Parent Handbook
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mission Statement</td>
<td>3</td>
</tr>
<tr>
<td>About Mini Canes</td>
<td>3</td>
</tr>
<tr>
<td>Camp Staff</td>
<td>3</td>
</tr>
<tr>
<td>Tuition &amp; Cancellations</td>
<td>4</td>
</tr>
<tr>
<td>Online Enrollment</td>
<td>4</td>
</tr>
<tr>
<td>Attendance &amp; Drop-Off/Pick-Up</td>
<td>4</td>
</tr>
<tr>
<td>Extended Care</td>
<td>6</td>
</tr>
<tr>
<td>Parking</td>
<td>6</td>
</tr>
<tr>
<td>Camp Attire</td>
<td>6</td>
</tr>
<tr>
<td>Food</td>
<td>7</td>
</tr>
<tr>
<td>Discipline &amp; Behavior Issues</td>
<td>8</td>
</tr>
<tr>
<td>Communication with Camp Staff</td>
<td>9</td>
</tr>
<tr>
<td>Injuries</td>
<td>9</td>
</tr>
<tr>
<td>Illness</td>
<td>10</td>
</tr>
<tr>
<td>COVID-19 Response</td>
<td>11</td>
</tr>
<tr>
<td>Physical &amp; Sexual Assault Awareness &amp; Prevention</td>
<td>13</td>
</tr>
<tr>
<td>Camp Website</td>
<td>13</td>
</tr>
<tr>
<td>Pik My Kid</td>
<td>14</td>
</tr>
</tbody>
</table>
MISSION STATEMENT

Mini Canes Recreational Sports Camp’s mission is to teach each camper the importance of developing lifetime sports and recreation skills while having fun. Educational emphasis is placed on promoting the importance of a lifestyle of health, fitness, and safety.

ABOUT MINI CANES

The Herbert Wellness Center offers a summer sports camp where children can experience playtime in a way that encourages a healthy lifestyle and habits. Mini Canes Recreational Sports Camp is an 8-week summer camp that is open to children ages 6 through 12, and offers a wide variety of sports and other activities for a fun-filled summer. The summer is divided into 2-week sessions where campers can swim, play sports, and take part in a variety of other indoor games and activities, including cooking, wellness, and arts and crafts. For added safety, all camp activities take place in and around the Herbert Wellness Center. Each week of camp features a sport of the week in addition to theme days and special events. Campers are grouped together by age into the following groups:

- Canes 6 year olds
- Manatees 7 year olds
- Panthers 8 year olds
- Dolphins 9 year olds
- Marlins 10 year olds
- Heat 11-12 year olds

To take a virtual tour of our facilities, visit our website:
https://wellness.studentaffairs.miami.edu/facilities/herbert-wellness-center/index.html

CAMP STAFF

Mini Canes Recreational Sports Camp is run by University of Miami Department of Wellness and Recreation professionals that train and oversee a staff of energetic, well-qualified Miami-Dade County teachers and college students. Staff members undergo fingerprinting, background checks, and drug testing prior to hiring.
TUITION & CANCELLATIONS

Full tuition is required at the time of registration for every confirmed two-week session. All requests to cancel a camper from a session MUST be submitted in writing to the office prior to the start of the session. The following criteria are used to determine the amount of money refunded if a cancellation is requested. It is the parent’s responsibility to follow-up in writing with the camp office on any cancellation. Tuition is non-transferable to other sessions.

<table>
<thead>
<tr>
<th>Time of cancellation</th>
<th>Refund Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than 3 weeks</td>
<td>$100 cancellation fee</td>
</tr>
<tr>
<td>3 weeks - 5 business days</td>
<td>$200 cancellation fee</td>
</tr>
<tr>
<td>Less than 5 days</td>
<td>No refund</td>
</tr>
</tbody>
</table>

Camp staff reserves the right to cancel any session or modify activities or groups due to enrollment, facility problems, staffing concerns or circumstances beyond its control (i.e. rain, pool problems or electrical outages).

Cancellations due to COVID-19

The Mini Canes administration understands that this year has been unprecedented. Refund requests due to COVID-19 will be evaluated on a case-by-case basis.

