Parent Guide to Pandemic Plan for Zoo Camp
Last updated 3/5/21

This document is used in conjunction with the full “Lake Superior Zoo COVID-19 Preparedness Plan for Summer Youth Programs.” At the Lake Superior Zoo, we recognize and appreciate the community we are in and know that everyone has a part in keeping each other safe. The purpose of this document is to clearly communicate with parents/guardians their role in helping our Zoo Camp community stay safe. Please read through this document completely. If you have any questions or concerns, please contact Sarah Wilcox, Education Director via phone [218.730.4500 ext. 214] or email [swilcox@lszoo.org].

Mask Requirements
- Children in Zoo Camp will be required to wear face coverings indoors, per Executive Order 20-81. Children will be allowed to temporarily remove face coverings in certain circumstances outdoors, provided that social distancing is maintained, such as while eating or drinking.
- The Zoo’s COVID-19 Preparedness Plan requires zoo staff wear face coverings at all times, both indoors and outdoors.
- If face covering rules are relaxed by the Governor or MDH this summer, for the protection of the animals, the zoo will still require that children wear masks during up-close animal encounters.

Drop-off and Pick-up Procedures
Please follow these procedures for a safe drop off and pick up.
- All adults and children should be wearing a mask during drop off and pick up.
- **Drop off will be between 8:50-9:10 a.m. each day outside of Gate #4.**
  - Please pull your vehicle up to Gate #4 at the far end of the parking lot.
  - You and your child may exit your vehicle and approach the teacher standing just outside the gate.
  - The teacher will verbally confirm with you that a health screening was conducted at home. If it was not, it will be conducted at this time.
  - The teacher will check the camper in. You will not need to touch the clipboard or sign-in sheet.
  - The camper will be asked to walk to the other teacher standing just inside the gate, and sanitize their hands upon arriving.
- **Pick up will be at 12:00 and 4:00 p.m. outside of Gate #4.**
  - Note: The zoo may be allowing visitors to enter through this gate during these times.
  - Teachers will wait with children in the grassy area on other side of the fence.
  - Park your vehicle in a space near Gate #4.
  - Please remain in your vehicle.
  - When no visitors are using the gate, a teacher will walk each child to their car one at a time. You should make sure your child can recognize your vehicle (or roll down your window and wave).
  - Please be patient while camp is being dismissed.

What if my child needs to arrive late or leave early?
If your child needs to leave early, please notify the teacher when you arrive. Late arrivals and early departures can be disruptive to camp so please make every effort to respect the camp schedule; this includes picking up on time. If you need to pick up your child due to an emergency, please call the Gift Shop and they will radio the teachers to let them know: 218-730-4500 ext. 200.
Daily Screening Procedure
Before coming to the zoo, you will need to do a health screening so we can ensure children with symptoms are not attending camp.

- Use the Home Screening Tool for COVID-19 Symptoms:
  https://www.health.state.mn.us/diseases/coronavirus/schools/homescreen.pdf

At drop off, a teacher will ask if this was done. If you were unable to complete the health screening at home, the teacher will do a health screening in the parking lot as follows:

- Teacher will make a visual inspection of the child for signs of illness.
- Teacher will ask child and parent/guardian the questions in the Home Screening Tool.
- Child’s temperature will be taken using a non-contact (temporal) thermometer.
  - If child’s temperature is 100.4 °F or higher or there are other signs of illness, they will not be admitted to the zoo.
- After screening, children will use hand sanitizer before entering the zoo.

Stay Home if Sick
Your child must not come to the zoo if they:

- Test positive for COVID-19.
- May have been exposed to COVID-19.
- Are waiting to get tested, or waiting for COVID-19 test results.
- Show symptoms of COVID-19.
  - Stay home if your child has ONE of these symptoms: Fever of 100.4 °F or higher, difficulty or trouble breathing, new cough or a cough that gets worse, new loss of taste or smell.
  - Stay home if your child has TWO of these symptoms: Sore throat, nausea, vomiting, diarrhea, chills, muscle pain, excessive fatigue (extreme tiredness), new or severe headache, new nasal congestion or runny nose.

Communication Plan for Positive Cases
In the event that a child, employee, or volunteer tests positive for COVID-19, Lake Superior Zoo will:

- Notify MDH through the COVID-19 Information Submission Form for K-12 Schools, Childcare, or Youth Camps and follow their direction:
  https://redcap.health.state.mn.us/redcap/surveys/?s=KKWLDH3ARC.
- Notify parents/guardians and staff via email if after hours, or by phone if during operating hours.
- Conduct a contact tracing investigation and quarantine all employees who have been in CDC-defined close contact with the positive case.
- Communicate to families any necessary information as soon as possible to provide time to plan.
- Honor confidentiality when communicating about a case or outbreak.

If a child or anyone in a child’s family tests positive for COVID-19, the parent/guardian must communicate immediately with zoo staff by contacting Sarah Wilcox, Director of Education, at 218-730-4500 x214 or swilcox@lszoo.org.

