

# SCOUTING THE ZOO

## 2021 Event Guide

For All Scouts and Leaders

June 5, 2021



THREE HARBORS COUNCIL  
BOY SCOUTS OF AMERICA®

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## Important Dates

**May 20, 2021**

Zoo Event Rally - Join us in person or online as we share up-to-the-minute information about the event and will answer any last-minute questions that any attendees have. This rally is open to all leaders attending the event and the location and/or log-in details will be shared later this spring via website and social media.

**May 28, 2021**

Registration closes

**June 5, 2021**

Scouting the Zoo Event

Dear Friends of Scouting the Zoo,

First, I'd like to thank you all for standing by us and being patient while we've been in a holding pattern and watching what's been going on out there.



Over the last few months the rest of the event staff and I have been committed to hosting a great Scouting event with the understanding that it would likely continue to look very different than the typical Scouting the Zoo event we've all grown to love. Some events we've been able to keep partially intact but the current health and safety guidelines have forced us to maintain some significant changes. That being said, we feel that we've put together a safe, fun and memorable event for you all. We hope you feel the same.

For the "bad" news, current policies have forced us to continue to postpone the following key features to the 2021 event: behind the scenes programs, the Critter Crawl and the Team Challenge Course. Due to social distancing requirements and building occupancy rules, we've also been forced to shift the camping program to Indian Mound Scout Reservation. We are planning some program options if your unit would like to camp out there with us.

While camping has been one of the most fun things we do, the true purpose of Scouting the Zoo has always been a Scouting showcase for the public. But continuing for this year, we are shifting the focus of the event to us, the Scouts, and doing some fun activities with a program that exists without the typical public interaction. We know that these are the anchor programs that draw a lot of you to the event but we hope you enjoy the day program and the extended camping program at Indian Mound Scout Reservation that we've created for you.

First, we will continue the grotto program, designed for our younger Scouts, but open to everyone. While these activities may look somewhat different as we are offering a theme-based focus, held in more private areas.

Second, we are adding a "secret agent" themed program for our Scouts BSA and Venturing participants that will include both physical and mental challenges that will be spread out throughout the zoo grounds.

This guide has been edited to outline the programs we will be offering and we really hope you plan to join us for the new format. It is our intent to go back to the typical program and activities for 2022 but this will be a unique event and a way to deliver the Scouting program, in a great venue, with a dedicated staff, while staying safe... plus there will be zoo animals.

I hope to see you out there and please feel free to reach out with questions.

Yours in Scouting,  
Doug

Doug Reed II  
2021 Scouting the Zoo Chair  
Three Harbors Council



## 2021 EVENT OVERVIEW

- Scouting the Zoo 2021 will be a day event consisting of an updated safe and fun program.
- General shift from unit registration to family registration although units are welcome to register as a group to maximize usage of unit Scout accounts.
- Camping, unit displays and event food services at the zoo will be postponed to 2022 along with merchandise sales. But we will be offering a camping program at Indian Mound Scout Reservation.
- Event programming will continue its move from a public-facing showcase event to a Scouting-focused skills event.

## MEDICAL SCREENING

- All Scouts and Scouters will be required to complete a waiver and will be kept on file by the event staff.
- Medical screening will be conducted on-site for all Scouting participants and will consist of exposure questioning.
- All participants over the age of 3 will be required to wear masks unless medically cleared with an exemption.

## FOOD OPTIONS

- Families and groups are allowed to bring food to the zoo but cooking is not permitted.
- Zoo concessions will be open during regular zoo hours
- We will provide meal options for purchase in connection with the camping program at Indian Mound Scout Reservation

## ZOO PROGRAM

- **Themed Grottos**
  - Wild West – socially distanced skill areas focusing on the following themes
    - lassoing, dress the cowhand, edible fires, rubber band guns
    - marble racers, science experiments, DIY science craft
    - nautical flags, pirate match game, regatta boats
    - obstacle course, hieroglyphics puzzle, mummy riddles
  - Weird Science
  - Buccaneers
  - Archeology
- **Secret Agent Program** – spy-themed program for Scouts BSA and Venturing Scouts
  - Physical Program - giant puzzles, remote-controlled car course, games, etc.
  - Mental Program - codebreaking, bionic ear activity, memory games, etc.
- **Scavenger Hunt** – I-Spy style clue hunt
- **Pinewood Derby Race** – Race weigh-in for all cars in the morning. Cars will be sanitized after weigh-in and prior to pick-up. One afternoon race with divisional winners will be held at an undisclosed location and will be livestreamed for personal viewing. Trophies will be picked up with cars following the races.