ENROLLMENT

As of Spring 2021, registration can be completed online for all returners, new siblings, and new campers. For more information on how to enroll visit our website at: https://minicanes.miami.edu/

No spot is guaranteed and is available on a first come, first serve basis based on the camper’s respective qualified deadline periods.

ATTENDANCE & DROP OFF/PICK UP

Morning Drop-off is from 8:45 a.m. to 9:05 a.m. each morning. See the designated drop off-times below to assist with capacity control. Prior to dropping off your camper(s), guardians will be required to complete the symptom checker questionnaire for each camper. The questionnaire should be completed prior to coming to camp each day.
**Designated Drop-Off Times:**
Canes/Manatees/Panthers: 8:45-8:55am  
Dolphins/Marlins/Heat: 8:55-9:05am

**First Day of the Session:** Upon being dropped off, campers will be escorted to their designated camper group location. Parents will be instructed to stay in their car.

**All Other Camp Days:** Campers will pass through the Centre Court gate and go directly to their camper group where they should check in with their counselors and leave their lunch box and book bag in the designated storage bins.

**Notes from Home:** Parents and guardians who would like to communicate a message to their camper’s counselor or staff, they may do so by writing a legible note that is handed directly to camp staff in the morning during drop-off. These daily notes are used to communicate various messages including planned absences, early pick-up times (see section below), doctor’s orders (i.e. permission to sit out of swim time, medications or allergies, etc.), and so on. See “Communication with Camp Staff” (page 9) for more information concerning communicating with camp staff in the event that a handwritten note is not sufficient.

**Note:** Parents and guardians are not allowed to enter Centre Court (past the gates) at any time without camp staff permission and escort.

**Afternoon Pick-up** is from 4:00 p.m. to 4:15 p.m. each afternoon.

After the last activity of each day, counselors will escort their groups to their designated areas for pick-up. Parents and guardians should download the Pikmykid application on their phone. Once the approved pick up person is in the set geographical area they will be able to notify our camp staff, via the app, that they are in the area to pick up their camper(s). Our camp staff will be at the front of the building to help with dismissal.

**Early Pickup:**

Requests for early pickup must be made prior to noon. Early pickup notices can be made via the Pikmykid app before 12pm or an email should be sent to minicanes@miami.edu with the following information: pick-up time (no time ranges), full camper(s) name, date of pick-up, and camper group(s). Campers who are picked-up early will be accompanied to Centre Court by camp staff. Parents who arrange for early pick-up, should pick-up their camper(s) at the specified time. Campers will be returned to their group after 10 minutes if they are not picked-up early as arranged. **Pick-ups between 3-4pm are NOT permitted.**

**Important:** Parents may designate other approved adults that are allowed to pick up their camper by adding delegates through the Pikmykid app. If the authorized delegate does not have access to the Pikmykid app they can provide the Dismissal ID # to give to the school official. This individual will also be required to show a government issued ID.
EXTENDED CARE

After Care is from 4:00 p.m. to 6:00 p.m. each afternoon located in Centre Court. Parents should provide camp staff with photo identification and their camper’s name when picking up their camper(s). Parents are not allowed to enter the Centre Court gate.

Extended care is available for an additional fee. Campers can be enrolled for extended care by adding the service through the online Wellness portal prior to the start of session or visiting the camp office after a session has started.

Parents will be charged $10 for Every 15 minutes they are late (i.e. 6:25 p.m., 25 minutes late parents pay $20.) The time after 6:00 p.m. is the billable minutes, which the parent is responsible for.

Note: Before care will not be offered this year.

PARKING

The Department of Parking and Transportation enforces parking for all of the parking lots 24 hours a day. Parking without a parking permit or failure to pay via PaytoPark app will result in being ticketed. For more information please visit the parking and transportation website.

More information and a map can be located on the camp website: www.miami.edu/wellness/camp.

CAMP ATTIRE

Appropriate camper attire includes a Mini Canes Recreational Sports Camp t-shirt, comfortable athletic shorts, socks, and non-marking, sole tennis shoes, as well as a swimsuit and towel for swim time. If a camper arrives without a Mini Canes Recreational Sports Camp t-shirt, parents must purchase another t-shirt ($8.00 each) in the administrative office before leaving their camper for the day. For camper safety, camp t-shirt should still be worn and/or brought to camp on theme days and Extravaganza days even if the camper has a costume.

