

# COMMUNICATING WITH YOUR CAMPERS & WITH CAMP

## PHONE CALL POLICY

### ***Telephone Contact between Campers and Home***

We do NOT permit phone contact between campers and home, except for camper birthdays (see below) and when a family situation at home warrants immediate communication. Sounds like “tough love”, but we have very good and well-proven reasons for this policy. In our experience, it is very disruptive for a child who is learning to get the most from the away-from-home experience. For any child prone to homesickness, which we help them significantly to overcome, phone contact with parents is regressive.

### ***Camper Birthday Calls***

You are more than welcome to call and speak to your camper on their birthday. The best times are between 8:45am and 9:00am or 6:30pm and 6:45pm. Please don't spend too much time on the phone, particularly during dinner so they don't miss the entire camp present them with a birthday cake and sing “Happy Birthday”.

### ***You Can Call Us***

Feel free to call Vic, Craig, or Margot at any time. If we are not immediately available, we will return your call within a day. **However, calling camp repeatedly for “daily updates” is unnecessary and discouraged, except for medical reasons and other compelling issues that may arise from time to time.** And if you wish, we will arrange a call between you and the Section Heads. The best time to speak to any of us or the Section Heads are 8:45am-9:15am, 12:30pm-1:00pm or 6:30pm-7:00pm, although, if you have to leave a message at any time, we'll try our best to get back to you ASAP.

**Please do not call camp before 8am or after 9:30pm unless it is an absolute emergency.**

### ***When You Will Hear From Us***

No news is good news. However, if there is a problem we will call you to discuss the matter. Our basic philosophy is to involve the parents whenever the situation so warrants. We will call if your child visits the hospital, is confined to the infirmary for 2 days, or exhibits any health or behavioral issues of concern.

## WE'RE TAKING A SUMMER HOLIDAY FROM EMAIL

In case you have been using email to communicate with us in our city offices, during the summer it's best to call. During camp we're up in the woods and always outdoors playing with the kids and only checking emails sporadically. As our Section Heads do not have access to email, it is best to call the office should you wish to discuss any camper related issues.

**DURING THE SUMMER, PHONE CALLS ARE BEST IF YOU WANT A TIMELY RESPONSE.**

