

# Zephyr Point Programs: Fall 2022

## Health & Safety Plan (All Programs)

*Zephyr Point Presbyterian Conference Center - Version 4*

*Updated 9/12/2022*

**HERE AT ZEPHYR POINT, IT IS OUR FOREMOST PRIORITY TO CREATE POLICIES AND PROCEDURES TO KEEP ALL OF OUR PARTICIPANTS SAFE.**

Since March of 2020, we as a global collective have weathered the COVID-19 pandemic. Our lives have been turned upside down as we have navigated shut downs, social distancing, and the shift to an increasingly digital world. Some of us have experienced (or are still experiencing) firsthand the health effects of this virus in our own family units. While we celebrate the upward trajectory of vaccination rates and downward slope of daily cases, we acknowledge that this next phase of the pandemic will still require care and diligence from each of us in order to ensure the safety of all.

Additionally, the reality of increased wildfire risk across the Western Region means that we need to be prepared for camp and program operations during periods of poor air quality due to wildfire smoke.

**Read on to see how we are preparing for your arrival.**

All of the following policies are based on recommendations and directives from:

- Centers for Disease Control and Prevention (CDC)
- State of Nevada Declarations and Guidances
- Douglas County Department of Health and Human Services
- American Camping Association (ACA)

Of course, these guidelines are subject to change as conditions shift, so please plan to check back for revisions of this safety plan between now and the week prior to your scheduled program (the date at the top of the document will indicate the last revision). Any major policy changes will be sent directly to registrants.

## TABLE OF CONTENTS:

<b>Here at Zephyr Point, IT IS OUR FOREMOST PRIORITY TO CREATE POLICIES AND PROCEDURES TO KEEP ALL OF OUR PARTICIPANTS SAFE.</b>	<b>1</b>
Read on to see how we are preparing for your arrival.	1
<b>Table of Contents:</b>	<b>2</b>
<b>COVID-19 Policies and Procedures</b>	
<b>Culture of Care</b>	<b>3</b>
Program Participants' Commitment	3
Zephyr Point's Commitment	3
<b>Youth &amp; Family Camps</b>	<b>4</b>
Is it possible to run camp safely?	4
COVID-19 Vaccination Status Requirements	4
Camp Zephyr Day Camp Vaccine Policy	4
Overnight Camps (High Camps, Family Camp, Basecamps) Vaccine Policy	5
Other Health and Safety Protocols (All Camps)	5
Physical Distancing	5
Masking	5
Sanitation and Disinfection Protocols	6
Camp Staff Readiness	7
<b>Adult Programs</b>	<b>7</b>
COVID-19 Vaccination Status Requirements	7
Other Health and Safety Protocols (Adult Programs)	8
Sources	10
For More Information...	10
<b>Wildfire Smoke Policies and Procedures</b>	
<b>Our Commitment to Care</b>	<b>11</b>
Air quality and Youth Camp Operations	11
Accommodations for Sensitive Campers or Staff	12
Youth Camp cancellations	13
Air Quality and Adult Program Operations	14
Adult Program Cancellations	15
<b>Frequently Asked Questions</b>	<b>17</b>
<b>In Summary</b>	<b>19</b>

## *COVID-19 Policies and Procedures*

### **CULTURE OF CARE**

In order for Zephyr Point programs to operate in the midst of a pandemic, it is of the utmost importance that all of us create and commit to a **Culture of Care**. This means that we enter into a covenant together to follow all the safety policies and procedures in order to keep one another safe. Because we are only as strong as our weakest link, it is essential that we uphold the highest standards for one another. Zephyr Point is committed to meeting the needs of the most vulnerable and most risk-averse in our community. That way, our programs are available for the largest number of participants. All program participants are asked to commit to meeting the highest standards for one another's comfort, despite their personal views on COVID-19, their different comfort levels, or their individual risk thresholds. These are the commitments we make to one another to create a Culture of Care:

#### **PROGRAM PARTICIPANTS' COMMITMENT**

- Abide by all Zephyr Point COVID-19 policies and protocols for the program that my child or I plan to attend, understanding that they are informed by the latest federal, state, and county guidelines
- Communicate with Zephyr Point openly about my questions and any public health concerns that may arise between registration and participation
- Make every effort in the 7 days prior to and during their time at Zephyr Point to limit contact to only those in your household or "cohort"

#### **ZEPHYR POINT'S COMMITMENT**

- Maintain clear and open communication regarding COVID-19 policies, protocols, and positive cases should they occur
- Establishing strict and reasonable standards of safety based on the latest federal, state, and county guidelines
- Meticulous adherence to all safety policies and procedures as promised
- Promise that all staff will also adhere to the safety measures outlined above

## YOUTH & FAMILY CAMPS

### IS IT POSSIBLE TO RUN CAMP SAFELY?

Camp is not a risk-free environment, but increased safety procedures and policies have been created to minimize risk and provide campers with a great camp experience. With continued research and in consultation with the latest public health recommendations, we are confident that with accommodations, we will continue to pull off a safe camp experience for both day and overnight camp offerings.

### COVID-19 VACCINATION STATUS REQUIREMENTS

Vaccination remains the safest and most effective way to stop the spread of COVID-19. The CDC recommends that everyone 5 years and older get fully vaccinated against COVID-19. COVID-19 vaccinations are widely available for all individuals over the age of 5 years old. See [COVID-19 Vaccines for Children and Teens](#) for more information.

**In line with the CDC recommendations, Zephyr Point strongly recommends that all campers are fully vaccinated before attending camp.** However, due to the differing risk levels for various camp programs at Zephyr Point, vaccination requirements vary between day camp and overnight camp offerings.

### CAMP ZEPHYR DAY CAMP VACCINE POLICY

Data shows that the risk of transmitting the COVID-19 virus in an outdoor environment like Zephyr Point is extremely low for vaccinated and unvaccinated individuals alike. With this in mind, Camp Zephyr will run entirely outdoors and with physical distancing protocols in place. **Therefore, proof of vaccination status will not be required for Day Camp participants.**

### OVERNIGHT CAMPS (HIGH CAMPS, FAMILY CAMP, BASECAMPS) VACCINE POLICY

All overnight campers over 5 years of age must do one of the following before camp arrival:

- 1) Have received the second dose of a 2-dose vaccine series (Pfizer & Moderna) or 1 dose of a single-dose vaccine (J&J) *in the last 5 months* OR have received a booster of any vaccine
- 2) Receive a negative PCR molecular test result (not an antigen test result)

administered within 72 hours of camp arrival. **Make a plan now on how to schedule a PCR test in the 72 hours (about 3 days) prior to arrival at Zephyr Point**

3) Present “Documentation of Recovery” from COVID-19 in the last 90 days. “Documentation of Recovery” is achieved through the presentation of positive test results within the last 90 days and a letter from their healthcare provider that states that the camper is cleared to end isolation and is cleared for camp. Both the proof of positive test and letter together must be presented.

**Proof of vaccination (vaccinated campers) OR negative PCR test/Documentation of Recovery (unvaccinated campers) must be presented to the Camp Nurse upon arrival to camp.** Failure to procure a PCR test result within 72 hours of arrival will not be grounds for refund of registration fee.

## **OTHER HEALTH AND SAFETY PROTOCOLS (ALL CAMPS)**

### **PHYSICAL DISTANCING**

Upon arrival at camp, campers will be split into a cohort of up to 10 other campers and one Lead Counselor. This cohort will spend the majority of the day together, and campers will be encouraged to remain 3 feet apart when within these cohorts. Additionally, we will do our best to craft activities and events that are in compliance with physical distancing guideline, especially when community transmission levels are high.

### **MASKING**

CDC guidelines state that individuals regardless of vaccination status do not need to wear masks when outdoors unless you are in an area of high community transmission. Therefore, **masks will not be required while outdoors.** If positivity rates rise to the “high transmission” category before the start of camp, this policy will be revised.

Zephyr Point will make policies for indoor masking by following the Centers for Disease Control guidance on community transmission level in Douglas County, NV.