## CAMPING PROGRAM AT INDIAN MOUND SCOUT RESERVATION (IMR)

- Unit and family camping will be allowed with check-in on Friday night and are invited to stay through Sunday. Campsites will be assigned as registrations come in. We will do our best to group units together.
- Food tickets can be purchase for additional charge or a unit/family may choose to cook for themselves.
- Some program will be offered (i.e. fishing, waterfront, shooting sports (additional fee)), and we plan to show an outdoor movie on the athletic field. No food or program is scheduled for Sunday.

# Event Fees

Due to the variety of admission options to the zoo, ticket and program fees are offered separately. Patches are purchased separately as well. **Participation fees do not include parking and parking fees may be paid online or at the zoo gate.**

## PARTICIPATION FEES

	Fee	Description
<b>ZOO ADMISSION</b>		
Total number of people in attendance	N/A	ALL people coming to Scouting the Zoo associated with your family or unit should be accounted for; this would include anyone who has a zoo pass or other means of zoo admittance.
Zoo Admission	\$10.50	Zoo ticket for admission *Required if you don't have a zoo pass
Parking Pass	\$15.00	Required for each vehicle parking at the zoo
<b>ZOO PROGRAM</b>		
Program Participant	\$6.00	All programs at the zoo Saturday. Patches sold separately. This is required for access to the Scouting grottos, secret agent program and competitions
Patches	\$1.00	Anyone can buy a patch
<b>CAMPING PROGRAM AT INDIAN MOUND SCOUT RESERVATION</b>		
Camping Program Participant	\$5.00	Required for all Scouts and Parents who want to camp at IMR. Includes two nights of camping and all Saturday night program (except shooting sports)
Pancake Breakfast (Saturday Morning)	\$4.00	Served at the IMR dining hall. Includes juice, milk coffee, pancakes with syrup, butter and sausages
Picnic Dinner (Saturday Evening)	\$5.00	Served at the IMR dining hall. Includes burger or brat, chips, cookie and drink
Shooting Sports Program	\$6.00	Limited opportunity to shoot bb guns and archery. Times will be coordinated by the event staff

Tickets will be e-mailed throughout May and Early June 2021

Units who register together will be required to submit a roster but must check in individually.

### **Keep Greater Milwaukee Beautiful Campaign (KGMB)**

Adults and youth in your unit can get a free admission ticket by participating in the *Keep Greater Milwaukee Beautiful Campaign*. This is a great way to provide community service while saving the cost of admittance to the zoo, so get your reservation in early! For more details on how your unit can qualify, call (414) 272-5462 ext. 106 or visit the Keep Greater Milwaukee Beautiful website at [www.kgmb.org](http://www.kgmb.org). Zoo passes for Keep Greater Milwaukee Beautiful will be honored on the Scouting the Zoo weekend even though they state they are not valid until later.

### PARKING INFORMATION

All other vehicles will be required to pay for parking online or at the zoo gate.

### **Transportation Note:**

Due to continued health concerns carpooling of non-household members is HIGHLY discouraged. However, if carpooling is the only way to foster participation, please have all drivers and passengers wear masks and refrain from recirculating air throughout the duration of the trip. The practice of any other procedures coinciding with group transportation requirements for Scouts BSA summer camps is also highly encouraged.

# General Information

## Transportation

Due to continued health concerns carpooling of non-household members is HIGHLY discouraged. However, if carpooling is the only way to foster participation, please have all drivers and passengers wear masks and refrain from recirculating air throughout the duration of the trip. The practice of any other procedures coinciding with group transportation requirements for Scouts BSA summer camps is also highly encouraged.

## Medical Screening

To adhere to screening requirements for both Scouting and the Milwaukee County Zoo, all participants will be required to complete a medical waiver before participating in Scouting activities. This waiver will be e-mailed along with a group's tickets and can be found on the event webpage. Please complete the waiver and bring it with you to the event.

Exposure questioning will also be done onsite prior to check-in. All participants over the age of 3 are required to wear a face mask (face shields do not qualify) and special consideration will be allowed for demonstrated medical needs.

