**Q. What is the difference between Otter Learning and Camp Otter?**

A. We are all one big family! Camp Otter is the Break and Summer Camp programming hosted at Otter Learning schools. All children, families and employees that are associated with Camp Otter are also part of Otter Learning and vice versa.

**Q. What are the ages that Camp Otter offers care?**

A. Camp Otter offers care for children ages 5-12. For summer camp programming, Camp Otter only offers care for children that have completed Kindergarten, regardless of age. For children that have not completed Kindergarten, they will be eligible to participate in our on-location summer programming including STEM, athletic, play, arts and music related activities.

**Q. Will my child make friends at camp?**

A. Yes. Most of our campers attend Camp Otter without knowing anyone ahead of time. Everything we do at camp is about helping campers develop meaningful friendships and a sense of belonging. Campers and alumni alike often tell us that their best friends are from Camp Otter.

**Q. What should campers bring to camp?**

A. Please label all personal items that are brought to camp. Campers should dress in comfortable clothing and closed-toe shoes for indoor and outdoor exploration.

**Q. Can campers bring electronics to camp?**

A. Campers may not bring electronics or cell phones to camp. Given the unique opportunity to unplug at Camp Otter, campers enjoy face-to-face conversations, active recreation, and exploration. Our experience shows that electronics and cell phones increase feelings of homesickness, diminish the camp experience, and affect other campers in negative ways. Camp Otter is not responsible for any lost or stolen property.

**Q. When does the summer camp start and end?**

A. For all schools except those in South Carolina, we will begin our summer programming the final Monday in May (May 30th, 2022) and end August 5th, 2022. This will allow us over 2 full months of fun filled activities, events and learning opportunities with our Camp Otter Community. For South Carolina, our summer programming begins June 6th and ends August 12th.

**Q. How can I find an Otter Learning center near me?**

A. Visit the Otter Learning website ([www.otterlearning.com](http://www.otterlearning.com)) for a list of all our schools.

**Q. Where can I find the enrollment forms?**

A. Please visit the enrollment section of the school website you are interested in joining to download all the necessary forms. Any additional school specific forms can be provided by the Director upon enrollment.

**Q. Can I enroll my child in Camp Otter at any time?**

A. Yes. We strongly believe in inclusion for all families. That said, all of our break and summer programming is subject to strict capacity limitations and often fills up before and of the programming or camps begin so we encourage families to inquire and enroll before the start date.

**Q. I was not able to enroll my child at my preferred location because there was no space available. Can I be put on a waiting list?**

A. Yes. To place your child's name on the waiting list simply contact the center director and provide them with your child's information. In the meantime, they can assist you in finding available space in one of the other convenient Otter Learning locations until space becomes available for you to transfer to your preferred location.

**Q. When can I drop of my child at Camp Otter?**

A. We are happy to welcome your child at our facility as soon as our doors open every day. Camp programming and field trips likely will not start or depart until a bit later in the morning, but there will be ample fun filled and engaging activities for children throughout the entirety of the day!

**Q. Is there a minimum or maximum number of days per week my child can attend a Camp Otter program?**

A. At the moment, we are requiring that all families enroll for a minimum of one full week. The reason we do not offer drop-in or part-time care for Camp Otter programming is due to event and field trip planning as well as the amount of time we spend to appropriately staff the camp programs. To the extent we have availability, part-time care may be available.

**Q. Who are your staff members?**

A. Our amazing and professional directors recruit caring and mature staff members based on their character and proven ability to work with youth. Most of our staff members have been with Otter Learning as an organization for some time and are part of our continuation and leadership programming.

**Q. Do you background check your staff?**

A. Yes. All of our staff members pass rigorous applications, interviews, reference checks, and criminal background checks before starting work at Camp Otter and Otter Learning.

**Q. Will food / meals be allowed and offered at Camp Otter?**

A. Yes, at all Camp Otter locations other than those located in South Carolina, there will be a morning snack, lunch and afternoon snack offered every day. These meals will include a fruit, vegetable, whole grain, and protein options. In South Carolina, we are unfortunately only able to offer afternoon snack due to licensing regulation. Please discuss with the school director if you have any questions or dietary concerns for your child.