COVID-19 Community Level	Zephyr Point Masking Measures
Low Transmission	<ul style="list-style-type: none"> <li>● Masks strongly recommended indoors for all campers, but not required.</li> <li>● Parents may choose to have their campers wear a mask based on personal preference or personal level of risk</li> </ul>
Medium Transmission	<ul style="list-style-type: none"> <li>● Masks required for all participants in indoor spaces except when eating, drinking, or sleeping</li> <li>● Masks are not required outdoors</li> <li>● Masks should be worn securely around nose and mouth when indoors</li> </ul>
High Transmission	<ul style="list-style-type: none"> <li>● N95 or KN95 masks required by all participants, both indoors and outdoors (unless 6ft distance is maintained)</li> <li>● Masks should be worn securely around nose and mouth at all times</li> </ul>

(For more information on community transmission levels, visit the [CDC COVID-19 Community Levels Page](#).)

If a camper has a health condition that makes them unable to wear a mask, please indicate this in the medical form (to be sent via email 1 month before the start of camp) and plan to provide accompanying documentation from their healthcare provider approving this exemption at check-in on the first day of camp.

## **SANITATION AND DISINFECTION PROTOCOLS**

**Handwashing & Sanitation:** All campers will be invited to participate in a hand washing and sanitization protocol between each activity period. EPA-approved hand sanitizing stations will be located at every activity area.

**Water Fountains:** Campers are encouraged to bring their own water bottle to minimize use of shared water fountains

**Surface Disinfection:** EPA-approved soaps, disinfectants, and sanitizers will be used to clean and disinfect all activities areas between group periods.

## **CAMP STAFF READINESS**

**Vaccinations:** All Camp Staff will be required to be fully vaccinated and boosted (if eligible) before arrival at camp.

**Daily Screening:** Staff members will receive the same screening protocol as campers each morning.

**Enhanced Training:** All camp staff will receive added training on safety, best practices, policies, and procedures around health and safety.

**Camp Nurse:** Each week, a volunteer nurse will join the staff to perform daily symptom screenings and to provide care in the case that campers develop symptoms of COVID-19.

**Weekly Testing:** Staff members will be encouraged to take regular COVID-19 tests and monitor symptoms..

## **ADULT PROGRAMS**

Adult Programs at Zephyr Point bring together individuals from a wide variety of backgrounds, interests, and geographic areas for a week where they can encounter God through education, exploration, and inspiration. Each of these individual programs is developed in partnership between Zephyr Point staff and the leadership teams for each program. As your program approaches, we will develop guidelines and policies relevant to the specific needs of your group. The policies below outline the *minimum* requirements for all adult programs at Zephyr Point. **Please keep in mind that stricter regulations may be required for your program. We will do our best to notify you of these modifications as soon as they are established by Zephyr Point staff and the leadership team.**

## **COVID-19 VACCINATION STATUS REQUIREMENTS**

Vaccination remains the safest and most effective way to stop the spread of COVID-19. The CDC recommends that everyone 5 years and older get fully vaccinated against COVID-19. COVID-19 vaccinations are widely available for all individuals over the age of 5 years old. For more information on COVID-19 vaccines, visit the [CDC COVID-19 Vaccine Home Page](#).

**In line with the CDC recommendations, Zephyr Point *strongly recommends* that all participants are fully vaccinated before program participation.**

In order to ensure a Culture of Care, we encourage all program participants to meet one of the following criteria before arrival:

- 1) Have received the second dose of a 2-dose vaccine series (Pfizer & Moderna) or 1 dose of a single-dose vaccine (J&J) in the last 6 months OR have received a booster of any vaccine
- 2) Receive a negative PCR molecular test result (not an antigen test result) administered within 72 hours of arrival.
- 3) Have been diagnosed with COVID-19 within the past 90 days and receive clearance to end isolation from a healthcare provider

**At this time, we do not anticipate that participants will be asked to show proof of vaccination (vaccinated participants) OR negative PCR test/Documentation of Recovery (unvaccinated participants) upon arrival at Zephyr Point.** That said, Zephyr Point staff will keep track of the latest federal, state, and local recommendations as the pandemic continues, and may be required to adjust this recommendation to a requirement at a later time. Either way, we do hope that participants will take these recommendations seriously in order to ensure the health and safety of all Zephyr Point staff and program participants, and will prepare to meet one of these qualifications before their week of participation.

