

NEW PARENT RESOURCE GUIDE

CAMP HIGHLANDER
42 DALTON ROAD
MILLS RIVER, NC 28759
CAMPHIGHLANDER.COM

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.

LEADERSHIP TEAM

Bryan and Melissa Fitzgerald (Camp Owners + Directors), Mac Bishop (Director of Operations), Beth Lynch (Director of Communications), Adam Knechtel (Media Director), Lindsay George (Registrar) and Katie Magee (Team Coordinator)



VISITING YOUR CAMPER

Camp Highlander is committed to the safety of our campers and staff, therefore, we do not allow visitors when camp is in session. However, campers may leave with their parents on Sundays between 10AM-6PM. Many parents will take their camper out for a meal, movie, shopping or to an area attraction. However, there are several exciting activities and programs on Sundays, and many campers will not want to leave for fear of missing out on the excitement. Please call the camp office and make us aware of your plans to visit so we can notify your camper's counselor. Remember, campers are ONLY allowed to leave camp with their parents. Grandparents, other family members, and friends will not be allowed to leave with your camper on visitation days.

COMMUNICATION WITH YOUR CAMPER

MAIL: The postal service can be slow. We recommend 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 (known as Bunk Notes) through Bunk1. If you purchase Bunk Notes for your child, they will be printed off and delivered to their cabin as mail. You can also purchase Bunk1 stationary to be printed off for your child so they can easily respond to your emails.

NO PACKAGE POLICY: We have found that personal care packages from home tend to cause competition and division within a cabin. We do not accept or allow any packages at camp. 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.

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. Also, pack something special to wear for dances and the final banquet (Session C). Please refer to the session packing list for ideas. These can be found at www.camphighlander.com under the 'Parents' tab (in the 'Forms' section).

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 our website home page under "Parents—PREPARING FOR CAMP".

TIPS AND REMINDERS

1. 1st Day of Camp: All car and plane riders should arrive at camp between **9 AM and Noon**.
2. Payments: All balances are due March 1st, unless payment arrangements have been established with the camp office.
3. Packing List: Please pack old clothes and leave valuables at home. Packing lists can be located on the Highlander website under Parents/Forms.

4. Travel Form: An online travel form must be completed with the arrival and departure information for your camper, even if arriving by car.
5. Luggage Tags: (2) luggage tags per camper will be mailed to you. ALL tags should be addressed to Camp Highlander with the return address showing the camper's name (not parents' name). All car rider bags must be labeled prior to arrival to camp.
6. Last Day of Camp: All campers must depart between **9 AM and Noon**.

Please contact the camp office with any questions.

One Love,
Bryan and Melissa Fitzgerald, Owners

DAILY SCHEDULE

- 8:00 AM Wake-up
- 8:40 AM Reflect at the Rock
- 8:45 AM Breakfast
- 9:15 AM Free Time/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
- 7:45 PM EP
- 9:30 PM Optional Snack
- 10:00 PM Lights Out

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 and create guest accounts. You are also able to view your camper's store account balance and monitor their spending.

Please become familiar with this area of our website. It will be an incredible resource for you while your child is at camp.

All required forms are located in your forms dashboard. Follow these simple steps to access them:

1. Follow the directions above to access your family Portal and then click the "Forms & Documents."
2. Please 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.

TRAVELING TO CAMP

The Highlander Bus—We are pleased to offer a chartered bus service from Florida and Louisiana. Bus service and availability is based on interest. The round trip fee, including luggage, is \$450 and the one way fee is \$300. Luggage will be arranged prior to the session and will be sent to camp via FedEx Ground. These chartered buses depart the night before the opening day of the session and travel through the night to arrive at camp around noon. The buses return to Florida and Louisiana in the same fashion and arrive the morning of the closing day of the session. This service has limited availability and fills quickly, so we encourage our parents to sign up as soon as you register for camp. You can find the bus information form on the Highlander website under Parents/Forms.

Airplane Travel—Flights must arrive and depart between 6am and noon. A Highlander representative will be waiting for your camper to get off the plane at the gate and will escort him/her from the airport to camp. When they arrive to camp, they are greeted by their cabin counselors who will assist them with settling into their cabin. If your camper is an unaccompanied minor please designate the person at the airport to take custody of your child as:

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

Car Travel—If your camper is arriving and departing by car, please arrive at camp between 9am and Noon. All car rider bags must be labeled prior to arrival to camp.

