



FAQs: Tawonga Summer Photos & Updates

(Campanion, Blog & More)

1. How will I see photos of my child during their Tawonga program (summer camp sessions, teen programs)?

- a. Parents/guardians of campers at Camp will have the option of receiving updates and photos from Camp through the private mobile app, [Campanion](#) (the app version of your CampInTouch account).
- b. All photos that are uploaded to Campanion will also appear in the desktop version of [CampInTouch](#) (just scroll down to the “Online Community” section and click “Photos”).

2. How do I use Campanion?

- a. All parents/guardians of campers receive an email with [this link](#) to download the free app. The login information is the same as your CampInTouch account. Once you are logged in, you can enjoy Tawonga content (photos and mini-updates called microposts), upload any outstanding forms and send one-way emails during your child’s program.

3. How will I find my child in the many photos posted?

- a. Parents who choose to can opt into Campanion’s “face finder” (facial recognition), an option that is now common for many preschools, camps and other childcare facilities. Those opting in just need to upload a reference photo of your child to Campanion when you log in. Then, any time Tawonga posts a photo of your child, you will be notified in the app (you can also opt into receiving an SMS notification when a photo of your child is uploaded). (See more in #15 below.)
- b. Parents who do not opt into face finder can still see all of the photos from your child’s session by looking at the photo albums posted daily in Campanion as well as on the desktop version of CampInTouch (just scroll down to the “Online Community” section and click “Photos”).

4. Where can I read updates about my child’s Tawonga experience?

- a. **Companion:** You can read mini-updates regularly in Companion when Camp is in session, which will share general updates that pertain to the entire camper community. Our “Tawonga Tidbit” section which includes the daily kitchen menu, birthdays and more, will be posted to Companion.
- b. **Blog:** About twice per week during the summer, you can read lengthier updates on our [blog](#), which is public (subscribe [here](#)). The blog will share more in-depth stories and some photo highlights (those photos will also be posted in Companion). Blog content will also feature several Tawonga Quests. However, the blog is public, and for security and privacy reasons, it is best practice to limit access to the majority of camper photos to a private portal like Companion.
- c. **In general, you can assume that no news is good news!** A member of Tawonga’s staff will reach out to you if there is anything to address directly about your child. Our Senior Director of Camper Care, Ashley Costello, and our Interim Director of Family Engagement, Jordan Gill, will continue to email families with program specific logistical information as well.

5. I’m having trouble with the Companion app.

- a. If you are having an issue logging into Companion, remember that your login credentials for Companion are the same as your login credentials for CampInTouch. Click “Retrieve/Set Password” to reset your password [here](#) or email registration@tawonga.org or call 415.543.2267 if you need further support.
- b. If you are having an issue within the app itself, that is a question for CampMinder. You can reach a member of their support team at 303-444-2267 ex 2 or by emailing cmsupport@campminder.com.

6. Is Tawonga sharing these photos with a new third party vendor?

- a. Tawonga’s camper database, CampMinder, is the company that built Companion, so this is not a 3rd party product. CampMinder built Companion entirely in-house, and it is proprietary to their system. In effect, the same software company families are accustomed to using to upload registrations, forms, payments, etc. created the app. The data is stored exactly the same way, and in the same server structure.

7. Why did Tawonga make this change? We like the blog!

- a. You can still follow the blog (and subscribe [here](#))! Tawonga will be posting twice per week on the blog (when Camp is in session) to share more in-depth stories and some photo highlights (those photos will also be posted in Companion). However, the blog is public, and for security and privacy reasons, it is best practice to limit access to the majority of camper photos to a private portal like Companion.
- b. The goal of adopting Companion is to provide a better communications experience for parents via a more personalized, private, streamlined and current

content feed.

8. Can I use Companion to upload forms?

- a. Yes! The Companion app makes uploading forms quick and easy, and families have reported loving the app for this purpose. You can use the app to scan and upload any outstanding forms (please submit asap!)