## **OTHER HEALTH AND SAFETY PROTOCOLS (ADULT PROGRAMS)**

### **MASKING:**

CDC guidelines state that individuals regardless of vaccination status do not need to wear masks when outdoors unless you are in an area of high community transmission. Therefore, **masks will not be required while outdoors.** If positivity rates rise to the “high transmission” category in Douglas County, NV before the start of your event, this policy will be revised.

The large majority of Adult Program activities take place inside our conference facilities. Zephyr Point will make policies for indoor masking by following the Centers for Disease Control guidance on community transmission level in Douglas County, NV:

<b>COVID-19 Community Level</b>	<b>Zephyr Point Masking Measures</b>
-------------------------------------	--------------------------------------



Low Transmission	<ul style="list-style-type: none"> <li>● Masks strongly recommended indoors for all participants, but not required.</li> <li>● Participants may choose to wear a mask based on personal preference or personal level of risk (N95 &amp; KN95 recommended)</li> </ul>
Medium Transmission	<ul style="list-style-type: none"> <li>● Masks required for all participants in indoor spaces except when eating, drinking, or sleeping</li> <li>● Masks are not required outdoors</li> <li>● Masks should be worn securely around nose and mouth when indoors</li> </ul>
High Transmission	<ul style="list-style-type: none"> <li>● N95 or KN95 masks required by all participants, both indoors and outdoors (unless 6ft distance is maintained)</li> <li>● Masks should be worn securely around nose and mouth at all times</li> </ul>

(For more information on community transmission levels, visit the [CDC COVID-19 Community Levels Page.](#))

If a participant has a health condition that makes them unable to wear a mask, please plan to provide accompanying documentation from their healthcare provider approving this exemption at check-in upon arrival at Zephyr Point.

### **PHYSICAL DISTANCING:**

Zephyr Point staff in partnership with program leaders will do our best to accommodate 3-6ft distance when setting up indoor meeting spaces for adult programs. When possible, windows and doors will be kept open to maximize air circulation.

While the dining halls will likely be full at mealtime, limited tables will be made available for guests who would prefer to eat outdoors.

### **SANITATION AND DISINFECTION PROTOCOLS:**

**Handwashing & Sanitation:** All are encouraged to practice good hand washing and sanitization protocol throughout their stay at Zephyr Point. EPA-approved hand sanitizing stations will be located in each meeting room.

**Surface Disinfection:** EPA-approved soaps, disinfectants, and sanitizers will be used by Zephyr Point housekeeping staff to clean and disinfect all activities areas between group periods.

**Housekeeping:** Daily housekeeping services in individual rooms will not be provided. Extra towels and linens will be available upon request.

## **SOURCES**

[CDC Interim Public Health Recommendations for Fully Vaccinated People](#)

[CDC Guidance for Operating Youth Camps](#)

[American Camp Association \(ACA\) Field Guide For Camps](#)

## **FOR MORE INFORMATION...**

For the latest COVID-19 Recommendations, visit:

[Centers for Disease Control COVID-19 Homepage](#)

[Centers for Disease Control COVID-19 Vaccination Index](#)

[State of Nevada Resources Related to COVID-19](#)

[Douglas County COVID-19 Community Resources](#)

## *Wildfire Smoke Policies and Procedures*

### OUR COMMITMENT TO CARE

As wildfires become increasingly common and grow in intensity across the Western Region due to the effects of climate change, Zephyr Point is dedicated to doing all that we can to balance our commitment to provide our camps and programs for guests with the health and safety of our participants and staff.

