnyvale camp unit will have their own dedicated room for indoor activities, a vast majority of camp will be conducted outdoors in open-air spaces. Activities and crafts will be adapted to accommodate this including outdoor tables, chairs and popup tents. These outdoor activity spaces will be taped off and monitored by staff to block public access. All 3-week sports camps activities will be conducted outdoors following current county camp guidelines https://www.sccgov.org/sites/covid19/Documents/camp_guidance.pdf. (Updated July 7)

What dates will Summer Camp sessions run?

Based on current county guidelines, campers can only be with a stable group of no more than 12 children. Currently, we are running a series of 4-week and 1-week (last week of summer) full day camp sessions. We have added 3-week sports camp sessions that begin the week of July 20 or July 27. (Updated July 7)

Are there half-day options for Camp Sunnyvale?

No. Based on current county guidelines, the requirements needed to safely operate a summer camp limit the amount of resources available. As the largest need is for full day care, we are currently only available to provide full-day programming. As guidelines have changed from the beginning of the summer, the City has partnered with vendors to run three-weeks sports camp half day options that begin later in July. (Updated July 7)

I need extended care, is there an additional fee for this?

Camp Sunnyvale: No. For the safety and consistency of campers and staff, all Camp Sunnyvale camps offered are full day from 8:30 a.m. to 5:30 p.m. Extended care is included in the fee of the camp, there is no additional fee. In order to get the best experience from attending, we ask campers to arrive between 8:30 - 9 a.m. and be picked up between 4 - 5:30 p.m.

Sports Camps: Extended care is not available for our half day sports camp this summer. (Updated July 7)

How many kids would be allowed?

Each camp will enroll 12 or fewer participants who will be assigned to a single camp unit for the camp duration. Camps will be held at separate facilities and have a stable set of camp staff at a ratio of 1:6 throughout the day. Within the camp unit, campers will be placed into smaller camper groups for some activities. Intermixing of groups is prohibited, if more than one camp unit of children is cared for at one facility, each camp unit will be in a separate room or outdoor area. (Updated May 7)

Can parents tour the camp area prior to dropping off kids to get a good understanding of where they are?

Yes and No. Parents are welcome to come explore the outdoor areas at their leisure. Entrance to indoor camp locations are limited to staff and program participants. Parents will receive a "Welcome to Camp" email the weekend prior to camp which will include instructions for parking, pick up/drop off areas and any additional dedicated spaces available at your location. (Updated June 1)

Will Camp Sunnyvale include indoor sports?

Yes. Current guidelines allow for certain sports that campers play solo and use individual equipment (not shared equipment). For camps where a gymnasium is available, use of the gymnasiums will be available on a rotational basis. Staff will sanitize the gymnasium in between rotations. However, all camps and camp activities that can take place outdoors are currently planned to occur outside, consistent with recommendations from health authorities. (Updated June 1)

What do full day camp options look like?

A typical day of camp will be similar to what is listed below. This will vary day-to-day and is subject to change based on current guidelines, safety protocols and program curriculum. (Updated May 7)

8:30 - 9 a.m.: Sign in and camper's choice time (free play)

9 - 9:15 a.m.: Review of the day and clean-up

9:15 - 10:30 a.m.: Games

10:30 - 11 a.m.: Snack (self-provided)

11 a.m. - noon: Craft

Noon - 12:30 p.m.: Daily Challenge Activity (minute to win it competition, mystery box challenge, etc.)

12:30 - 1:30 p.m.: Lunch (self-provided)

1:30 - 2:30 p.m. Workshop (skits, science experiment etc.)

2:30 - 3 p.m.: Snack (self-provided)

3 - 4 p.m.: Craft

4 - 5:30 p.m.: Camper's choice time

Social Distancing/Ratios

Are participants and staff required to wear face masks?

Masks are required for all campers when indoors and outdoors with certain exceptions for eating, active exercising or if medically inadvisable. Campers must bring their own face coverings with them to camp. Campers will be given a paper bag to store their mask when not in use throughout the day. Camp staff are required to wear both face masks and gloves during camp sessions. Wearing a face covering, in combination with social distancing, can help to reduce the chance that those with asymptomatic infection will spread the infection to others. (Updated June 5)

Will you hand out disposable masks?

No. Campers must bring their own mask to camp. (Updated May 7)

Where can I buy or make a mask?

Now that they are required in most areas, cloth face coverings are widely available in a variety of styles for purchase online or from local merchants through delivery or curbside pickup. If you are unable to purchase masks, you are encouraged to contact a neighbor (such as by posting on Nextdoor) or research how to make your own mask at home. The City does not have additional masks to provide to participants. (Updated May 19)

Will you help participants if they have issues with their masks?

