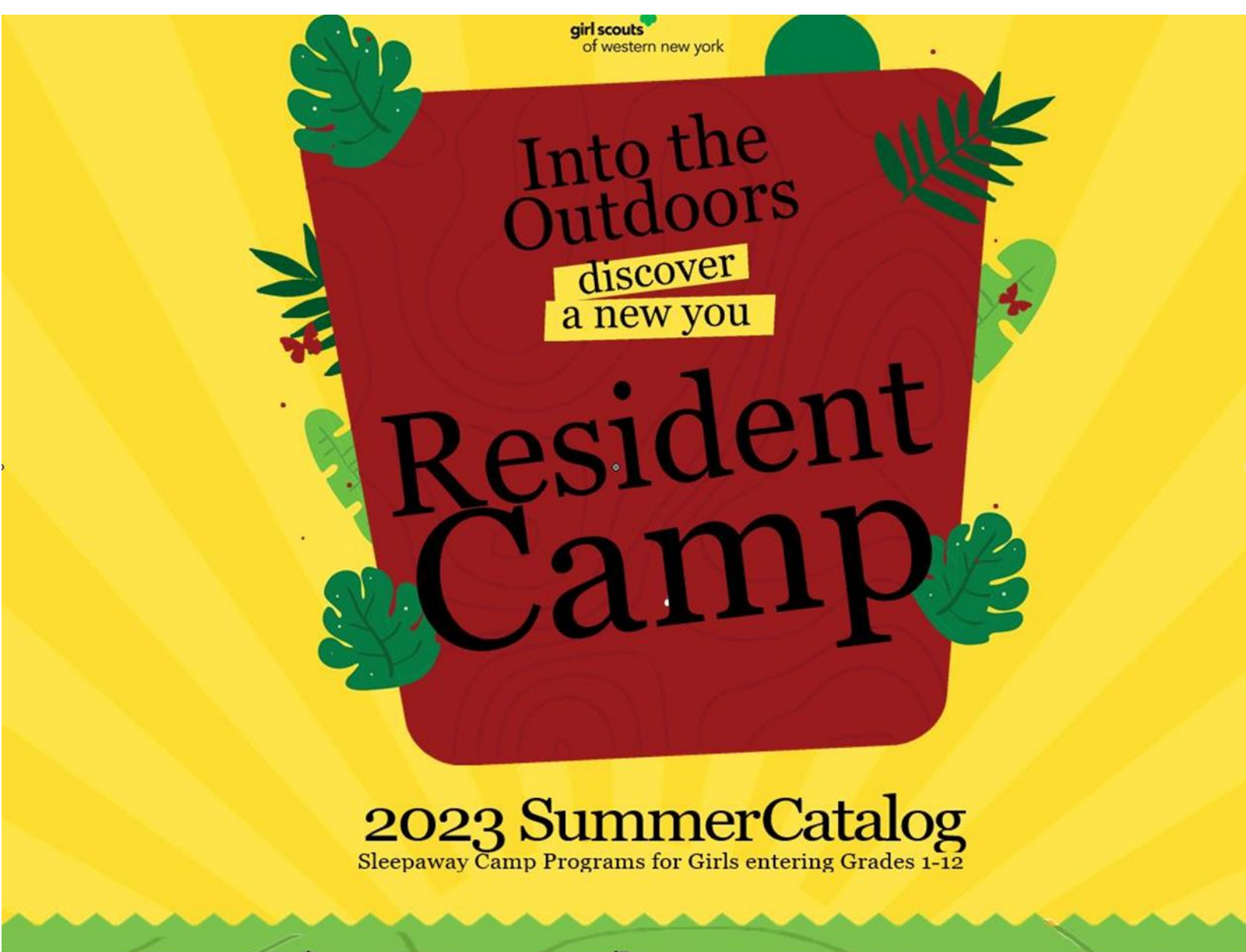


SUMMER CAMP INFORMATION PACKET

Camp Timbercrest - Resident Camp 2023



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WHY GSWNY CAMP TIMBERCREST?

MISSION STATEMENT

The Camp Timbercrest mission is: "Building girls of courage, confidence and character, who make the world a better place."

GOALS OF CAMP TIMBERCREST

The goals and objectives at Camp Timbercrest:

- At Girl Scout camp we will provide opportunities for campers to develop and improve on their leadership skills.
- At Girl Scout camp we will nurture and develop campers' personal accomplishments and responsibilities.
- At Girl Scout camp we will educate campers on the importance of acceptance and tolerance

OUTCOMES OF CAMP TIMBERCREST

The outcomes at Camp Timbercrest:

- Girls will be able to list two to three activities (they participated in) that gave them an increased belief in their leadership abilities
- While at camp girls will have tried two to three new activities and improved on an existing skill.
- Girls will be able to recognize and communicate at least two ways to be a sister to every Girl Scout

AMERICAN CAMP ASSOCIATION: FUN AND SAFETY – ACA CAMPS SET THE STANDARD

What does it mean to be an accredited camp?

ACA Accreditation means that Camp Timbercrest submitted to a thorough (up to 300 standards) review of its operation — from staff qualifications and training to emergency management. American Camp Association® collaborates with experts from the American Academy of Pediatrics, the American Red Cross, and other youth serving agencies to assure that current practices at the camp reflect the most up-to-date, research-based standards in camp operation.

Camp Timbercrest and ACA form a partnership that promotes summers of growth and fun in an environment committed to safety.

ACA helps all accredited camps provide:

- Healthy, developmentally-appropriate activities and learning experiences
- Discovery through experiential education
- Caring, competent role models
- Service to the community and the environment
- Opportunities for leadership and personal growth



COVID-19 GUIDELINES AND PROCEDURES

Safety for our campers and staff is and always will be our number one priority. We want to assure our parents/guardians and all of our camp patrons that we will continue using our safe and effective COVID-19 safety plan which includes our robust Communicable Disease Plan. As always of our protocols will follow the guidance set forth by the NYSHD, CDC, WHO, and GSUSA.

We are asking families to partner with us to help prepare your daughter for a safe and healthy experience at camp

PRIOR TO ARRIVING AT CAMP

We would like families to follow the following procedures prior to your daughter's arrival at camp.

- Please monitor your child for any signs and symptoms that are COVID-19 related.
- **Please note that your child will not be able to attend camp if she is experiencing any COVID 19 symptom (cough, fever of 100.1 or higher, fatigue, sore throat, etc.**

OPENING DAY PROCEDURES

We would like families to follow the following procedures upon arrival to your daughter's camp session.

