

PARENT HANDBOOK



SANDY HILL CAMP 2011

What's Inside

Page


	1) Preparing for Camp	2-5
NEW	1.1 Finalizing your registration	2
	1.2 Your camper's home page	2
	1.3 Pre-camp visits	2
	1.4 Prepare for success	3
	1.5 Items to discuss with your camper	3-4
	1.6 Conditions for enrollment	5
NEW	1.7 Housing and cabin assignment philosophy ^{*NEW*}	5
	1.8 Refund and cancellation policy	5
	2) Packing for Camp	6-8
	2.1 Weather	6
	2.2 Laundry	6
	2.3 Packing tips	6
	2.4 Mountain bikes	6
	2.5 Cell phones and other wireless communication and internet devices	6
	2.6 Video cameras and other video capture devices	6
	2.7 Medications	7
NEW	2.8 Packing checklist (includes dress code, optional items, and prohibited items) ^{*NEW*}	8
	3) Sunday Arrival and Check-In	9
	4) Communicating with Your Camper During Camp	10-11
NEW	4.1 Mail, care packages, emails and faxes ^{*NEW*}	10
	4.2 Campers calling home	10
	4.3 Parents calling camp	11
	4.4 Emergency notification	11
	4.5 Online photos	11
	5) Friday Departure	12
	5.1 Departure time	12
	5.2 Early pick-ups	12
NEW	5.3 Check-out procedure ^{*NEW*}	12
	5.4 Friday DC drop-off bus	12
	6) After Camp	13
	6.1 We want your feedback! After-camp online surveys	13
	6.2 Lost & found	13
	6.3 Guidelines for communication among campers and staff after camp	13
NEW	6.4 Registration for 2012	13
	7) For More Information	13

^{*NEW*} Items that are new or have been changed for 2011 – visit www.SandyHillCamp.com/camp_new.htm

1) PREPARING FOR CAMP

1.1) FINALIZING YOUR REGISTRATION

Similar to last summer, we will not be mailing paper forms since all of the necessary information and forms are now available online. Please log in to your camper's online *Camper's Home Page* at <https://www.SandyHillCamp.com/login.asp> to confirm the status of the following items:

- **By May 1st - Pay your final balance due (payment by check is preferred)**
 - **Payment by check.** Checks should be made payable to "Sandy Hill LLC" for the "Amount Due" shown on the enclosed statement, plus any additional store account money you wish to add. Please write your camper's name and the amount of any additional store account money in the memo section of your check. Final payments by check must be postmarked by May 1st, 2011.
 - **Online payment by credit card.** You can pay your balance online with a Visa or MasterCard. There is a \$15.00 convenience fee per camper when paying online. Partial payments cannot be accepted. To pay online, login to your *Camper's Home Page* and choose the "Pay Balance Online" link (see Section 1.2 of the *Parent Handbook*). You cannot pay your final balance by credit card via fax or verbally over the phone.
 - **Payment FAQ's** – for answers to frequently asked questions regarding final payments, please visit www.SandyHillCamp.com/camp_faqs_payment.htm.
 - **By June 1st**
 - **Complete and return the Camper Health Form** found online at www.SandyHillCamp.com/health.pdf. Please note the page that must be completed by your camper's physician. A *Medication Administration Authorization Form* (MAA form) must be completed for each medication that your camper is bringing to camp. Blank MAA forms can be found online at www.SandyHillCamp.com/medform.pdf. Please mail the completed Camper Health Form and all MAA forms to camp to the address indicated on the Instructions page of the form.
 - **Finalize your instructional activities and elective preferences online.** Login to your Camper's Home Page to add or edit your camper's preferences. See Section 1.2 below for details on how to access your Camper's Home Page.
-  → • **No later than 14 days before your arrival** – Finalize your cabinmate requests from your *Camper's Home Page*. For more information on cabinmate requests, please visit the Frequently Asked Questions page on our website.

1.2) YOUR CAMPER'S HOME PAGE

How to access your Camper's Home Page

1. Go online to www.SandyHillCamp.com.
2. In the upper right hand corner of any page, click on the gray "Login" link.
3. Enter the email and password that you set up during online registration. If you have forgotten your password, choose the "forgot my password" option to have it emailed to you. If your email address has changed or if you have any trouble, please contact our office at (410) 287-5554.
4. After you have successfully logged in, you will see a list of all of the campers in your account. To access any one of their home pages, click on the appropriate button labeled "See Camper's 2011 Home Page."

Information available on your Camper's Home Page

There is a tremendous amount of camper-specific information available to you 24 hours a day via the internet. As part of the registration process, each camper had a *Camper Home Page* created for them. From this page, parents can access and do the following:

- **Session dates and status**
- **Update your camper's contact info** – address, email, phone, emergency contacts
- **View your balance due, store account balance, and store purchase history** - Confirm receipt of your final payment as well as any store account deposits. Remember that you can also pay any balance due online (\$15 convenience fee per camper applies)
- **Camper health form status** – confirm that we've received your form and that it is complete
- **Instructional activity and elective preferences** – choose and update your preferences by June 1st
- **Cabinmate requests** - update your cabinmate request list until 14 days before your arrival
- **Friday DC Dropoff details** - only available if your camper is scheduled to use this service
- **Camper Photos** – link and password for daily camp photos available once session has started

The Thursday before you arrive at camp

Beginning on the Thursday before you arrive at camp, your *Camper Home Page* will provide you with even more information including:

- Cabin name, counselors' photos, home cities and countries
- Instructional activity schedule. Go to your *Camper's Home Page* and click on the "See Assignments" button on the right side. Camper families can adjust their instructional activity schedule online as well. At the bottom of the page, there is a link to the new Activity Schedule Changes page. **You can make activity schedule changes from 12:01AM Thursday until 11:59 PM Friday.** Additional fees or credits for changes to classes with additional fees (waterskiing and horseback lessons) will be applied on Sunday morning. Many classes are completely full, but feel free to check it out in the event that a class you prefer still has space available. Campers can also change their Activity Schedule at camp during Sunday registration.
- Balance due for fee-based activities like waterski/wakeboard and horseback lessons. Please remember that this information is tentative and, although unlikely, is subject to change.

