



Cincinnati Museum Center

### Frequently Asked Questions

- **What are the hours of Museum Camp?**
  - Museum Camp runs from 9 a.m. to 4 p.m. Check-in begins at 8:45 a.m. and check-out starts at 3:50 p.m.
- **Do you have before and after care available?**
  - Yes! Before care is available from 7:30 a.m. to 8:45 a.m. After care is available from 4 p.m. to 6 p.m. Before/after care should be purchased in advance.
- **Is there a discount for Cincinnati Museum Center Members?**
  - Yes! CMC Members receive \$5 off each one-day camp; \$45 off four-day and regularly priced week-long camps; and \$25 off Premium week-long camps.
- **Are there other discounts available for Museum Camps?**
  - Yes! If you purchase three or more week-long summer camps, you will receive \$15 off each camp. This discount excludes one-day camps. The multi-camp discount is only available over the phone. Please call us at (513) 287-7001 to register using this discount.
- **How do I register my child for Museum Camps?**
  - You can register for Museum Camps online (<http://www.cincymuseum.org/programs/museum-camp>) or by calling (513) 287-7001. Please have your payment information, membership number (if a member) and child's information ready to make registration quicker and easier.
- **What if I need to cancel my reservation?**
  - For week-long camps:
    - There is a \$10 processing fee for canceling 15 days or more in advance of the first day of camp. A \$50 cancellation fee will be charged if made 7 to 14 days prior to the start of camp; \$75 if 6 or fewer days prior to the start of camp; and \$100 if on the first day of camp. No refund is given after the first day of camp.
  - For one-day camps:
    - There is a no fee for cancelling 15 days or more in advance of camp. A \$10 cancellation fee will be charged if made 7 to 14 days before the first day of camp; \$15 if less than 7 days in advance; and \$25 if on the first day of camp. No refund is given after the camp day has ended.
  - To cancel, please call (513) 287-7001. A refund will be issued to the same credit card used to register for camp. Please have the card in hand when calling to cancel.
- **Does my camper need paperwork to participate in Museum Camps?**
  - Yes! Please fill out the Museum Camp Permission Form and email it to the Museum Camps Manager at [kmartin@cincymuseum.org](mailto:kmartin@cincymuseum.org). All forms should be emailed at least 72 hours before the start of camp. Please be sure to indicate the camper's name and which camp they are attending when emailing forms. If you are unable to email your forms, please bring them with you to your first day of camp. If you forget a form at home, we will have extras at check-in.
- **What do we need for check-in and check-out?**
  - Guardians must sign-in their child before camp and sign-out every day before leaving the campus. **Please check-in your camper with their group's instructor and turn in any required paperwork.** Museum Camp begins each day at 9:00am. Children may arrive between 8:45 – 9:10 a.m. Children arriving before 8:45 a.m. should stay with their parents or guardians until 8:45 a.m., unless enrolled in before care.
  - **Any adult picking up a child is required to show a photo ID as well as be listed on the Museum Camp Permission Form.** Parents also need to be listed on the Museum Camp Permission Form and show ID every day when picking

up campers. Changes to Museum Camp Permission Form must be made in person. All campers must be picked up by 4:15 p.m., unless enrolled in after care.

- **What if my child will be absent, arrive late or leave early?**
  - Please contact the Museum Camps Manager at [KMartin@cincymuseum.org](mailto:KMartin@cincymuseum.org) or (513) 728-0082, if your camper will be absent, arrive late or need to leave early. Parents or guardians must escort late arrivals into the building to ensure safe arrival.
- **What will my child do in before/after care?**
  - Campers in before/after care will have the opportunity to participate in activities such as group games, board games, reading or coloring. They may also watch an educational video or film. If time allows, they may visit a Museum exhibit.
- **What will my child do at camp?**
  - The activities during camp are based on the different themes. Your child will be participating in a variety of activities such as science experiments, arts and crafts, games, animal encounters, interactive presentations and more!
  - For more information about a specific camp theme, please contact the Museum Camps Manager at [KMartin@cincymuseum.org](mailto:KMartin@cincymuseum.org) or (513) 728-0082.
- **Can I enroll my child in a camp for a younger/older age group?**
  - No. Grade band requirements are strictly enforced. Your child must fall within the camp's grade band by the first day of the camp session they are attending.
- **Does Museum Camp serve children with special needs?**
  - Although Cincinnati Museum Center's Museum Camps are not specifically designed to accommodate children with special needs, we make every reasonable effort to serve campers who require special attention or consideration.
  - Campers with special needs may bring accessibility items to camp. We also welcome camper aides, but require all aides who attend camp to complete a background check before camp begins. Please notify the Camp Manager ahead of time if your camper will have an aide or bring an accessibility item to camp.
  - If your child has a special need or a life-threatening allergy, please contact the Camp Manager to discuss their needs before the camper's first day. Please also let us know of any tools or techniques we may use to help your camper have a great time at camp. The more we know about your camper in advance, the better equipped we are to make your child's camp experience the best and safest possible!
  - If you are interested in enrolling a child with special needs and have further questions, please contact the Camp Manager to set up a meeting to evaluate our program's suitability for your child.
  - Museum Camp Manager Contact Information: Kim Martin, (513) 728-0082, [KMartin@cincymuseum.org](mailto:KMartin@cincymuseum.org)
- **Can my child and their friend be in the same group?**
  - Yes! When you register your child just request that they be in the same group as their friend. Please make sure to have their friend's name ready and be sure that their friend has registered for the same camp.
- **What should my child wear/bring?**
  - Children should wear typical play clothes keeping in mind that some days we may have messy activities. Some areas inside can get chilly, so a sweater or jacket is recommended. Since we often have games and physical activities in addition to the 30 minutes for recess, please send children in shoes that are appropriate for running and playing. Campers may be going outside. Please be sure to send them with weather-appropriate clothing.
  - We suggest that campers bring a reusable water bottle to use throughout the day.
  - All electronics, toys and valuable items should be kept at home, with the exception of items used for accessibility purposes. Please notify us ahead of time if your camper will be bringing an item for these purposes. If a non-accessibility item brought from home disrupts camp, the item may be confiscated until the end of the day. Cincinnati Museum Center is not responsible for any lost, broken or stolen items.