## Prohibited Items

Frisbees, footballs, baseballs and games of catch (of any sort) are not allowed due to the possibility of a ball or frisbee landing in an animal enclosure. Skateboards, skates, heelys, drones and bicycles are also not allowed. Please discourage your Scouts from playing cards, dice or other games of chance. Consumption of alcohol is prohibited at all Scouting events and smoking is not permitted on zoo property.

## Uniforming

Scouts are expected to be in field or activity uniform while walking around the zoo. Many units allow varying degrees of pants/shorts but athletic shorts are not appropriate for this event. Official pants/shorts, belt, socks, etc. are encouraged. Per national policies, uniforms are to be worn properly (tucked in) by both male and female participants and leaders. **While participating in competitions or activities in the Scouting grotto areas, Scouts may wear an activity uniform shirt.** Please remind your Scouts that they are representing the Scouting program when at the zoo. Their appearance and behavior will reflect upon their unit and the organization as a whole.

## Recognition

A commemorative patch can be purchased for an additional fee. Don't forget to give your Scouts credit for the numerous achievements, electives and merit badge requirements they may meet by participating in the event activities. Please take note of what your Scouts do; an advancement list will not be provided.

## Medical Issues

Minor first aid issues may be handled by the individual unit or family. Larger first aid issues must be documented by Scouting the Zoo leadership team members. For major medical issues, contact appropriate services and then please find a member of the Scouting the Zoo staff. During normal zoo hours, also contact zoo personnel to alert the on-site paramedic.

## Inclement Weather

The show goes on, rain or shine, so participants are encouraged to plan accordingly. Weather will be monitored by the event staff and zoo personnel. In the event of severe weather, please follow the instructions of the event staff and/or zoo personnel.

# Zoo Event Activities and Highlights

## Themed Grottos

Since unit displays have been postponed until 2022, we are inviting our participants to enjoy this activity program designed around basic activities and fun themes. Themed areas will include Wild West, Weird Science, Buccaneers and Archaeology. These will be socially-distanced activities with safe, hands-on programming.

## Scavenger Hunt

This is an activity for Scouts to learn about the animals at the zoo. Interested Scouts can grab a record sheet from the information booth during registration. When the scavenger hunt is completed, the form can be turned in at the registration area for acknowledgement of completion.



## Secret Agent Program (Scouts BSA and Venturing Only)

Scouts will compete as teams of 5 to 6 participants and work together to complete a series of physical and mental tasks. Each "team" will need to appoint the following roles:

1. Field Agent #1
2. Field Agent #2
3. Field Agent #3
4. Cartography Specialist \*
5. Team Archivist \*

\* - Required position

Additional field agents can be assigned if the group is larger. Groups should not be larger than 7 members.

Challenges will have a pre-defined leader to minimize physical contact on devices and to share leadership. Devices will be sanitized between uses.

Physical events will be conducted in the south parking lot and will follow the individualized team activity wherein one Scout will do the "hands on" portion of that task and other Scouts will work verbally assist, thus limiting physical contact while still working as a team. Mental challenges will test the team's attention to detail and ability to work together to solve riddles and use codes to build towards a final challenge.

## Secret Scouter Program

Throughout the event, Secret Scouter agents will be walking around looking for Scouts who are showing outstanding Scout spirit. Agent observations will result in points towards The Zoo Cup or Zero's Heroes, as well as individual items being handed out on the spot. Agents could be Scouters or members of the general public.



## The Zoo Cup

The Zoo Cup will be awarded to a Scouts BSA or Venturing unit as a culmination of all events at the zoo. Consideration for this award will be given for Scout behavior, activity participation and overall unit presence. The winning unit will be awarded the Zoo Cup to be displayed at one of the council offices and will have second claim to a campsite at next year's campsite lottery meeting. The award-winning unit will be expected to help lead the parade at next year's Scouting the Zoo event!



## Zero's Heroes

This annual award will be presented to a Cub Scout pack who truly gets involved in the event. Consideration for this award will be given for Scout behavior, activity participation and overall unit presence. The winning unit will receive a commemorative plaque and the trophy will be displayed, with the current unit number, in one of our council offices. The winning unit will be invited to join the Zoo Cup winners in leading next year's parade.

## **Pinewood Derby Races (Cub Scout)**

The event will run Pinewood Derby races at an undisclosed location. Races will be livestreamed this year. Please see the race rules listed later in this guide. Participants are limited to those Scouts who are completing kindergarten through fifth grade as of the race on Saturday. There will be one race in the afternoon this year with two divisions:

Exhibition division	Open to all racers
Championship division	Open to those Scouts who placed in the top three in their home unit during the 2019/2020 or 2020/2021 Cub Scout years.