1) PREPARING FOR CAMP

1.3) PRE-CAMP VISIT FOR FIRST-TIME CAMPERS

We strongly encourage first-year parents and campers to attend a camp tour if you haven't been to Sandy Hill before. The last tours of the season will be held at 2:00 PM on Saturday, April 30th and Sunday, May 1st. Visit the website for details at www.SandyHillCamp.com/camp_tour.htm. Please RSVP via the website if you would like to come. Unfortunately, we cannot accommodate personal tours outside of these camp tour dates.

1.4) PREPARE FOR SUCCESS

We want all campers to have a successful and positive experience here at Sandy Hill Camp. Here are some things you can do ahead of time to help your camper toward this goal.

When you are talking to your camper about his or her upcoming camp session, always be positive and encouraging. Please refrain from promising your campers that you will “come pick them up” if they are struggling with being away from home. Your display of confidence (or doubt!) in the ability of your child to be independent and in the ability of our camp to meet his or her needs will be contagious. Your child will take the lead from you, so plan for success. If your child expresses concern about “homesickness,” try to steer them away from using that term—it sounds like it is something out of their control that will overcome them like an illness. You can say something like, “Of course, you might miss me sometimes. That’s perfectly normal. But you’ll still have a good time, and you’ll get to do things that you wouldn’t get to do if you were sitting at home.”

Here at camp, we encourage campers to recognize their feelings of missing home and deal with them proactively so that they are still able to enjoy camp life. Almost all campers can successfully “overcome homesickness” (although we still prefer to avoid that daunting term) through the support of their camp counselors and new friends, by getting involved in new activities and old favorites, by learning how to keep their mind on other things at mealtime and bedtime when those feelings are strongest, and by taking things one day at a time. Please rest assured that we will contact you by phone if something is impacting your child’s ability to enjoy his/her camp experience. Sometimes campers just need to be reminded by their parents that they are indeed staying for the entire session. Once campers hear from mom or dad that going home is not an option, it is amazing how quickly they begin to put their effort into having a good time instead of into convincing everyone how “homesick” they are.

If you have a young child or one who has not been away from home much in the past, here are some different ways to “practice” for camp. Feel free to try any that seem relevant for your camper.

- Come to a camp tour – see section 1.3 for details.
- Schedule some overnight stays at the houses of friends or relatives. Just as you will for camp, you can demonstrate your confidence in the situation and in your child’s ability to go it alone by resisting the urge to send a cell phone along “just in case you need me.”
- Since campers will have to carry their toiletries with them to the bathrooms here at camp, you can set up a practice scenario at home by clearing the soap, shampoo, towels, toothbrushes, etc. out of the bathroom and having your child pack a toiletry container to carry to and from the bathroom for a few days.
- You can even practice eating “buffet-style” at a restaurant or at home. Be sure to let your child fix his or her own plate.

1.5) ITEMS TO DISCUSS WITH YOUR CAMPER BEFORE CAMP

Camper behavior expectations

We believe that camp is a great place to learn, build relationships and have a lot of fun. Anytime that people are part of a community, they need to agree to certain norms of behavior to ensure the physical and emotional safety of everyone in the community. To that end, please read and sign the Camper Agreement Form located on the last page of the [Camper Health Form](#).

What to expect on the first evening of camp

After registration, campers and parents will go to their cabin where they will meet one of their 2 to 3 counselors for the week. Campers will be screened for fever and flu-like symptoms, and any unhealthy campers will not be permitted to stay at camp. Bunks are chosen on a first-come, first-serve basis. After settling in, campers will change into their bathing suits, go to the swimming pool (weather permitting) for their swim test and then have their picture taken. The photos taken here are for internal identification use only. The swim test has two parts: first, swim across the shallow end of the pool without stopping using good form; second, tread water in the deep end for 2 minutes.

Campers will then return to their cabins to get to know their new cabinmates and counselors. After dinner, campers will tour the camp to familiarize themselves with the different areas of camp. Campers will be reminded of the camp guidelines listed in the Camper Agreement section of the Camper Health Form and instructed on emergency procedures during a presentation done by the camp leadership staff. A snack and campfire usually round out the first night’s activities.

1) PREPARING FOR CAMP

1.5) ITEMS TO DISCUSS WITH YOUR CAMPER BEFORE CAMP (continued)

Communicating with home during the camp session

Campers are encouraged to write letters and postcards to family and friends during their time at camp. A phone is available near the craft shop for calls within the USA at no charge. The camper phone is only available during free time on Wednesday through Friday afternoons. Call lengths are limited to approximately 3 minutes and many campers choose not to call at all during their stay at camp. Campers are not allowed to call home before Wednesday afternoon, but campers can receive mail, email, packages, and faxes while at camp. All mail and packages are delivered at dinner. For more detailed information on how to communicate with your camper, please see Section 4, pages 10-11 of this handbook.