- When you arrive at camp, you will be met by a Timbercrest staff member who will inform you of your daughter's unit.
- You may then put your daughter's luggage under the shelter marked with her unit sign or you may carry her luggage to her unit after going through the check-in procedure.
- Campers will have their temperatures taken by a designated camp staff member prior to entering camp. **Your daughter must have a temperature of 100 degrees or lower in order to remain at camp.**
- If your child's temperature is elevated, she will remain in the vehicle or will be placed in a shaded area for 10-15 minutes to allow for cooling down. At which time her temperature will be taken. **Your daughter must have a temperature of 100 degrees or lower in order to remain at camp.**
- Campers will be asked the required COVID -19 verbal screening questions prior to exiting their vehicles.

Is your child exhibiting any of the following systems?

Group A

Cough

Shortness of Breath

Resent Loss of Smell/Taste

Group B

Headache

Sore Throat

Fatigue

Diarrhea

Nausea

Congestion

- If a camper answers "Yes" to any 1 or more of the questions in the A group, or 2 or more of the questions from the B group, they will not be permitted to attend camp. In order to attend, campers **MUST** provide a negative COVID 19 test result. The test **MUST** be performed/dated on the day of the camper's arrival.
- If your daughter is cleared to attend camp you may proceed to the dining hall to finish her check in process.

GENERAL INFORMATION - QUESTIONS OR CONCERNS

Camp Director Annette German (716) 358-3593 when camp is in session.

Director of Camp Administration - Janet M. DePetrillo,

(716)-935-6063 or 1-(888)-837-6410 ext. 6063 Fax: 716-706-1359

E-mail: customercare@gswny.org

MEET THE CAMP DIRECTOR - Annette German (A.K.A – Net)



My very first memories of camp are from when I was 4 years old camping with my family and since then my love of all things summer camp has grown! As a native of Western New York, I have had the pleasure of working at a variety of different camps for GSWNY and I am excited to return to Camp Timbercrest as the Camp Director.

I have over 20 years' experience working at camp and over 10 years' experience as a teacher. I am looking forward to hearing the girls sing their favorite songs, paddle Keyser Lake, and make more memories that will last a lifetime!

Camp Hours: Sunday at 1p.m. to Firday at 5 p.m.

A FIRST-RATE STAFF

- The members of our camp staff are committed to working with every camper so each has a positive camp experience.
- Camp staff members provide encouragement to girls and mentor them as they develop positive moral values, a healthy self-image, a commitment to learning, social competencies, empowerment as well as, how to use their time constructively. Girls also learn about teamwork and a healthy respect for diversity.
- Staff selection is based on a set of stringent, verifiable qualifications.
- Waterfront staff is required to have American Red Cross Lifeguard & Water Safety Instructor Certifications.
- All staff members receive certification in First Aid and CPR before camp sessions begin.
- Specialty staff (e.g., for our horseback riding, waterfront and the adventure challenge courses) possess required certification/training/experience prior to being hired.
- The staff attends a week-long training session that includes, but is not limited to, child development, risk management and safety.

PAYING FOR CAMP

Camp Balance: Your camp payment is due two weeks prior to the start of your daughter's camp session. Payment may be made by check, money order or credit card (MasterCard, Visa American Express, or Discover).

Questions about your camp payment should be directed to Customer Care at 1-888-837-6410.

CAMP PAYMENT PLAN

Did you know that Camp Doc offers a payment plan? Now paying for camp can be easy and hassle free. Please refer to your camp doc registration account page and click on set up payment plan. All payments plan must be paid by August 1, 2023.

COOKIE CREDITS CARD

Cookie Credit Cards, may be used towards your camp balance by mailing it into the council office or used for our online camp tuck shop. Cookie Credits Cards cannot be used towards your camp deposit. These cards cannot be processed with online orders. They can be brought to any service center to be applied to any camp registration.

CAMP GIFT CERTIFICATES

Camp gift certificates may be used to pay your camp balance. Purchase your camp gift certificate in any amount by utilizing this link <https://gswny.wufoo.com/forms/gswny-summer-camp-gift-certificate/>

RESIDENT CAMP CARE PACKAGES

Take advantage of this program addition and send a great care package to your daughter while she is at camp. Items will include: Stuffed animal, Journal with pen, Camp patch, Water bottle, Drawstring bag and a few extra surprises! You can order your daughter's care package as part of her camp registration. If you forgot and want to order a care package please contact the council registrar. When ordering, please include your daughter's name, the camp she is attending, and the session/program. Your daughter's care package will be delivered to her while she is at camp.

REFUND POLICY

- No refunds will be given without three weeks prior notice of scheduled camp session.
- No refunds will be given if a camper attends part of a session, and then wants to go home. Have you reviewed or taken the "Ready for Camp" quiz? It is located on our website at <http://www.gswny.org>
- No refunds will be given if a camper arrives for a camp session late or leaves a camp session early.
- No refunds will be given if a camper is sent home early from camp due to violating the camper/parent agreement.

REFUNDS WILL BE CONSIDERED FOR THE FOLLOWING REASONS ONLY

- The registrar is notified three (3) weeks prior to the start of a girl's camp session. The refund consists of camp program fees **less the \$25 non-refundable deposit.**
- A girl has a health issue (supported by physician's written recommendation) that prevents her from attending camp. Every effort will be made to place her in an alternate week of camp or a full refund of the registration and camp fees will be made.
- If the service on a particular bus route is cancelled due to low registration. If we can accommodate another stop and your child is unable to attend due to lack of bus transportation a full refund will be provided.
- If your daughter cannot be placed in the program(s) of her choice, a full refund of camp fees will be made.
- A camper must attend summer school, as verified in writing by the school, a full refund of camp fees **less the \$25 deposit will be made.**

PROGRAM ADJUSTMENTS

- Camp Directors reserve the right to reassign a girl from one program to another – during the same week – if she does not meet the required minimum skill level for her program selection.
- **Camp Directors reserve the right to send any camper home if she is having difficulty adjusting to camp life. When this happens, parents/guardians are notified. Please consult the Camper/Parent Contract at the end of this packet and on your child's camper profile in Camp Doc for more detailed information.**
- The Girl Scouts of Western New York, Inc. reserves the right to make program adjustments due to a change in weather or other environmental conditions.

CAMPERS THAT REQUIRE REASONABLE ACCOMODATIONS

Dear Parents and Guardians we want to make sure that every child that attends camp has a successful experience with us. We want to be prepared and ready for your child's arrival and we ask that you please partner with us and provide as much important information as possible about your daughter.

Based on the information provided it might be determined that your child would benefit by having an Individual Camper Plan (ICP). The I.C.P is a plan that is specifically customized for your child which allows for a much smoother and successful camp experience. We ask that you, the parent/guardian meet with the director of camp administration, the camp director and behavior specialist at least 4 weeks prior to your daughter's arrival to camp, and together discuss the best course of action. The Girl Scouts of Western New York wants to provide a positive summer camp experience to every girl. Does your child have an I.E.P(Individual Educational Plan) or if your child requires special accommodations (transportation, diet, food restrictions, extra supervision, etc.) while at camp, please contact the Director of Camp Administration **PRIOR to REGISTERING YOUR CHILD** for camp at 1-888-837-6410 or customercare@gswny.org to discuss the possible accommodations that could safely and reasonably be made for your child.

