

NEW PARENT RESOURCE GUIDE



CAMP HIGHLANDER
42 DALTON ROAD
MILLS RIVER, NC 28752
828-891-7721

PREPARING FOR GOODBYE

Advice from the
Experts.

FORMS DEADLINE MAY 1ST

Login with your username and
password. Locate FORMS
DASHBOARD.

WHO WILL CARE FOR MY CAMPER?

Getting to know your
child's counselor.

WELCOME NEW FAMILIES



We are thrilled to welcome all of our new campers to Highlander! Please read this Resource Guide carefully and keep it as a reference to prepare you and your child for an amazing summer at Camp Highlander. More information can be found on the Highlander Home page under "Parents—PREPARING FOR CAMP."

TRADITIONAL DAILY SCHEDULE

8:00 AM	Wake-up
8:40 AM	Reflect at the Rock
8:45 AM	Breakfast
9:15 AM	Cabin Clean Up
9:45 AM	Assembly
10:00 AM	First Period
11:00 AM	Second Period
12:00 PM	Free Time
12:30 PM	Lunch
1:00 PM	Rest Hour
2:15 PM	Snack Time
2:30 PM	Third Period
3:30 PM	Fourth Period
4:30 PM	Fifth Period
5:30 PM	Free Time
6:00 PM	Dinner
6:45 PM	Sixth Period
7:45 PM	Evening Program
9:30 PM	Optional Snack
10:00 PM	Lights Out



Beth Lynch
Director of Marketing

Please feel free to reach out with any questions you may have. I look forward to helping you and your child prepare for an exciting adventure at Highlander this summer. Please feel free to email me at beth@camphighlander.com.

TIPS AND REMINDERS

1. 1st Day of Camp: All families should plan to arrive to camp between 9 AM and 11 AM.
2. Payments: All final payments are due March 15th. If you register your camper after March 15, full payment is due upon registration.
3. Packing List: Please pack old clothes and leave valuables at home. The packing list can be located on the Highlander Website under Parents/Forms.
4. **Luggage:** Please make sure all bags are labeled with camper name and address on each bag. All campers are allowed to bring two pieces of luggage, not including a backpack. Only one of these two pieces may be a trunk.
5. Travel Form: An online travel form must be completed with the arrival and departure information for your camper, even if arriving by car.
6. Last Day of Camp: All campers must depart between 9 AM and 11 AM.

FAMILY PORTAL

Please access your Family Portal at www.camphighlander.com.

1. Click "Log In" in the top right corner.
2. Your Log In will be your email address and the password will be the one you created at registration. If you have forgotten your password, click "Forgot Your Password?"
3. From your Family Portal, you will be able to access required forms, update your camper application, update your contact information, make payments, change credit card numbers or view your child's camper account balance and add additional funds.
4. Please click the "View Registrations" button on this portal to complete all online forms. The only paper form that requires printing will need to be completed by your doctor. You have the option of submitting a copy of a school physical or printing the Physicians Exam form and having your child's doctor fill it out. Please submit all completed forms by the May 1st deadline.



COMMUNICATION WITH YOUR CAMPER



MAIL: The postal service can be slow, we recommend that you send a letter to your child 2-3 days before he/she arrives at camp. This is a very welcoming feeling, and mail is very popular with the campers. Please write happy letters of encouragement, interest and support.

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

EMAIL: You will also be able to email your camper by purchasing emails through BunkOne.

NO PACKAGE POLICY: We are proud of Camp Highlander's commitment to making the earth a better place. In accordance with this philosophy, we do not accept any packages for campers. Please cooperate with this request. We will send all packages back.

RETURN TO SENDER. If you need to make special arrangements for a forgotten item, please contact the camp office.

Dear Parents,

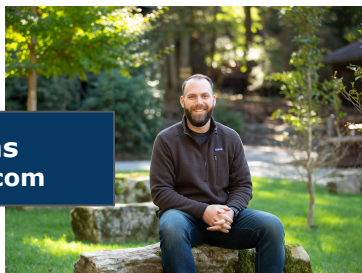
Welcome to the Highlander family! We are so honored to have your child joining us for an incredible summer on the mountain. Our greatest joy is to partner with you in helping your child become all that God intends for them to be. Thank you for trusting us with this privilege. We look forward to personal growth and priceless memories to come for your child this summer.

Bryan and Melissa Fitzgerald
Owners & Directors

[Podcast Featuring Melissa about Summer Camp & What parents need to know!](#)

Mac Bishop

Director of Operations
mac@camphighlander.com



Emily Petrilla

Assistant Director
emily@camphighlander.com



Spencer Ranft

Assistant Director
spencer@camphighlander.com



VISITING YOUR CAMPER

Camp Highlander is committed to keeping the health, safety and well-being of our campers and staff our top priority. Therefore, we do not allow visitors on property when camp is in session. Campers are not allowed to leave property during the session. But to be honest with you, we will be having WAY too much fun leave! Please notify family or friends who are vacationing in the area that our campus is closed to visitors during the summer.