Communicating with staff and other campers after camp

- We view email, IM and social networking sites, like facebook.com and MySpace.com, as positive ways for campers to express themselves and keep in touch with their friends. Campers have the right to exchange e-mails or IMs with other campers and invite other campers to be on their "friends" list in any way that campers and their parents see fit.
- When it comes to exchanging contact information or directly contacting anyone on our staff, however, parents must give permission and take full responsibility for campers to do that. This includes giving or getting an email or IM address, cell phone number, social networking profile, blog or any other Internet contact. We tell this to the staff during orientation as well. Although we think that campers' relationships with the counselors are important, we cannot take responsibility for what happens between campers and staff once the counselors leave camp - only parents can. So, parents need to talk with their campers before arrival at camp to clearly define their expectations regarding the exchange of contact information with staff.
- Regarding emails, IMs and comments campers might make to other campers on their social networking site, we ask campers to:
 - keep what is written positive and respectful of staff and campers alike;
 - not use obscenities, vulgar or sexual language;
 - not say mean or threatening things to or about other campers or staff;
 - not post pictures or videos online that would embarrass anyone or violate their privacy;
 - not pose as another camper online or spread false information about anyone or say damaging or threatening things to or about anyone;
 - not use a website or blog or e-mail to talk about things that are against camp policy, like using drugs or alcohol, bullying, or sexual topics.
- Most Internet communication is positive, and that's great! In the rare case where we hear about any negative messages to other campers or staff, our policy is to call the parents of campers who send those messages and share the content with them. We will use any legal means available, including contacting the police and the FBI, to track the source of any offending or threatening Internet communication if we need to.
- We want campers to be safe on the Internet. If campers receive a threatening email, IM or message on a personal website—one that is mocking, uses vulgar or harassing language—please remind campers to let parents know immediately so that proper action can be taken.
- Camp is meant to be a fun, safe and happy place for all of us. We need everyone's help to keep after-camp interactions positive and in the spirit of camp.

Healthy habits at camp

Please remind your campers of the importance of applying sunscreen at least twice each day, applying bug-spray every evening, washing hands frequently, "covering their cough," staying well-hydrated, and alerting their counselors if they begin to feel any flu-like symptoms such as fever, cough, sore throat, etc. We'll be reminding them too!

Prohibited items at camp

We strongly encourage parents to help campers pack for camp to help eliminate these prohibited items from arriving at camp. Please review page 6 sections 2.5 and 2.6 as well as the list of "What Not To Bring To Camp" at the end of page 8, section 2.8 of this handbook. If campers become aware of someone possessing a weapon or any illegal substance, they need to let a staff member know immediately. In the event that a camper is in possession of an illegal item, Sandy Hill Camp will file a report with the appropriate authorities.

Where to get help at camp

Each camper will meet one of his/her cabin counselors at the cabin during arrival and will meet the others at the end of registration. Throughout the first evening, the Camp Director will be introduced, as well as other key leadership staff. The leadership staff at Sandy Hill eats meals at specially designated tables in the Dining Hall. The medical staff can be found in the camp medical center between meals and just inside the main entrance of the Dining Hall during meals. Campers can also go to the office if they would like to speak with a member of the camp leadership staff.

If campers see another camper acting inappropriately, they need to inform a staff member. If campers see a staff member acting inappropriately, they need to inform the Camp Director, or a member of the leadership staff or medical staff. Please be assured that concerns will be handled professionally and confidentially.

1) PREPARING FOR CAMP

1.6) CONDITIONS FOR ENROLLMENT

Sandy Hill Camp strives to provide a positive camp experience for children with various needs whenever possible. However, Sandy Hill does not provide programs that are rehabilitative or therapeutic in nature, and does not specialize in serving children with special needs, including children with severe emotional, social, or behavioral difficulties. Campers must be able to properly care for their own hygiene, live cooperatively with other campers and staff, and actively participate in the camp's daily activities. Campers cannot have a condition which, in the judgment of the camp, (1) is beyond the camp's capability to provide proper care or (2) poses an unreasonable threat to or adversely affects the physical or emotional health or safety for themselves, other campers, or staff. There are no refunds for campers who do not complete a camp session as a result of a pre-existing physical, emotional, or psychological condition. Sandy Hill Camp reserves the right to refuse enrollment or cancel the reservation of any camper.

Please call the office before you arrive to discuss whether or not the Sandy Hill Camp program is appropriate to meet the specific needs of your child. Your honest disclosure of information about your child's needs is important in determining if Sandy Hill Camp is a fit for your child.

1.7) HOUSING AND CABIN ASSIGNMENT PHILOSOPHY

- Campers are assigned to cabins by age, gender, and by whether they are JV one-week (completed grades 2-5), Varsity one-week (completed grades 6-10), or two-week (completed grades 5-10). Sandy Hill honors cabinmate request groups of up to 4 one-week campers or 5 two-week campers who are in the same section of camp and who are no more than one grade apart. Our cabinmate request system is designed to make sure that our many campers without cabinmate preferences are not put in cabins where all of the others already know each other. Please check to be sure that any cabinmate requests are listed on your *Camper's Home Page*. You can edit your cabinmate requests online through your *Camper's Home Page* up to fourteen days before you are scheduled to arrive at camp. If you have questions about the cabinmate request process, please visit www.SandyHillCamp.com/camp_faqs_cabins.htm.
- **All one-week campers** at Sandy Hill live in screened cabins and sleep in bunk beds. Each cabin houses 2 or 3 counselors and 8 or 9 campers. Campers need to bring their own linens. Girls and boys live in separate areas. Modern bathhouses with electricity, individual hot showers, toilets, and sinks are located near the cabins.
- **New for 2011**, although campers will not have access to electrical outlets, cabins will have interior lights and fans!
- **Two-week campers** - All two-week campers spend their entire two-week session in a lodge. Campers in lodges should also bring their own linens. Bathrooms and showers are in the same building as the bunk rooms.

A black oval badge with the word "NEW" in white, slanted text, with an arrow pointing to the right.

1.8) REFUND AND CANCELLATION POLICY

All cancellations must be in writing (letter, fax or email). Non-refundable deposits are non-transferable.

For cancellations received by February 1, 2011

\$50 per one-week session and \$100 per two-week session is non-refundable. The remaining \$150 per week of the \$200 deposit as well as any other payments made will be refunded.

For cancellations received by June 1, 2011

\$100 per one-week session and \$200 per two-week session is non-refundable. Any other payments made for the session will be refunded. For example, on May 21st, a camper cancels a one-week session that begins on July 3rd. The camper's account is paid in full and has \$25 in their store account. The refund amount would be \$740 -- the session cost of \$815 plus the unspent \$25 in the store account minus the \$100 non-refundable deposit for a one-week session.

