

Mansfield's  
**HOLIDAY HILL DAY CAMP  
PARENT HANDBOOK**

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**Lloyd and Gwen Duff, Founders/Owners**                      **Dudley and Wendy Duff Hamlin, Directors**  
**Holiday Recreation Center, Inc., 41 Chaffeeville Road, Mansfield Center, CT 06250-1112**  
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The following information may be of help as your opening day of camp approaches. Keep this sheet with your other camp information for easy reference. It cites many important ideas and policies. Please review it all and contact us if you have any questions.

**Summer Camp Hours:** Mon. - Fri. 9 a.m. - 4 p.m.

**Extended Camp Hours:** 8:00 a.m. and 5:00 p.m.

**Half-Day Kindercamp:** Mon.- Fri. 9 a.m.- 12:30 p.m. Parents pick up campers at 12:30 p.m. after lunch with the group.

**Registration Policies:**

- To register you may pay in full or make a \$200 per session (\$100 per week) deposit with payment plan. Full Tuition is due no later than June 1st. If final payment is not received by June 1st, your registration may be cancelled and your deposit forfeited unless other arrangements have been made.
  - To Register with a Deposit by January 31st, three equal installments must be made on March 1, April 1, and May 1. To set up an alternate payment plan, please call the Camp Office.
  - To Register with a Deposit by March 31st, two equal installments must be made for May 1 and June 1 To set up an alternate payment plan, please call the Camp Office.
- Added sessions or weeks will be billed at the "next best" rate from initial enrollment.

**Cancellation and Reduction Refund Policies**

- There is no charge for switching from one session to another or one week to another, providing the number of weeks attending remains the same.
- Changes in the number of sessions/weeks attending will be refunded as follows:
  - Withdrawal before May 1 – Full tuition reimbursed minus \$100 per week.
  - Reduction of weeks before May 1 – Full tuition reimbursed.
  - Withdrawal or reduction of weeks after May 1 – Half of tuition reimbursed.
- No refunds will be given for days missed due to illness, injury or family vacation.
  - In the event of absence for three consecutive days or more due to injury or illness beyond the camp's control we are happy to allow your child to make up the days missed later in the summer. A physician's note and approval from the directors must be received. (You may need to provide your own transportation for make-up days as routes change each session.)

**Clothing:** No special clothes are required for camp. Campers should dress for an active day outdoors. Raincoats or ponchos are a good idea for rainy days. Umbrellas are not, for the potential hazard they present in buses. Campers should bring a bathing suit and towel. All clothing should be marked to alleviate loss.

**Sun Protection:** Parents are encouraged to use sunscreen on campers before camp each day, and to send sunscreen to camp. Lotion is preferred, spray-on sunscreens are discouraged. Campers are encouraged to wear caps or hats.

**Lunches and Snacks:** Camper may subscribe to our camp lunch program or bring lunches, which are collected on arrival and kept refrigerated until noon, or subscribe to our Lunch Program. A separate order form will be sent closer to camp opening and will be available on our website. A reduced sugar, vitamin enriched fruit punch beverage is provided. Afternoon snacks may be packed with lunches and saved for later consumption. Morning snacks, if sent, should be kept separate from the lunch.

**Camp Store:** Our Camp Store has apparel, toys, stuffed animals, swim goggles, sunglasses, jewelry, mystery boxes, assorted snacks and drinks, and more! The store is open most of the camp day and is available to campers in the mornings until our opening meeting, before and after lunch, at the end of the day, and occasional group visit times throughout the week. Gift cards are available to parents who wish to provide money on account for their campers. Most items are relatively inexpensive. Larger purchases can be accomplished with check or credit card so that campers do not need to carry large sums of cash. Healthy snacks are available in the morning—granola and cereal bars, fruit snacks, etc. Ice Cream and candy are available only after lunch. Store

staff monitor camper behavior and will contact parents if there is any question about a child's purchase history. Feel free to contact the camp if you wish to limit your child's access to particular items.

**Personal Property Regulations:** We suggest not sending large amounts of money or other valuables to camp. Jewelry, radios and CD players, cellular phones, digital cameras, squirt guns, watches, electronic games and other paraphernalia are not needed and can be the source of unhappiness if lost or broken. Small items are available for purchase with cash from our camp store. For large items it's best to use an order form and send in a check. Any special items should be name labeled and can be kept in the camp office until needed. Pets may not come to camp without permission of the director. Possession of alcohol, drugs or weapons is not permitted and will result in expulsion.

**Communication:** We know that parents often have limited time to make phone calls and sometimes have a pressing need to "get through." For this reason, our phones are on and **ring in our office and homes twenty-four hours a day.** Most of the year our office hours are 9:00 a.m. to 5:00 p.m. and those are the best times to reach us. In cases of urgency or emergency, we will try to help you at any time. When you call our main number it may roll over to any one of our four lines. If you find our line busy, we're *really* busy. Try again in a few minutes. Your call may roll over to our answering machine. We check it often during camp and will try hard to return your call promptly. We appreciate your patience. We live and work here at camp year-round. Please keep this in mind when you call. We do answer on weekends, evenings and holidays. Please "think awhile before you dial", but never hesitate to call us if you need us.