### AIR QUALITY AND YOUTH CAMP OPERATIONS

Extended exposure to air pollutants can have negative health impacts, especially for children and adults with respiratory and cardiac conditions. Therefore, our response to smoke will be based on the daily Air Quality Index (AQI). The following diagram outlines the relationship between AQI, activity recommendations from the CDC, and Zephyr Point camp operations.:

AQI	Health Effects	CDC Recommendation	Zephyr Point Camp Operations
<b>0-50 GREEN</b>	<b>The air is considered healthy for all.</b>	<b>Outdoor activities recommended.</b>	<b>No change in operations</b>
<b>51-100 YELLOW</b>	<b>Air is unhealthy for extremely sensitive children and adults</b>	<b>Outdoor activities recommended for most children except those known to respond to air pollution at this level</b>	<b>Special attention will be paid to children and staff with preexisting health conditions that are vulnerable to air pollution, with possible activity modifications</b>
<b>101-150 ORANGE</b>	<b>The air is unhealthy for sensitive groups, including children under 18, adults over 55, and adults with respiratory or cardiac conditions</b>	<b>Outdoor exertion for all children or sensitive adults should be <u>limited</u> in duration and intensity. When possible, all outdoor activity should be moved to times when AQI is lowest.</b>	<b>Camp operations will be modified to limit duration and intensity of outdoor activities as much as possible. Additional indoor break times will be added to the schedule. N95 or KN95 masks will be made available for ZP staff and campers (if desired).</b>
<b>151-200 RED</b>	<b>The air is unhealthy for all.</b>	<b>Outdoor activities should be <u>avoided</u> for children and adults.</b>	<b>Camp operations will be transitioned to completely indoors. Recognizing that indoor space is extremely limited at Zephyr Point, if we are unable to transition indoors at ZP or another nearby location, camp <i>may</i> be canceled.</b>

201+	The air is extremely unhealthy for all.	Outdoor activities should be <u>avoided</u> for children and adults, preferably in an indoor space with filtered air.	If the AQI is expected to remain above 200 for 2+ hours, camp will be canceled. Cancellations may be offered on a daily basis, or for multiple days depending on the AQI forecast for the week. In the case of cancellation, a prorated refund will be offered to all campers for the days that camp is closed.
------	---	---	---

\* Modified from "Wildfire Smoke: A Guide for Public Health Officials," 2019.  
[https://www.airnow.gov/sites/default/files/2021-09/wildfire-smoke-guide\\_0.pdf](https://www.airnow.gov/sites/default/files/2021-09/wildfire-smoke-guide_0.pdf)

## ACCOMMODATIONS FOR SENSITIVE CAMPERS OR STAFF

At Zephyr Point, it is our goal to work in partnership with parents to create the best camp environment for each individual child. In circumstances where air quality is a concern, we are committed to working with parents to accommodate the health and safety needs of every child.

We encourage all parents who have questions, concerns, or requests for accommodations for their child to reach out to the Program Department so that we can work together to establish a care plan (775-588-6759 ext 113).

If your child has a documented medical condition and is sensitive to wildfire smoke, you may reach out to Zephyr Point to request a refund. Refunds will only be granted if the AQI is forecasted to hover above 100 AQI for 2+ hours and with a doctor's verification of an underlying health condition making your child vulnerable to air pollution.

Staff members who are experiencing negative health effects due to wildfire smoke are encouraged to maintain open communication with their supervisor. If you are unable to work or would like to request a special accommodation due to an underlying health condition or symptomatic response to the smoke, you will either need to provide medical documentation or get approval from the camp nurse in order to be excused from work.

## YOUTH CAMP CANCELLATIONS

Zephyr Point may be required to cancel camp operations due to wildfire smoke under the following circumstances

- AQI 151-200 is forecasted for 2+ hours and there is no indoor space available for camp operations
- AQI 200+ forecasted for 2+ hours

Program staff will be monitoring AQI throughout the entire day as well as taking in predicted wind patterns in order to have the best read on AQI. Zephyr Point relies primarily on AirNow.gov and Purple Air to monitor the various sensors in the area as well as Windy.com to monitor wind patterns.

We will do our best to notify parents as efficiently as possible in the case of cancellation. In most cases, cancellations will be assessed on a day-by-day basis, but there may be circumstances under which Zephyr Point will be required to cancel an entire week of camp. Zephyr Point will make cancellation calls by no later than 6:30 am the day of camp.