There are no refunds for cancellations after June 1, 2011 except for medical reasons and only after receipt of written verification by a physician of significant injury or physical illness. Refunds shall not be given for family emergencies, death of a family member, or other non-medical reasons. Refunds shall only be given to campers leaving for medical reasons and only after receipt of written verification by a physician of significant injury or physical illness. Written verification must be received within 10 days of the end of the camper's session. Refund amounts for medical reasons are prorated based on the amount of the camp session missed. The amount of the refund is calculated as a percentage of one half of the total session fee, so the maximum refund is \$407.50 for a one-week session, \$962.50 for a two-week session, and \$297.50 for a CIT session. For example, if a camper misses 4 out of 5 days of a one-week session for a bona fide medical reason, the refund amount would be 4/5 or 80% of \$407.50 which equals \$326.00.

There are no refunds for cancellation of camp activities, including but not limited to waterskiing and horseback lessons, due to weather-related conditions.

Cancellations of the Friday bus drop off must be made in writing (letter, fax or email) and must be received in the camp office no later than the Sunday of the camper's arrival to receive a refund of the \$60 fee.

2) PACKING FOR CAMP

2.1) WEATHER

During camp, it is usually hot, humid and very sunny. The average high temperature during the day is in the upper 80°s (30° to 32° C) with average lows in the mid 60°s (22° C) at night.

2.2) LAUNDRY

- **One-week campers** - Campers should bring enough clothes for the week, as they will not be able to do laundry.
- **Two-week campers** – Campers can choose to have their laundry done by a third party vendor over the course of the weekend for a \$20 fee which will be deducted from their store account. Campers will be given a mesh bag in which to put their clothes and towels (not bedding) to be laundered. Please make sure that each item is labeled with your full name to prevent any clothing mix-ups. If you prefer not to use the laundry service, make sure to bring enough clothes for the entire session.

2.3) PACKING TIPS

- Campers can pack in suitcases, plastic containers, duffle bags or any other reasonably sized article. Although not required, plastic containers often work best. Trunks/footlockers generally do not fit well in the cabins and are not recommended for one-week campers. To fit underneath the bunk beds, a camper's gear should be no taller than 12". In the one-week cabins, two campers share the space underneath the lower level of a bunk bed. Two-week campers in the lodges also have an open set of shelves.
- Although it is certainly important to help lay out the items your child will need for camp, please make sure that your child is the one who actually puts the things in the bags. Otherwise, campers won't know where to find their things once they get here.
- Any sports equipment that could be used as a weapon such as a tennis racquet, lacrosse stick, etc. is not permitted to be stored in the cabins or lodges. These items as well as any larger equipment such as mountain bikes and fishing poles must be turned in during registration at the "Sports Equipment Check-in" station so that they can be secured when not in use.
- Most mattresses are cot-size (narrower than a twin mattress) and so a "tucked-in" twin sheet works well. We recommend sheets and a blanket rather than a sleeping bag so that campers can better regulate their temperatures on warm summer nights.

2.4) MOUNTAIN BIKES

Campers participating in the mountain biking instructional activity can either use Sandy Hill bikes and helmets or bring their own. Remember that you can find out if you have been assigned to the mountain biking activity by logging onto your *Camper's Home Page* (see Section 1.2) on the Thursday before your camper arrives at camp.

2.5) CELL PHONES AND OTHER WIRELESS COMMUNICATION AND INTERNET DEVICES

We have a "no cell phone" and "no internet" policy at camp. This also includes pagers and other wireless communication and internet devices. First, these items are expensive and can get lost or stolen, and the physical camp environment is not kind to such items. Second, there is the issue of trust. When children come to camp they—and you—are making a leap of faith, temporarily transferring their primary care from you as their parents to us as their counselors. As children learn to trust other caring adults, they grow and learn, little by little, to solve some of their own challenges and rely on other adults outside of their immediate family.

We will let you know if your child is experiencing a challenge in his or her adjustment to camp. You can help by talking with your child before they leave for camp and telling them that there is always someone they can reach out to, whether it be their counselor, a trusted activity leader, a head counselor, the director or camp medical staff. Please help show your campers that you trust us and them by making sure that cell phones and other wireless communication or internet devices don't come to camp. Remember that all such devices will be taken from the campers and kept in the office. Parents must accompany their camper to pickup these items from the office at the end of the camp session.

2.6) VIDEO CAMERAS AND OTHER VIDEO CAPTURE DEVICES

To protect the privacy of our campers, video cameras and other devices that are capable of recording video are not permitted at camp. This includes but is not limited to digital cameras and cell phones that can record video. We suggest using the disposable digital cameras if your camper's digital camera is also capable of recording video.

2) PACKING FOR CAMP

2.7) MEDICATIONS

Medications administered at youth camps (much like schools) are highly regulated by the Maryland Department of Health and Mental Hygiene and by the Maryland Board of Nursing. We are not able to make exceptions to these requirements nor are we the ones who set them. Please help us be able to care for your camper by adhering to the following:

- **For compliance with the Maryland Nurse Practice Act, Sandy Hill must have a written order for all medications. This includes prescription and over-the-counter medications including vitamins, homeopathic and herbal medicines. A separate “Medication Administration Authorization Form” signed by a prescriber and a parent/guardian must be received for each medication that is brought to camp. BY LAW, SANDY HILL CANNOT ADMINISTER MEDICATIONS WITHOUT THESE WRITTEN ORDERS.** Blank MAA forms can be downloaded from the website at www.SandyHillCamp.com/medform.pdf. A copy of an equivalent form signed by a prescriber that is used for your camper’s school and contains all of the information regarding the administration of the prescription is an acceptable substitute for the camp MAA form.
- **Campers are NOT permitted to have medication of any kind in their possession, including over-the-counter medications. All medications must be turned in to the camp medical staff, so do not pack them in your camper’s bag.**
- For campers taking any medications, please complete the Medications Section of the Camper Health Form and include all completed Medication Administration Authorization Forms when mailing in the Health Form. Bring the medicine(s) to Sunday registration in the original labeled bottle.
- **Per Maryland state regulations**, all prescription medication must be provided in the original container bearing a pharmacy label that shows the following:
 - **Camper’s name (CANNOT be the name of a sibling, parent, etc.)**
 - **Prescription number**
 - **Date filled**
 - **Prescribing physician’s name**
 - **Medicine name**
 - **Directions for use**
- **We cannot accept “pre-packed” medications into daily dose packets or pill boxes** unless the pre-packing is done by a prescription service which meets the labeling requirements listed in the previous section. We are not allowed to accept or administer medications unless they are in the original labeled pharmacy container.
- **We cannot accept expired medications.**
- **All non-prescription medication must be received in its original container that includes the directions for use. Each medication must be accompanied by a completed Medication Administration Authorization Form signed by a prescriber.**
- Our medical staff will make sure that campers get the dosages as ordered at the proper intervals. Medications are nearly always administered at mealtimes – breakfast, lunch, dinner and/or snack. Bedtime meds are typically given at snack time - usually between 7:30 and 8:30 PM. All medications will be administered by the medical staff or camp directors.
- For campers with asthma, please complete and attach the “Asthma Information Worksheet” found on the website at www.SandyHillCamp.com/asthma.pdf.
- For campers with diabetes, please complete and attach the supplemental information form for diabetes found on the website at www.SandyHillCamp.com/diabetes.pdf.
- Our Health Center stocks typical over-the-counter medications such as Tylenol, Advil, Benadryl, Tums and many others that are listed on the *2011 Physician’s Page* of the health form. These medications are provided to campers at no charge. However, it is in your camper’s best interest to ensure that your physician completes the health form authorizing our medical staff to administer these medications to your child more than once per day if needed. Unless you take one of these medications on a regular basis, please DO NOT bring them to camp. Please remember to cross-out and initial any over-the-counter medications on the *2011 Physician’s Page* for which you do not give permission to administer to your camper.
- Parents should pick up medications from the medical staff on Friday after the closing ceremony in the designated area near the camp store.

2) PACKING FOR CAMP

2.8) PACKING CHECKLIST

Be sure to label everything with your first and last name! If we find clearly labeled items during the camp session, we will give them back to your child during camp. We suggest using iron-on labels or indelible ink pens.

DRESS CODE

Campers will not be permitted to wear clothes that are excessively revealing, unsafe, or unhealthy, or that display lewd, suggestive, demeaning or otherwise offensive text or graphics. Please do not bring these items to camp.

ESSENTIAL ITEMS TO BRING TO REGISTRATION (not packed in your bags)

- Any MEDICATIONS in the original labeled bottles – see Section 2.7 on the previous page for details
- A CHECK or cash to pay any outstanding balance due. Most camp fees will have been paid in advance, except for special activities like waterskiing and horseback-riding.

ESSENTIAL ITEMS TO PACK

- Pillow, sheets and blankets and/or sleeping bag (*except campers coming by plane who are renting linens*)
- 3 or 4 towels for pool, beach, and showers
- Toiletries* (soap, shampoo, toothpaste, hairbrush, etc.) *Bring these items in something you can carry to the bathroom
- Something to sleep in (pajamas or T-shirt/shorts)
- Plenty of shorts and T-shirts for a week of activities – please respect our **dress code** above ☺
- Jeans (please note that anyone interested in riding horses at camp must wear long pants while riding)
- TEVAS, aqua socks, or old tennis shoes that can be worn in the Bay (not flip flops – they fall off)
- 1 nice outfit for a special dinner
- Bathing suits (at least 2 if possible)
- Sweatshirt and sweatpants for cooler evenings
- Flip flops or sandals to wear to the pool and shower
- Tennis shoes (especially for sports and ropes course activities)
- Hat, sunscreen and insect repellent
- Water bottle
- Flashlight and extra batteries
- Socks and underwear
- Rain gear
- Laundry bag for dirty clothes (an extra pillowcase or bag is fine)

REQUIRED EQUIPMENT FOR ACTIVITIES – Remember that you can log in to your *Camper's Home Page* to find out your tentative activity schedule by Thursday of the week before you arrive. All potentially dangerous sports equipment brought from home will be locked in the sports building when not in use.

- FIELD HOCKEY: shinguards, and mouthguard
- HORSEBACK LESSON: Long pants (jeans are fine) and shoes or boots with a heel. Riding helmets are provided. If you have your own riding helmet, breeches, jodhpurs or riding boots, you can bring them too.
- LACROSSE: Mouthguard
- OUTDOOR LIVING SKILLS: Sleeping bag for overnight campout
- SOCCER: Shinguards, mouthguard, and outdoor soccer shoes
- TWO-WEEK CAMPERS: Backpack or other small bag to take on the trip to the amusement park. Long socks for roller skating, and if you have them, white-soled tennis shoes for the bowling alley.**

OPTIONAL ITEMS

- Notebook/ pencil/ pen
- Pre-addressed and stamped postcards or envelopes to send letters home
- Disposable camera labeled with your full name
- Small photos of your family, pets, or friends to show to your new friends
- Mountain bike and helmet if taking mountain biking instruction (or you can use the camp's bikes)
- FISHING class: Fishing gear (you can use camp gear if you prefer)
- GUITAR class: You can bring your own acoustic guitar or use a camp guitar (No electric guitars or amplifiers please)
- PHOTOGRAPHY class: Camp provides digital cameras. No special equipment is needed
- TENNIS class: Bring your own racquet (or use a camp racquet)
- TWO-WEEK CAMPERS: Rollerblades for skating trip if you prefer rollerblades to roller skates

****WHAT NOT TO BRING TO CAMP****

These items will be taken from campers and returned to parents at the end of the week