Yes. Staff will be observing social distancing as much as possible, knowing there are certain situations where this won't be possible (first aid, help with face coverings, etc.). Staff will follow proper hand washing/sanitizing protocols before and after interacting with a child. (Updated May 19)

Equipment/Supplies

Will staff clean supplies?

Yes. Depending on the supplies and how they are used by campers, they will be appropriately cleaned/sanitized. (Updated May 7)

Will my child have their own supplies or have to share with other campers?

Depending on the camp, participants will be assigned set of supplies (provided by city or the vendor, such as scissors) that only your child will use for the duration of camp. For Camp Sunnyvale, these assigned supplies will be stored in your child's individual camper bag. (Updated June 5)

Will my child get to take home their completed projects/activities made at Camp Sunnyvale?

Yes. Completed projects/crafts will be placed in a bag by your child to take home daily or weekly (depending on the project). (Updated May 7)

Cleaning/Janitorial/Sanitization

Will there be hand sanitizer for participants to use frequently?

Yes, participants will have access to hand sanitizer and soap and water for handwashing throughout the camp day. At a minimum, campers will wash their hands whenever entering a room from coming outdoors, before eating, and frequently at various points throughout the day. (Updated June 4)

Will bathrooms and classrooms be cleaned frequently?

Yes, we have assigned additional staff that will be dedicated to frequently sanitizing camp areas throughout the day, including restrooms. Camp Sunnyvale bathrooms are not open or accessible to the public. Cleaning staff will not be in the rooms when campers are present. Camps will also be held outdoors as often as possible. Janitors will also provide regular cleaning nightly. Sports Camps will share park restrooms that are also open to the public. Parks staff will provide regular cleaning daily. (Updated July 7)

Food/Snacks

Will there be drinking fountains available?

No. Drinking fountains will not be accessible to campers.

- **Camp Sunnyvale:** On the first day of camp, the City will provide campers with a free refillable water bottle to use while at camp each day. Staff will facilitate filling and refilling the water bottles to limit contact points. Campers will leave the bottle in their personal camper bag of equipment/supplies that remain onsite.
- **3-week Sports Camps:** Campers must bring their own water bottle to camp every day.

(Updated July 7)

Will children wash their hands before eating snacks/lunch?

Yes. Campers will all wash their hands or use hand sanitizer before eating snacks or lunches. (Updated July 7)

Does the City provide lunches to campers at Camp Sunnyvale?

No. Parents/guardians must provide their own lunch daily. Upon arrival at camp your child will be shown the designated area to place their lunch separate from other campers. (Updated July 7)

Does the City provide snacks to campers?

No. Campers must bring their own morning and afternoon snacks, and lunch daily (lunch required for Camp Sunnyvale campers). (Updated July 7)

What if my child forgets to bring their snack or lunch that day at Camp Sunnyvale? Will the City provide them a lunch?

If your child forgets lunch, staff will contact the parent/guardian to see if a lunch can be dropped off. In the event this isn't possible, staff will provide a prepackaged snack items for that camper.

(Updated May 8)

Camp Staff

Who will be staffing summer camps?

Camp Sunnyvale: There will be 4 to 6 staff assigned to each stable group of 12. The same staff members will rotate: 2 on the morning shift and 2 on the afternoon shift. These 4 to 6 staff will not change for the entire session, and staff will never work with another group of children during that session.

Sports Camps: All sports camps will have staff assigned to each stable group of 12 and will not mix with other camps. (Updated July 7)

What if your staff call in sick? Who will be the substitutes?

If staff members need to be substituted, a sub will be assigned to a single group of kids and will not work with any children for the duration of that camp session. For example, a substitute staff worked camp on June 19. That camp staff will then only be allowed to work with that camp for the duration of that session. (Updated June 5)

How will staff be trained on health and safety?

Camp Sunnyvale staff receive over 20 hours of training annually, trainers are updating their curriculum to include COVID-19 safety protocols (social distancing, sanitizing, equipment, etc.). Sports camp staff training is provided prior to the beginning of camp. (Updated July 7)

What supplies will staff be provided to promote healthy habits at camp?

Based on current local guidelines, the City will provide staff all necessary personal protective equipment and cleaning supplies to maintain a healthy and safe environment for camps and staff. Currently, staff will be required to wear masks at all times and wear gloves when distributing supplies or when coming in contact with others (first aid, assisting a child with their mask, etc.). (Updated May 8)

Program Components/Signup/Updates

Are the camps that we're currently signed up for from the Camp Sunnyvale Splash summer brochure still going to happen?