Any Scout who participated in a 2020/2021 race as an Arrow of Light Scout may race at the zoo even if they are presently a Scouts BSA member. Trophies will be awarded for both divisions.

9:30 a.m. – 11:30 a.m.	Registration and weigh-in for all races/divisions
1:30 p.m.	Pinewood Derby Race - Livestream: <a href="http://www.facebook.com/ScoutingTheZoo">www.facebook.com/ScoutingTheZoo</a>
After the race	Cars will be returned to weigh-in area

## **Camping Program at Indian Mound Scout Reservation**

As a special offering for 2021 we are allowing units to camp at Indian Mound Scout Reservation in Oconomowoc. The camp address is: **37516 Forest Drive, Oconomowoc, WI 53066.**

**Finding Camp:** Take I-94 to Highway 67 (Dousman/Oconomowoc) Exit and head south on Highway 67 towards Dousman. Turn right (west) at Delafield Road (Highway DR). Head west on Delafield Road for about 1/3 mile to Dousman Road and turn right (north). Head north on Dousman Road for about 1/3 mile to Forest Drive and turn left (west). Drive about 1/2 a mile to the camp entrance.

**Campsite Assignments:** Event staff will assign sites based on group size and order of registration. A family camping area will be designated for lone family camping and most camping will be planned for Camp Doerr with Camp Lazynski as overflow if needed. Units will be assigned parking spaces based on camping location and not all cars will be near the campsite. Please plan accordingly.

**Meals:** Meals will be offered for an additional cost and served near the dining hall area. Please see event schedule for times. Units and families are allowed to make their own meals if they choose but must follow all regular Scout camping protocols.

### **General Logistics:**

- Medical screening will be conducted upon entry to camp. All participants must check-in in order to receive medical wristbands.
- Masks **are required** for all campers while outside of their personal tents, unless medically authorized by event staff.

### **Saturday Evening Program:**

- Field Games – approved games will be available for interested units.
- Waterfront – the camp waterfront will be opened for simple splash time.
- Fishing – participants are invited to go fishing during this time. Some equipment will be available to borrow if needed. Wisconsin DNR fishing rules are to be followed.
- Shooting Sports – Scouts will be allowed to visit the bb gun and archery ranges at assigned times for an additional fee.
- Evening Movie – We will be hosting an outdoor evening movie at camp. Stay tuned to Facebook for movie voting in May. Groups will be asked to social distance and to bring lawn chairs or blankets.

# 2021 Tentative Event Schedule

*Please check for updates. Full schedule will be provided at event*

## **Friday, June 4, 2021 – All Activities at Indian Mound Scout Reservation**

- |                       |   |
|-----------------------|---|
| 6:00 p.m. – 8:30 p.m. | Camping Check-In and Setup  |
| by 8:45 p.m.          | Removal of all non-authorized vehicles from camping areas         |
| 9:00 p.m.             | Unit Leadership Meeting (Each unit should send someone to attend) |
| 10:30 p.m.            | Lights Out  |

## **Saturday, June 5, 2021**

### **- Indian Mound Scout Reservation -**

- |                       |                                     |
|-----------------------|-------------------------------------|
| 6:30 a.m.             | Reveille                            |
| 7:00 a.m. – 8:30 a.m. | Pancake Breakfast (Ticket Required) |

### **- Milwaukee County Zoo -**

- |                         |  |
|-------------------------|--|
| 9:30 a.m.               | Zoo Opens<br>Registration and Medical Screening<br>Pinewood Derby Weigh-In Open (Until 11:30 a.m.) |
| 10:00 a.m. – 12:00 p.m. | Morning Program Session - Grottos and Secret Agent Activities                                      |
| 12:00 p.m. – 1:00 p.m.  | Lunch Hour (Program closed for lunch and cleaning)   |
| 1:00 p.m. – 3:00 p.m.   | Afternoon Program Session - Grottos and Secret Agent Activities                                    |
| 1:30 p.m.               | Pinewood Derby Race (livestreamed on Facebook)   |
| 3:00 p.m.               | Scouting Program Closes  |
| 4:00 p.m.               | Zoo Closes to Participants   |

