

## **FREQUENTLY ASKED QUESTIONS**

### **Who will my kids sit with on the bus?**

We have staff going up on the bus with the campers who will help your child get a comfortable and appropriate seat on the bus. If your child is coming to camp with a friend in the same grade they are more than welcome to sit together.

If your child does not know anyone coming, we can introduce him or her to some campers their age at our annual BBQ taking place at The Toronto Heschel School on **June 3, 2018 from 4-7 pm.**

### **Can I call my kids and can they call me?**

Generally, we do not allow phone calls. An exception is made if it is the camper's birthday. Sometimes, parents would like to speak to their child on the phone if they are deciding about extending from Northland Experience to the full month session. In that case, and if we think it makes sense to do so, we will facilitate a short phone call to take place towards the end of the session.

### **How will I know if they are okay?**

For new camper parents, our Unit and Section Heads make phone calls or send emails out within the first few days of camp to update them on how their child is adjusting to camp life. We also make phone calls to parents to inform them if something serious has happened to their child (this is of course a very rare occurrence).

### **When do cabins get made?**

The Unit and Section Heads place the campers in cabin groups only a few weeks prior to the start of camp.

### **Accommodating bunk/cabin requests.**

Campers are allowed to make up to **3** requests on the bunk request form (which is on your Camp Minder account), but note that we are not always able to accommodate all 3 requests. However, we guarantee that your child will be placed with at least one of their requests. Please ensure that you send in the bunk request form by the due date in order to make sure that your child is placed with their request.

We do not take 'disrequests'. If there are extenuating circumstances, you would need to discuss this with the Camp Director.

### **What happens in the city affects what happens at camp.**

Please inform us if any major changes have happened to your child over the past year (i.e. divorce, death in family, bullying, anxiety, illness, etc.) as these things may have an impact on how your child acts at camp. We want to be able to properly support your child, and by knowing their needs this will help us to care for them.

### **What if my child needs to use the washroom at night?**

We do not have washrooms in the cabins, so we encourage every camper to use the washroom prior to bedtime. If they need to go in the middle of the night, they should wake up a staff member to accompany them. For our older Unit and Section 1 campers, they can select a buddy to go with them (if they feel comfortable doing that). We tell them not to wake up the same buddy every night if they need to go every night.

### **Can they bring their own food?**

On the first night of camp, cabins usually have a candy party. Everything must be strictly nut free and Kosher. At the end of the night, all of the food is collected. This is because we do not want to attract any animals.

Campers will never go hungry. They get three meals a day, an afternoon snack, an evening snack, and tuck twice a week. There is almost always fruit in the Mess Hall throughout the day.

Exceptions are made for campers who have specific dietary restrictions, such as gluten free. In that case, they are allowed to bring their own gluten free snacks. They can keep Kosher gluten free food items such as cereal or breads in the mess hall.

### **What if they don't like the food?**

We have a variety of offerings at every meal. Between the main meal, salad bar, and side dishes, your child will find something to eat.

### **What if they don't want to participate in the activity or overnight?**

We encourage our campers to take advantage of all of the amazing activities and programs that camp has to offer. Our counselors participate in the activities with the campers, which often comforts our younger campers who may be nervous or afraid to try new things. Ultimately, we cannot force a camper to try an activity that they do not want to do, however we do our best to get each camper to participate.

In terms of the overnight, the youngest campers are not forced to go on one. The older Units and Sections do go on an overnight, however if you notify us that your child has a condition where an overnight is not in their best interest (i.e. bad back, extremely terrified of overnights) then we would allow them to be boated back before bedtime to sleep in the Health Centre.

### **How do you handle medications?**

All medications are kept in the Health Centre. Campers who take medication every day typically go after meals, unless they need to take it at a specific time (i.e. if they usually take their medications before eating or if they need to take Advil for a headache).

### **How many letters will I get?**

We encourage campers to write home at least twice a week.

### **How many letters can I send?**

You can send your child as many letters as you like!

### **Can I send my child a package?**

Absolutely, as long as the package does not have any food in it. Packages are checked by our Office Staff to ensure that there is no food before given to the camper. Campers usually receive items such as magazines, stickers, small stuffed animals, and other dollar store type items in their packages.

### **Can I email my child?**

Yes, you can email your child twice per week.

### **What if they wet their bed?**

Typically, we expect campers to be fully toilet trained before coming to overnight camp. However, we recognize that accidents can still happen. If you suspect this could become an issue at camp, please send them with a few pairs of extra sheets. Our staff will help change campers' sheets when a camper wets the bed and sends them to special laundry to get washed. We have a few campers who sometimes wear pull-ups, which is completely fine. Please inform your child's Unit or Section Head if this is the case.

### **What if my child gets hurt?**

Our staff all have some level of First Aid and CPR training. We always have a doctor on site and registered nurses who are all trained in their fields ensuring

that our campers receive the best care. If the injury needs further attending to, there is also hospital in town. Our campers never go to the hospital alone and are always accompanied by a staff member. If a camper gets seriously injured (which is extremely rare) the Health Centre will phone home to inform the parents. They do not phone home for every bug bite or scratch, and use their discretion to determine when it is necessary to call home.

### **What if my child is scared at night?**

There is always one counselor who stays in the cabin on night duty, so your child is never alone. Our staff are nurturing and there to support your child when they have fears.

### **What if they need a nightlight?**

Many staff members bring 'Christmas lights' and hang them up in the staff area. This allows the cabin to have some light during the nighttime, and it often comforts the campers. Campers can also bring flashlights or the round mini tap lights as nightlights as well. These are both battery operated.

### **Should they bring a stuffed animal?**

Yes, they can. Many campers bring stuffed animals, usually something small.