MEALS AT CAMP

At resident camp we provide three balanced meals (breakfast, lunch and dinner) and a snack daily. In addition to the main meal we offer a cereal bar at breakfast and salad bar at lunch and dinner. Vegetarian diets can be accommodated. Other dietary restrictions may also be accommodated; however, parents may need to supplement acceptable foods for our staff to prepare. Any special dietary needs or arrangements are to be discussed with the Director of Camp Administration prior to camp and noted on the Health Profile. You will also be required to meet with our head cook on Sunday of opening session.

PROGRAMS AT RESIDENT CAMP

During your child's stay at camp, she will have the opportunity to experience the wonders of camp life. If she is signed up for a specialty program such as horseback riding or out-of- camp trips, the majority of her time will be spent in that program. Other activities such as arts and crafts, nature, drama, sports, hiking, and camp songs will also be available for your girls to choose.

INCLEMENT WEATHER

Parents and guardians please note that, for safety reasons, all of our horseback riding, ropes challenge course, and water programs may be canceled when the weather conditions are unfavorable. When this occurs, alternative activities will be provided. Refunds will not be issued when programs are canceled due to weather.

SAFETY FIRST

The safety and well-being of your daughter(s) is our NUMBER ONE priority. Our camps are inspected twice a year, and issued operating permits by the State of New York.

- Camp Seven Hills, Camp Timbercrest and Camp Piperwood are all accredited by the American Camp Association (ACA). An accredited camp must meet a nationally recognized set of standards for policies, procedures and practices related to all aspects of camp operation including program, health and safety and staffing.
- All of our Girl Scouts of Western New York camps meet national standards set forth by the Girl Scouts of the USA.
- Records and inspection reports are on file at the Depew Girl Scout office and at Camp Timbercrest, Moore Road, Randolph, NY.

RABIES INFORMATION

Bats, raccoons, skunks and foxes have many things in common. They're all wild animals, and they help us by eating insects and other pests. Unfortunately, they also have one other thing in common—they all carry a disease called rabies. You can get rabies by being bitten or scratched by an animal that is infected with the disease. If this happens, you must go to the doctor so you won't get ill.

To ensure you don't get rabies, don't touch or play with any wild animals. Most wild animals are afraid of people and stay away. Many only come out at night. Sometimes animals with rabies will act sick or mean, fight with other animals, bite at trees or even chase people. If you see wild animals that are friendly or are out during the day, stay away and tell the nearest counselor or adult.

Bats, raccoons and foxes can also spread rabies to cows, horses and other wild animals like skunks, woodchucks or even deer. So remember, no matter how cute or tempting, don't touch or play with any wild animals.

LYME DISEASE: WHAT IS LYME DISEASE?

Lyme disease is the most common tick-borne disorder in the United States and can affect the skin, joints, nervous system, heart and eyes. It is transmitted by a tiny tick the size of the period at the end of this sentence.

WHAT CAN YOU DO TO PROTECT YOURSELF?

- Walk in the middle of trails, away from tall grass and bushes.
- Wear a long sleeved shirt.
- Wear white or light-colored clothing to make it easier to see ticks.
- Wear a hat.
- Spray tick repellent on clothes and shoes before entering the woods.
- Wear long pants tucked into high socks.
- Wear shoes or sneakers, no bare feet or sandals



GETTING READY TO GO TO CAMP TIMBERCREST

OPEN HOUSE AT CAMP TIMBERCREST RESIDENT CAMP

This year's Open House takes place **Sunday, June 25, 2023 from 1-3 p.m.** Tours of camp will be ongoing throughout the afternoon. While at camp you will get a firsthand look at our top-notch facilities. Spend the day meeting our qualified staff & observe Camp Timbercrest Resident Camp during its summer operation. Stop by the Tuck Shop for a look at our new summer merchandise.

Please remember when at camp, to take note that our properties consists of ravines, uneven terrain, gravel roads, streams, and hills. For your safety and the safety of others, we strongly recommend you do not wear flip-flops of any kind and only wear closed-toe shoes, take extra caution in inclement weather, as the camp paths/roads can become slippery, and inform us of any onsite transportation assistance that is required. We want you to enjoy your visit while at camp and we ask that you partner with us in assuring your safety by following these basic guidelines and instructions.

PETS

Pets of any kind are not allowed on camp property. Parents and guardians when you are dropping your daughter off at camp or picking her up we ask that you please leave your family pet at home. We thank you for your understanding and assistance by following this policy.

TRIP ORIENTATION

A trip orientation night will be held for Canoeing the Alleghany Reservoir, Thursday, June 8, 2023 from 7-8:30 p.m. via zoom. Link will be sent via email a few days prior to the meeting.

This meeting is mandatory for all campers and parents of campers participating in this trip program.

One of our trip staff will be present to answer questions and discuss the trip itinerary in detail. **If you have a scheduling conflict and cannot attend please contact Customer Care at 1- 888-837-6410.**



SLEEPING ACCOMODATIONS

Girls in grades 1-3 will be placed in sleeping lodges with staff supervision and participate in activities as a group and are always accompanied by qualified staff. **Sleeping Accommodations** for girls in grades 4-12 will be placed in sleeping tents with other girls (2-3 per-tent). Staff will have separate sleeping tents within the same unit near or adjacent to the girls' tents.

COUNSELOR IN TRAINING (CIT)

Campers participating in the CIT program will be attending camp for a total of four weeks. CIT's that complete the program successfully will be invited back as a Timbercrest Intern the last week of camp. The breakdown of the scheduled drop off and pick up times are as follows:

Drop off:

Session One - Sunday, July 2, 2023
Session Two – Sunday, July 9, 2023
Session Four - Sunday, July 23, 2023

Pick Up:

Session One – Friday, July 7, 2023
Session Three – Friday, July 21, 2023
Session Four - Friday, July 28, 2023

Parent/guardians you will be expected to drop your daughter off (at the camp you registered her at) on the dates listed above. **Please note:** Session two and three are a two week session and CITs will remain at camp during that two week time frame.

Campers registered for the CIT program must complete the entire four weeks successfully in order to receive their CIT pins, be invited back the last week of camp as a Timbercrest Intern and be eligible for staff employment for the 2024 camp season.



IMPORTANT PAPERWORK - CAMP DOC. COM

Dear Parents,

In our continuous efforts to provide the best possible care to our campers and staff, GSWNY is once again partnering with CampDoc.com. for all health and camp registration information.

CampDoc.com is an electronic health record system for camps, and will help us consolidate and integrate camper health information into a centralized and secure location. Their system will give our doctors and nurses instant access to camper health information, a key component in providing quality patient care.

The security, confidentiality and privacy of your camper's personal health information will always be protected. Only GSWNY's health staff will have access to camper health information, and the CampDoc.com site is secure, encrypted and password protected.

