



Unplugged Summer Camps & School Break Camps FAQ SHEET

How do I see all the camps that you offer?

Thank you for your interest in our camps!! The best way to see all that we have to offer during the summer and school breaks is to visit our [Camp](#) page at www.fhgov.com or pick up a Camp Guide in person at The Hawk or Nature Center. School break camps in February and March are always included in the [Winter/Spring Activities Guide](#).

How do I register?

Online registration is available for most of our programs and classes. To register online, you must know your Household #/Username. If you have been in a Farmington Hills Special Services activity before, your Household Number can be located on a past receipt from our department. If you are a new user, don't know your Household Number, or if you need to make changes (add family members, change your address, etc.) you may call us at 248-699-6700. Payment is due in full at time of registration. Online registration is available at <https://web1.myvscloud.com/wbwc/mifarmingtonhillswt.wsc/splash.html>.

What is Late Registration?

Registrations received less than one week prior to the first day of camp will be considered late registration and will be charged an additional \$20 fee per child for each camp. There is no additional late fee for any of the Extended Care programs.

Do you offer discounts or financial aid?

We do not offer discounts for families enrolling more than one child or enrolling multiple weeks at a time. Scholarships are available for residents to access programs regardless of their economic situation. The Department of Special Services Scholarship Fund provides support for income eligible youth, ages 17 & under. Some restrictions do apply. To apply for a scholarship, contact 248-699-6700 or visit us online at www.fhgov.com.

What if my camper can only attend part of the camp week?

If your camper needs to miss time at camp, we'll still make sure they have a great experience. Please speak with camp staff on the first day to make staff aware of which days they will be absent, and we will communicate with you about what you may expect for the remainder of the week. If you know of these required absences prior to registration, you may also add this as a roster note during the registration process. Please know that camp registration fees will not be prorated or altered based on attendance.

What if I need additional childcare hours before or after camp?

We offer AM and PM Extended Care options for an additional fee. Most camps have these options available, but some do not and are noted as such within the Camp Guide. Extended Care is available

at The Hawk and at the Heritage Park. Extended Care is not available as a prorated option if campers only use it a few days out of the week.

It is important to note that if participants are picked up more than 5 minutes after the program ending time, late pick-up fees will be incurred and are required to be paid prior to the next camp day. Fees: 5-15 minutes, \$15 / 16-25 minutes, \$25 / 26-30 minutes, \$50 / 31+ minutes, \$75.

What is your Refund & Transfer Policy?

Business Days are considered Monday-Friday. See below:

- Refund requests submitted more than two weeks prior to the start of a program begin date will be issued 100% refund, LESS a \$10 Administrative Fee.
- Refund requests submitted less than two weeks, but more than three business days prior to the start of the program will be issued a 50% refund LESS a \$10 Administrative Fee.
- Refund requests submitted less than three business days prior to the start of a program will not be granted and no refund will be issued.
- A \$10 transfer fee will be charged for each transfer five (5) business days prior to the start of camp. Transfer requests made less than five business days before will not be granted.

If you need to update or change your registration, please contact us at 248-699-6700.

I received an email from ePACT after registering. What is it?

Upon registration, an email will be sent prompting you to create an ePACT account and accept the invitation to complete your child's required emergency contact file. We utilize ePACT Network, a healthy and safety software, to better support all our camp families and keep critical information secure. This is required in addition to registering for camp. ePACT is where all information related to each individual camper's health and emergency information is saved. This is where families can update their approved pick-ups and emergency contact information. Your ePACT account must be created with the same email used at registration. All campers must have a completed ePACT profile visible to Farmington Hills Special Services before they are able to stay at camp. If you are experiencing any issues, please contact us at fhsscamps@fhgov.com. For more information, please view our [ePACT Guide for Families](#) on our [Camp](#) page at www.fhgov.com.

Can I take a camp more than once?

When you visit our Camp Guide, you will see that many camps have multiple sessions offered throughout the season. We welcome and encourage your camper to take a camp they love and sign up more than once! All projects and activities change from week to week. We love when we see repeat campers throughout the summer!