- ELECTRONIC DEVICES (iPod, radio, MP3/CD player, DS, Gameboy, laser pointer, e-book readers, etc.)
- CELL PHONES, PAGERS, AND OTHER WIRELESS COMMUNICATION AND INTERNET DEVICES**
- VIDEO CAMERAS, FLIP CAMERAS, DIGITAL CAMERAS** or other devices that can capture moving pictures
- Knives, guns, or weapons of any kind (including pocket knives and clothing with spikes, chains, etc.)
- Cigarettes, alcohol, drugs or any other substance that can be used in an illegal manner
- Fireworks, matches, candles, lighter fluid or other flammable materials
- Clothing or accessories that are expensive, dangerous, or not in line with the dress code above
- Any medications** (prescription or over-the-counter) unless they are turned in to the camp medical staff
- Animals including family pets on registration day and pick-up day** – Sorry☹ ...Health Department regulations!
- Cash – all money must be turned into the camp store to be held in an account
- FOOD** – new for 2011, food is not permitted in the cabins or lodges



3) SUNDAY ARRIVAL AND CHECK-IN

3.0) ARRIVAL AND CHECK-IN

- **Before you leave home to drive to camp:**
 - Log in to your *Camper's Home Page* for any last minute changes to cabin assignments or activities. You will also be able to see if you have a balance due or any incomplete health form items that you should bring with you to check-in. You will also be able to print out a cabin map to help you locate your cabin or lodge.
 - Remember to keep any medications separate from your camper's bags so that they can be checked in with the medical staff.
 - **Please leave your pets at home as they are not permitted on site.**
 - Make sure that your camper is not showing any signs of illness that would permit them from being admitted to camp – fever, vomiting, diarrhea, rash, head lice, etc. If your camper is showing any of these symptoms, please contact the camp office immediately to discuss the situation with the camp directors or medical staff.
- **Staggered start times for Sunday check-in.** In an effort to minimize your wait time during registration, we stagger the start times for Sunday check-in.
 - **One-Week Campers:** Check-in on Sunday is from **4:00 PM to 5:30 PM**. **The security gate at the camp entrance will not open until 3:30 PM. You may NOT wait at the camp entrance or alongside the road near camp.**
 - **Two-Week Campers:** Check-in on Sunday is from **4:30 PM to 5:30 PM**. Although the gate will open at 3:30 PM for one-week campers, two-week campers who arrive early will wait in a separate parking area until the start of their check-in at 4:30 PM. Families who have campers in both one- and two-week sessions may check-in during either the one- or two-week registration times.
 - **PLEASE DO NOT ARRIVE EARLY.** You will not be permitted to wait outside the gate when it is closed. So as not to cause a traffic hold-up along Route 272, early arrivals will need to turn around and drive back towards town. Camp is 10 minutes from the quaint little town of North East. If you find yourself ahead of schedule, please enjoy some time in North East rather than arriving early, only to be forced to turn back around at the camp gate.
- Registration will begin in our “drive-thru” lanes at the designated time, so please stay in your vehicle and savor the air-conditioning until you have gone through “drive-thru” and been parked by a Sandy Hill staff member.
- Please ask any uniformed staff member for assistance in locating your cabin or lodge. As a helpful hint, cabins are grouped by type (for example, all of the “rivers” are together, all of the “creeks” are together), so once you've found a similar type of cabin name, you'll know that you're getting close.
- Parents, when you arrive at your cabin or lodge and are greeted by one of your camper's counselors, feel free to pull your counselor aside if you would like to share any specific information that may be helpful for them to know about your camper. If your camper is leaving early from camp or is taking the DC drop-off bus on Friday, please confirm this with your counselor and your camper. Parents must designate who can pick up the camper on Friday on the cabin's sign-in sheet.
- As part of our ongoing efforts to ensure the health and safety of all of our campers, each camper's temperature will be taken in the cabin upon arrival. Campers with fevers above 100.4 degrees or with other flu-like symptoms (diarrhea, vomiting, coughing, sore throat, etc.) will be sent home. Please make sure that your camper is healthy and fever-free before you leave home to bring them to camp. Also, parents/guardians will complete a short health update form upon arrival to the cabin or lodge. Since health forms are turned in weeks before your camper's arrival, it is important to update your camper's health record with the most recent and accurate information. This update form will make the medical staff aware of any recently observed symptoms of illnesses or injuries or other special needs that may require medical follow-up.
- In general, it is best to make your partings brief and casual so your child does not get upset about your departure.
- Dinner will be served to our campers after the families have departed. Dinner is later on Sunday night than the rest of the week. One-week campers eat at 6:00 PM, and two-week campers eat at 7:00 PM.
- Please also review *Section 1.5 - What to expect on the first evening of camp* on page 3 for more information regarding Sunday check-in.

4) COMMUNICATING WITH YOUR CAMPER DURING CAMP

4.1) MAIL, CARE PACKAGES, EMAILS AND FAXES

- It's fun to get mail at camp! We recommend that you mail letters a few days before your campers arrive so that they are sure to receive mail while they are here.
- Letters, packages, faxes, and emails are delivered each day at dinner. Correspondence received by 1:00 PM is usually delivered to campers that day.
- Please correspond with your camper using a cheerful and encouraging tone. Dwelling on how much you (or their siblings or their pets etc.) miss them will make their adjustment to being away from home more difficult.

Mail and Care Packages

NEW

- **NO FOOD, CANDY OR CHEWING GUM is permitted in care packages** to help prevent unwanted pests in the sleeping areas and to help ensure the safety of campers with food allergies. All packages will be opened in the Dining Hall and any food items will be discarded. Non-edible gifts such as clothing, games, or books are welcome. Remember that we serve your camper three meals per day plus an evening snack. Please make your camper's friends and relatives aware of this policy too.
- Address letters and packages to:
Your Child's Name, Session #, Cabin Name (if you know it)
Sandy Hill Camp
3380 Turkey Point Road
North East, MD 21901 USA
- Care package tips:
 - Be upbeat and encouraging in any correspondence you include in a care package
 - We will continue to accept letters and packages during Sunday registration if you would like to save on postage. Please drop packages off to the Dining Hall porch (the main entrance to the Dining Hall on the side of the building that overlooks the basketball courts). If you are unsure of where to place your packages, please ask a staff member. **All packages dropped off at the Dining Hall on registration Sunday will be delivered on Monday.** Due to space constraints, we cannot "hold" packages until a certain day nor can we honor requests to deliver different packages or letters on different days (i.e. this one on Monday, that one on Tuesday).
 - Any packages or mail received after your camper has left camp will be returned to sender.