Upon completing your online camp registration through Camp Doc you were directed to complete all necessary paperwork (financial aid – if applied, membership – if new to Girl Scouts, your daughter's health information and the camper pick-up form). Please remember to do the following:

- Follow the instructions and complete the financial aid (if applicable), GS membership (if applicable) the health history for your camper and the camper pick- up form. Alerts will appear for any missing required information. **Parents of returning campers only** - will not have to complete the entire form again, you will just have to make changes that need updating and re-sign for 2023.
- **Parents of campers new to camp for the first time will have to complete all necessary forms thoroughly and completely.**
- Upload any required documents to your CampDoc.com account.
- Return to CampDoc.com at any time to make changes/updates to your camper's health information before camp begins.
- **To avoid being canceled out of a program or denied funding, please adhere to all required deadline dates.**

Please set register@campdoc.com as a 'safe sender,' to avoid accidental delivery to junk and spam folders.

We are excited to continually evolve – building safer, more productive and more efficient systems to create the best experience for you and your family.

IF YOU DO NOT HAVE ACCESS TO A COMPUTER/PRINTER YOU WILL BE REQUIRED TO FILL OUT YOUR DAUGHTER'S HEALTH FORM and CAMPER PICK-UP FORM WHICH CAN PICKED be UP AT OUR COUNCIL OFFICES or SENT TO YOU. YOU MUST MAIL THESE COMPLETED FORMS TO OUR COUNCIL OFFICE TWO WEEKS PRIOR TO YOUR DAUGHTER ATTENDING CAMP AND WE WILL UPLOAD THE INFOMRAITON INTO CAMP DOC FOR YOU

HEALTH FORMS

Your daughter's health form must have a physician's signature clearing her to attend camp. **Your daughter must also see a physician for a physical at least 12 months prior to her arrival at camp.** This is an American Camp Association compliance. The New York State Health Department requires all immunizations be complete and up to date in order for campers to stay at camp.

The following is a check list to help you make certain your daughter's health form is completed properly which in turn will make your daughter's check-in at camp much smoother.

- **PLEASE NOTE: A health form for your daughter must be completed every year for camp through Camp Doc. Previous users of Camp Doc will not have to complete a full form; just make changes to information that needs updating and sign and date for 2023.**
- Parent or Guardian completes and signs the health form. Please write any health problems/concerns on the form.
- Your daughter's physician completes and signs his/her portion of the health form both the front and

back.

- Your daughter's physician completes and signs the individual standing orders for prescription medication or over the counter medication on the reverse of the health form. This section **MUST** be signed in order to dispense medication at camp. **PLEASE NOTE: The NYSHD considers bug spray and sun screen FDA approved over the counter medications. Parents/guardians are now authorized to sign the health form stating permission for their child to use. However, please make sure your family physician is signing off on all over the counter medications.**
- The immunization section is completed with dates. It is not acceptable to write "up to date." **Remember your daughter cannot stay at camp without immunizations stated. If your child is not immunized, please contact Janet DePetrillo, Director of Camp Administration for further instructions.**

CAMPER PICK-UP FORM

Your daughter's safety is our #1 concern. It is imperative that you completely fill-out and sign the Camper Pick-Up form now included through Camp Doc.com

- Please remember to list all the people that may pick-up your daughter in case of an emergency, at camp or from the bus stop. Don't forget to include yourself and your spouse/partner.
- Our staff will only release campers to those indicated on the pick-up form. NO Exceptions.
- Everyone will need to show photo identification as campers will not be released without it. Please inform all who are on the pick-up form.

PREVENTING HOMESICKNESS

Our goal at Camp Timbercrest is to make sure that every child at camp has a safe, fun and positive experience.

If your child is having difficulty with homesickness at camp, the camp director will contact you to discuss the situation and you the parent/guardian will make the determination if your child should remain at camp or not. Refunds of any kind will not be granted if you decide that your child should not remain at camp.

You can help with the process of preparing your child prior to her arrival by doing the following:

- Complete the Parent & Camper Quiz located on located on our website at <http://www.gswny.org/camp> to determine whether you and/or your child are ready for summer camp.
- Make sure your child is part of the decision making process.
 - A. Where to go to camp?
 - B. How long to stay at camp?
 - C. What is the program she will participate in?
- Have your child practice being away from home prior to attending camp. Perhaps have them stay at a friend or relatives home for a night or weekend.
- Please do not promise to pick your child up early from camp. This can add to the perception of "going home."
- Use a calendar at home to show that the time spent at camp is not an eternity but actually a very short amount of time.
- Communicate before, during (e-mails or letters) and after the camp experience.
- Please do not promise your daughter that she can call home while she is at camp. This can make the situation much worse. If a camper is having a difficult time, the camp staff will contact the parent.
- If you are concerned about your daughter, we encourage parents to call camp and speak to the camp director. She will work with you in assuring your daughter is having a good time.
- Spend quality time with your child upon returning home from camp to "reconnect" after the separation period.

MEDICATION: DO NOT PACK MEDICATIONS IN YOUR DAUGHTER'S BAG

Here are a few things to remember about medications at camp:

- Medication will be collected by the nurse during check-in
- Campers who require prescription medication or over the counter medication or vitamins while at camp **MUST** have their individual standing orders signed by a physician. No medication will be dispensed to your child without standing orders and the physician's signature. No Exceptions.
- All medications, both prescription and non- prescription (including vitamins), need to be stored in the infirmary and be administered by the nurse.
- All prescription & non-prescription medications, including vitamins must be brought to camp in the original bottle with the Rx label intact and labeled with your daughter's name.
- **Please do not mail any medication (prescribed or over the counter) to your child while she is at camp.**
- **The NYSHD considers bug spray and sun screen FDA approved over the counter medications. Parents/guardians must sign the health form giving permission for their daughter to utilize.**
- Remember to pick up any leftover medication from your daughter's unit counselor at the end of the week. By law, we are required to discard any leftover medication left behind at camp.

PACKING TIPS FOR OVERNIGHT CAMP

The following are tips and suggestions to make packing easy. **Do not go out and purchase brand new equipment.** Many of the things your daughter needs are already around the house.

HOW SHOULD MY DAUGHTER PACK?

There is no room in the tents and cabins for footlockers or trunks. Suitcases tend to be very bulky and often won't fit under a cot. We recommend backpacks or duffel bags with carrying straps. Remember, your daughter has to repack her belongings before you pick her up at the end of the week. It is also helpful if your daughter is able to carry her own luggage.

ORGANIZATION TIPS

Camp can be messy. Tents and cabins tend to become messy and campers often say "I can't find my sweatshirt!" For those less-than-organized campers we suggest packing a day's worth of clothes in a zip-lock bag (the gallon size work great). Each morning your daughter can reach into her duffel bag and pull out an entire outfit. Extra socks, shirts, etc., can be put in other zip-locks and labeled. This system works really well for younger campers too.



