Camp Sunnyside Frequently Asked Questions

Got questions? We got answers!

Q1: What documents do I need to submit for my camper's application?

A: You will need an updated physical that has been completed within the past year and fill-out all forms on your caregiver dashboard on the website portal called Campsite. If your camper is waiver funded, we will also need to receive a funding authorization and care plan from your case manager.

Q2: Does my camper need 1:1 services? If so, why?

A: Typically, we will determine if a camper will be best supported in a 1:1 ratio because additional support is needed for elopement, behaviors, transitioning, and medical needs that would indicate significant amount of time needing to be spent with our nursing team. We want to ensure that all campers that attend Camp Sunnyside have a chance to experience new and inclusive opportunities. We will consistently re-evaluate support needs to keep your loved ones safe.

Q3: Why is my camper not being registered for every session we requested?

A: While we would love to have every camper attend every session, we must take into consideration the number of team members we have available, ensuring that we have capacity to meet all our camper's needs.

Q4: If I filled out an application already, how do I register?

A: First, you will need to log into your caregiver dashboard on the website portal called Campsite. Then, click on the tab that says enroll. This will bring you to your main enrollment page. Find the camper's name that you are trying to request services for and then click on "Enroll *Camper Name"* for 2026. Follow the 5 steps to answer some questions, select which dates of service you would like, and then click submit! (Please note: The camp leadership team is unable to see any requests until the request is submitted).

Q5: How do I apply for Camp Sunnyside services?

A: To start the process of utilizing our recreation services, please fill out the current year's application located on our website. If your camper will be using waiver funding to pay for camp, please be sure to talk to your case manager about how many weeks or weekends of camp will be covered.

Q6: Who to contact for help with specific things – navigating campsite etc.

A: Please note that any member of the camp leadership team will be able to assist with many questions that arise, including campsite. Here is a list of who to contact for specific questions:

- Kayleigh Benda (Kbenda@eastersealsia.org or 319.444.6170)- For correspondence with case managers and funding documents.
- Riley Palmer (Rpalmer@eastersealsia.org or 515.309.2027) - For matters involving summer camp and respite weekends.
- Allison Rosenboom (Arosenboom@eastersealsia.org or 515.805.7029) - For assistance with recreation applications, customer care, and billing.
- Rivea Keen (Rkeen@eastersealsia.org or 515.309.9676) - For questions regarding the health center or medications.

If you're ever unsure who to contact, please reach out to Celie Stancel (Cstancel@eastersealsia.org or 515.309.2640), and we'll make sure you're connected with the right person.

Q7: When do I register for respite weekends, at what point in the application process, how do I do it?

A: Weekend respite registration is from the 1st to the 15th of the month before the next quarter starts. For example, if you want to request weekends during the months of January through March, you will want to log onto your caregiver dashboard on the website portal called Campsite and request weekends anytime from the 1st of December to the 15th of December.

Q8: When do the new applications open?

A: Every year we require that a new recreation application be filled out to ensure we have the most up to date information for each camper that attends. These applications typically become available on our website in November.

Q9: What information do I put in the application?

A: The application is utilized by our team members to best support your loved one. More information is better. The more tools and resources you equip our team with, the more successful our services will be. As support for your camper changes, we ask that you update the application to ensure we have the most up-to-date information.

Q10: When do I find out what respite weekends we have been approved for?

A: The camp leadership team will send out communication on what weekends we are able to have your camper attend within 14 business days of the closing date for requests.

Q11: How does 1:1 work?

A: When a camper requires a 1:1 ratio, we ensure that a staff member is within arm's reach of them at all times. We do this to make sure that your loved ones are safe and cared for. If you notice that your camper is with a different member of staff at pick-up and drop-off, this is due to us rotating staff every two hours.

Q12: How is it staffed, are there staff awake at night?

A: Our ratios run as follows:

- Respite, Resident Camp, Teen Day Camp, Supported Day Camp: 1 staff to every 6 campers.
- Bridge Camp: 1 staff to every 8 campers.

If your camper is staying the night with us, we do have at least one staff member in the cabin with them at all times. While they are not awake all night long, we do require that they wake up every two hours to complete night checks. Night checks involve head counts, rotations, assistance with hygiene, etc. Details of night checks are documented on the care notes.

Q13: Do I bring my own personal care items?

A: We ask that you supply your own personal care items. Swim briefs are also something that camp will be unable to supply for the duration of your campers' stay.

Q14: What is a campship?

A: Campships are scholarship dollars that can be applied for during our summer camp services. Campships are determined on a first-come-first-served basis and total cost coverage is not guaranteed. Campers are only eligible for one campship per summer camp season. Individuals residing in institutional care are only eligible for up to $250 of campship funds.

Q15: What activities do they do at camp?

A: We have many fun and exciting activities for campers to engage in while in attendance! Including but not limited to: Arts and crafts, horse rides, swimming (indoor and outdoor), boat rides, archery, fishing, campfires, dances, hammocks, etc.

Q16: Can we bring our own food for our camper if they are really picky eaters? What kind of food is served?

A: Bringing your own meals for your camper is always welcome! We ask if you bring meals for your camper, they are similar to a cold lunch. We are unable to support cooking outside food in our kitchen.

We are a nut free facility. Any food brought into Camp Sunnyside must be nut free.

Q17: What if someone needs physical support to do activities like horses, etc?

A: Each team member is trained in how to physically support someone in all activities at camp. We pride ourselves on having inclusive options for everyone to be able to participate. Whether it be a high back saddle for horse rides or a modified bow for archery, we have many opportunities for everyone to participate at camp!

Q18: Do you put sunscreen on my loved one?

A: Yes! We want to make sure that your camper is safe and comfortable while at camp. We have our staff members assist campers apply their sunscreen every two hours. We do require that you send sunscreen and bug spray with your camper as we are unable to supply these items any longer. If your individual is susceptible to sunburn, we ask that you pack a hat and items of clothing that provide protection from the sun.

Q19: What if I need to drop off/pick up early/late?

A: We are able to accommodate late drop-offs and early pick-ups. Those times can be communicated directly to the leader of the program.

Didn’t find your answer?

You can always email your questions to any of the following emails and we will be happy to assist:

- Kayleigh Benda (Kbenda@eastersealsia.org
- Riley Palmer (Rpalmer@eastersealsia.org)
- Allison Rosenboom (Arosenboom@eastersealsia.org)
- Rivea Keen (Rkeen@eastersealsia.org)
- Celie Stancel (Cstancel@eastersealsia.org)