***Please complete the Travel Form located on your FORMS DASHBOARD.**

LAUNDRY & LINENS

Laundry is sent out every week at Camp Highlander and returned within 24 hours. There are no additional fees for laundry. Your child will be given a labeled Camp Highlander laundry bag to collect their laundry during the week. **PLEASE LABEL ALL CLOTHING!** Be sure to send 2 sets of twin sheets, 1 blanket, a sleeping bag, 1 pillow, 2 pillow cases, towels and washcloths with your campers. These items can be sent with camper laundry every week.

HELPFUL HINTS

FORMS DEADLINE MAY 1ST

Login with your username and password. Locate Forms Dashboard. Remember, each camper is required to submit a proof of current physical exam. Exams for school are acceptable.

REVIEW PACKING LIST

STEPS TO ACCESS CAMP PHOTOS

- Go to camphighlander.com
- Login with your username (your email address) and password
- Access photos and emails through Bunk1

LABEL CLOTHING AND GEAR

INFORM FAMILY AND FRIENDS OF NO PACKAGE POLICY

MAIL YOUR CHILD A LETTER THREE DAYS BEFORE CAMP

FUND YOUR CHILD'S CAMPER ACCOUNT (SUGGESTED \$50 PER WEEK)

Each camper account fund is used for purchases in the camp store or for spending while on off-camp trips to purchase souvenirs. At the camp store your child can purchase items such as t-shirts, hats, sweatshirts, stationary, stamps, crazy creek chairs, toiletries, Gatorade, etc. We discourage campers from keeping any cash in their cabin, as things may get misplaced. Please fund the amount appropriate for your child's spending habits. Most campers will spend it all, so only send what you are comfortable with them spending. We recommend a minimum of \$50 a week. You may add funds at anytime through your online account, where you can also monitor your child's balance and the item(s) they are purchasing. If your child has any money leftover in their account at the end of the session, you can donate it to the Karl and Shelley Camper Scholarship Fund, or keep it in your account as a credit for the following summer.



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 part of 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.

- Visit our website, under the 'Working Here' page and click 'Meet Our Staff.' There are profiles of our staff members which will give you a true sense of the dedication, enthusiasm and commitment of our staff.
- Write your child's counselors a letter. Let them know about your child, their likes, dislikes, and what you hope they will get out of their experience. This gives the counselor the opportunity to set goals for themselves that are specific to your child.
- Ask questions! On Opening Day there are many things going on and lots of adjustment, but if you have a burning question for your child's counselor...just ask! They want you to believe in them and the job they are doing. **SO ASK!**
- Speaking of asking...you will receive a phone call from camp a few days into the session. This is a great time for you to get a pulse on how things are going for your camper. Feel free to ask questions and get comfortable with the camp staff. We understand that sending your child to camp is a big decision and an act of faith in Camp Highlander. We are committed to giving the best experience possible to each and every camper, and that begins with the wonderful staff that we have. Thank you for trusting us to care for your camper. We can't wait to share this 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: Our goal is to staff 3 nurses and 1 physician on camp and have a minimum of 2 nurses on duty at all times. A complete hospital is located 12 miles away in Hendersonville (Park Ridge Hospital). Should a camper require outside medical services including doctor, hospital services and medicine due to illness, all bills will be filed with the insurance card that you have provided for your child and the MasterCard or Visa number you have provided camp. Camp Highlander is NOT responsible for these medical expenses, and you are responsible for providing camp with the correct insurance and credit card information on your child's updated medical form.

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

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, request your pharmacy package the meds in Blister Packs or Unit-Dose Packaging.

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 packing program is required. Not all pharmacies will supply this type of packaging for your campers meds. We are happy to mail the blister packs to your home for \$2.00 each.

PREPARING FOR GOODBYE...

ADVICE FROM THE 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 their 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!** Good-byes are always hard, whether they are at the airport or at the cabin at Camp Highlander. But you have to remember that you are the adult, so you have to be strong. Don't linger, cling to your child or sob! A tearful, smiling "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 CAMP...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 nice items that don't belong to your child so we can get them to the rightful owner.

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

Please contact the Highlander office with any questions or concerns.

email@camphighlander.com or 828-891-7721

Fax 828-891-1960