PACKING LIST: Essential Items

┌ t-shirts or blouses	┌ socks (worn all the time)	┌ sunscreen
┌ shorts, jeans, long pants	┌ WARM sleeping bag w/ warm blanket NO SLUMBER BAGS	┌ flashlight and extra batteries
┌ warm sweatshirt or sweater	┌ a hat	┌ canteen or water bottle
┌ warm jacket	┌ plastic plate, bowl, cup and silverware (or mess kit)	┌ small backpack /nap sack
┌ rain gear (poncho or coat)	┌ dunk bag (nylon mesh bag used to hold dishes to be sterilized and then hung to dry)	
┌ bathing suit	┌ laundry bag	
┌ sturdy shoes, sneakers, boots	┌ toiletries	
┌ underwear	┌ towels and washcloths	
┌ pajamas	┌ insect repellent	

OPTIONAL ITEMS LIST:

<input type="checkbox"/> pillow	<input type="checkbox"/> camera and film (no digital)	<input type="checkbox"/> compass
<input type="checkbox"/> sunglasses	<input type="checkbox"/> stationery and stamps	<input type="checkbox"/> stuffed animal
<input type="checkbox"/> books		<input type="checkbox"/>

PACKING FOR FUN

Each week, we will add to the fun with a special theme. Look below to see what the theme will be when you are at camp—if you can bring along a few items to add to the fun, that's great! Our themes are meant to spark the creative fun in all of us—there are no limits to your imagination, so whatever you think might fit will be fantastic! We have included a few items as suggestions.

PACKING FOR DAY TRIPS:

If your daughter is registered for a program that requires a day trip, please have her bring an appropriate outfit to wear for their respective day trip.

CAMPERS IN THE HORSE PROGRAM:

- ☐ loose fitting long pants
- ☐ boots with a hard heel and toe (heel should be no higher than 1/2 inches) work boots are acceptable
- ☐ **HIKING BOOTS, SNEAKERS or RUBBER RAIN BOOTS ARE NOT PERMISSIBLE WHEN RIDING.**
Camp Seven Hills will have riding boots on hand for those girls that do not have any but, we cannot guarantee shoe size.

SPECIAL THEMES

Session 1	Celebrate the Holidays	Items that represent all of the holidays
Session 2	Team Spirit	Items that represent your favorite teams
Session 3	The Battle of the Colors	Items to wear that are red or blue. Bring a plain white T shirt
Session 4	My Passport to the World	Items that represent different countries
Session 5	Disco	Items that represent the 70's and fun disco parties

WHAT NOT TO PACK

Safety at camp continues to be our #1 priority. To avoid temporary confiscation of undesirables, we ask that parents please examine your child's belongings prior to her arrival at camp. We thank you for your assistance and understanding.

- Candy, gum and snacks of any kind
- fruity-smelling deodorant or toothpaste
- body sprays or perfumes & aerosol containers of any kind
- valuable jewelry
- iPods/iPads
- cell phones & or digital cameras
- pocket knives or weapons of any kind
- permanent markers

LOST AND FOUND

All lost and found items will be held at Camp Timbercrest until September 30th. After that, items will no longer be held for claim. Please label every item your child brings or wears.



GETTING TO CAMP - DIRECTIONS TO CAMP TIMBERCREST

Please put the following address into your GPS – 11169 Moore Road, Randolph, NY

ARRIVING AT CAMP

Camp Timbercrest Camp check-in (Sunday of your daughter's camp week) begins at 1 p.m. sharp and ends at 3 p.m. This is a very busy time and we ask for your patience. We check each and every camper individually and this takes time. Plan on spending some time standing in line outside of the Dining Hall or in the parking lot prior to camp doors opening.

The entire check-in process will be explained on the following pages, but here are some tips to make check-in go more smoothly.

- The line into the Dining Hall forms outside in an area with no shade. Please wear sunscreen and a hat so you are protected...we will provide cold water and juice.
- Have all medications ready to be turned into the nurse.
- Come prepared with Tuck Shop (trading post) money (exact change is appreciated) to put on account.

STAGGERED CHECK-IN TIMES

In an effort to decrease congestion during check-in we are staggering check-in times based on the first letter of the camper's last name. **Due to our changes in arrival procedures for summer 2023 we ask that you please adhere to your designated drop off time.** We thank you for your cooperation.

1:00 p.m. A-F	1:30 p.m. G-M	2:00 p.m. N-S	2:30 p.m. T-Z
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CHECK-IN PROCEDURES

We make every effort to move your child through the check-in process as quickly as we can.

We ask for your patience and understanding when delays occur.

- When you arrive at camp, you will be met by a Timbercrest staff member who will inform you of your daughter's unit and program and provide you with a detailed checklist and other important documentation.
- Prior to entering camp, a designated staff member will take your daughter's temperature and ask the required COVID 19 health screening questions. **Please review our COVID 19 guidelines on pages 4-5 for further clarification/details.**
- Once your child clears her COVID screening, you may head to the dining hall to finish her check in process. Please have all paperwork (if applicable), medication and Trading Post money ready.
- Once you enter the Dining Hall, go to the table marked "Start Here" The staff member sitting at this table will give you instructions, answer questions and collect paperwork.
- Your next stop is the table marked "Trading Post". This is where you may open up a "Trading Post" account. The advantage of opening an account, allows your daughter the opportunity to go to the store during the week and purchase Camp Timbercrest Resident Camp souvenirs. We recommend between \$10 to \$20 be put on account.
- You will then proceed to see the nurse to hand in your daughter's health medication that she is taking.
- You are now ready to head to the Infirmary. Girls will have their head checked. If your daughter has Planter's Warts please let the nurse know about it. Your daughter will have to wear socks or water-shoes while in the pool or shower.
- You may now proceed to your daughter's unit.

HEAD LICE POLICY

Part of the check in process for your child is to have their temperature taken and their head checked for head lice. Please note that if your child has nits (lice eggs) or active lice they will not be permitted to stay at camp. Your daughter can return to camp when her head has been treated and is clear of all nits and lice and she has a letter from your family physician or

professional establishment that handles head lice treatments, stating your daughter is clear to attend camp. Please note that your child will be rechecked by our health supervisor upon returning to camp.

BUDDY PLACEMENT

If you have requested that your daughter be with a friend, that arrangement will be made if your daughter and her friend are signed up for the same program. We will not reserve beds; beds are on a first come first served basis.

UNPACKING

When you arrive at your daughter's unit, you will be greeted by your daughter's counselors. You may also want to help your daughter pick out a tent and a cot.

Once your daughter's luggage arrives, we ask that you help her unpack and get settled. In order for camp to provide your child with a safe, fun, comfortable and enjoyable summer camp experience, we will require your daughter to also unpack her belongings in the presence of her camp counselors. Any item/s that is/are not appropriate in a safe camp environment will be put aside for you take home. Your support and understanding of this safety measure is greatly appreciated. Our staff has been trained to maintain the privacy and dignity of campers.