We have had to restructure our summer camp offerings due to the public health orders related to COVID-19. As these orders are revised throughout the summer we will make determinations about continuing or cancelling camps. Staff will make best efforts to cancel camps a minimum of two weeks prior to the start of the camp. Registrants will automatically receive a full refund. One-week sessions running through July 3 have been canceled. (Updated June 1)

How will we receive updates?

For updates on the status of Sunnyvale Summer Camps, visit [Sunnyvale.ca.gov/virus](https://www.sunnyvale.ca.gov/virus). You may also call staff Monday through Friday, 8:30 to 5 p.m. at 408-730-7350 or email recreation@sunnyvale.ca.gov. (Updated July 7)

When will the Shelter in Place end?

This determination will be made by applicable state and county authorities based on the state's plan for phased reopening and the ability of a jurisdiction to meet relevant milestones. Santa Clara County's current order is valid June 5; updates for gradual relaxing of restrictions is anticipated as the County meets the milestones. (Updated June 2)

What if my child forgets sunscreen for the day at Camp Sunnyvale?

Campers will bring their own bottle of sunscreen to the first day of camp which will be kept at the camp location for the duration of camp. Campers will keep their bottle (spray or lotion) in their personal equipment/supply bag. If the bottle runs out, staff have a spray bottle and will apply the spray sunscreen for your child for that day. The camper is expected to bring a new bottle with them the next day. (Updated May 8)

Refunds/Cancellations

Will I be reimbursed if I change my mind about my child attending summer programs?

Yes. For all summer camps, you may cancel at any time; we have increased the flexibility of our cancellation policy to better support the needs of the community during this time.

- **For Camp Sunnyvale:**
 - We have eliminated cancellation fees and will give 100% refund if the request is made by the **Friday by noon** before the first day of camp session (Friday, July 10 for Session 2 and Friday, Aug. 7 for Session 3). After the first day of camp, a prorated refund may be used as credit for a future Sunnyvale program within 12 months of the cancellation. The proration is calculated based starting on the day the registration office is contacted of the withdrawal request from camp. If your camper has a medical emergency and is unable to attend camp, please provide a signed doctor note within one week of the start date of camp for a full refund.

- **For 3-week sports camps sessions**
 - We have eliminated cancellation fees and will give 100% refund if the request is made by the **Friday by noon** before the first day of camp session (Friday, July 17 for Skyhawks Multi-Sport Camp and World Cup Soccer Camp and Friday, July 24 for Session 3). After the first day of camp, a refund or proration of fees is not available. If your camper has a medical emergency and is unable to attend camp, please provide a signed doctor note within one week of the start date of camp for a full refund.

(Updated July 7)

If I sign my kids up for summer camp, but the Shelter in Place order is still in order, will you provide a refund?

Yes. You will receive a full refund if new health orders are imposed that require cancellation of camps. (Updated May 7)

What are deadlines for registration refunds?

Please cancel as soon as you know you will not need care. There are different deadlines for full refunds depending on your camp registration:

- **For Camp Sunnyvale:**
 - If the request is made by the **Friday by noon** before the first day of camp session (Friday, July 10 for Session 2 and Friday, Aug. 7 for Session 3), a full refund will be given.
- **For 3-week sports camps sessions**
 - If the request is made by the **Friday by noon** before the first day of camp session (Friday, July 17 for Skyhawks Multi-Sport Camp and World Cup Soccer Camp and Friday, July 24 for Session 3), a full refund will be given.

(Updated July 7)

What if the refund deadline passed and I no longer need care?

- **For Camp Sunnyvale:**
 - After the first day of a camp session, a prorated refund may be used as credit for a future Sunnyvale program within 12 months of the cancellation. The proration is calculated based starting on the day the registration office is contacted of the withdrawal request from camp. If your camper has a medical emergency and is unable to attend camp, please provide a signed doctor note within one week of the start date of camp for a full refund.
- **For 3-week sports camps sessions**
 - After the first day of a camp session, a refund or proration of fees is not available. If your camper has a medical emergency and is unable to attend camp, please provide a signed doctor note within one week of the start date of camp for a full refund.

(Updated July 7)

How do you apply for the Fee Waiver program?

Resident can email CNC's Answer Point (AP) at CNC@sunnyvale.ca.gov and ask for forms required for application. Easiest way to get approval is to fill out the application and send the child's free or reduced lunch letter from the district that lists the child's name. The Application and Lunch letter should be emailed to CNC's AP. If they do not have the letter, then they should email the CNC's AP and our staff will work on alternative ways of processing their application. (Updated June 1)

Will funds for fee waivers be extended due to the hold on classes and programs during the shelter on place order?

No. Fee Waiver funds will not be carried over. They must reapply after the funds have expired. (Updated June 1)