

Lakeview Ministries

13500 W Lake Rd Seymour, IN 47274 P: 812-342-4815 office@lakeview.camp www.lakeview.camp

Information Packet

Welcome to Lakeview Villages! We are so excited your child will be joining us this summer and want to do everything possible to make their camp experience a great one.

This packet contains important information for you as you prepare to come to camp. Please take the time to carefully read through all the information contained here. Even if you have been to camp before, there is new information for this summer.

We will also be emailing you a pre-camp packet one week before the start of your session, with any updates to this information and final details to know before leaving for camp.

If you have any additional questions that are not answered here, please contact us. We are happy to help! The **Parent** section of our website (lakeview.camp/parents) is also a great resource.

See you this summer!

In Christ,

Hannah "Zuko" Mielke Lakeview Villages Program Director hannah@lakeview.camp



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ARRIVAL TIMES & CAMPER CHECK IN

Plan to arrive at camp between **2:00-3:30 pm** EST on Sunday afternoon. Please do not arrive earlier than 2:00 pm. Check-in takes place at the **Village Lodge** on the Lakeview Villages side of camp. The process should take less than 30 minutes from start to finish.

Pro Tip: You can check-in at any point between 2:00-3:30 pm, and will often find shorter lines if you arrive later!

Please note that prior to 2:00 pm our staff will be meeting and will not be available to direct you. Check-in will not start before 2:00 pm.

Starting at 2:00 pm, as you drive into camp, staff will greet you at the bottom of the hill, guide you to the Village Lodge, and give you further instructions on checking in your camper(s). The entrances to Lakeview Villages and Camp Lakeview are directly across the road from one another, so make sure to take the **Lakeview Villages entrance**.

CHECK-IN PROCESS

Check-in takes place at the **Village Lodge**. During check-in you will have the opportunity to meet and talk to the Program Director, First-Aid Coordinator, and Kitchen Staff (if you desire).

During check-in you will turn in any medications your camper has (both prescription and non-prescription), complete a health screen, and receive your camper's cabin and counselor assignment. You will also be able to purchase camp apparel and SWAG from the Shirt Shack.

Pro Tip:

ALL medications (even such things as vitamins, creams, or drops) must be turned in to the First Aid Coordinator during check in. **All prescription medication must be in its original container with the prescription label and dosage instructions.**

Do the following at least **TWO WEEKS** before the start of your session:

- PAY YOUR BALANCE: Log-in to your online account and click "Make a Payment".
- ADD CANTEEN MONEY: You are able to add money to your camper's canteen account prior to check-in through the Financial (Camp Store) section of your online account. (\$15-20 is the recommended amount.) This money is NOT able to be used for the Shirt Shack; it is just for snacks and drinks from the Canteen.
- UPDATE ONLINE MEDICAL FORM: You filled this form out when registering, but please go back and update your camper's health information as needed. This form can be found in the "Forms" section of your online account. Please make sure it is filled out completely and correctly. We will cut off access to this form ONE WEEK before the start of your session to be able to print forms out for use during the camper week.
- ADD CAMPER MEDICATIONS ONLINE (AVAILABLE IN MAY): You will be required to add any medications your camper is bringing to camp through your online account. This ability is NOT currently available to do but will be in May. You will receive an email from camp in May with further instructions on how to add medications.

MEETING THE COUNSELOR AND DROPPING OFF YOUR CAMPER

Once you have checked-in, you will be directed to drop your camper off at their Village. When dropping off, you will be able to:

- Meet and talk with your camper's counselor.
- Let the counselor know about any special requirements your camper has that will help make their week better.
- Fill out a **Check-Out Form** indicating who is allowed to pick your camper up at the end of the week. <u>If someone other than a parent or guardian is dropping your child off, please provide a signed note indicating who may pick your child up at the end of camp.</u>
- Help your camper move their luggage in.
- Say goodbye!

After saying goodbye to your camper, our staff will help them get settled in and start getting to know their other cabinmates. We start fun games and get-to-know-you activities right away as campers are arriving. Your camper has started their week at camp, and you are free to leave!

CLOSING PROGRAM/DEPARTURE/PICK-UP TIMES

You are invited to attend the Closing Program at the end of the camp week. This is a time of worship and devotions where we celebrate the week of camp together. The Lakeview Villages Closing Program will begin at 6:15 pm on the Friday of your camp week. Campers and family will gather at the Point, which is located behind the Village Lodge. Park in the Village Lodge parking lot and follow the signs from there!

Pro Tip: We will not open the gates to get into camp until **5:45 pm**, so please do not plan to arrive earlier than that for Closing Program.