Any time that Zephyr Point is required to cancel camp, campers will receive a prorated reimbursement for the days that camp was closed. We will do our best to process refunds within one week of the date of cancellation. Zephyr Point will automatically initiate the refund process, so there is no need to call the office unless it has been over 10 days since the cancellation.

In the unlikely chance that we are required to cancel camp through the end of the season, we will contact families to notify them of the cancellation and process refunds. We will do our best to find alternative employment for camp staff members, but cannot guarantee continued employment through the end of the season.

**A note on backcountry camps:** Our backpacking camps have been strategically scheduled for the first half of our summer offerings in the hopes of avoiding what has become the standard fire season. Backcountry camps will more than likely be canceled if the AQI hovers around 100 consistently due to the extended and overnight outdoor exposure. AQI will be monitored in the area where the backcountry campers are headed. Back up routes will be implemented if able to successfully avoid high AQI areas. Due to the immersive nature of these programs, day by day cancellation is not an option. Therefore, in the case of a new or unexpected fire causing high AQI or fire danger to backcountry campers evacuation protocols will be initiated. Our Emergency Action Plan for our backpacking camps can be found separately.

## AIR QUALITY AND ADULT PROGRAM OPERATIONS

Wildfire smoke is unpredictable, and continues to be an unfortunate reality for the Western Region. In the case of high AQI due to a nearby fire, Zephyr Point will modify program operations to ensure the health and safety of all participants. Please read on to see Zephyr Point's refund policy in the case of wildfire smoke or evacuations.

AQI	Health Effects	CDC Recommendation	Zephyr Point Camp Operations
<b>0-50 GREEN</b>	<b>The air is considered healthy for all.</b>	<b>Outdoor activities recommended.</b>	<b>No change in operations</b>
<b>51-100 YELLOW</b>	<b>Air is unhealthy for extremely sensitive children and adults</b>	<b>Outdoor activities recommended for most, except those known to respond to air pollution at this level.</b>	<b>Special attention will be paid to participants with preexisting health conditions that are vulnerable to air pollution, with possible activity modifications</b>
<b>101-150 ORANGE</b>	<b>The air is unhealthy for sensitive groups, including children under 18, adults over 55, and adults with respiratory or cardiac conditions</b>	<b>Outdoor exertion for all children or sensitive adults should be <u>limited</u> in duration and intensity. When possible, all outdoor activity should be moved to times when AQI is lowest.</b>	<b>Program operations will be modified to limit duration and intensity of outdoor activities. ZP staff recommends all participants wear a N95 or KN95 mask to limit smoke exposure.</b>
<b>151-200 RED</b>	<b>The air is unhealthy for all.</b>	<b>Outdoor activities should be <u>avoided</u> for children and adults.</b>	<b>Program operations will be transitioned to completely indoors. Recognizing that indoor space is extremely limited at Zephyr Point, schedule modifications may take place. All participants are expected to wear a N95 or KN95 mask outdoors, and utilize HEPA air filtration in the guest room.</b>
<b>201+</b>	<b>The air is extremely unhealthy for all.</b>	<b>Outdoor activities should be <u>avoided</u> for children and adults, preferably in an indoor space with filtered air.</b>	<b>If the AQI is expected to remain above 200 for 12+ hours, participants will have the opportunity to cancel their registration for a prorated daily refund. If the AQI is expected to remain above 300 for 12+ hours, Zephyr Point may cancel the program, with prorated refunds for all participants.</b>

\* Modified from "Wildfire Smoke: A Guide for Public Health Officials," 2019.  
[https://www.airnow.gov/sites/default/files/2021-09/wildfire-smoke-guide\\_0.pdf](https://www.airnow.gov/sites/default/files/2021-09/wildfire-smoke-guide_0.pdf)

## PROGRAM CANCELLATIONS

Here at Zephyr Point, we take the health and safety of all guests very seriously. In the case of a nearby wildfire that is threatening the Zephyr Point property or affecting AQI, Zephyr Point may be required to cancel a program. Alternatively, a guest may choose not to participate in a scheduled program even if Zephyr Point does not cancel the event. Please read on for more information about cancellations.