CAMP TIMBERCREST SAMPLE SCHEDULE

7:00 a.m.	Polar Bear Swim	2:00 p.m.	Unit Activities/ Unit Time
7:30 a.m.	Hoppers	3:00 p.m.	Snack
7:45 a.m.	Flag	5:30 p.m.	Hoppers
8:00 a.m.	Breakfast	5:45 p.m.	Flag
9:00 a.m.	Unit Activities/Unit Time	6:00 p.m.	Dinner
11:45 a.m.	Hoppers	7:00 p.m.	Campers Choice, All Camp, Unit Time
12:00 p.m.	Lunch	9:00 p.m.	Quiet Time in Camp
1:00 p.m.	Rest Time/Me Time		

Sunday – Opening Campfire / Thursday— Closing Campfire

SAYING GOODBYE

Once your daughter is settled in her unit, it is time to say good-bye. This can be difficult for parents and campers. Our staff has been trained and is prepared to immediately engage your daughter in fun activities to help facilitate the transition.

KEEPING IN TOUCH

Mail is an important part of camp. Please send your daughter's mail to the following address:

Your Daughter's Name / Her Unit Name
Camp Timbercrest
11169 Moore Road
Randolph, NY 14772

Or utilize a one way email communication through Bunk 1

BUNK1

Stay in Touch All Summer Long With One-Way Email!

We are excited to tell you about our continued partnership with Bunk1, allowing you to send "Bunk Notes" throughout the summer. Using a secure login, you'll be able to send a "Bunk Note" to your camper at any time of the day and it will be delivered with the regular mail the very next day. No need to wait for USPS to deliver

BUNK1

RETURNING PARENTS: Go to www.bunk1.com and enter your email address and password in the space provided. **NOTE:** - You are logging into the same account that you used last year. If you have forgotten your summer password, click “Need to reset your password?” You will be prompted to enter your email address and will be sent a link to reset your password. If you do not receive an email, please also check your spam folder.

PARENTS NEW TO BUNK 1: Go to www.bunk1.com and “New Here? Get Started” button and complete the basic form. You will be asked to enter an “Invitation Code”. **Please use the following code:**

CTIMBERCREST23. **NOTE:** - For your camper’s safety, please do not share the invitation codes above.

SENDING BUNK NOTES:

Send Bunk Notes day or night! Your camp receives a pdf at 1 a.m. each day containing all Bunk Notes received in the last 24 hours. Camp prints each Bunk Note and delivers them to your camper with the regular mail. You can purchase more credits anytime in the Bunk Notes menu.

Share with family members: Purchase Bunk Notes Express and receive a unique email address to send your Bunk Note directly from an email account. All family members can send notes to the address and have them delivered to your camper as Bunk Notes. A credit is deducted from your account for each note and you must have credits on your account to use this feature.

BUNK NOTE FAQ’S:

Can other relatives use these services? Absolutely! As soon as you login, you will notice a button under the heading “Quick Links” to “Invite Family Members”. Click that button, enter their details and they will be sent an email. **PLEASE NOTE:** this will prompt them to set up their own account. It does not provide them access to your account OR your Bunk Note Credits.

Accessing Bunk1 from a mobile device? The Bunk1 website is mobile optimized. For your convenience, add our Bunk1 icon to your iPhone home screen. To do so, open Safari, go to www.bunk1.com, then tap the “Share” button (blue square with an arrow pointing upward on the toolbar). Tap “Add to Home Screen” and Bunk1 will be as accessible as your native apps!

Questions or Problems? Please call Bunk1 at 1-800-216-9472 or email support@bunk1.com. Google Chrome is the preferred web browser for using the Bunk1 System. You can download Google Chrome for free by visiting: www.google.com/intl/en/chrome/browser/

CAMP TIMBERCREST BLOG

Parents this is your opportunity to know what your daughter is doing while she is at camp. Join the Camp Timbercrest Blog and see pictures and blogs about what is happening at camp on a daily basis. Our blog posts will start on the morning of the first camp session. You can access the camp blog via this link - <https://camptimbercrestnews.com/> and the camp photos via this link www.bit.ly/gswnycampphotos

Parents/guardians please note that we do our best to provide daily blog posts however, please understand that our first priority is to our campers and assuring that the programs that they registered for are operating as they should. Therefore, there may/could be delays in posting blog information and if and when that happens we appreciate your understanding.

Our Camp Timbercrest Blog information and link can also be found on our website at www.gswny.org/camp.

DEPARTING FROM CAMP

Camp ends on Fridays at 5p.m.

Camp Timbercrest pick-up (Friday night of your daughter's camp week) begins at 5 p.m. sharp and ends at 6:30 p.m. This is a very busy time and we ask for your patience. We release each and every camper in individually and this takes time. **Plan on spending some time in your vehicle as we go through the pick-up process.**

Your daughter's safety is our #1 concern. It is imperative that you completely fill-out and sign the "Camper Pick-Up" form part of Camp Doc.com; our counselors will be checking ID. Please remember to list all the people you think may possibly pick your daughter up in case of an emergency or at the end of the camp session. Don't forget to include you and your spouse/partner.

STAGGERED PICK-UP TIMES

In an effort to decrease congestion during pick-up we are staggering pick-up times based on the first letter of the camper's last name. **Due to our changes in our pick-up procedures for summer 2021 we ask that you please adhere to your designated pick up time.** We thank you for your cooperation.

5:00 p.m. S-Z	5:30 p.m. M-S	6:00 p.m. A-L
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ONE WEEK PROGRAMS

- Our parking lot is usually very full on Friday evenings so please plan accordingly.
- **You will be required to PLEASE REMAIN IN or STAND next to YOUR VEHICLE.**
- Everyone will need to show photo identification. Campers will not be released without it. Please inform everyone on your list. Please don't forget to include yourself (parent/guardian)
- Our staff will only release campers to those indicated on the pick-up form. No Exceptions!!!
- In the parking lot you will check out with your daughter's Unit Counselor, you will receive: any leftover medication, a badge sheet and a camp photo.
- Your daughter's luggage will be under the shelter marked with her unit sign. Timbercrest staff will collect your daughter's luggage and bring them to your vehicle.
- Your daughter will be escorted back to her family vehicle by her camp counselor.
- **Timbercrest camp staff will assist you with lost and found.**

PARENT / GUARDIAN NOTIFICATION

Parents/guardians– Safety of your daughter is always our number one concern. You will be notified by either the camp director or the camp nurse if an injury or illness to your child requires more than general first aid (i.e., band aid, scrape, etc.)