9. I don't want to download another app. Do I have to use Companion?

- a. Companion is highly encouraged, but totally optional. If parents want to see the photos, but not through an app, they can see Companion photos through their CampInTouch account (scroll down to the "Online Community" section and click "Photos"). However, microposts (see question 9) are only viewable through the Companion app.

10. This feels like Tawonga is changing their values... an app? Why all the tech?

- a. We will continue to post the *same* number of photos that we have in recent summers. (Parents can expect to see their child 2-3 times per week). By shifting to Companion, Tawonga is not changing our philosophy about promoting healthy separation for children and for parents, and we are maintaining our screen-free policy at Camp. Rather, this change seeks to improve the way parents receive our content. With this shift, we are also following best practices for your child's security and privacy.

11. Can my child's grandparent or other family member use Companion?

- a. Guest access is possible through CampInTouch but not Companion (for privacy and security purposes). If parents/guardians choose to, they can grant guest access to their CampInTouch account to a trusted individual (grandparent, etc). This gives guests the ability via CampInTouch to view photos, send emails and do most of the CampInTouch things parents can do (with the exception of viewing statements or making payments). For photo viewing, guests *cannot* access Companion, but rather can view photos by scrolling in CampInTouch down to the "Online Community" section and clicking "Photos."
- b. If granting access is not preferred, note that Companion makes it very easy to send photos directly to others. Grandparents and others can also tune in on Tawonga's blog (and subscribe [here](#)) for more in-depth stories posted about twice a week during the season.

12. What about Quests?

- a. Due to the nature and structure of Adventure Quests, we will not post Quest content on Companion. Instead, Quest families will receive an email following the Quest program with a link to an album of photos. Following some Quests, we will post Quest content on Tawonga's blog, in which case those Quest families will

receive a link to the blog via email.

13. Is the Companion app different than the Tawonga session Facebook Group I was invited to join?

- a. Yes! The session FB groups are also optional, like Companion. Those groups are intended to promote community building among parents of campers. You can join to coordinate playdates before and after the session, engage with other parents and ask questions, parent-to-parent. Tawonga will not be posting Camp photos in the Facebook groups. If you can't find the invite to a Facebook group, click [here](#).

14. How do I make sure I am in the loop on crucial information about my child?

- a. Any information that is vital that you hear as a parent will be communicated to you via email, text or a phone call. Content on the blog and Companion is optional, but we hope you tune in so that you can learn about your child's Tawonga experience, our mission and other fun and interesting updates!
- b. When your child is at Camp, **no news is good news!** We will call you if your child needs to spend the night in our health center, or if we need your input on a situation that arises (such as extreme homesickness, behavior issues, etc.).

15. I'm concerned about security and privacy given that Companion uses facial recognition technology.

- a. CampMinder takes privacy very seriously and is absolutely not sharing the face training data beyond what is necessary to perform the task of sorting photos based on facial recognition.

The training (reference) photo of the child is stored with an anonymized ID, so it is not stored in a way that connects it to specific identifying information of the child.

Images will only be retained for as long as necessary, usually for one year following the upload of the image. If parents do not upload a training/reference photo, they have effectively opted out of facial recognition. If they upload a training photo and then want to opt out, the CampMinder team can assist with this and will remove the physical training photo from all places where it is stored. For more related info, see [CampMinder's Facial Recognition FAQs](#).

CampMinder's full privacy policy can be found [here](#), which pertains to all of CampMinder, though there are segments specifically that speak to facial recognition (or "face training").

16. I have more questions about Tawonga's approach to sharing content and how I will stay engaged with my child's camp experience.

- a. If you have additional questions, feel free to reach out to Casey Cohen, Tawonga's Senior Director of Communications and Digital Strategy, at casey@tawonga.org / 415.543.2267, to Tawonga's Interim Director of Family Engagement, Jordan Gill: familysupport@tawonga.org, or to our Senior Director of Camper Care, Ashley Costello: ashley@tawonga.org.

Thank You!