Emails

- Campers can receive one email per day sent to **campers@SandyHillCamp.com**. Emails must be text only with no attachments.
- Please be sure to include the following information in the subject of the email:
 - Camper's first and last name, session number, and cabin name (you can get the cabin name online from your *Camper's Home Page*)
- Be upbeat and encouraging in any correspondence with your camper
- Sandy Hill reserves the right to withhold any emails that contain text or graphics that are inappropriate in the camp setting. The appropriateness of an email is at the sole discretion of the Sandy Hill camp staff.
- You will receive a confirmation reply email once we have received and printed your email. If you don't receive a reply by 2 PM on the next weekday, your email may have gotten caught up in our spam filters or may have been incorrectly addressed, so please check the email address and try again. Campers will NOT be able to reply to emails.
- Emails sent on the last Friday of a camp session must be received by 11 AM to be delivered in time.

Faxes

- You can send faxes to 410-287-0826, but please limit them to one page per camper per day.

4) COMMUNICATING WITH YOUR CAMPER DURING CAMP

4.2) CAMPERS CALLING HOME

We have one telephone here at Sandy Hill for use by campers.

- Camper calls to family in the US are free (no calling card required), but calls must be kept to only a few minutes to allow as many people to use the phone as possible. Calling cards are required for international calls.
- **Campers WILL NOT have the opportunity to use the phone until Wednesday afternoon of each week of camp.** They will only be allowed to make outgoing calls during their hour-and-fifteen-minute afternoon free time in the second half of each week (and on the weekend for two-week campers).
- **Do not be concerned or surprised if your child does not call you.** The campers are very busy with all of their activities here at camp, and the pool is a lot more fun than the phone booth! Rest assured that no news is good news. A Sandy Hill staff member will contact you if we feel something is significantly hindering your camper's ability to have a positive camp experience.
- **REMEMBER THAT CAMPERS ARE NOT PERMITTED TO HAVE CELL PHONES, PAGERS OR OTHER WIRELESS COMMUNICATION DEVICES AT CAMP.**

4.3) PARENTS CALLING CAMP

- Unless it is an emergency, please contact your child by letter, email, or fax – not phone.
- If you need to get an urgent message to your child, call the office at 410-287-5554, and someone will be happy to help you. Due to the size of our facility, it is not feasible for us to immediately deliver a message or bring your child to the phone.
- Office hours during camp are Monday through Friday 9:00 AM to 5:00 PM. For non-emergencies outside of office hours, you can call and leave a voice mail. If you have an after-hours emergency, please call the camp and follow the prompts on the phone message to page the Director-on-Duty. Please note that it takes approximately 15 minutes for us to receive your message.

4.4) EMERGENCY NOTIFICATION PROCEDURE

In case of a national crisis, severe weather, or other large-scale emergency requiring evacuation or early pick-up, the safety of our campers will be our first priority.

- In a large-scale emergency, staff will notify parents and provide information and instructions as soon as possible in any or all of the following three methods.
 - **Camp website:** www.SandyHillCamp.com. Look for a link in bold red letters near the top of the home page.
 - **Email:** sent to both the primary and secondary email addresses listed on your *Camper's Home Page*.
 - **Phone:** you may also receive a "recorded message" from the camp. We have contracted with a service provider that will automatically dial all of our camper families and play a message recorded by the camp. The automated dialing service will call the following numbers (if listed on your *Camper's Home Page* at the start of your camper's session): home phone, mother's cell, and father's cell.
- **Please do not call the camp office directly** because you will tie up phone lines needed for the camp to communicate with outside agencies and coordinate emergency responses. Go to the camp website for information and instructions.

4.5) ONLINE PHOTOS

Our camp photographer will be taking photos of campers around camp each day. Cabin photos will be posted for each session as well. These photos will be posted on a password-protected site where parents can view each day's activities. The photos will remain available online to parents and campers after camp as well. You will be able to order prints and photo souvenir items through a third-party vendor.

With approximately 450 campers here each day, it is not our intention to post photos of each camper every day, but rather to give you a flavor of what we've been up to. We try to organize the photos by activity to make it a little easier to find activities in which your camper may be participating rather than paging through all of the photos for a given day.

To access the photos, login to your *Camper's Home Page* to find the link and password.

5) FRIDAY DEPARTURE

5.1) DEPARTURE TIMES

- All parents are invited to attend our closing ceremony at 4:00 PM on Friday. Plan to arrive no sooner than 3:45 PM if you would like to watch the closing ceremony. **Please do not arrive earlier than 3:45 PM as the gate will be closed. You may NOT wait at the camp entrance or alongside the road near camp.** Campers will be ready to depart at 4:45 PM. Traffic can be heavy on Friday afternoons, so please plan accordingly.
- **Campers will not be permitted to leave until camp concludes at 4:45 PM, and parents must stay in designated areas until that time.** Parents, we need your cooperation with this policy. First, it enables your child to complete the camp experience. Second, it insures his or her safety and security, as we must monitor any visitors to our property and verify that each camper goes home with the designated parent/guardian. If your camper needs to leave sooner than 4:45 PM, see section 5.2 for “Early Pick-Ups.”

5.2) EARLY PICK-UPS

- If you need to pick up your camper during the week, please contact the office the week before you arrive to camp to let us know. If you need to pick up your camper early on Friday (before camp is over at 4:45 PM), you must schedule it in advance with the Sandy Hill office. Early pick-up on Friday must be between 12:00 and 12:30 PM – there are no exceptions. After 12:30 PM, campers can only be released after the closing ceremony at 4:45 PM.