Note: If a camper gets blood on his/her t-shirt due to an injury or lost tooth, the camper must change t-shirts. A new camp t-shirt will be provided to the camper free of charge.

Unacceptable camp attire includes flip-flops (or other open-toed shoes), Heelys, Crocs, or other non-athletic shoes; denim of any kind; and short shorts (defined as shorts that do not fall at or below the fingertips when arms are extended at the side) or pants that hang low, displaying underwear. Campers wearing inappropriate clothing will be sent to the administrative office so
they can call home and have a parent bring in appropriate clothing.

**Labeling Personal Items:** Parents are highly encouraged to label their camper’s article of clothing and belongings so that they are easy to identify in the event that they are lost. Labels should include your child’s first initial, last name, and camper group name.

**Lost and Found:** A lost and found bin will be located at the entrance of Centre Court. Campers with missing items should check the lost and found bin before alerting camp staff. The Department of Wellness and Recreation is not responsible for missing, broken, or stolen items, but will make every reasonable effort to return labeled items to their owner. Unclaimed lost and found items will be discarded one week after the conclusion of camp. Common misplaced items include towels, goggles, bathing suits, and lunch boxes.

**Other Recommended Items to Bring:** sunscreen, hat, water bottle, a lunch bag for food items, and a bag to hold all personal items.

**Extravaganza Costumes:** Campers who are performing in an extravaganza show at the end of the session will be given a note home earlier in the week to inform parents of what to send with their camper on extravaganza day. Campers should still come to camp in their camp T-shirt and will be given time to change into their costume prior to the afternoon show.

**Theme Days:** Campers are encouraged to dress up on Thursday Theme Days. A list of theme days is available in the Camp Newsletter and on weekly camp calendars that are sent home. Campers should still have their camp T-shirt underneath their costume.

**FOOD**

**Lunch Time:** Parents are expected to provide lunch for their campers each day. Campers are not allowed to leave the Herbert Wellness Center at any time of the camp day, including going and picking up lunch. Lunches cannot be ordered and delivered to camp as this can interfere with camp operations. Camp staff (counselors, Program Aides, etc.) are not allowed to purchase food for campers, including from the Courtside Eatery or vending machines.

**Food Restrictions for Safety:** Nuts (especially peanuts) and nut products (i.e. nut butters, nutella, etc.) are strongly discouraged at camp. Many campers have severe allergies to nuts. Simply being in the presence of nuts may be life-threatening to some campers.

Campers are not permitted to chew gum in the Herbert Wellness Center, and are discouraged from bringing candy or sugar-sweetened beverages to camp.

**Forgotten Lunches:** Campers who do not have lunch will be sent to the administrative office to call home. Parents can deliver the missing lunch to the administrative office before their camper’s scheduled lunch time, and camp staff will see that the lunch is delivered to the camper.
Snack Time: Each day campers will be provided with an individually wrapped snack. Campers in after care will receive a second snack at the start of aftercare each day.

Birthday Celebrations: Birthday celebrations this year have been suspended but are expected to next summer.

Note: Food (i.e. breakfast), other than during lunch, snack, or birthday celebration times, will not be allowed into camp. Campers will be asked to dispose of food items before entering Centre Court. Campers will also be asked to dispose of gum before joining camp.

DISCIPLINE & BEHAVIOR ISSUES

Campers are expected to behave in an appropriate manner that ensures the safety and enjoyment of themselves and others. Below is a list of various incidents and their gravity that are not tolerated at camp, as well as camp guidelines for handling these issues. Please note that the following list is not exhaustive.

Minor Incidents
- Profane and inappropriate language
- Not following directions
- Talking back to counselor
- Disrespect
- Pushing/shoving as a result of poor sportsmanship

Major Incidents
- Endangering self or others
- Unnecessary roughness
- Intentional infliction of pain
- Continuous minor incidents

Guidelines for dealing with Disciplinary Incidents:

First Offense
Counselor will take the camper aside and talk to him/her, reinforce rules, and remind the camper of the consequences if the behavior continues. All incidents and associated disciplinary actions taken will be documented within an incident report kept in the camper’s file. Camp counselors may notify a parent at the end of the day during pick-up if deemed necessary. Minor incidents that do not require an incident report will be informally documented by counselors, but parents will not be contacted. If a first offense is a major incident, the occurrence will be addressed that day with a parent and one or more camp staff.
Second Offense
Counselor will take the camper aside and talk to them about the rules that were broken and remind the camper about the consequences the counselor talked about after the first offense. For a minor offense, a completed incident report will be placed in the camper’s file. Parents will be notified by telephone or at the end of the day during pick-up. If the problem is major, a conference between the camper, parent(s), counselors and camp staff must be arranged as soon as possible to discuss the incident.