TRAVELING TO CAMP

Car Travel—Camp arrival is from 9 AM to 11 AM on opening day of the session. All car rider luggage must be **labeled prior to arrival to camp**. With the campers **FIRST and LAST NAME**.

Bus Travel—We are pleased to offer a chartered bus service home from camp to certain areas. Bus service and availability is based on interest, [please check our website](#) for current options and pricing. Luggage will be sent via Fedex Ground home, and is included in the cost of the bus. These chartered buses depart early in the morning on closing day and will arrive in the late evening the same day. We encourage you to sign up as soon as possible to secure your spot.

Airplane Travel—Flights must arrive and depart between 6am and Noon on Opening and Closing Day. A Highlander representative will be waiting at the gate to escort your camper from the airport to camp. When they arrive to camp, campers are greeted by their cabin counselor, who will assist them with moving into the cabin.

If your camper is an **unaccompanied minor** please designate the person meeting at the airport to take custody of your child as:

Mac Bishop 42 Dalton Road, Mills River, NC 28759. Phone: 828-891-7721.

Please complete the Travel Form located on your **FORMS DASHBOARD** before their arrival to camp.

Any questions about travel can be emailed to Mac@camphighlander.com



EVENING PROGRAMS

We plan fun, whacky evening programs during each session. Please bring costumes, crazy clothing, camouflage and other accessories to join the evening fun. Please refer to the session packing list for ideas. These can be found on our website under [Parents - Preparing For Camp - Packing](#).

STEPS TO ACCESS CAMP PHOTOS | Go to camphighlander.com - In the top right hand corner of the website, click SUMMER SERVICES - Login with your username (your email address) and password. Access photos and email your camper through BunkOne.

GET YOUR CAMP GEAR | Getting your child some Camp Highlander gear is a great way to get them excited for the summer. Please visit our online store CAMPHIGHLANDERSTORE.COM - The online store is open through the end of April.

CARE PACKAGES | We offer care packages each summer that are sold through our [online store](#) starting March 1. These are given to your camper on Opening Day. Care package inventory is limited and will sell out quickly, so stay tuned to social media and your email for their release.

CAMP BEDDING BUNDLES | We've partnered with [Camp, College & More](#) to help families get their camper the bedding they need and have it shipped directly to camp! Bedding orders must be placed at least 4 weeks prior to the start of your camper's session. [SHOP HERE!](#)



CAMPER ACCOUNTS | Camper accounts are spending money for your child during the session. Campers use the money to buy things in the store or for spending while on an off-camp trip. The store has lots of Highlander gear as well as toiletries campers might need while at camp. We discourage campers from keeping any cash in their cabin, as things may get misplaced. How much money do they need? Most campers will spend it all, so only send what you are comfortable with them spending. We recommend a minimum of \$50 a week. You may add funds at anytime through your online account, where you can also monitor your child's balance and purchases. Any money leftover in their account at the end of the session can be donated to our Camper Scholarship Fund, used to purchase a cobblestone at the Assembly Court or kept as a credit for the following summer.

LAUNDRY & LINENS

Laundry is sent out every week at Camp Highlander and returned within 24 hours. Laundry fees are included in your child's camp tuition. Your child will be given a labeled Camp Highlander laundry bag to collect their laundry during the week. **PLEASE LABEL ALL CLOTHING!**

WHO WILL CARE FOR MY CAMPER?



People often ask us how we find the amazing staff we hire each year. The process is often a very long one, but it starts with the simplest of concepts: we look for genuinely good people. We believe the most essential ingredient in our staff is a compassionate heart, and the integrity to always do what's right, even when no one is watching. Just as we strive to instill the values of courage, honesty, integrity, and faith in our campers, it is these same values that we seek in the remarkable young men and women who guide our campers. At Highlander, we understand that parents are entrusting us with the most important possessions in their lives, and our staff take on this responsibility with the utmost care and sincerity. As a parent, it is important for you to know who will be caring for your camper and impacting them while they are away from home. We want to assure you that we have done our part to ensure that we have responsible, caring, role-models to give your camper the best summer ever. Our thorough interview process, with face to face interviews, judgment assessments and background checks, give us a great comfort that our staff cannot be beat! However, it is important for you to feel the same way we do. How can you get to know your child's counselor? How can I be sure that they really know my child?



Here are a few tips for you to feel confident about the quality of care and supervision your child will receive at Highlander.

1. Visit our website under the [Working Here page](#) and click 'Meet Our Staff.' There we post profiles of our counselors. This will give you a true sense of the quality staff we hire. Follow us on social media. One great way to learn about the culture, our amazing staff and how we train them is to follow us on [Facebook](#), [YouTube](#) and [Instagram](#). You can also subscribe to [our blogs](#) on our website where we go into more detail about planning for camp, the hiring process and camp culture.

