



Tips (secrets) for First Time Parents!



Whether or not your camper has ever been away from home, here are some tips on helping the camp experience be positive and fun for your child.

1. **DO NOT emphasize how much you are going to miss your camper.** Saying, "I am going to miss you" or "I miss you so much" implies a sense of guilt for the camper. Children think that they should not go to camp because their parents will be miserable without them. However, do not emphasize the opposite of how glad you will be when they are gone! Instead, discuss how much fun the camp experience is going to be for your camper. Tell them how you can't wait until you are all back together to hear about fun adventures.

2. **Don't make promises you can't keep.** For example, "I'll call and write you every day." The truth is that you will be busy. No matter how much you are agonizing over your child being gone from home, your life will go on, and you may not be able to write every day. We have told you that you cannot call every day, so the best thing to say is, "I can't wait to get your letters telling me about all the fun you are having. I will write you back too!" or "I'll write as

often as I can." **The worst mistake you can make is to say,** "I promise I will come and get you the minute you are unhappy and don't like camp." If you tell them they can come home instead of sticking it out, you are setting them up for failure. You have taught your child that giving up is acceptable, and you are setting a standard for the rest of their lives. Let them know that you believe in them. There is nothing they can't do. Be positive and supportive.

3. **Say "I LOVE YOU!"** You can never tell your child enough how much you love them. When your child says, I miss you, your response should be "I love you so much!" This will hurt because you want to tell them how you miss them, but telling them you love them is a better way to communicate how you feel about them and frees them to enjoy the magical gift that you have given them. Even when they return home or you pick them up and they say I missed you, tell them how happy you are to see them and that you love them.

4. **Prepare them with conversations before camp.** "You will be part of a cabin group, so you will have to help out with cabin clean-up and chores."

"Remember your counselor is there for you to help with anything that you might need, or you can go to the directors." "Don't be afraid to try new things, even if you are scared. That is part of the fun of being at camp and having this adventure. Don't worry if you are not the best at it. I am proud of you for trying." "Be friendly to the camper who looks lonely and kind to everyone in your cabin."

5. **SAYING GOOD-BYE!** Good-byes are always hard, whether they are at the airport or at the cabin at Highlander. But you have to remember that you are the adult, so you have to be strong. Don't linger, cling to your child or sob! A tearful, smiling "good-bye, have fun, we love you" and a quick hug are okay. Save the sobs for the car ride home. Depending on your child, you may get the cold shoulder. This is a good sign. Let them go. They still love you, and they will be home before you know it.

Closing Day & The Trip Home



Some campers will talk nonstop about camp from the moment you pick them up, until their first day of school. They might not need to adjust, but live on a camp rush for a week. They want to celebrate, laugh and tell stories all day and all night. Other campers are not as vocal at first. You might want to save the celebrations (eating at a favorite restaurant, visiting relatives) for the next day. Some campers will have camp withdrawals when they get home. They have just made the best friends and had the best summer ever, so there is somewhat of a "letdown" when they get home. Don't get your feelings hurt. This just means that they had a great time, and they have you to thank for it. Give your camper a few days and they will start talking. Each child is different.

You might unpack some yucky stuff. Your camper's laundry to be washed just before they go home, but some yucky things always find their way into the trunks. This is why we encourage you to send old clothes and old towels. We will send any nice things that are labeled and found to

your child. However, don't be surprised if some things are never found. In the confusion of packing up to go home, some items may get mixed up between

the campers. Please return any nice items that don't belong to your child so we can get them to the rightful owner.

We look forward to getting feedback from parents and value your opinions. You will receive a parent evaluation that will help us with the hiring of future staff and will aid us in improving camp year after year. We will use these evaluations to encourage our staff and honor them when appropriate. This can be very encouraging for them to keep up the good work throughout the summer and summers to come.