In the case of inclement weather, there will be NO Closing Program. Instead you can head to your camper's Village to pick them up at 6:15 pm.

Following the Closing Program, you will find your camper's counselor to sign them out and pick them up. At this point, you will have the opportunity to talk with their counselor about how the week went. You will need to sign your camper out before leaving. Please have a **Photo ID** ready to show when you sign out. Campers will only be released to people authorized on the Check-Out Form (you can call our office to update pick-up people during the week if plans change.)

If you are unable to attend the Closing Program, pick-up will begin around **6:45 pm**. Please plan to pick up your camper no later than 7:00 pm on Friday.

LATE DROP-OFF AND EARLY PICK-UP

While we firmly believe that your camper will get the most out of their camp experience by being here for the whole time, we also recognize that sometimes life gets in the way.

If you need to drop off your camper or pick them up outside of our usual times, please let us know ahead of time by calling our office. Here are our guidelines for each:

Late Drop-Offs

The cut-off time for late drop-offs is **8:00 pm**. After this time you will need to drop your camper off the next morning.

Early Pick-Ups

If picking up your camper early on the last day, early pick-ups must take place at **10:00 am**. (For Night Owl ONLY, this time is switched to **2:00 pm**.)

Check in at the **Welcome Center** (house at the entrance to camp) when you arrive. Campers will be waiting at the camp office to be picked up, so <u>please plan to arrive on time</u>.

Otherwise plan on picking your camper up at the normal time. If there are extenuating circumstances that necessitate a different time, please call our office to discuss options.

Gate Instructions

For the safety of our campers there are **closed gates** at the entrance to camp. When arriving at camp for a late drop-off or early pick-up, check in at the **Welcome Center** (house at the entrance to camp) during normal business hours, or follow the instructions on the **gate keypad** to call a staff member after hours to be let in.

CANTEEN AND SHIRT SHACK:

Each day, campers have the opportunity to purchase an assortment of snack and drink items at the **canteen**. A canteen account is set up for each camper and purchases are deducted from the account. Campers visit the canteen 10 times total and may only purchase 3 items per time. Most items are \$1.00-\$1.50.

You are able to put money into your camper's account by logging in to your online account and making a payment to the "Camp Store". We recommend depositing between \$20-30.

At their final canteen time, campers with remaining money are given the option to donate to our summer mission project or receive the money back. For our mission project, we support former camp staff members serving in the mission field. It's a great way for campers to see how people can continue serving in the Kingdom of God even after camp, and donating canteen money is an awesome way for campers to practice living out their faith!

Pro Tip: It can be helpful to tell your camper ahead of time what you would prefer they do with their extra canteen money.

The **Shirt Shack** (camp store) is ONLY open during check-in on Sunday and pick-up on Friday. Campers (and family members) can purchase a shirt, sweatshirt, or souvenir during these times. T-shirts cost \$15-20, sweatshirts \$30-35, and other items vary.

Pro Tip: Money deposited into your camper's canteen account can **NOT** be used to pay for Shirt Shack items.

HEALTH AND MEDICAL INFORMATION

Medical Team

Our First Aid Coordinator (certified in First Aid/CPR) is onsite at all times and provides routine first aid care and medication to campers. The First Aid Coordinator is available during check-in to discuss all health concerns and questions that you may have regarding your camper's medication and health while in our care. In addition, we have a full-time staff member with an EMT-certification as well as an on-call pediatric physician who provides treatment plans for common camp injuries and illnesses.

Medications

We stock common over the counter (OTC) medications for use if needed. If your camper takes any medications regularly (either OTC or prescription), please bring those medications with you.

Scheduled medications are passed out by the First Aid Coordinator at mealtimes, afternoon canteen, and evening canteen each day. If your camper needs to receive medication at a time not covered by one of these periods we will arrange that as well.

Parent Notification of Health Treatment

If your camper ever experiences a serious medical concern, illness, or incident requiring outside treatment, we will always contact you. We will also notify you when a camper is in our First Aid room for a period longer than 4 hours due to illness, or a camper experiences an injury that leaves them unable to continue with normal camp activities.

Special Needs

We strive to provide a positive and memorable experience for all campers. If your child has a special need, please contact our office so that we can work together to create a plan to provide a positive camp experience for your child.

HEALTH SAFETY POLICIES

Here are some of the general actions we take to safeguard the health and well-being of our campers during their time at camp:

Health Screen during Check In

During check in we will conduct a brief health screen where we will ask if your camper is feeling sick in any way, if they have been exposed to any communicable disease in the prior 2 weeks, and if they have any recent injuries we should know about. If your camper has a fever, or is currently sick, they will not be allowed to check in until they are symptom free for 24 hours.