**Q. Does the camp / school have activities, lessons and / or a curriculum?**

A. Camp Otter has planned weekly themes, activities and field trips that are focused on community building, mental stimulation, and a little bit of fun! Additionally, Otter Learning as an organization is partnered with Funnydaffer for age-appropriate, digitally enabled curriculum that allows teachers and students to explore thousands of weekly lesson plans. While most camp programming is centered around having fun and learning through play, your child will be introduced to art, music, mathematics, science, reading, fitness and more!

**Q. What is your tuition policy? Is tuition still due if we cannot attend one week?**

A. Our philosophy at every Otter Learning school is that tuition payments are an annual school year obligation which is paid by families on a weekly or monthly basis depending on your tuition plan. Your tuition supports all day-to-day operations of the school and allows the school to compensate our highly trained teachers, purchase classroom supplies, deliver a best-in-class curriculum to your students and ensure the safety and compliance of the building and facilities. Families are allotted vacation time based on length of enrollment in which only partial payment is required.

**Q. What is Brightwheel and how do we use it?**

A. Brightwheel is the childcare and camp industry’s leading software provider that enables a variety of critical operational needs. Once enrolled, you will receive an invitation to join. We ask that every parent downloads the app which will serve as our main communication channel going forward. The system allows our parents a glimpse into their child’s day. Features include secure check in/out (so we know exactly who is coming and going through our facilities). It allows direct messaging with your child’s teacher where you can correspond over daily needs, early/late pickups, activity logging such as naps, feedings, potty breaks or milestones. It also handles all tuition billing directly through the app.

**Q. Are payments and / or photos of my child secure?**

A. For payments, Brightwheel is PCI Level I certified which indicates the most stringent security features available. Payments are processed via Stripe, the same processor companies such as Google and Amazon use. Additionally, for communication and photos, Brightwheel goes to great lengths to protect user data. Please visit <https://mybrightwheel.com/privacy> to learn more.

**Q. Can I pay by check, cash or money order? If not, are there any fees associated with Brightwheel?**

A. Unfortunately, we require all payments to be made through the Brightwheel app either via credit card or direct deposit. The reasons for this are two-fold. First, we try to limit cash and checks from circulating in our facilities for the safety of our staff. Secondly, our philosophy is that by cutting down on the accounting / administrative duties associated with reconciling payments, directors and staff will be able to spend more time engaging with students and their families thereby increasing quality. Brightwheel does charge a small processing fee to make payments through the app. Brightwheel currently charges 2.5% for credit card transactions and $0.45 when you link a bank account. We encourage all families to link their banking information to limit these costs. Otter Learning covers all other associated cost to deliver this incredible service.

**Q. Is Camp Otter / Otter Learning licensed and regulated?**

A. Camp Otter and Otter Learning as an organization is proud to be licensed and regulated by the organizations listed below. All of these partnerships demonstrate that our program has made a commitment to the most up-to-date, research-based standards in early childhood education and camp operation. We are committed to a safe, nurturing environment for all of our campers and follow industry best practices.

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**Q. What are you doing to address COVID-19?**

A. Camp Otter and Otter Learning as a whole, provides a critical and essential service to local communities and its families. As such, we are committed to providing a healthy and safe environment for our students and our staff. We continue to follow local, state, and federal guidelines where applicable to ensure the safety of all in our care. We employ a variety of strategies to limit any potential spread of COVID including encouraging and incentivizing staff to become vaccinated, contact tracing, increased cleaning practices and regular health checks.

**Q. How do you handle medications?**

A. Yes, in most cases we can accommodate managing the medical needs or our campers, but in turn require rigorous documentation from families. Families will need to bring the original prescription bottles to camp (so our administrators can confirm the dosage amounts/times). Due to licensing requirements, our administrators must distribute the medications as prescribed on the original packaging. If you have liquids, inhalers, or Epi-Pens, you’ll need to bring them in their original packaging, sealed together in a Ziploc bag, labeled with your camper’s name.

**Q. Can you accommodate children with special needs?**

A. We strive to create programming that is enjoyable for as many children as possible. In everything we do, health and safety are our top priorities. As such, we need to recognize the limitations of our facility, program, and staff. We are unfortunately not able to provide an attendant (one-on-one staff member) to address a child’s personal needs. In addition, we are not able to accommodate medical issues requiring treatment beyond the scope of our administrators. As such, we are not able to accommodate children with diabetes and/or active seizure disorders. Before enrolling a child with any special needs, please contact us to discuss potential accommodations. If Camp Otter ends up not being a good fit for your child, we are happy to connect you with another camp better suited to your needs and interests.