



## Camp Easterseals Virginia

### Camp Easterseals Virginia Policies & Frequently Asked Questions

#### ***Who are the Camp Counselors?***

Camp Counselors are typically American or international college students. The majority of our staff members are female. Male campers may have female counselors taking care of them, because recruitment of male counselors is difficult. Please let us know well in advance if you think this will be a problem for your camper. All Camp staff are interviewed, have a background check completed and participate in camper care training prior to working with campers.

#### ***Does Camp provide transportation?***

Transportation to and from camp needs to be arranged and provided by the family.

#### ***Do I need to send money with my camper?***

Camp Easterseals Virginia offers the optional sale of t-shirts, hats, and other camp store items during check-in and check-out. Otherwise there is no need for campers to have money during camp.

#### ***My camper has a strict diet. Can this be accommodated?***

Camp Easterseals is able to accommodate vegetarian and lactose free diets. For strict diets such as gluten free or casein free, campers should bring their own food for camp staff to cook. Staff will make every effort to prevent cross contamination during the cooking process. Please call if you have any questions.

#### ***My camper takes medicine. How does Camp handle medicines?***

Healthcare staff are on site and available to administer prescription medication to campers. We require all campers to pre-package medications. This means all medications, vitamins, and supplements brought to camp must be prepared in a multi-dose or medication cassette for the duration of their stay. It is preferred that this is done in a “bubble pack” by a pharmacist as seen on the medication guidelines handout. Camp policy requires campers to also bring original bottles with label with at least one extra pill in the bottle. If your camper’s medication dosage has changed, a new prescription label must be obtained and sent with the camper. During check-in, parents will sign a medication form that lists the medications the camper is taking and will give Easterseals UCP permission to administer the prescription medicine according to the prescription label.

#### ***What if we have to cancel? Will we get a refund?***

Once a camper has been accepted into the camping program the application fee of \$75 is non-refundable. Please notify the Camp Director as soon as possible of a cancellation. Requests for refunds must be made in writing to the Camp Director with two weeks’ advance notice, stating specific reasons for cancellation. Requests for refunds with less than two weeks’ notice will be honored only under extraordinary circumstances. Camp staffing is secured and food/supplies are ordered based on accepted attendance. Cancelling without advanced notice does not provide enough time to fill your spot nor eliminate these expenses and thus refunds are not guaranteed.

#### ***How does check-in work?***

A parent/caregiver who is very knowledgeable about the camper must accompany that camper to answer any and all questions regarding their needs. Here is a breakdown of the check-in process:

1. Upon arrival, campers will sign in at the tent in the parking lot.
2. At **1:30 PM**, the Camp Director will begin checking in campers in the order they signed in. This will include a review of emergency contact information.

3. All of the camper's luggage will be transported by camp staff to their designated cabin. **Please remove medications from the luggage, it will need to be with you when you check in with our medical staff.**
4. A Camp Counselor will greet you in the parking lot and escort you to the next step of check-in process. The Counselor will have questions regarding the likes/dislikes and needs of the camper. It is important that they get as much information as possible so they can provide quality care for the camper.
5. The Nurse will conduct a brief physical exam and ask questions regarding the camper's present health. **If the Medical Staff observe any signs of illness/other medical concerns, or if the camper's temperature is over 100° F, the camper will not be allowed to stay at camp.** The Nurse will also check-in all of the camper's medications.
6. After visiting with the nurse, check-in is complete. You are welcome to request a tour of Camp with your camper's counselor before leaving if interested.

#### ***How does check-out work?***

**Check-out is between 10 am and noon.** When you arrive, please visit the office and we will call your camper to meet you. You will be given any remaining medication and your camper's luggage. Please be sure to check through your camper's luggage to ensure anything of importance is in the luggage. A late fee will be charged at the rate of \$50/hour for late check-out.

#### ***What's your policy on contact with my son/daughter while they're at camp?***

First, it's important to be sure that you and your son/daughter are ready to be away from one another for this period of time. Letters and care packages are encouraged over phone calls as frequent calls can reinforce homesickness. If you are concerned about how the camper is doing, you are welcome to call the Camp office. Please know you may have to leave a message as our staff are usually out actively supporting campers in all the fun activities at Camp. Messages will be returned as soon as possible. When campers are homesick, we first encourage them to write a letter. We do allow them to call home if we feel that it will not worsen the homesickness however daily calls home cannot be accommodated.

