

Hello Current and Future Camp Fire Families,

We are hoping that the following information will give you some answers to registration and family portal questions. All returning families should have now received an email from ProCare giving them access to their new family portal. As is to be expected when rolling out a new system, we have been receiving a lot of questions regarding your family portal and/or registration. Please review this FAQ for answers to the questions we have received so far:

Q: I received an email with blank credentials and have not yet received a correction email. Should I create a new account?

A: Please try to [log-in](#) with your email and "forgot my password". If you still cannot access your new portal let us know so we can make sure ProCare has an up-to-date list of the accounts that didn't transfer properly. *Do not create a new account.*

Q: I never received an email from ProCare even though my child has previously attended Camp Fire programming. Should I create a new account?

A: Please try to [log-in](#) with your email and "forgot my password". If you still cannot access your new portal please let us know so we can make sure ProCare has an up-to-date list of the accounts that did not transfer properly. *Do not create a new account.*

Q: When should I create a new account?

A: If your child has not previously attended Camp Fire programming, you can [create a new portal](#) now by registering for Summer Day Camp or by pre-registering for Before & After School 2020/21. **It has come to our attention, on May 18th, that the new account creation link on our WLWV page is misdirecting families. We are actively trying to connect with our website administrator to correct this. The links included in this email, on our PPS page, and on our main Before & After school page are all working fine.*

Q: Some of the info in my portal is incorrect, how do I fix it?

A: If you have already notified us of an error please check to see if it has been corrected. If there are names associated with your portal who are not members of your family, please let us know. If a child or guardian is missing from your portal, you can add them yourself or request that we add them for you. And, if your account is associating with the wrong school, please let us know.

Q: Does pre-registration guarantee my child a spot in the Before & After School program of my choosing?

A: No. Pre-registration will allow you to initiate the annual membership which is required for each child. Enrollment in the specific programs will open in June. *Please refer to the email we sent on April 29th, our website, the pre-registration description, or your family portal calendar for the opening date for your school.*

Q: What will the 2020/21 programs be like given the current Oregon guidelines for child care re-openings?

A: It is very hard to say. Right now, licensed child care must operate using a 1:10 staff-to-student stable group ratio. Stable groups must operate out of stable spaces and cannot rotate participants or staff for any reason. We will be able to have 12 spaces in each stable group for purposes of fluctuating schedules, but will only be able to have 10 children in each stable group per day. In larger spaces, such as cafeterias, licensed child care will be able to serve two stable groups as long as there are identifiable partitions. We are working on designing programming that will incorporate quality Camp Fire programming while adhering to the new guidelines around space use, health and safety, and social distancing. This information continues to change and we are participating in conversations with OHA, the Early Learning Division, and the Governor's Office regularly. *These new regulations will impact the capacities at all of our locations.*

Q: How flexible do you think the PPS and WLWV districts will be in allowing additional classrooms to be used to help increase the lowered capacities?

A: *Your advocacy will be critical.* We cannot control how district buildings will allocate space for child care. Space is a major component to programs in for building capacity; now more than ever with the new regulations.

Q: How will essential workers be prioritized at the time of enrollment?

A: During the pre-registration, you will be asked to identify your place of employment. We will access that data to prioritize "essential" workers as identified by the Governor's Office. The remaining spaces will be filled using a random lottery process giving the remaining children equal opportunity to be given a space in the program.

Q: How will a lottery system work to place children in programs during the 2020/21 school year?

A: Families who enroll between their program's open enrollment date and June 30th will be entered into a randomized lottery for program placement. Camp Fire will follow up-to-date regulations regarding the prioritization of essential workers then administer the lottery to fill the remaining openings and establish a waiting list. Siblings will be placed together. As the state regulations change, allowing us to serve more students, we will use the waiting list developed by the lottery to add capacities throughout the school year.

Q: Will you continue to offer digital Camp Fire into the 2020/21 school year if school is not back to normal?

A: We will continue remote engagement with our families as long as we are able.

For all other questions, please review the [zoom info session](#) we hosted on May 14th. During the info session we answered all of the questions we received from our families, we provided an introduction to the features of your new portal, and we showed how to register/enroll your child for future programming.

**Jon
Myers**

Before and After School Program Director

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