Camper Illness Policy

In general, campers with a fever lasting for more than 4 hours, suffering from vomiting, or suffering from diarrhea will need to head home for the well-being of themselves and their fellow cabin mates. Make sure to have a pick-up plan in place if your camper needs to go home early.

Health Routines

Due to the communal living aspect of camp we have many routines set up to keep our campers and staff healthy during their stay. This includes such things as cleaning all common areas

(bathrooms, cabins, dining areas) at least once a day and encouraging everyone to wash their hands before meals and canteen times.

FOOD INFORMATION

Each meal served at camp includes the main dish, as well as a second option in case a camper does not like the main meal. We serve child-friendly meals such as chicken nuggets, spaghetti, hamburgers, and pizza. Cereal is available at breakfast, PB&J is available at lunch and dinner, and fruit is available at each meal.

Campers are able to bring their own snacks to camp as well. Please bring any snacks in re-sealable bags or containers to help limit the mess. Please do NOT bring any snacks that contain peanuts as this is a common food allergy.

Food Allergies

If there are any food allergies we need to be aware of, please make sure they have been added to the "Medical" section of your online dashboard.

Pro Tip:

Being detailed about the exposure level, typical reaction, and desired treatments for your camper's allergies is tremendously helpful to us as we seek to keep your camper safe and healthy.

We are able to provide alternative food options for **Dairy**, **Egg**, **Gluten**, and **Nut** allergies. For more extensive allergies, we recommend you bring supplemental food items to camp. Our kitchen staff is able to help prepare any supplemental items brought.

Please reach out to our kitchen team (<u>food@lakeview.camp</u>) at least TWO WEEKS in advance of your arrival to talk through specific food needs or to find out more information about our menu options. We can also provide a **menu** for your time at camp to help you better plan and prepare.

For more details on our food allergy practices and procedures, go to lakeview.camp/food.

HOMESICKNESS: PREPARE AND PREVENT FOR CAMP SUCCESS

Homesickness is a very normal and often temporary response to being away from home. With sensitive handling most homesickness can be prevented or overcome, leading your camper to feelings of independence, pride, and self-assurance.

Talk with your child before they leave for camp to create a game plan for homesickness. Here are some things you can encourage them to do if they feel homesick:

- Send an email home.
- Think of one thing they're looking forward to at camp.
- Hold an item from home (such as a stuffed animal, picture, etc.)
- Focus on one activity at a time.
- Share how they're feeling with their counselor or junior counselor.

Please do not tell your child they can call home or be picked up early, as this often makes homesickness worse and makes it hard for them to fully invest in the camp experience. It is also

very difficult as a parent to hear your child feeling sad on the phone and not immediately plan to pick them up. Tell them they can email you for encouragement!

If your camper is experiencing homesickness to the point that it is significantly impacting their camp experience, we will call you to let you know and ask for your input on how we handle it.

Our staff is well-trained in handling homesickness and will work with your camper to keep them well occupied and having fun. We never dismiss how a camper is feeling but rather acknowledge their feelings as normal and help provide support for them to become comfortable and confident at camp.

CONTACTING YOUR CAMPER

Phone:

Campers are not able to call home during the week <u>unless you have made arrangements</u> with the camp staff in advance. If there is ever a significant issue or concern with your camper, we will contact you as soon as possible. You may contact camp by calling the camp office at **812-342-4815**. We have a strict NO CELL PHONE policy for campers. If found, cell phones will be confiscated for the remainder of the week and returned during pickup on Friday.

Email:

You may contact your child during their time at camp through the use of our camper email system. Go to lakeview.camp/email to send a message. Emails will be printed off and delivered to campers once a day at lunch time. Emails sent after 11:00 am on the final day of camp will not be able to be delivered.

Campers are allowed to e-mail messages out during their free time, which takes place each afternoon. Campers wishing to do so should bring e-mail addresses with them.

Pro Tip:

We often receive messages from parents concerned because they have not heard from their camper during the week. <u>Please know that if you don't hear from your camper, it's because they're too busy having fun at camp!</u>

Mail:

During the check-in process you can drop off letters and packages with any of our staff to be delivered during the week. It is helpful to label any letters/packages with your child's **full name** and cabin (once you find it out).

Regular mail can be sent to the following address:

(Camper's Name) (Village) Lakeview Villages 13501 W. Lake Road Seymour, IN 47274

CELL PHONE POLICY

Campers are NOT allowed to bring cell phones to camp. At camp we believe strongly in the value of showing campers how to build close relationships and live in community. Providing an atmosphere free from cell phones helps create this community. If found, staff will confiscate the cell phone for the remainder of the session. Please do NOT pack a cell phone for your camper. If you are concerned about needing to get in touch with your camper during the week, please call our office so we can make a plan together.

