

### GENERAL INFORMATION

#### **Will ADA Camps be held in 2021?**

Like many of you, the American Diabetes Association® (ADA) has been closely following the spread of COVID-19 and examining all options when it comes to our programs, including those for children with diabetes.

Due to the continued spread of COVID-19 and the increased risks of severe complications that people with diabetes face when they contract the virus, we have decided to transition our 2021 camps to virtual participation. We are confident that we will be able to provide a fun and meaningful community experience, foster the development of diabetes management skills, and provide real-world lessons about diabetes management as we did with ADA Imagine Camp last year.

ADA's camp families have come to expect the important and meaningful experiences that ADA camps provide. ADA Imagine Camp allows us to bring the traditional camp experiences to the home of our campers and their families while prioritizing the safety and well-being of all of our participants, volunteers, and staff for each of our youth programs for 2021.

#### **What is ADA Imagine Camp?**

ADA Imagine Camp connects kids to adventure, education, mentors, and fun! ADA Imagine Camp activities are offered in four one-week sessions in June and July as well as additional year-round activities to families and youth with diabetes across the United States and around the world. Our program is designed to facilitate an at-home, virtual experience connecting kids and families.

#### **When is ADA Imagine Camp?**

ADA Imagine Camp is offered through four one-week sessions, Monday through Friday, June 7–July 26 for youth ages 5–17.

- Session 1: June 7-11 (Monday-Friday @12:00PM EST/11:00AM CT/10:00AM MT/9:00AM PT)
- Session 2 : June 21-25 (Monday-Friday @3:00:PM EST/2:00 PM CT/1:00 PM MT/12:00 PT)
- Session 3: July 12-16 (Monday-Friday @ 12:00PM EST/11:00AM CT/10:00AM MT/9:00AM PT)
- Session 4: July 26-30 (Monday-Friday @4:00:PM EST/ 3:00 PM CT/2:00 PM MT/1:00 PM PT)

#### **What happens at ADA Imagine Camp?**

ADA Imagine camp features online and offline activities. Each week is designed to engage youth, facilitate experiences to help gain confidence, and give campers the opportunity to socialize and interact with other campers to create lifelong friendships.

Daily sessions will include one-hour virtual meetups over Zoom. Youth will connect with peers through live activities guided by counselors and interact virtually with camp staff and other campers.

These one-hour daily sessions feature engaging activities, diabetes discussions, and so much more! Outside of the live sessions, all other participation is at your own pace with activities from the Activity Journal, social media challenges, and our YouTube series. Participating in ADA Imagine camp requires minimal parental guidance.

**Who should I contact for additional questions or concerns regarding ADA Camps, ADA Imagine Camp, or other youth programs?**

Feel free to send any additional questions or inquiries to [campsupport@diabetes.org](mailto:campsupport@diabetes.org). Please allow 24–48 hours for a response.

## **REGISTRATION INFORMATION**

**How do I register for ADA Imagine Camp?**

To register for one or multiple sessions of ADA Imagine Camp, visit [diabetes.org/ImagineCamp](https://diabetes.org/ImagineCamp).

**What is the cost to attend ADA Imagine Camp?**

ADA Imagine Camp is **FREE** for campers and their families. Though there is no fee for this exciting virtual camp, we do still incur expenses and ask that you **please consider a donation to support the sustainability of our programs**.

**What is the time commitment for parents?**

Daily sessions will include one-hour virtual meetups over Zoom. The time it takes to support your camper for getting on these interactive calls will largely depend on age and familiarity with the device(s) and online software being used to participate. Outside of the live sessions, all other participation is at your own pace with activities from the Activity Journal, social media challenges, and our YouTube series.

**My camper does not have Zoom, Facebook, Instagram, TikTok, or any other type of social media. Can they participate in ADA Imagine Camp?**

Absolutely! If your camper does not want to participate in the daily virtual meetups over Zoom or on social media, he/she can still receive the Activity Box and participate at his/her own pace with activities from the activity journal.

**I tried to register my child for ADA Imagine Camp and it says he/she is not eligible. Why?**

Please make sure you are entering your child's birthdate correctly. ADA Imagine Camp is for youth ages 5–17 years of age. If the problem continues, please contact [campsupport@diabetes.org](mailto:campsupport@diabetes.org). Please allow 24–48 hours for a response.