Who should I contact regarding accommodations for my camper?

Please reach out to fhsscamps@fhgov.com to let us know more about your camper's needs and discuss an accommodation plan well before the start of their camp. This is particularly helpful if your child has any medical conditions such as, but not limited to, allergies, asthma, diabetes, or neurodivergence. The more information provided to us prior to camp and placed within your ePACT account, the better support we can provide campers for a successful and meaningful experience at camp.

What are your health guidelines?

Farmington Hills Special Services is committed to the health and safety of all participants, staff, and community members. We follow proper health and safety guidelines as provided by the CDC, State of Michigan and Oakland County. Campers with a communicable disease, or any contagious health problem, such as a cough, sore throat, or runny nose, are asked to stay at home as to avoid the spread of illness to campers and staff.

How are you encouraging campers to have healthy hygiene?

We will cover healthy hygiene rules. Campers will be reminded to...

- Wash their hands with soap and water or hand sanitizer after the completion of each activity, using the restroom, or after blowing their nose, coughing, or sneezing.
- Sneeze or cough in the crease of their elbow.
- Avoid touching their face, especially their eyes, nose and mouth.

How do you accommodate kids with food allergies?

All of our camps are nut-free. After registration, you will receive an email from ePACT where we ask you to input information related to your child's allergies into their profile. It is extremely important to include this information as it will alert camp staff to be aware and on alert for your child with allergies. If you have additional questions, please reach out to us at fhsscamps@fhgov.com.

Are snacks and lunches provided?

Snacks and lunches are not provided. Please note that the City of Farmington Hills Camps are 100% Nut-free. Any camper in attendance from 9am-3pm or 10am-2pm should bring a nut-free lunch, snacks, and a water bottle to camp every day. Campers in attendance from 9am-12pm should bring a water bottle and a nut-free snack. Please note that campers at The Hawk are NOT able to utilize concessions for their snacks and lunch.

What does a day of camp look like?

After arriving to the drop off location, campers will disperse within their camp groups to begin the day. Each morning, campers and staff will work together to set the day's expectations. The morning is full of activities whether it be beginning specialty projects related to their individual camp, playing active games, or going outside for fresh air. Most camps will take a mid-morning break for snacks and calm time before moving on to different pre-lunch activities. Lunches generally occur mid-day and most camps use this time for outdoor picnics and high energy games. Afternoon consists of returning to activities and projects before beginning the clean-up and wind down process of dismissal. Camp staff are adept at providing ample time for snacks, rest, and reset opportunities to provide the most well-balanced camp experience possible. Please note that half-day and 4-hour camps follow a similar but shortened schedule.

When will I receive pre-camp communication?

You will receive a camp welcome letter by the end of the day, the Wednesday before your camp starts. This communication will include camper expectations and important information related to drop off and pick up, any events or special activities, what to bring, information about lunches, snacks and more. This information will be sent to the email address that was used for registration.

What will drop off and pick up look like?

Each site will have a specific procedure that will be detailed in the pre-camp communication emailed to you the Wednesday prior to camp. Please know that photo ID is required at pick up, and campers

will only be released to individuals listed within your ePACT account and who are age 16 years and older.

Camps are offered at various locations throughout the City including The Hawk, Heritage Park, and Riley Skate Park. We understand you may have multiple children attending camp at different sites in the same week which may cause you concern with picking each child up on time. Pickup timeframes for each site will be included in the pre-camp communication. If you have children at Riley or Heritage Park AND The Hawk, we recommend picking up from Riley or Heritage Park 10 minutes early then heading to The Hawk.

What support do you offer for campers with separation anxiety?

Our staff are trained to recognize and address any separation anxiety we see. Our goal is to make the drop off stress free and smooth for you and your camper as they transition into the camp day. We use a variety of techniques including introducing them to a new friend that has attended before, starting them in quieter spaces first, providing a distracting activity, and above all validating their feelings.