Persistent Misbehavior
Counselors will remove the camper from the group and take him/her to the camp office (room 210). If the decision is made to remove the camper from camp, a camp administrator will write a discipline notice that will be sent home with the child at the end of the day. A copy of the note will be placed in the child’s file. Removal may be temporary or permanent depending on the severity of the incidents under review.

All cases are handled on an individual basis. With regards to disciplinary incidents, camp staff will follow up if necessary or if requested by a parent. The camp reserves the right to dismiss a camper, without a refund, if their behavior jeopardizes the safety and well-being of other campers, staff, wellness center members or guests.

COMMUNICATION WITH CAMP STAFF
Parents are encouraged to keep open lines of communication with camp staff, especially their camper’s counselors. Counselors are happy to provide updates on your camper’s enjoyment and progress at camp during these times.

Concerns or Complaints: Parent concerns or complaints should be addressed immediately with camp staff so that appropriate actions can be taken. Concerns or complaints can be addressed directly with camp counselors, although camp administrators can also be made available if needed or in the event that a concern or complaint is in regards to a camp counselor.

Note: Camp administrators have various non-camp duties that may prevent them from being downstairs during morning drop-off and afternoon pick-up on occasion, but they will make themselves available if and when necessary.

INJURIES
If an injury should occur, camp staff will make every reasonable attempt to contact a parent to notify them of the situation and/or arrange for early pick-up from camp (if camp staff, parent, and/or camper deems necessary).
ILLNESS POLICY

Mini Canes Recreational Sports Camp is a community that is respectful of the health of others. Staying at home at the first sign of illness is important and will help us all stay safe. Under no circumstances will parents be allowed to bring a sick child to camp.

Campers with infectious diseases, such as chicken pox or strep throat, must stay out of camp until the contagious stage has passed. Campers who have had head lice must be treated and nit-free before returning to camp. For the sake of other camper's health, it is vital that you let camp staff know your child's diagnosis as soon as possible. In the case of the common cold, the camper should remain at home as long as there is a fever present, a sore throat, eye infection, continuous and colored nasal secretions, or persistent chest cough. We determine the need to send a camper home by both the symptoms listed above and by their behavior. Campers with signs of vomiting, diarrhea, or an undiagnosed skin rash should also remain home.

Campers will be sent home if any above symptoms appear while they are at camp. They should remain home for at least the next 24 hours. If a fever is present, please keep your child home until they are fever-free for 24 hours.

Mini Canes Recreational Sports Camp reserves the right to call and request that your child be picked up immediately due to illness. Your child will be kept comfortable in a designated isolation area while waiting for parent arrival.

Our illness policies will be strictly enforced, for the health, well-being, and safety of all concerned.

**Signs and Symptoms of Suspected Communicable Disease:**

- Severe coughing, causing the child to become red or blue in the face or make a whooping sound
- Difficult or rapid breathing
- Stiff neck
- Diarrhea or more than one abnormally loose stool
- Temperature of 101°F Fahrenheit or higher
- Conjunctivitis (pink eye)
- Exposed open skin lesions
- Unusually dark urine and/or grey or white stool
- Yellowish skin or eyes
- Head lice (to return to camp, the child's parent needs to sign statement that treatment has occurred and be free of nits (louse eggs)
COVID-19 Response

Our Commitment to Cleanliness

Following guidance from the Centers for Disease Control (CDC), Miami-Dade County, American Camp Association, and University of Miami experts in public health, below are the measures we are taking to slow the spread of COVID-19.

- Gym wipes, hand sanitizer, and disinfectant are available throughout the Wellness Center and Outdoor Adventures
- Regular cleaning and disinfecting of door handles, touch surfaces, etc
- Regular cleaning of equipment (sports balls) and supplies (arts & crafts)
- Thorough cleaning nightly of all surfaces
- Limited occupancy allowed per space

Help Us Slow the Spread

While we navigate the new normal, we request that our campers follow additional guidelines while utilizing our facilities.