CAMP TIMBERCREST RESIDENT CAMP – CAMPER AND PARENT CAMP AGREEMENT

Parent/Guardian: The safety and wellbeing of your child is our number one concern. Therefore, this camp agreement has been developed to help you and your daughter understand our safety regulations at camp. We ask that you and your daughter read over this camp agreement. **You no longer need to bring this form to camp, but you and your daughter are still expected to comply with this agreement.**

We agree that our child will attend camp and follow all rules, regulations and safety guidelines.* We also understand that if while at camp our child prevents the staff from safely supervising her and/or others or becomes harmful to herself, to campers or to staff, she will be in violation of this camp agreement and could be sent home from camp. If this situation does occur, we understand that we or the designated emergency contact person (if parents/guardians cannot be reached) will be responsible for taking our child home from camp. If our child is sent home from camp we understand that there will be no reimbursement monetary or otherwise.

We as parents/guardians agree to and accept all rules, regulations and safety guidelines provided for our daughter as set forth by camp.* We also agree that as parents/guardians we will not make any unreasonable demands of camp in relation to our daughter's participation at camp.

Participating Camper: As a participating member at camp, I agree to adhere to all rules, regulations and safety guidelines set forth at camp.* I understand that if I put the safety of other campers, staff members or myself in danger or if I prevent the staff from safely supervising me or others, I will be in violation of this camp agreement and will be sent home from camp.

My daughter and I have read, understand and agree to the terms and conditions of this camp agreement.

Rules, Regulations and Safety Guidelines

1. Fun, friends and lots of laughter.
2. Campers will be respectful, at all times, of themselves and others.
3. **Campers will not verbally or physically threaten, abuse or harm other campers and or staff at any time while at camp and or on the bus to and from camp. ****
4. Campers will be respectful, at all times, of others' personal property.
5. The use of alcohol, non-prescribed drugs and tobacco is strictly prohibited.
6. Campers will be respectful, at all times, of all camp property and equipment.
7. Campers always travel (whether on or off the camp property) with a buddy.
8. Cell phones, digital cameras, portable TVs, iPods, iPads, MP3 Players, personal sports equipment, pets, as well as weapons of any kind are strictly prohibited.
9. Campers are always supervised by the camp staff.
10. Campers are required to participate in all aspects of camp life (i.e., unit and all- camp kapers, all-camp activities, emergency practice drills, etc.).
11. Campers will not pack or bring to camp gum, candy, cookies or snacks of any kind.

****Parents/guardians the aforementioned safety rules, regulations and safety guidelines are put in place for the safety of our camp patrons. Our staff will work with your child to make sure that these safety regulations are adhered to and that everyone at camp has an enjoyable experience. However, there are some displays of behavior or actions that are unacceptable and require immediate action. If your child displays any type of the following behaviors while at camp or on the bus they will be removed from the camp program.**

- Biting
- Spitting at campers or staff
- Destroying camp property
- Destroying personal property
- Hitting campers or staff
- Running away from the group

CAMP TIMBERCREST RESIDENT CAMP – CAMP PROCEDURES REGARDING THE INTERNET AND TECHNOLOGY

Camp and Parent/Guardian Partnership: Our promise to you is to continue to build your trust in us. These procedures/guidelines will be enforced to ensure the continued safety and security of your daughter(s) while at camp. We can't do this alone. We need your help. Please share this very important information with your daughter(s). Together we can make a difference!

Your Daughter(s), Our Staff During Off-Peak Season: We recognize and understand that campers and counselors can develop close, trusting relationships with one another while at camp and that these relationships are healthy, wholesome and beneficial to campers and staff alike. We also recognize and understand that it is natural for campers to want to keep in touch with their favorite counselors after camp. The Girl Scouts of Western New York, Inc. does not encourage or sanction the exchange of contact information between campers and the seasonal staff, nor do we take responsibility for what may occur as the result of such contact. ***Our procedure/guideline is to forbid the exchange of contact information of any kind between campers and the seasonal staff, whether paid or volunteer.*** While we cannot keep you from allowing your child to visit or communicate with one of our staff members, by doing so, you take full responsibility.

Cell Phones: Cell phones are not allowed at camp. There is one fundamental problem with campers having cell phones at camp, and that is trust. We understand that you are making a leap of faith by entrusting your daughter(s) over to the care of our counselors. As children learn to trust other caring adults, they grow and learn, little by little, to solve some of their own challenges. We believe this emerging independence is one of the greatest benefits of camp. It is one important way your child develops greater resilience. Contacting you by phone essentially means they have not made this transition. It prevents us from getting to problems that may arise and addressing them quickly. Please know that you may communicate with the camp staff at any time during your daughter(s) stay at camp. We also agree to tell you if your child is experiencing a challenge in her adjustment to camp. ***You can help*** by talking with your daughter ***before she leaves for camp*** and telling her that there is always someone she can reach out to, whether it is her counselor, the Unit/Village Director, the Director or camp nurse. Please review "preventing homesickness" in your parent guide. We all want the same thing for your daughter to have a successful camp experience.

Digital Cameras: To ensure the protection and privacy of campers, staff, etc., digital cameras are not permitted at camp. A camper taking inappropriate photos of campers and/or staff changing, showering and uploading these photos on the Internet is strictly prohibited. Disposable cameras are permitted and encouraged. Parents/guardians please help us maintain a safe environment by explaining this to your child (**please refer to the camper/parent agreement**) *Any camper that takes a compromising photograph of another camper or staff member and uploads it on the Internet or makes it public in anyway may be subject to dismissal from camp or may not be allowed to return. If the law is broken, the appropriate authorities will be notified.*

Children's Camps in New York State



In New York State, summer camps must have a state, city or county health department permit to operate legally. These permits are issued only if the camp is in compliance with the state's health regulations. The permit to operate must be displayed in a conspicuous place on the premises.

The camp must be inspected twice yearly by a health department representative. At least one inspection must be made during the time the camp is in operation. Each camp is checked to make sure that the physical facilities are safe and that supervision is adequate.

When choosing a summer camp for your child, consider the following:

Staff Credentials/Supervision

What are the qualifications of the camp director?

The New York State Health Code requires that the director of an overnight camp be at

least 25-years-old or hold a bachelor's degree; a day camp director must be at least 21-years-old.

All directors must have experience in camping administration or supervision. Camp directors' backgrounds are screened by the Office of Children and Family Services Central Register Database for reported incidents of child abuse and maltreatment. Their backgrounds are also screened by the Health Department for criminal convictions. Only individuals who are considered to pose no risk to campers are accepted by the Health Department as camp directors.

What are the qualifications of the camp counselors and how are campers supervised?

Counselors must have experience in camping and supervision of children or have completed an acceptable training course. Stringent counselor-to-camper ratios and staff qualifications are mandated for supervision of swimming, archery, riflery and camp trip activities.

At overnight camps, 80 percent of the camps' counselors must be at least 18-years-old; up to 20 percent may be 17-years-old. There must be at least one counselor for every 10 children aged eight years or older, and one counselor for every eight children younger than eight years old.