Please take time to explain the camp drop off process to your camper ahead of the camp day and send them equipped with comfort items such as: a small toy or stuffed animal, their favorite book, and drawing or writing supplies. If your camper is having issues at drop-off, we ask that you do your best to keep goodbyes brief and positive. In our experience, lingering at drop off can actually make the experience more challenging, and may delay your camper's adjustment time. We will always work to ensure open communication with families about their child's adjustment to camp. Please seek out a camp director for additional help if needed.

Will campers go on field trips?

During the summer, camps TourXplore! Junior and TourXplore! Scout each provide a week of exciting field trip adventures for ages 7-9 and 10-12. Other camps may have field trip opportunities available, and families will be notified in advance.

Will all campers swim or go to the splash pad?

Not all camps go swimming or to the Heritage Park splash pad.

The following camps swim daily at The Hawk and campers should pack swim gear accordingly: Turtle, Otter, Penguin, Polar Bear, Red Cross Junior Lifeguarding. Counselors in Training and Junior Counselors may swim daily depending on the camps with which they are assigned. All-Sports Camp, Safety Town 2, Junior Hawk Activities and Hawk Activities may swim at least once during the week. Some TourXplore field trips include swimming or water play and this information will be included in the pre-camp communication the Wednesday prior to camp.

The following Heritage Park camps will spend time at the splash pad each week: Camp Cedar, Camp Pine and Camp Maple. Archery Camps may also visit the splash pad on occasion. Camps at Heritage Park may also participate in river's edge exploration and education days. Families will receive notification of these days in advance so they may pack appropriate clothing for getting wet and dirty.

What if my camper does not know how to swim?

Camper safety is our priority, and we will make sure that they still have fun and are safe in the pool even if they do not know how to swim. [The Hawk Aquatics Center](#) has state of the art features and amenities

including zero depth entry, lazy river, water slide, zip line and climbing walls, lap swim lanes. Lifeguards are always on duty and camp staff swim with the campers and have also been trained in water safety.

A swimmer is classified as being able to keep themselves afloat for 5 minutes using hands, arms, legs and feet and swimming the length of the pool using any stroke for a minimum of 25 yards. All campers go through a swim test. If after the test they are classified as a non-swimmer they must wear a life preserver, provided at the site. Campers may take the swim test more than once in a week if they wish to try again. All campers are given a water safety orientation the first time they visit a swimming location. This orientation includes general rules, swim areas, buddy rule, swim testing & safety procedures.

The Hawk Aquatics Center has a main pool as well as a smaller, separate deep pool. The main pool has a maximum of depth of 3'6" throughout. The deep pool has a depth of 8'3". Swimmers interested in the deep pool must take a separate swim test to swim there and use the zip line and rock-climbing wall. To pass this test, swimmers must be able to jump into the deep pool feet first, swim from the wall to the rope and back along the wall without touching, then tread for 1 minute. Swimmers that have passed the deep pool swim test will receive a color wristband allowing them to swim in this area during camp.

What are your camper to staff ratios?

At a minimum, we follow 1 staff member for every 10 campers. However, in addition to our 1:10 ratio, there is always a minimum of 2 staff members with each group so those camps having less than 20 for maximum enrollment will have a lower ratio. We are also pleased to offer Counselor in Training and Junior Counselor programs and many camps will have these participants to assist each day as well.

What are your staff's qualifications?

Supervisors and site directors have degrees in related fields and years of experience working with children and developing youth enrichment programs. Our large team of lead counselors are college age and older with a history of working with children and have been selected because of their experience, skills, character, and enthusiasm for working with kids! Many of our counselors have degrees or are currently taking classes in childcare, physical education, art, education, or other related fields. We even have some schoolteachers that work with us during the summer! All staff have completed background checks and hold First Aid/CPR certification. All staff also undergo intensive training prior to each camp season. Examples of covered topics include but are not limited to safety protocols and procedures, positive youth development principles, our camp standards and expectations, group work skills, behavior management, inclusive practices, emergency procedures, and program content.