#### ***What happens if my camper becomes ill or injured while at camp? What procedures are in place?***

Our main goal is for campers to have a safe and happy time while at camp. However, accidents may happen, or a camper may become ill. Easterseals UCP staff will notify parents immediately of any incidents or if the camper is seen frequently in the infirmary. If a doctor or hospital visit is necessary, we will go to Velocity Care (urgent care), Lewis-Gale Hospital, or Carilion Clinic (ER), and will let you know immediately. If it is determined that it is not in the best interests of camp or the camper for them to stay at camp, you will be required to take them home. Campers who require special medical care for longer than 24 hours will need to be picked up.

#### ***Camp called me and told me that my camper is having a difficult time. What happens now?***

The majority of campers have a very positive experience at camp. Sometimes, however, a camper will have difficulty with emotions and/or behaviors. There may be a variety of reasons for this: change in routine, change in location, not being used to living in a group, etc. We will do whatever we can to assist the camper in adjusting to the camp environment. If the camper continually exhibits harmful behaviors-such as hitting, kicking, biting, swearing, hair pulling, etc., or experiences anxiety that impacts their ability to participate in camp activities, we will contact the parents/caregivers and discuss different strategies to help the camper adjust. If the strategies are not effective, we will contact the parents/caregivers again and talk about the next course of action, which may be sending the camper home. We have the right and responsibility to immediately require the removal of anyone who may be at risk for harming themselves or others. Refunds are not provided if a camper departs early.

### ***What happens if my camper has to go home early?***

Occasionally campers have gone home early for sickness, behavior challenges, personal reasons, weather related issues, and other reasons. All campers must have a plan in place to be picked up early should the need arise. Campers who leave camp early for any reason are not eligible for a refund.

### ***What should my camper bring to camp?***

#### **Clothing and Toiletries**

The following is a suggested packing list. The number of items will be up to each individual; keep in mind such issues as length of stay, times per day the camper normally changes and various weather conditions.

- \*Single bed sheets/blanket or sleeping bag
- \*T-shirts/shirts (short & long sleeved)
- \*Towels
- \*Socks
- \*Long pants
- \*Pajamas
- \*Shorts
- \*Underwear/bras
- \*Jacket
- \*Raincoat
- \*Sunglasses
- \*Aqua-socks (pool shoes)
- \*Sunscreen
- \*Swimsuit (no bikinis)
- \*Hat (especially if prone to sunburn)
- \*Insect repellent
- \*Sweater/sweatshirt
- \*2 pairs of shoes (1 pair of closed toe leather or sneakers for horseback riding is recommended)
- \*Attends (undergarments) and under pads (for the entire session)
- \*Toiletries (toothbrush, toothpaste, brush/comb, shampoo, soap, razor/shaving cream, deodorant, etc.)
- \*Any adaptive/assistive equipment or devices that the camper normally uses.

***All clothes and adaptive equipment MUST be clearly labeled with the camper's first and last name.***

#### **Personal Items**

- \*Flashlight
- \*Stationery
- \*Books
- \*Camera
- \*Pictures from home

Personal music and hand-held gaming systems may be brought to camp as long as they are used with headphones. We strongly urge you to consider the risks of sending such items (Cell phones, personal CD or MP3 players, etc.) Camp staff are not responsible for the loss or damage of personal items. Also note, there is minimal cell service availability in our rural mountain setting.

***Please remember to label all personal items!***

#### **Prohibited Items Policy: Items not allowed at Camp:**

- \*No knives, guns, or weapons of any kind are allowed on camp grounds. This includes pocketknives.
- \*No alcohol or illegal drugs are allowed on camp grounds.
- \*No roller blades/skates or bicycles. We cannot provide supervision or safety equipment for these activities.
- \*Except for guide/companion dogs, campers and counselors are not permitted to bring animals.
- \*Smoking Policy: Participants under the age of 21 are not permitted to smoke at camp. Adult participants who smoke are required to smoke outside of all buildings/structures and in designated smoking areas.

***Every effort will be made to keep track of personal items, though loss of clothing or mix-ups do occur. Camp Easterseals Virginia assumes no responsibility for the loss or damage of clothing or personal items.***