At day camps, counselors must be 16 years of age or older. There must be a minimum of one counselor for every 12 children.

Camps that must provide at least 10 counselors may choose to use counselors-in-training (CITs) to meet 10 percent of the required number of counselors. These CITs must be at least 16 years of age at an overnight camp and 15 years of age at a day camp. They must work with senior staff, have had previous experience as a camper and complete a training program. Ask the camp operator if any of their

counselors are CITs and how they are used to supervise campers.

Ask about the camp's staff and supervision procedures, including discipline policies. Do they meet your expectations?

Health

Ask about medical coverage and when you will be notified if your child becomes ill or injured.

Is a doctor or nurse in residence or on call for campers at all times?

Physicians or nursing services must be available. All summer camps in New York State are required to have a health director and a written medical plan approved by the Health Department. The written plan must include, among other things, provisions for medical, nursing and first aid services. Injuries and illnesses must be reported to the Health Department and are thoroughly reviewed.

Does the camp require medical records for campers?

Camps must keep current medical history reports on file for all campers. Be sure to detail your child's history of immunization, illness, disability or allergy. Specify special diets and activity restrictions. Provide instruction for any medication your child must take.

Camp Safety

Are the camp facilities and activities safe?

The camp operator must develop a written plan to include maintenance of facilities, provisions for training staff members and orientation of campers, supervision of campers, campsite hazards, emergency procedures and drills, safety procedures and equipment for program activities.

Swimming

Are waterfront personnel qualified?

Are campers always supervised while in the water?



All waterfront activities at camps in New York State must be supervised by an experienced certified lifeguard or water safety instructor. On site, one qualified lifeguard is required for every 25 bathers. All aquatic staff are required to be trained in cardiopulmonary resuscitation (CPR).

Camps that use off-site pools or beaches operated by others must make special arrangements to provide a safe activity. Even off site, the camp remains responsible for supervising campers.

Some children's camps use sites for swimming that are not inspected by local health departments. Parental permission is required in these instances, and the camp must follow established guidelines to protect campers.

While campers are involved in aquatic activities on site, there must be one counselor for every 10 campers eight years or older; there must be one counselor for every eight children aged six and seven; and one counselor for every six children younger than six years old. When swimming off-site, there must be one counselor for every eight campers six years or older and one counselor for every six campers younger than six years.

Are bathing areas marked off for various swimming skills? Are campers tested to determine their level of swimming ability before participating in aquatic activities? Are non-swimmers kept in water less than chest deep? Is the buddy system used?

Are campers required to wear life preservers when boating or canoeing? New York State regulation requires that the answers to all these questions must be "yes."

Camp Trips

Are camp trips supervised by counselors who have the maturity and experience to make decisions that could affect the safety of campers?

All trips must be supervised by a trip leader who is at least 18 years old and competent in the activity. Counselors must accompany trips and all staff must review the safety plan prior to the trip. Counselors should have the skills and expertise in the camp activity (canoeing, rock-climbing, etc.) to handle any emergency that might arise. Ask whether the camp has conducted similar trips in the past without incident. In New York State, the drivers of camp vehicles must be licensed and at least 18-years-old. Seat belts must be worn when provided and vehicle capacities not exceeded. When transporting children in a truck, only a truck cab can be used.



Sports and Activities

How are activities in craft shops supervised, especially when campers are using dangerous tools, such as power saws and lathes? Are archery and rifle ranges at a safe distance from activity centers? Are spectators protected at baseball fields and similar areas? Do players wear protective equipment?

State regulation requires that archery, riflery and horseback riding be supervised by counselors with special training in those activities.



Fire Safety

Are there periodic fire drills for both campers and staff? Does each floor of every building have fire exits in two different

locations? Are flammable materials (gasoline, pool chemicals, etc.) stored away from activity centers and kept under lock and key? Are functioning smoke detectors located in every sleeping room?

All of the above are mandatory in New York State.

Location and Facilities

Are barriers erected against such natural hazards as cliffs and swamps? Are foot trails located away from such dangerous areas and from heavily traveled roads and highways? Do the camp facilities (bunks, bathrooms, mess hall, recreation facilities) meet your aesthetic tastes and those of your child? Is the camp located in an area that will not aggravate your child's allergies? Will your child be required to perform chores, such as cleaning or cooking?

For information on the camp's location and facilities, visit the camp or interview the camp operator by telephone, prior to making a decision to enroll your child at the camp.

Nutrition

Are good health practices observed in the camp kitchens, dining areas and food services? Does the camp serve food your child likes?



At camps in New York State, food must be prepared from inspected sources. Food preparation and

handling activities are reviewed to assure safe and sanitary practices. Kitchen employees must be healthy and follow hygienic practices. Potentially hazardous food must be maintained below 45°F or above 140°F.

Rights and Responsibilities

The regulatory program of the New York State Department of Health places specific responsibilities on camp operators, and on local health departments that enforce department regulations. Following is a summary of rights and responsibilities:

Rights of Parents and Guardians

- To be informed by the camp director, or his or her designee, of any incident involving your child, including serious injury, illness or abuse.

- To review inspection and investigation reports for a camp, which are maintained by the local health department issuing the camp a permit to operate (present and past reports are available).

- To review the required written camp plans. These are on file at both the camp and the health department issuing the permit to operate.

Responsibilities of the Camp Operator

- To inform you and the local health department if your child is involved in any serious injury, illness or abuse incident.
- To screen the background and qualifications of all staff.
- To train staff about their duties.
- To provide supervision for all campers 24 hours a day at overnight camps, and during hours of operation for day camps.
- To maintain all camp physical facilities in a safe and sanitary condition.
- To provide safe and wholesome meals.
- To have and follow required written plans for camp safety, health and fire safety.
- To notify the parent or guardian, with the enrollment application or enrollment contract, that:

- the camp must have a permit to operate from the New York State Department of Health or the designated permit-issuing official;

- the camp is required to be inspected twice yearly; and

- the inspection reports and required plans are filed (address of state, county or city health department) and available for their review.

Responsibilities of Local Health Departments

- To review and approve the required written camp plans for compliance.

- To inspect camps to assure that: (1) all physical facilities are properly operated and maintained; and (2) adequate supervision exists to provide a healthy and safe environment in accordance with the New York State Sanitary Code.

- To issue a permit to operate when the required plans and inspection results are satisfactory.

- To investigate reports of serious incidents of injury, illness and all allegations of abuse or maltreatment.

- When requested, to provide parents or guardians of prospective campers an opportunity to review inspection reports and required plans.

The time and effort spent in selecting the camp your youngster will attend is important. Keep in touch, especially if it is your child's first camp experience. If possible, visit the camp before and during the camping season.

Information

For further information about New York State health laws relating to summer camps, call the State Health Department's Bureau of Community Environmental Health and Food Protection in Troy at 1-(800) 458-1158, ext. 27600.