**I registered my child for the wrong camp/session. What do I do now?**

Please contact [campsupport@diabetes.org](mailto:campsupport@diabetes.org). Please allow 24–48 hours for a response.

**How do I cancel or switch my registration?**

To cancel your registration, please send an email to [campsupport@diabetes.org](mailto:campsupport@diabetes.org). If you would like to switch your registration to a different week, please email [campsupport@diabetes.org](mailto:campsupport@diabetes.org) and include the following information: your name, the camper's name, and which session you would like to attend. Please allow 24–48 hours for a response.

**I do not have a computer. How can I register my camper?**

We will be happy to mail you a paper application. Please send an email to [campsupport@diabetes.org](mailto:campsupport@diabetes.org) and include your name and mailing address. Please allow 24–48 hours for a response.

**I registered my camper for one session of camp but would like to register for additional weeks. Do I need to complete a new registration?**

A new registration is recommended but not required. Please reach out to [campsupport@diabetes.org](mailto:campsupport@diabetes.org) for assistance. Please allow 24–48 hours for a response.

**Will I receive an additional activity box and journal if I register for multiple sessions?**

If you registered for multiple camp sessions, you will receive **one** activity box and activity journal, however, we will send an e-copy of the activity journal if you would like a fresh e-copy to follow along with and/or print for any additional weeks. To request an additional e-copy, please contact [campsupport@diabetes.org](mailto:campsupport@diabetes.org). Please allow 24–48 hours for a response.

**Are the activities and content the same for each session?**

Each session will have the same themes (i.e. campfire, ropes, waterfront). The activities during the one-hour virtual meet ups will vary from session to session although the activity box and activity journal are the same. Please note, if you registered for multiple sessions, you will receive only one activity box and activity journal.

## **ACCOUNT INFORMATION**

**I've forgotten my username/password. How do I access my camper's registration?**

Please log in to the registration site to access registration information. If the password was forgotten, click the “reset password” link and enter the same email used for the previous registration. A password reset email should arrive momentarily and contain a link to set a new password. Follow the prompts to reset and login.

**How do I update my email?**

Contact information can be updated when logged into the registration site. If unable to log in and the email is no longer valid, please contact [campsupport@diabetes.org](mailto:campsupport@diabetes.org) with both the old and new emails. Please allow 24–48 hours for a response.

**I am not receiving your emails; who should I contact?**

Please reach out to [campsupport@diabetes.org](mailto:campsupport@diabetes.org). Also, be sure to check spam and junk mail folders. All emails will come from [campsupport@diabetes.org](mailto:campsupport@diabetes.org). Please make sure to save this email in your safe sender list. Please allow 24–48 hours for a response.

## **PROGRAM QUESTIONS**

**When will I receive the Zoom link for my camper to participate during their registered session?**

Families will receive a secure link with password, via email, **approximately one week before the start of the session**. All emails will come from [campsupport@diabetes.org](mailto:campsupport@diabetes.org). Please make sure to save this email in your safe sender list.

**I registered my camper but have not received my Zoom link for the cabin meet ups. What do I do now?**

All emails will come from [campsupport@diabetes.org](mailto:campsupport@diabetes.org). Please make sure to mark this email to your safe sender list.

**I have not received the activity box for ADA Imagine Camp. When will I receive it?**

Contact [campsupport@diabetes.org](mailto:campsupport@diabetes.org) and include your name, camper name, and address. Please allow 24–48 hours for a response.

**I registered my camper but never received a confirmation email. What do I do now?**

Contact [campsupport@diabetes.org](mailto:campsupport@diabetes.org) and include your name and camper name. Please allow 24–48 hours for a response.

**STAFF/VOLUNTEERS**

**I am a medical health professional and would like to volunteer for camp. How do I do that?**

To volunteer for ADA Imagine Camp please visit, [www.diabetes.org/ImagineCamp](http://www.diabetes.org/ImagineCamp). If you have any questions, contact [campsupport@diabetes.org](mailto:campsupport@diabetes.org) and include your name and area of interest. Please allow 24–48 hours for a response.