When your camper comes home, they will likely start counting down the days until next summer. **You will have a special opportunity to register your camper for Summer 2012 on the closing day of the session.** Your child will be guaranteed their current enrolled session and priority for other sessions. Upon doing so, your child will receive a special tee shirt specially designed for this elite group of campers. These shirts will not be sold to the general camp population. It will be a coveted item that your child will be proud to wear.



Highlander days are for paddling!

CAMP HIGHLANDER
42 DALTON ROAD
MILLS RIVER,
NC 28759
CAMPHIGHLANDER.COM
828-891-7721 PHONE
828-891-1960 FAX



Pre-Camp Check List

- ◇ Return all required forms to the Camp Highlander office by May 15.
- ◇ Review packing list, label clothing and gear
- ◇ Inform family and friends of Camp Highlander's NO PACKAGE POLICY
- ◇ Email Jonathan or Melissa with concerns you may have about your campers summer.
- ◇ Mail your child a letter 3 days before camp.



Parent Resource Guide

VOLUME I

From our Staff

Dear Parents,
We have a fantastic summer planned for 2011! We are blessed with another opportunity to make a difference in the lives of your children.

Please read this guide carefully and keep it as a reference to prepare you and your child for an amazing summer at Highlander. Enclosed you will find important information gathered over the years to help our parents and campers in the pre-camp process.

1. **Invoice:** All balances are due April 1st unless payment arrangements have been established with the camp office. Please put your child's name on your check to help with our accounting.
2. **Packing List:** This is only a "suggested" packing list for your camper. Most importantly, please pack old clothes.
3. **Travel Form:** Please complete the travel form with the arrival and departure information for your camper.
4. **Luggage Tags:** You should have two luggage tags per camper. The tag will be addressed to Camp High-

lander, and the return address should include the camper's name (not parents' name).

5. **All sessions end on Friday.** Please be sure to make arrangements for your child to leave camp on Friday between 9am and Noon.

Please contact the camp office with any questions you may have about this information. We look forward to the privilege of working with your children.

Sincerely,

Karl & Shelley Alexander, Owners
Gaynell Tinsley, Senior Director
Melissa Fitzgerald, Girls Camp Director
Jonathan Bright, Boys Camp Director
Kathleen Windisch, Program Director
Beth Siegfried, Office Manager



Online Communication

Q: How do I know my login and password for CampMinder?

A: Your login is the email address you entered to enroll your camper online or the email you gave on the application. Your password was generated and sent to you when you registered. If you do not know your password, you may go to the login on the homepage at www.camphighlander.com and click Retrieve Password.

Q: What do I do to email my camper during camp? Can I use left-over emails from last summer to email my camper this summer?

A: When you login to your account, there will be an icon on the navigation page that will allow you to email your camper. You can purchase emails electronically from CampMinder. Left-over email credits from previous years can still be used. Please remember that your camper cannot email you back, but they really love getting emails from you each day.

Q: How do I see pictures of my camper during the summer?

A: When you login to your CampMinder account, click on **Photos** to see the most recent photos at camp. Each photo will be tagged with a cabin number, so you should be able to find your camper easily. You can order these photos and other items from CampMinder.

Q: How can I allow friends and family to see photos on the private camp community?

A: Login to your CampMinder account and click on **Guest Accounts** to give a guest login to view photos and daily news at camp. You can allow a guest to email your camper, but only with your authorization.

Q: How do I change my contact information, address, billing info, etc.?

A: You can edit all of this information on your CampMinder login page. You can even make a payment.

Q: Where do I get the required forms needed for my camper?

A: After you login with your username and password, you will be navigated to the Forms Dashboard. Click on Forms & Documents and you will see the required forms that are due for your child. Some can be completed online but most have to be printed, completed and then returned to camp by fax, email or mail.