### **- Indian Mound Scout Reservation -**

- |                       |   |
|-----------------------|---|
| 4:30 p.m. – 8:00 p.m. | Camp Program Open<br>Shooting Sports (Additional Cost) by Assigned Time   |
| 5:30 p.m. – 7:00 p.m. | Picnic Dinner (Ticket Required)   |
| 8:30 p.m.             | Closing Ceremony<br>Evening Movie to Follow (Lawn Chair / Blanket needed) |
| 10:30 p.m.            | Lights Out  |

## **Sunday, June 6, 2021**

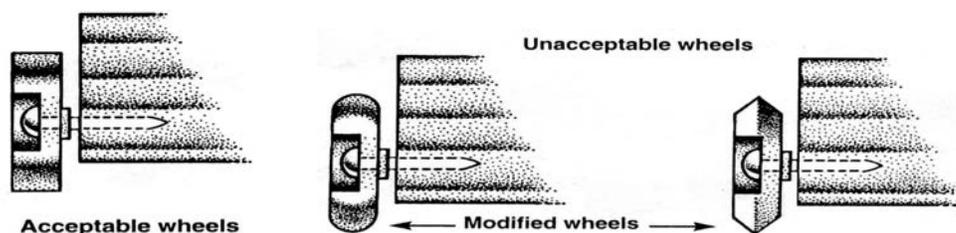
### **- Indian Mound Scout Reservation -**

- |            |  |
|------------|--|
| 7:00 a.m.  | Reveille<br>Pack Up / Clean Up / Explore Camp at Your Leisure<br>No Program or Breakfast Offered |
| 11:00 a.m. | Camp Closed - Have a Safe Trip Home  |

# Pinewood Derby Rules

It is expected that all cars entered will have been made during the 2020 or 2021 Scouting year. All cars must pass inspection to qualify for the race. The inspection points are as follows:

- The car must have been made during the current year.
- The width of the car shall not exceed 2  $\frac{3}{4}$  inches.
- The length of the car shall not exceed 7 inches.
- The weight of the car shall not exceed 5 ounces.
- The car may be hollowed out and built up to the maximum weight by the addition of wood or solid metal only, provided any additional material is securely built into the body.
- Axles, wheels, and body wood shall be as provided in the kit or official BSA replacement kits, including colored wheels.
- Wheel bearings, washers, and bushings are prohibited.
- The car shall not ride on any kind or type of springs.
- Any details added must be within length, width and weight limits.
- The car must be freewheeling, with no starting devices.
- No loose materials of any kind (such as lead shot) are allowed in or on the car.
- Minimum under clearance is three eighths ( $\frac{3}{8}$ ) inches. This tolerance must be held to ensure that the car does not drag on the lane guide strip.
- Only the official nails provided in the official BSA Derby Car Kits may be used as axles. Only replacement nails & wheels, including colored wheels, sold at the Council Scout Shop are legal. No solid axles are permitted. Only dry powder lubricants such as graphite may be used.
- Wheels may be sanded to remove mold flash, but the tread must remain full width and flat. Cars must be lubricated before inspection. No further lubrication will be permitted.
- The wheelbase must be kept stock as furnished on the block of wood. This dimension is four and three eighths ( $4\text{ -}\frac{3}{8}$ ) inches. Must use axel slots as furnished.
- This is a parent and Cub Scout project. The parent should do no more than rough shape the block and assist in installing wheels and axles.
- If a car jumps off the track, leaves its lane, or interferes with another car, the heat will be run again. If it happens again, the problem car will automatically lose that heat.
- If a car suffers a mechanical problem (breaks a wheel, etc.) and repair can be made in a reasonable time, the heat will run again. If repair is not possible, the car will lose that heat.
- The name of the Scout must be on the car. This can be directly printed in ink or paint on the car or on a piece of paper and taped on the car.
- All previous numbers and stickers must be removed.
- Pre-registration is required for all Cub Scouts competing.





# Event Registration Worksheet

## Families, Packs, Troops and Crews

This form is due no later than May 28, 2021



**ONLINE REGISTRATION AVAILABLE at [www.ThreeHarborsScouting.org/ScoutingTheZoo](http://www.ThreeHarborsScouting.org/ScoutingTheZoo)**

Unit type and number: \_\_\_\_\_ District: \_\_\_\_\_ Council: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

### A roster on the back page must accompany all registrations.

For details on what each of the categories covers please see page 5 of the event guide

ZOO ADMISSION	#	Cost	Total
Total number of people attending		N/A	
How many do not require an admission ticket?		N/A	
How many need zoo admission?		\$10.50	
How many drivers need parking passes?		\$15.00	