- Camp is reduced by 50% capacity to decrease risk of exposure
- Wearing a facial covering is required in all indoor spaces.
- Everyone entering the facility must exhibit good health (insert app info if approved)
- Utilize staggered drop-off schedule to limit contact between cohorts and guardians
- All employees and campers who are sick or have recently had a close contact with a person with COVID-19 must stay home.
- Anyone exhibiting COVID-19 symptoms as defined by the CDC will be asked to leave immediately
- Wash or sanitize hands before using equipment or supplies and wash/clean your hands immediately after the activity has been completed

Make the Most of Your Experience

This year the registration process is available to EVERYONE online. Visit the online services page to access the registration portal.

- Download the Pikmykid app for pick up and drop-off
- Inform your camper of camp restrictions

Temporary Facility Closures and Restrictions

- The natatorium is closed while the pool deck is refurbished to meet the State of Florida code
- Per Miami-Dade County regulations, showers and locker rooms must remain closed and towel service is suspended
- Cash is not accepted
COVID Positive or Camper Under Investigation (CUI)

1. Campers who display COVID symptoms during camp will be isolated and parents will be contacted for immediate pick up.
2. Campers exhibiting COVID symptoms will be moved to a pre-designated area until the parent or guardian picks them up.
3. Any camper who is showing COVID symptoms is to remain quarantined at home until the results of the test are known.
4. Any camper with another non-COVID illness must remain at home until 24 hours post-symptom resolution without use of medication.
5. Parents are responsible for COVID testing their campers on their own. If the camper tests positive, the camp director must be immediately notified via minicanes@miami.edu. Parents should follow up by calling 305-243-ONE-U (6638) to notify UTRACE.
6. CUI will not be allowed to return until a negative test has been submitted to the camp director (via email), which after clearance from camp office, will be allowed to return the next day.
7. Any positive camper/staff must quarantine for 10 + 1 days, assuming symptom resolution.
8. The parent/camper/staff member must participate in UTRACE, the University’s contact tracing initiative. UTRACE will identify close contacts associated with any University-sponsored camp ONLY. All close contacts will be required to quarantine for 7 days and show proof of a negative PCR test result (via email) prior to return to campus.

Close Contact

1. Camp groups will remain consistent throughout camp with the counselors and campers for all activities.
2. Camp groups with a positive camper will quarantine for seven days. The entire group will be considered close contacts, regardless of actual interaction/physical distancing between the positive camper and other group members.
3. At five to six days post-exposure, all campers and staff affiliated with the group must be tested and show proof of negative PCR test results (via email) before returning to camp, unless fully vaccinated (proof of vaccination required).
4. Siblings of positive campers will be considered close contacts and required to quarantine for 7 days. At five to six days post-exposure, they should be tested and provide proof of negative PCR test results (via email) before returning to camp.
5. Campers/parents must also disclose if a camper was exposed to COVID. All “close contacts” must quarantine for 7 days and show proof of a negative PCR test result before returning to camp (via email), unless fully vaccinated (proof of vaccination required).
6. If any person within in a camper’s household tests positive for COVID (parent/sibling/etc.), the camper will be considered a close contact and must remain home
in quarantine for 7 days and show proof of a negative PCR test result before returning to
 camp (via email), unless fully vaccinated (proof of vaccination required).

PHYSICAL & SEXUAL ASSAULT AWARENESS & PREVENTION

The primary objective of Mini Canes Recreational Sports Camp is to ensure the safety of all of
our campers. Mini Canes Recreational Sports Camp has a zero-tolerance policy for any abuse
committed by a staff member, volunteer, camper, or third party. No staff member, volunteer,
camper or third party, no matter his or her title or position, has the authority to commit or allow
any physical or sexual assaults. Every action will be taken to make camp a safe place.

Safety measures in place to protect campers against sexual abuse and staff members from
sexual abuse allegations include:

● Criminal background checks, fingerprinting, and drug tests for all camp staff
● Fingerprinting for all Program Aide volunteers
● Training for camp staff and Program Aide volunteers
● Two counselors and 2-4 Program Aide volunteers supervise each group (both genders)
● Respect for camper privacy
● Appropriate attire of campers, camp staff, and volunteers
● No roughhousing or hazing that could result in inappropriate touching, including
  allowing campers to touch or hang on camp staff members or volunteers in an
  inappropriate manner
● Campers are accounted for at all times (100% camper visibility and adult supervision)
● Supervision during swim activities by swim staff, pool manager, and lifeguard on duty

Per state law, the university is required to report any suspicion of any abuse to the proper
authorities regardless of how minor it may seem.