Return forms to: 828-891-1960 (Fax) or email@camphighlander.com (email)



Communication with your Camper



TELEPHONE: We ask that telephone communication to or from home be restricted to serious needs or emergencies, and that letters and cards be the primary channels for communication while at camp. Otherwise, important lessons of independence and self-reliance beyond home situations can be short circuited by a quick call to and from home. If there is an emergency at home, or a concern you have, please call the camp office and ask to speak with Gaynell, Melissa or Jonathan.

MAIL: The postal service is very slow, so we recommend that you send a letter to your child 2-3 days before he/she arrives at camp. This is a very welcoming feeling, and mail is very popular with the campers. Please write happy letters of encouragement, interest and support. Please mark your child's cabin number on the letter. (Your child will furnish this to you after they are at camp and send their first letter home.)

We do require that the campers write home once a week. Don't expect too much more. They are having the time of their life and are too busy having fun! If you are worried that your child may not know how to address his/her mail, a good idea is to send pre-addressed and stamped envelopes so all they need to do is write the letter.

Your child's counselor will write you once a week, as well. This is a great way to know how your child is adjusting to camp life.

EMAIL: Every parent who provided an email when registering their child has a login and password to email their child this summer. If you do not know your login and password, your email address is your login. Go to the Log In (last button at the top of the home page of the website) and at the bottom of the login page it says, **I don't know my password. Look it up.** CampMinder will look up your password and email it to you.

PACKAGES: We are proud of Camp Highlander's commitment to making the earth a better place. In accordance with this philosophy, we are not accepting ANY packages for campers. Please cooperate with this request. We will be sending all packages back RETURN TO SENDER. If you need to make special arrangements for a forgotten item to be sent, please contact the camp office.

BIRTHDAYS and PIZZA PARTIES: We celebrate birthdays at camp with a cake and a song at dinner. If you would like to set up a Pizza Party for your child on their birthday or just because, there is a fee of \$50 for pizza and cokes. Please make all checks out to Camp Highlander and put your child's name, cabin number and birthday on the check. We can also provide an ice cream party for your child's cabin for \$45.



Letters Home

Once your child arrives at camp, you might receive a letter in the mail that really upsets you such as the following:

You receive the letter in the middle of the week, due to our slow mail process, but by this time Bobby has already written this letter after his second day of camp:

Dear mom,
Camp is great. Forget what I said, but not about my socks and shoes. Gotta go. I love you.
Love,
Bobby

Dear mom,
Please come get me!
I hate camp, I miss you so much!
me
☹️ Camp Highlander
I love you!
Bobby
P.S. All my shoes and socks are muddy!



homesick is a good thing. SURPRISED? Being homesick just means that your camper has a really great, loving home. This relieves a lot of embarrassment the camper may feel and frees them to move beyond the negative feelings.

Homesickness comes in many different forms. Some kids make it a physical illness (stomach aches, headaches, nausea). Some kids like to play you for the monster and make you feel guilty (it is all your fault that they are miserable, and how could you leave me?). Some kids are jealous of what a sibling is doing. You should respond accordingly. Do not address the illness; remember that the infirmary will call you with any warranted sickness. Talk about the happenings at home, but downplay things such as sister going to Disney World. Be sure and talk about how much fun you know the camper is having and how lucky they are to be here. The letters will get better. We promise.

Some campers won't feel homesick at all. And most parents will be the ones that are homesick for their children. How you handle their homesickness and yours will make a huge difference in the experience of your camper. Please use the references above to help you prepare your child for camp, or call the office with questions and concerns. Thank you for helping prepare them. Your children will grow in independence with your love, encouragement and support.

Camper Accounts and Money

Camper account money is used for purchases in the camp store or for spending while on off camp trips to purchase souvenirs. At the camp store your child can purchase items such as t-shirts, hats, sweatshirts, stationary, stamps, crazy creek chairs, toiletries, Gatorade, etc... We discourage campers from keeping any cash in their cabin, as things may get misplaced.

Please send the amount appropriate for your child's spending habits. Most campers will spend it all, so only send what you are comfortable with them spending. We recommend a minimum of \$35 a week.