2. On your campers [FORMS DASHBOARD](#) fill out the **Getting To Know My Camper** form. This is a tremendous help to your child's counselor get to know your child, their needs, talents, areas of growth and more.

3. Ask Questions! You will receive a phone call from your child's counselor by the end of the first week. This is a great time for you to get a pulse on your child's adjustment to camp and to get to know the counselor. Feel free to ask questions and get comfortable with our camp staff, but know that for some of our staff this is a very intimidating phone call. Give them grace and don't be afraid to ask questions. They understand that sending your child to camp is a big decision and that you are putting your trust in them. Thank you for trusting us to care for your camper. We can't wait to share the summer with them!

HEALTH HUT & MEDICATIONS

MEDICAL FORMS: Campers will not participate in activities until we have their completed online medical history, physicians examination form and medical treatment and insurance authorization form. These forms are found on the website on the [FORMS DASHBOARD](#).

MEDICAL TREATMENT: We operate with 3 medical providers (nurses, doctors, PAs) on camp and have a minimum of 2 healthcare staff on duty at all times. A hospital is located in Hendersonville, 12 miles away (Advent Health Hospital). Should a camper require outside medical services including doctor, hospital services and medicine due to illness, all bills will be filed with the insurance card that you have provided for your child and the MasterCard or Visa number you have provided camp. Camp Highlander is NOT responsible for these medical expenses, and you are responsible for providing camp with the correct insurance and credit card information on your child's updated medical form.

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

CAMPER MEDICATIONS: We require that all prescription and over -the-counter medication be packaged in Blister Packs or Unit-Dose Packaging.

When you fill the prescription for June or the month your child will be attending camp, request your pharmacy package the meds in Blister Packs or Unit-Dose Packaging. This medication packaging is required.

This type of packaging prompts for the day and time of each dose. Parents are responsible for making sure campers arrive with the meds properly packaged.

Other medications such as liquids, inhalers, creams and ointments should also be individually labeled. **This medication packaging is required.** If your pharmacy does not supply this type of packaging, we are happy to mail the blister packs to you for \$2.00 each and you can package them before your camper's arrival.

Please read the [COVID-19 Procedures Page](#) to make sure your family is ready for camp!

PREPARING FOR GOODBYE

ADVICE FROM EXPERTS

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

2. Don’t make promises you can’t keep. For example, “I’ll call and write you every day.” The truth is that you will be busy. No matter how much you are agonizing over your child being gone from home, your life will go on, and you may not be able to write every day. The best thing to say is, “I can’t wait to get your letters telling me about all the fun you are having. I will write you back too!” or “I’ll write as often as I can.” The worst mistake you can make is to say, “I promise I will come and get you the minute you are unhappy and don’t like camp.” If you tell them they can come home instead of sticking it out, you are setting them up for failure. You have taught your child that giving up is acceptable, and you are setting a standard for the rest of their lives. Let them know that you believe in them. There is nothing they can’t do. Be positive and supportive.

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

4. Prepare them with conversations before camp. “You will be part of a cabin group, so you will have to help out with cabin clean-up and chores.” “Remember your counselor is there for you to help with anything that you might need, or you can go to the directors.” “Don’t be afraid to try new things, even if you are scared. That is part of the fun of being at camp and having this adventure. Don’t worry if you are not the best at it. I am proud of you for trying.” “Be friendly to the camper who looks lonely and be kind to everyone in your cabin.”

5. SAYING GOODBYE! Goodbyes are always hard, whether they are at the airport or at Highlander. Remember that you are the parent and be strong for your child. Don’t linger, cling to your child or sob! A tearful, smiling “goodbye, have fun, we love you” and a quick hug are okay. Save the sobs for the car ride home. Depending on your child, you may get the cold shoulder. This is a good sign. Let them go. They still love you, and they will be home before you know it.



LIFE AFTER HIGHLANDER

RETURNING HOME



From the moment they leave camp, some campers will talk nonstop about camp until their first day of school. They might not need to adjust, but live on a camp rush for a week. They want to celebrate, laugh and tell stories all day and all night.

Other campers are not as vocal at first. You might want to save the celebrations (eating at a favorite restaurant, visiting relatives) for the next day. Some campers will have camp withdrawals when they get home. They have just made the best friends and had the best summer ever, so they experience somewhat of a "letdown" when they get home. Don't get your feelings hurt. This just means that they had a great time, and they have you to thank for it. Give your camper a few days and they will start talking. Each child is different.

You might unpack some yucky stuff. Your camper's laundry is washed just before they go home, but some yucky things always find their way into the trunks. This is why we encourage you to send old clothes and old towels. We will return labeled items that your child may leave behind. However, don't be surprised if some things are never found. In the confusion of packing up to go home, some items may get mixed up between the campers. Please return any labeled items that don't belong to your child so we can get them to the rightful owner.

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

Please contact the Highlander office with any questions or concerns.
email@camphighlander.com or 828-891-7721 Fax 828-891-1960

