

Frequently Asked Questions

about accessing Amicus programs online

Q. What technology do I need to be able to participate?

A. To participate in online programs, you need a device that has a camera and a microphone. The microphone in your computer or phone is enough.

Q. What programs do I need to know how to use for the Amicus programs online?

A. None! We will teach your camper how to use Zoom, and any other things - like Tinker CAD for 3D printing - during their program.

Q. How do I access Zoom, and is there a cost?

A. There are mobile versions of Zoom you can download for iPhone, iPad, and Android found in the app stores. If using a computer or laptop, go to Zoom.us, sign up, and allow Zoom to access your camera and microphone. You also need access to a stable internet connection. If you are having a hard time with your Zoom connection, try to make sure no one else in the home is using wifi during your lesson. This should resolve any issues. Zoom is a free service. Downloading and using the basic account is fine for camp.

Q. Are there security concerns with using Zoom?

A. Our Tech team has done a great job to share ways in which our Instructors can prevent "Zoombombing". For example, the room will be 'locked' at the beginning of each lesson so that no one else can enter. Zoom is regularly updating their security. Your instructor will provide you with a unique password for your session and a secure link. You can access the meeting either using the link or entering the meeting information into the Zoom app with the password.

Q. Do I need headphones for my lessons?

A. No. You do not need headphones. Some people prefer doing a video conference with headphones but it is really up to you and what you are comfortable with using.

Q. Can I have a snack during my lesson?

A. Of course! We know that our ADHD and LD Campers medications can really be tough on their appetites, and they may need to have a bite to eat during the program.

Q. Can my family members sit in on the lesson with me?

A. If your camper needs you, you are welcome to sit in with them. We ask that if you have other children in your home who want to join programming that you reach out to our office to discuss options. If we can make something work, we will.

Q. What is the etiquette for campers attending online camp?

A:

On Time - we ask that campers log on about 5 minutes ahead of time so that we can start our program on time.

Mute - we ask that campers mute themselves so that we do not have too much background noise for other campers. If your camper is being quite noisy the camp counsellors may mute them, or move them to a breakout room with a staff for some 1:1 support.

Backgrounds and Names - while it is fun for kids to change their names and backgrounds, this can be highly distracting and challenging for other campers in the group. Our staff may change your campers name to their common name. We also ask that campers do not use the custom backgrounds.

Q. What happens if I get kicked out of the Zoom session or I have technical difficulties?

A. If your Zoom app closes unexpectedly, simply click on the link from your HERE WE GO e-mail. This will relaunch your Zoom app and the counsellors will bring you back into the group. Camp counsellors have your contact information, and may call or e-mail if your child leaves the room and there is cause for concern. We know that sometimes campers get frustrated or overwhelmed, it is okay for them to log off their program - protecting the mental health of our campers is paramount.

Q. What if I want to show my instructor my pet, my brother/sister, or my room?

A. We are going to focus on our projects at hand, but will try to reserve show and tell time once a week for people to get to share something they want to share with the group.

Q. What materials should I have ready for my session?

A. Take your program materials for the day out - they are labelled. You will also need a paper, scissors and something to write with for every program.

Q. I am nervous about being on screen, do I have to show my face?

A. Video conferencing is a different experience. Your camera needs to be 'on' as the counsellors need to be able to see you and make sure you safe. However, you do not have to stare into the camera or always be in the frame.