Please send a check made out to Camp Highlander prior to your child's arrival with the amount you would like to have deposited in the account. You will also have an opportunity to deposit money in your campers account under the tent on opening day.

Any money remaining in your child's account will be kept as a credit balance until next summer or can be donated to the Highlander Scholarship fund for needy children.



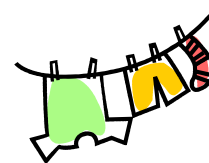
Visitation

Parents are welcome to visit camp on Sundays. We recognize that frequent visiting causes homesickness, particularly to children away from home for the first time. If you are visiting on a Sunday, you may take your camper off camp at 10 am, and they must return for campfire at 8 pm. **Campers are only allowed to leave camp with their parents.**

Laundry and Linens

Laundry is done every week at Camp Highlander and returned within 24 hours. There are no additional fees for laundry, as fees are included in your child's camp tuition. Your child will be given a labeled Camp Highlander laundry bag to collect their laundry during the week. PLEASE LABEL ALL CLOTHING!

Be sure to send 2 sets of twin sheets, 1 blanket, a sleeping bag, 1 pillow, 2 pillow cases, towels and washcloths with your campers. These items can be sent with camper laundry every week. Camp Highlander will supply a blanket for all campers.



Health Hut

MEDICAL FORMS: Campers will not participate in activities until we have their completed online medical history, physicians examination form and parent authorization form. These forms are found on the website under your login.

MEDICAL TREATMENT: We have a minimum of three nurses on duty on camp premises 24 hours a day, seven days a week. Our camp doctor is always available 4 miles away. A complete hospital is located in Hendersonville, 12 miles away (Margaret Pardee Hospital). Should a camper require outside medical services including doctor, hospital services and medicine due to illness, all bills will be filed with the insurance card that you have provided for your child and the MasterCard or Visa number you have provided camp. Camp Highlander is NOT responsible for these medical expenses, and you are responsible for providing camp with the correct insurance and credit card information on your child's updated medical form.

PARENTAL NOTIFICATION: A nurse from the Camp Highlander Health Hut will contact you if your child has been in for treatment of a fever or an injury other than a minor scrape or bruise. If your camper needs to see a doctor, we will attempt to notify you prior to the visit. The nurses are very busy with all of our 340 campers, so please do not call the Health Hut. Call the camp office, and someone will deliver the message to the nurse.

CAMPER MEDICATIONS: All daily medications, as needed medications, vitamins, etc. MUST be kept in the Health Hut. Medications are not allowed in the cabin for campers or staff, and your child's counselor will collect them on opening day to give to the nurses. Please notify the nurses in writing, with your child's medications, of any specific instructions. Remember that it is the responsibility of your camper to remember their daily medications. Our nurses do a great job of reminding them, and our counselors do as well, but this is an area of independence and responsibility that camp teaches your camper.



Camp Photos

We love taking pictures of your child at camp! You can view and purchase photos of camp activities each day using your login on the Camp Highlander website. We encourage you to view the photos daily. Also, a panoramic photo will be taken during your child's session. These commemorative shots of all the campers and counselors are taken by a local photographer, Benjamin Porter. You can preorder the group photo through the camp office or campers can purchase these photos in the camp store or on closing day. The regular or silly photos are \$20 each or \$38 for both.

Daily Schedule

- 8:00 Wake-up
- 8:45 Breakfast
- 9:45 Assembly
- 10:00 First Period
- 11:00 Second Period
- 12:00 Free Time or League Games
- 12:30 Lunch
- 1:00 Rest Hour
- 2:30 Third Period
- 3:30 Fourth Period
- 4:30 Fifth Period
- 5:30 Free Time
- 6:00 Dinner
- 6:45 Sixth Period
- 7:45 Evening Program
- 9:30 Lights Out Juniors
- 10:30 Lights Out All Camp