5.3) CHECK-OUT PROCEDURE

- ❑ **Tumbling and musical theater performances** – If your camper participated in the tumbling or musical theater classes, they may be performing after the closing ceremony. Listen to the announcements at the end of the closing ceremony for details.
- ❑ **Meet at the cabin or lodge** – The closing ceremony is held in front of parents and campers in the outdoor campfire area (weather permitting). At the end of the ceremony, parents will meet their campers back at their respective cabins and lodges to sign them out.
- ❑ **Sign out your camper and collect their gear** – Only adults who either signed in a camper or whose names are listed as “OK to pickup” a camper will be permitted to sign-out a camper. For our camper’s safety, all adults may be asked to present a photo ID before campers will be released to them. Please remember to check under bunks and on clotheslines for all of your camper’s items as you gather your camper’s gear.
- ❑ **“No tipping” policy** – Staff members at Sandy Hill are NOT permitted to accept tips. If you have counselors to whom you would like to say a special thank you, please consider sending letters or care packages to them at camp.
- ❑ **Purchase snacks at the camp store** – The camp store will be open if you would like to purchase snack items before the ride home. With the addition of our online camp store, we will no longer be selling clothing items at the camp store, but you will be able to see sample items that can be purchased online. We will not be producing souvenir DVD’s for summer 2011. The camp store is located at the end of the main basketball court closest to the swimming pool.
- ❑ **Pick up medications** – If you turned in medications when you arrived, please stop by the medical staff’s table located on the hill between the pool and the camp store to pick up medications.
- ❑ **Pick up sports equipment** – If you checked in any sports equipment when you arrived, please go to the same location that you dropped it off to retrieve your items.
- ❑ **Check for lost and found along the pool fence** – Please stop by the pool fence to look for any items that your camper may have misplaced during the session.



5.4) FRIDAY DROP-OFF TO THE DC AREA

- If you have scheduled for your camper to be bused to the DC area, the \$60 fee should show up on the enclosed statement and the words “Drop-off Scheduled” should be listed on your *Camper’s Home Page* online for each session that a drop-off is scheduled.
- You will be able to get directions and schedules for the drop-off site from your *Camper’s Home Page* once your camper has been signed up for this service. The bus drop-off site is near the 495 and 95 intersection on the northeast side of DC. For the safety of our campers, we will not provide the specific details here.
- If you have not signed up for the Friday DC drop-off but would like to, room is still available on most Fridays. Please call the office at (410) 287-5554 or email us at info@SandyHillCamp.com to sign up.
- **Drop-off cancellations must be made in writing (letter, fax, or email) and must be received in the camp office no later than the Sunday of the camper’s arrival to receive a refund of the \$60 fee.**

6) AFTER CAMP

6.1) WE WANT YOUR FEEDBACK

It is our goal to positively impact the lives of our campers by amazing them and their families with the quality of their Sandy Hill experience. We are continuously looking for ways to improve, and we would appreciate your help.

You will be receiving an email shortly after your departure from camp asking both campers and parents to complete brief online surveys. The Parent Survey and the Camper Survey can be accessed from your *Camper's Home Page* or directly from a link that will be provided in the email. We value your responses greatly, and we appreciate you telling us about your camp experience.

If you have any concerns about your camper's experience, we would like to know about those as well. Please contact the camp office by phone at (410) 287-5554 or by email at info@SandyHillCamp.com.

6.2) LOST AND FOUND

- There are lost and found receptacles throughout camp where items are placed as they are found throughout the course of each week. Toward the end of the week, all items from that week are displayed at the pool fence area. Any items with legible, full names written on them are announced at meals throughout the week.
- Any unclaimed items from that week will be displayed on the pool fence during pick-up on Friday.
- If you are unable to find an item upon your return home, please email a detailed description including the location of the name or initials to our camp office. Due to the number of similar-looking clothes and the challenges of positively identifying items, we can only mail back items that are requested and have a camper's name or initials clearly marked on the item. There will be a \$15 shipping and handling fee for all items left behind that you would like to have shipped home. All unclaimed items are donated to local homeless shelters in late August.
- Sandy Hill is not responsible for lost or damaged items.

6.3) GUIDELINES FOR COMMUNICATION AMONG CAMPERS AND STAFF AFTER CAMP

We recognize that the positive camp environment we work so hard to create often fosters close and trusting relationships between and among staff and campers. It is very common for campers to want to keep in touch with these folks after camp. Communication has become all the easier with the pervasiveness of tools such as social-networking sites like facebook, text messaging, cell phones, instant messaging, and email.

We work very hard to recruit positive adult role models to join our staff and care for your camper. The camp environment has a number of safeguards built into it that allow us to monitor and ensure the positive nature of both staff-camper and camper-camper interactions. Outside of the camp environment, many of these safeguards are no longer in place, and so we do not take responsibility for the actions of the staff outside of camp. If you choose to permit contact between staff members and your child, you will be accepting full responsibility for overseeing the contact that results. We also know that savvy campers can often "find" staff online, and so we encourage parents to be aware of your campers' activities and supervise them as you would any other activities in their lives.

The only official online presence and source of information endorsed by Sandy Hill is the camp's website at www.SandyHillCamp.com.

6.4) REGISTRATION FOR CAMP 2012



Online registration for returning campers and their siblings will open November 15th, 2011. Registration for new campers will begin on December 1st. These open registration dates are a few weeks later than in years past. You should receive an email or a postcard reminding you about registration a few weeks prior. Historically, camp fills very quickly – so if you are interested in returning, it is best to make your plans early!

7) FOR MORE INFORMATION

7.0) FOR MORE INFORMATION...

Feel free to contact us if you have additional questions. Our email address is info@SandyHillCamp.com, and our phone number is (410) 287-5554. You can also visit our "Frequently Asked Questions" page on our website at www.SandyHillCamp.com/camp_faqs.htm. We look forward to seeing you this summer!