CAMP PICTURES AND VIDEOS

We love getting to share your camper's experience with you! We take and post pictures throughout the week using **Waldo Photos**, an online photo app. The link to access these photos is at **lakeview.camp/waldo**.

While our goal is to upload pictures each day of the week, beginning on Monday, this is not always possible due to technology issues and/or staff availability.

Waldo Photos offers an **optional photo delivery service** which uses facial recognition to deliver pictures taken of your camper straight to your phone. **This service costs an additional fee**. If you choose not to purchase this service, you are still able to access and view all the pictures taken during the week of camp. The only difference is the app will not match pictures taken of your camper and send them to your phone.

At the end of the week of camp we will create a **Camp Memory Video** filled with pictures and videos taken during your camper's week of camp. This video will be sent to you via email the week following your camper's session.

We also post pictures, videos, updates and more to our **Facebook** and **Instagram** pages. Follow us **@lakeviewministries**.

Pro Tip:

Parents sometimes contact us because their child is not smiling or appears unhappy in a picture. Please know we will always call you if there is a significant issue with your camper. Photos capture a single snapshot in time-they are not indicative of the entire experience.

LOST ITEMS:

We will attempt to return lost items to their owners while they are still at camp. Lost items will be kept until the fall, at which time they will be donated. If you have an item you believe is lost, please email our camp office with your name, the session you attended, and a detailed description of the item.

You can help avoid lost items by:

- Labeling all clothing and items brought to camp. A sharpie is your best friend!
- Encouraging your camper to keep track of their clothing and personal items at camp.
- Doing a quick check of your camper's luggage before leaving camp. Make sure everything is there, including towels, swimsuits, water bottles, toiletry items, etc.

PACKING LIST (WHAT TO BRING)

CLOTHING

- Closed-Toe Shoes
- Shower Sandals
- Socks
- Underwear
- Shorts
- Pants or Sweatpants
- T-shirts
- Sweatshirt
- Pajamas
- Rain Jacket
- Hat (with a brim)
- Swimsuit (no bikinis or speedos)

CABIN ITEMS

- Sleeping Bag or Twin Sheets/Blanket
- Pillow
- Bath towel
- Beach towel
- Soap
- Shampoo
- Deodorant
- Toothbrush & toothpaste
- Comb/hairbrush
- Personal hygiene items
- Toiletry Bag

PERSONAL ITEMS

- Bible
- Water Bottle
- Flashlight
- Bug Spray
- Sun Screen
- Sunglasses

OPTIONAL ITEMS

- Backpack
- Shower Bag
- Laundry Bag
- Sunglasses
- Pen
- Snacks
- Camera
- Book

WHAT NOT TO BRING

- Cell phones
- Other electronics (gaming devices, e-readers, mp3 players, etc.)
- Knives or weapons
- Fire starters (fireworks, matches, etc.)
- Drugs or alcohol (medications can be turned in to the First Aid Coordinator during check-in)
- Any valuables (including cash or jewelry-such things tend to get lost)

Packing Tips:

- Campers should avoid clothing that is immodest or revealing as well as clothing that could be offensive in language or graphics.
- Expect clothes to get dirty at camp, so don't bring anything too nice!
- Avoid mix-ups by labeling all items with your camper's name.

CANCELLATION POLICY

Refunds will be granted 14 days prior to the start of your session for **all but \$25** of your deposit. No refunds will be granted within 14 days of the start of your session, except in cases of illness, injury, or family emergencies.

Please call us as soon as you know you will not be attending your session! Many sessions have a waitlist in case a spot opens up. The sooner we know of a cancellation, the more likely we will be able to move someone off the waitlist.

We will continue to communicate with you leading up to the summer if we make any updates in our policies or requirements for this summer. In the coming months remember to expect:

- A May email with information on adding camper medications online.
- A Pre-Camp Checklist emailed to you two weeks before your session starts.

Sign up for the **Lakeview Insider**, our camp e-newsletter, at **lakeview.camp/news** to be the first to know the latest camp news.

And get excited for your camper's time at camp-it's going to be a tremendous experience of making new friends, growing in faith, and having a ridiculous amount of fun.

Please don't hesitate to contact us with any questions, concerns, or thoughts.

See you soon!

In Christ,

Hannah "Zuko" Mielke Lakeview Villages Program Director hannah@lakeview.camp