- All campers MUST bring a packed lunch. An hour break will be taken for lunch and recess each day. Lunches should not contain any items that need to be refrigerated or heated.
- Campers may NOT purchase food or items from our retail spaces during camp. Campers should NOT be sent to camp with money.
- Please note that the Cincinnati Museum Center is not responsible for any lost, broken or stolen items.
- **My child must take medication. How can they do this at camp?**
  - The Cincinnati Museum Center is not permitted to administer medicine to children. It is important that you inform us of any medical conditions or special needs. Please contact the Camp Manager to discuss their needs before the camper's first day. We do our best to accommodate needs and requests.
  - Museum Camp Manager Contact Information: Kim Martin, (513) 728-0082, [KMartin@cincymuseum.org](mailto:KMartin@cincymuseum.org)
- **How can I get in contact with Museum Camp staff if there is an emergency?**
  - If you need to contact Museum Camps right away, please call the Museum Camps Manager at (513) 728-0082. You may also call our Public Safety office at (513) 287-7048.
- **What happens if my child becomes ill during camp?**
  - Depending on the symptoms and severity, we may call you and ask you to come pick up your child. If necessary, our Public Safety officers will assist with injury or illness. Children who vomit or have a high fever during or before camp are not permitted to attend that day and must be picked up by an adult on their Museum Camp Permission Form right away.
- **Do you provide snacks?**
  - Yes! We provide an afternoon snack for all Museum Campers and an additional snack for children in after care. Snacks are simple, peanut free items such as Nutri-Grain Bars or Goldfish. Campers should bring a water bottle to use throughout the week. If your child is on a special or restricted diet or has a severe food allergy, they are permitted to bring their own snack. Please send a note if your child will be doing this and include any food allergies on the Museum Camp Permission Form.
- **Do you provide lunch?**
  - No. Each child must pack a lunch. An hour break will be taken each day for lunch and recess. Lunches must be brought from home and should not contain any items that need to be refrigerated or heated up. Campers may NOT purchase food from the food cart or vending machines. Campers should NOT be sent to camp with money.
- **Can my child purchase food or items from the food court or gift shop?**
  - No. Campers are not permitted to purchase any items from the food court or any of our gift shops. Please do NOT send money with your camper for any reason.
- **My child is in Kindergarten – First Grade and needs a rest in the afternoon. Do you provide resting time?**
  - Yes! In addition to lunch and recess, our younger campers (Kindergarten – First Grade) will be given 30 – 45 minutes of quiet time in the afternoon. During this time they may nap or rest while watching an age-appropriate movie or reading a children's book. Your child may choose to bring a small pillow and blanket to use during this time.
- **What are the behavior expectations at camp?**
  - At the beginning of camp, campers and instructors work together to set the rules. This time allows for everyone to set expectations and boundaries. Both campers and instructors are always expected to be respectful to each other, their peers and their surroundings.
  - The more we know about your camper, the better equipped we are to help your child meet behavior expectations and have the best time at camp! Please let us know of any tools or techniques we may use to help your camper have the best camp experience. You may share this with camp staff during drop-off or on the permission form.
  - All electronics, toys and valuable items should be kept at home, with the exception of items used for accessibility purposes. Please notify us ahead of time if your camper will be bringing an item for these purposes. If a non-

accessibility item brought from home disrupts camp, the item may be confiscated until the end of the day. Cincinnati Museum Center is not responsible for any lost, broken or stolen items.

- **How does Museum Camp manage behavioral issues?**

- If campers are participating in disruptive behavior, our instructors first use positive reinforcement and redirection to help them make better choices. In cases where the behavior continues, the following steps are taken. Campers are given three chances to follow directions after a warning or conversation with instructor before losing a turn or being asked to sit out.
  1. Warning
  2. Conversation with Instructor
  3. Sit Out from Activity
  4. Speak with Coordinator or Manager
  5. Call Home/Conversations with Parents or Guardians
  6. Removal from Camp
- In cases where Museum Camp Staff are concerned that the behavior of a camper is harmful to themselves, other campers, staff or their surroundings, steps may be bypassed in order to address the situation.

- **What are the qualifications of your Museum Camp Instructors?**

- Museum Camp Instructors are Cincinnati Museum Center staff, college graduates and upper-level college students. All of our instructors are experienced educators and have taught in classrooms, camps, museums, art centers, etc. Museum Camp Instructors must pass a background check, become First Aid and CPR certified and are required to attend Museum Camp training.

- **What are the qualifications of your Museum Camp volunteers?**

- Both Adult Volunteers and Youth Program Volunteers help with Museum Camps. Adult Volunteers must pass a background check. Adult and Youth Program Volunteers are required to attend Museum Camp training with instructors. Volunteers assist with camps by running programs, facilitating games and crafts, organizing materials and supplies and more.

**Have another question? Please contact our Manager of Museum Camps, Kim Martin, at [kmartin@cincymuseum.org](mailto:kmartin@cincymuseum.org) or 513-728-0082 for more information.**