***You must purchase a zoo ticket if you don't have a zoo pass and drop off drivers will also need a pass or will be charged for parking at the zoo gate.***

ZOO PROGRAM	#	Cost	Total
How many Scouts will be participating in program?		\$6.00	
How many patches would you like?		\$1.00	

CAMPING PROGRAM @ IMR	#	Cost	Total
How many Scouts and adults will be camping at IMR?		\$5.00	
How many for Saturday pancake breakfast at IMR?		\$4.00	
How many for Saturday night picnic dinner at IMR?		\$5.00	
How many Scouts and parents would like to sign up for shooting sports at IMR? (BBs and Archery)		\$6.00	

Total: \_\_\_\_\_  
Account #: 1-6801-768-20

### Ticket Delivery

**Tickets will be e-mailed to the person placing the order throughout May and Early June 2021. No physical tickets will be issued unless arranged by e-mailing**

**[ScoutingTheZoo@gmail.com](mailto:ScoutingTheZoo@gmail.com).**

Please return this form and roster to:  
Three Harbors Council, BSA  
Attn: Scouting the Zoo Registration  
330 South 84th Street

OR

Three Harbors Council, BSA  
Attn: Scouting the Zoo Registration  
7500 Green Bay Rd, Suite LL101

Milwaukee, WI 53214-1468

Kenosha, WI 53142

For Office Use Only:	Initials: _____	Date: _____		
For Day Of Use Only:	Total Scouts: _____	Total Adults: _____	Total Other: _____	



## 2021 SCOUTING THE ZOO

# Frequently Asked Questions (FAQs)

### **Why do I need to include numbers of participants if I don't need to purchase tickets and they are not going to participate in program?**

A: We'd like to get an accurate count of all attendees that are connected with the event for tracking and insurance reasons. So, even a family member, with a zoo pass, who doesn't want a patch or plans to participate in activities, should still be counted as they wouldn't likely have been at the zoo without their connection to the Scouting program.

### **I'm a leader. Can my pack, troop or crew camp overnight?**

A: Yes, if you are interested in participating in the overnight camping option at Indian Mound Scout Reservation in Oconomowoc.

### **Can I add people past the registration deadline?**

A: There are some circumstances where this will be ok. E-mail [ScoutingTheZoo@gmail.com](mailto:ScoutingTheZoo@gmail.com) to request the additions before paying for them so that we can record accurate additions if allowed.

### **We've registered for the event. When will I get my tickets and wristbands?**

A: We utilize digital tickets (QR codes) for this event. They should arrive beginning in late May and will be sent to the person who placed the order. Each order will be provided one QR code for admission and one QR code for parking and it will scan the appropriate number of times as per the registration. If you haven't received your tickets by June 3, 2021, please e-mail [ScoutingTheZoo@gmail.com](mailto:ScoutingTheZoo@gmail.com) for inquiries. Program wristbands will be handed out during check-in at the event.

### **I have my QR codes from my order. What do I do with them now?**

A: That is up to how your unit decided how to handle ticket distribution. You can e-mail the QR codes to all your families or some units still want paper copies and you are welcome to print them and distribute. Please note that the number of times each QR code will scan is the exact number of times matching the amount of admission tickets or parking passes that were paid for.

### **I have parents who are doing a "drop-off." How can that be done?**

A: There is a "walk-in" gate on Bluemound Road, just west of the drive-in entrance. Cars are permitted to drop off there and QR codes will be scanned and Scouts can enter the zoo there. Please remember the buddy system or have a member of the unit meet the Scout. Participants that are already inside the zoo can get to the walk-in gate by heading towards the north end of the parking lots next to the animal hospital.

### **Can we carpool to the zoo or to camp?**

A: Due to continued health concerns carpooling of non-household members is HIGHLY discouraged. However, if carpooling is the only way to foster participation, please have all drivers and passengers wear masks and refrain from recirculating air throughout the duration of the trip. The practice of any other procedures coinciding with group transportation requirements for Scouts BSA summer camps is also highly encouraged.

### **I have questions that aren't answered here. Who do I talk to?**

A: Please e-mail [ScoutingTheZoo@gmail.com](mailto:ScoutingTheZoo@gmail.com) with your questions. Several members of the leadership team monitor that e-mail and will respond to you and your question. Please allow for 24-36 hours for responses as we are volunteers as well. Of course we will do our best to respond within a few hours, or sooner as much as possible.