### **SCENARIO 1: ZEPHYR POINT INITIATES PROGRAM CANCELLATION**

In the case of severe wildfire smoke negatively affecting the AQI, Zephyr Point staff will carefully assess the situation and make a call that balances the health and safety while doing our best to avoid program cancellation. Zephyr Point *may* be required to cancel a schedule program if:

- AQI 200+ forecasted for 12+ hours and there is no indoor space available for the scheduled program
- AQI 300+ is forecasted for 12+ hours
- Zephyr Point is under pre-evacuation or evacuation orders

In the case of a wildfire, Program staff will be monitoring AQI throughout the entire day as well as taking in predicted wind patterns in order to have the best read on AQI. Zephyr Point relies primarily on AirNow.gov and Purple Air to monitor the various sensors in the area as well as Windy.com to monitor wind patterns.

We will do our best to notify program participants as efficiently as possible in the case of cancellation.

#### **Cancellation Prior to Scheduled Event:**

Zephyr Point staff will assess AQI 48 hours prior to the start of the program. If the forecasted AQI is expected to trigger one of the previously stated conditions, the Zephyr Point may decide to cancel the event. In the case of a program cancellation, Zephyr Point will notify all participants and will offer a refund for all program fees, with the exception of the \$100 non-refundable deposit. This process will be initiated by program staff within 7 days of event cancellation - no need to contact our office. If you do not see a refund on your original payment method within 10 days of program cancellation, you can call our office at 775-588-6759 ext. 113.

#### **Cancellation During Scheduled Program:**

In the case that the AQI is expected to trigger one of the cancellation conditions stated previously, Zephyr Point will offer a prorated refund equal to the number of canceled program days. See the following scenario below:

Artist Retreat = 5 nights (Sunday - Friday)

On Wednesday (3 nights in), Zephyr Point staff chooses to cancel the retreat due to AQI. All registered participants will be refunded for 2/5th of the total program cost (40% refund).

## **SCENARIO 2: GUEST INITIATES PROGRAM CANCELLATION**

### **Refund Request:**

We understand that smoke conditions may become undesirable or unhealthy for some program participants. If you are feeling uncomfortable with the fire and smoke conditions for an upcoming event, you are welcome to cancel your registration. Refunds will only offered under the following conditions:

AQI 200+ for 12+ hours within 72 hours (3 days) of scheduled program

If the above condition is triggered, you may call the Zephyr Point program office to cancel your program registration. In this case, you will be eligible for a full refund with the exception of the \$100 non-refundable deposit. *Registration refund requests must be made at least 3 hours prior to the start of the scheduled program.*

Cancellations prior to 72 hours before the scheduled program or if the AQI is under 200 will not be eligible for a refund.

### **Credit Transfer Request:**

In the case that you are not eligible for a refund, you may be able to request a partial credit transfer to a future event. Credit transfers will be offered under the following conditions

AQI 150+ for 12+ hours within 72 hours (3 days) of the scheduled program

If the above condition is triggered, you will be eligible for a 50% credit transfer of program fees to an upcoming Zephyr Point program. The credit will be stored on your account and does not guarantee your space in a future event. You will still need to call to register, but notify Zephyr Point staff that you have a credit balance from a previous program on your account.

If you would like to cancel your registration and process a transfer, please call the ZP Program office at 775-588-6759 ext. 113.



## FREQUENTLY ASKED QUESTIONS

### **What happens if Zephyr Point is required to cancel camp or program operations?**

Any time that Zephyr Point is required to cancel a camp or program due to the recommendation of local jurisdictions or if we make a safety call based on the guidance of experts, we will let everyone know as soon as possible. All participants will receive a prorated reimbursement for the days that camp was closed. We will do our best to process refunds within one week of the date of cancellation. Zephyr Point will automatically initiate the refund process, so there is no need to call the office unless it has been over 10 days since the cancellation.

### **What happens if a participant or staff member develops COVID-19-like symptoms while at camp?**

A space will be set aside specifically for isolating symptomatic participants. After relocating to the isolation space, they will be assessed by the Camp Nurse, tested if tests are available, and likely asked to return home. If a counselor has to go home, we will call in a substitute.