CAMP WEBSITE

Additional information can be found on the camp website: minicanes.miami.edu. In addition to
camp information, additional resources can also be found on the camp website, including
photographs of campers during activities and special events, videos of extravaganza
performances, a cookbook archive, and additional camp resources, forms, and documents.
PIKMYKID APP

This summer to help mitigate crowding and ensure a smooth pick-up and drop-off we will be using the Pikmykid app! The Pikmykid app allows parents/guardians to notify the school of pick up changes or authorize other family members to pick-up up their child and manage carpooling with other parents at school. Please see some tips below to help guide you through this user friendly app!

Quick Tips:

1. Download the app in your mobile device’s app store
2. Make sure all authorized individuals are added as delegates in the Pikmykid app to ensure a smooth pick-up process
3. Make sure your phone’s location services are enabled both on your phone and Pikmykid app
4. Ensure to answer the COVID-19 symptom checker questions prior to coming to campus
5. Double check your camper(s) designated drop-off time
6. Use the resources below if you have any questions
   a. Parent’s Guide Video here
Get Started
The PikMyKid app is available for download on your smartphone’s app store (Google-Play or iTunes).

Registration
Once you have downloaded the PikMyKid phone app, you will press the “Register” button and follow the prompts to sign up.

OTP Code
After you press “Submit”, you will be sent an OTP code by text message. Please enter this code into the next screen. This will complete your registration process.

Don't see your child?
If you are a parent/guardian and do not see your student, it is likely that the school does not have your mobile number or the information on file is incomplete.

For support, parents can call (813)-864-7627

Each parent & user will need to register on their own smartphone with their own information.

What is your name?
First
Last
Next

What is your email?
Email
Next

What is your phone number?
USA or Canada (+1)
Mobile Number
Next

Password
Password
Confirm Password
Next

*Parents can use our website parentapp.pikmykid.com to register and make dismissal changes.

Note: Announcement is only available through the parent phone app.

Blank Screen? Missing OTP code?
Email support@pikmykid.com
Be sure to include the name of the school, the child’s name, the dismissal ID, and your mobile number, with your questions.
PARENT APP USER GUIDE

Q How do I add a change to my child's dismissal schedule?

1) Select the pencil icon in the corner next to the school name --> Select the Edit button next to child’s name. Select OK on the next screen to display your child’s calendar --> choose the date for the change.

2) Select "Change Pickup Mode", "Delegate to Another Person", or "After - School Programs" and follow instructions on the screen depending on the choice of dismissal. Decide if it is a recurring change—if so, for how long and how often (weekly, daily, monthly etc).

3) Select "Save Pickup Change" to submit. You and the school will be able to see the changes on your child’s calendar!

Q How do I announce my arrival to the school?

1) Parents can only announce at school, during the set dismissal hours if the school has the Announce feature enabled on the school portal.

2) Make sure your phone’s location services are enabled on both your phone and your PikMyKid parent app.

3) Stop at the stop sign and select the GREEN ANNOUNCE button.

Q How do I manage my delegates?

1) Select the three bars at the top right corner to access your app menu, then select Manage Delegates.

2) Select Add Delegate to create a new contact. You can also Edit, Delete or Block delegates as needed. Blocked delegates will still be on your contacts but they won’t be visible on your list when adding a Delegation to your child’s calendar.

Note: Delegates are not able to see your child on their app until you assign them to your child’s calendar for specific dates.
The app’s home screen allows you to see your children, view their pickup mode, and announce your arrival.

From this screen, you will be able to change the way your child will go home. You can also make this a recurring change.

To change who your child goes home with, you’ll use this screen to enter the delegate’s information.

App Support
From the menu in the top right corner of the app, select “Support”. Fill out and submit the form to be connected with a friendly customer service human.

Default pick-up
Select the pencil from this screen to change your child’s default pick-up mode. If you don’t see the pencil, contact your App Support.