If a child starts to feel sick during camp:

- They will be isolated by sitting in an area nearby with a teacher. The child and teacher will be visible or in earshot of the rest of the group.
- A teacher will call the child’s parent/guardian to come pick them up.
- A teacher will walk the child to the pick-up location (Gate #4).
Financial Policies Relating to COVID-19
In the event the Lake Superior Zoo determines the need to cancel a camp because of ill children or staff, official public health requirements, or for other pandemic-related reasons:

- Lake Superior Zoo will issue a full refund for any COVID-19 related camp cancellations at the prorated amount of $26/half day or $56/full day ($21/half day or $46/full day for member rate).

If a child misses camp for quarantine, illness, injury or a family emergency, the Lake Superior Zoo will not issue a refund unless the absence meets the refund policy criteria below. Families have the option to purchase insurance through CampDoc when they register for camp.

If you need to cancel or transfer your registration, contact Sarah Wilcox at swilcox@lszoo.org or 218-730-4500 ext. 214. Our refund policies are as follows:

- Cancellations made at least 10 business days (Monday-Friday) in advance of the camp will receive an 80% refund.
- Cancellations made less than 10 business days prior to the class/camp will not receive a refund. The amount paid for any unattended programs is tax deductible to the fullest extent of the law.
- There will be a $10 transfer fee for transfers from one camp to another camp. Transfers can only be made if space allows.
- In the event of inclement weather, or if a camp has not met the required minimum number of registrations needed, you will be notified that it has been canceled and will receive a full refund.

Other measures the Zoo is taking to keep your child safe
- Handwashing and hand sanitizing will take place throughout the day.
- Cleaning and disinfecting of high-touch surfaces, program materials, and toys will take place routinely.
- Children will spend as much time outside as possible.
- Social distancing and avoiding public areas will be practiced as much as possible.
- Children will have assigned seating in our outdoor classroom space, and their own caddies of art/writing supplies.
- There will be five teachers working in the Zoo’s Education Department this summer. Four of those five teachers have already been vaccinated against COVID-19.
- More details on how these strategies will be implemented are available in the full “COVID-19 Preparedness Plan for Summer Youth Programs” on our website.

Other Frequently Asked Questions
What should my child bring (or not bring) to the zoo?
- **Clothing:** Please have your child wear play clothing that can get dirty and is appropriate for the weather conditions because we will spend a lot of time outside. Shoes should be comfortable as we also do a lot of walking around the zoo. No flip-flops or wheelie shoes please.
- **Food:** Please feed your child a meal before they come to camp and send a snack in your child’s backpack each day. If your child is registered for an all-day camp you will need to send a bag lunch. We will encourage recycling but please help us reduce garbage by using reusable food containers instead of plastic baggies.
- **Water Bottle:** Please have your child bring a refillable water bottle with their name on it. Due to COVID-19, drinking fountains are roped off. Your child will be able to refill their water bottle from our classroom sink throughout the day.
- **Medicine:** Zoo staff cannot dispense or administer any form of medication so do not send medication with your child unless absolutely necessary. If you must send prescription medication, it must come with a written note from the doctor. If your child requires an epi-pen, please inform the teachers and they can carry it for your child.
- Sunscreen: If you would like your child to bring sunscreen or insect repellant, please supply your own and make sure your child knows how to apply it. Otherwise, please apply it before coming to camp.
- Do not bring: toys, stuffed animals, cell phones, handheld electronic games, music devices, or anything valuable.

Do you have a lost and found?
Yes, items that are found are turned into the gift shop. Please call the Gift Shop at 218-730-4500 ext. 200 if your child has lost an item.

Who are the camp teachers?
Your child will have 2-3 camp teachers. Camp teachers are year-round and seasonal education staff that have previous experience teaching children and have passed a criminal background check.

How will my child be supervised?
Behavior is managed to ensure an enjoyable and safe experience for all. Zoo teachers carry radios so they can ask for assistance from other staff at any time. Your child’s safety is our number one priority. At no time is any child left unsupervised. Staff are trained in how to respond to emergency situations and in CPR/First Aid.

Children are expected to behave appropriately. In the event a child is disruptive, a time-out will be used. If disruptive behavior continues, a parent/guardian will be called to pick up the child. No money will be refunded if a child is sent home for negative or dangerous behavior.

Will my child interact with zoo animals?
Most camps include some contact with our trained ambassador animals. The zoo has established specific guidelines to ensure the safety and well-being of the animals, program participants, and staff during these encounters. Zoo staff will explain the rules about how to touch and if it’s ok to touch an animal before it’s presented in any program.

Can I attend camp with my child?
Our camps are designed for children who are able to be successful in groups without parent involvement. If you feel you need to stay with your child during camp, please discuss it with the Director of Education beforehand by calling 730-4500 ext. 214. If you plan to wait for your child at the zoo while they attend camp, you will need to pay admission if you are not a zoo member.