### **What happens if there is a positive case of COVID-19 in my program?**

If we encounter this unfortunate situation, we will let every participant that week know if there's a positive diagnosis, and they will be given further information about next steps (suggested quarantine procedures, testing, etc.). Without violating confidentiality, we will be as clear and quick with our communication as possible.

### **What do I do if I am unable to receive a negative PCR test within 3 days of arrival?**

All unvaccinated youth campers participating in an overnight camp are required to receive results of a negative PCR COVID-19 test taken within 72 hours of arrival at camp. If you do not get results in time, please let us know. If you would like to bring your camper late after receiving negative test results, we would be happy to have them.

If the PCR test results come back positive, please plan to keep your camper home. In this case, the camper will have two options 1) Register for another 2022 program offering, assuming they receive clearance to end isolation from their healthcare provider. If the registration fee for the new program is higher, you will be required to pay the outstanding balance, 2) They may transfer 50% of the cost of the program towards registration fee for a program in 2023. Please reach out to the Program Department at Zephyr Point to discuss your options.

### Can I cancel my registration due to COVID-19 concerns and receive a refund?

No. The only circumstance under which you will receive a full refund of your registration fee is if Zephyr Point is required to cancel camp. Partial Refunds or transfers may be granted in the following instances:

**Cancellation more than 4 weeks in advance of program start date:** If you cancel more than 4 weeks prior to camp, you will lose your non-refundable deposit, but will not be required to pay your remaining balance.

**Cancellation less than 4 weeks in advance of program start date:** You will be eligible to transfer 100% of the cost of the program to another 2022 program (you will be responsible for paying the difference in cost between programs if the registration fee for the new program is higher); OR you may transfer 50% of the cost to a 2023 program.

**Test positive for COVID-19 within 14 days of program start date:** You will be eligible to transfer 100% of the cost of the program to another 2022 program (you will be responsible for paying the difference in cost between programs if the new program is more expensive); OR you may transfer 50% of the cost to a 2023 program.

### Do Family Camp participants who are ineligible for vaccination (under 5 years of age) need to receive a negative test within 72 hours of arrival?

No. Only participants who are over 5 years of age will be held to the vaccination/testing requirement upon arrival.

### Can I cancel my camp registration due to wildfire smoke and receive a refund?

For campers who have a documented medical condition that makes them sensitive to air pollution and the AQI is above 100, you may contact the program department to request a refund (775-588-6759 ext. 113).

For campers without documented health conditions affected by air pollution, we are unable to grant a refund unless Zephyr Point is required to cancel camp. However, we encourage all parents who have questions, concerns, or requests for accommodations for their child to reach out to the Program Department so that we can work together to establish a care plan (775-588-6759 ext 113).

### Can I cancel my adult program registration due to wildfire smoke and receive a refund?

Program participants may cancel their event registration and receive a refund of registration fees (except the \$100 non-refundable deposit) if the AQI remains above 200 within 72 hours of the program start. Partial credit transfer (50%) will be available if the AQI is above 150 within 72 hours of the event. Cancellations that do not meet

these conditions, or that are within 3 hours of the start of the event are not eligible for refund. To cancel your registration, please call the Program office at 775-588-6759 ext. 113.

### **How will Zephyr Point adjust camp and program operations in the case of wildfire smoke?**

Zephyr Point will follow the recommendations of the CDC regarding activity level and the Air Quality Index. For more information, please visit pages 11-16 of this document.

## **IN SUMMARY**

**As mutual stakeholders of Zephyr Point, it is essential that we work together to create a Culture of Care as outlined in this Safety Plan in order to celebrate the life, health, and wellness of all who make their way to our shores.**

We will continue to consult the Camp Nurse, PCCCA, and ACA regarding this Safety Plan. The date at the top of this document lets you know when the most recent edits have been made. We encourage you to check it as often as you would like. However, if there are substantial changes or updates, we will email the primary contact of all registered participants. Thank you, for your patience and understanding of this delicate situation.