**Transportation:** The camp will communicate your transportation arrangements in a report contained in the Acceptance Packet sent in response to your registration. A confirmation phone call will be made to your home during the weekend before each session you child/ren attend. Campers are required to remain seated throughout the ride to and from camp. Seat belts, if provided, must be worn. Drivers and Counselors are in charge of safe operation and appropriate behavior. Campers not cooperating with supervisory staff may lose the privilege of transportation. Any requested changes to your transportation plan must be communicated to the Directors.

**Visitation:** Parents are welcome at any time. Please check in at the office for an identification tag. Visitation by friends or relatives is allowed for limited times when accompanied by an adult. Campers may bring a friend to camp only after permission from the directors has been granted. The visitor's parents will need to complete a Health History form for our files. A single day tuition fee will requested.

**Absentees:** Please call the camp in advance with any known absence. The camp will call you if an absence is unexplained.

**Late Arrival:** If children arrive at camp late, parents are asked to check in at the camp office with them.

**Early Departure:** Requests for early departure should be made in writing in advance. Emergency changes by phone must be made by 3:00 p.m. Parents picking up campers before the camp day ends must sign them out from the office.

**Daily Parent Pick Up of Campers:** Parents picking up campers at the end of the day must sign them out at the corner of the assembly tent with a designated counselor and clipboard sign out sheet. Please do not take your child without this acknowledgment.

**Release of Campers:** Parents or guardians must inform the camp if their child is to be released to anyone other than themselves.

**Overnight Program:** Our Overnight Program is an optional Friday night program for campers in our Middle and Older Divisions (grades 4 and above). Permission slips are sent home with campers in advance of each event requesting parental signature and the overnight fee. Parents are reminded that overnight campers should be picked up promptly at 9:00 a.m. on Saturday mornings.

**Up-to-Night Campfire Program:** Our "Up-to-Night" Program is an optional Tuesday night program for campers in our Younger Division (grades 1-3). Permission slips are sent home with campers in advance of each event requesting parental signature and the Up-to-Night fee. Parents are reminded that Up-to-Night campers should be picked up promptly at 8:00 p.m. on the evening of the event.

**Dance and Theater Camps Evening Shows:** The second Thursday of each session is the regularly scheduled evening for each session's culminating performance by our Dance Camp and Theater Camp participants. Shows start in our amphitheater at 6:00 PM. Parents, relatives and friends are welcome. Admission is free.

**Extended Camp Care:** Parents wishing to drop their children at camp before the regular 9 a.m. starting time or pick them up after the regular 4:00 p.m. close of camp may subscribe to the Extended Camp Program. Cost is \$5.00 per morning or afternoon attendance. Call the camp office to make arrangements.

**Gratuities Policy:** In keeping with our desire that each camper be treated equally, staff members are instructed not to accept tips or expensive gifts from parents or campers. Counselors may accept small tokens of affection. Expensive gifts or cash should be directed to the office, where the money will be set aside in a fund for staff benefits such as parties, trips or equitable distribution.

**Camp Nurse:** A registered nurse is on duty during the camp day. Our nurse will contact you by phone or note in the event that your child is seen for any reason beyond a routine issue. Injured or ill children will need to be transported home or to a doctor's care by parents/guardians except in case of emergency. At times other than the regular camp day, and in the rare instance that the nurse is temporarily not on duty, the camp operates with a designated Director of First Aid, under the supervision of our Camp Doctor and in accordance with State Health Department guidelines for camps.

**Insurance Information:** PARENTS/GUARDIANS WILL BE RESPONSIBLE FOR ALL Rx MEDICATIONS, MEDICAL AND DENTAL EXPENSES INCURRED FOR SERVICES RENDERED OUTSIDE THE CAMP FACILITIES. FAMILY HEALTH INSURANCE INFORMATION SHOULD BE INDICATED ON THE FIRST PAGE OF THE HEALTH HISTORY FORM.

**Camper-to-Counselor Communication Away From Camp:** Our counselors are expected to abide by our policy that any communication with campers needs to be cleared through our office and a camper's parents. In general, we discourage any outside camp communication between staff and campers. While we can closely supervise our staff during the camp season, this close level of supervision ends when the camp season ends. It is difficult to monitor all of the ways that young people may communicate with each other, and we want to partner with our camper parents to ensure that all camper-to-staff or staff-to-camper, as well as camper-to-camper communications are healthy and appropriate. While we cannot control or be responsible for out-of-camp communication, we can certainly be an influence for healthy behavior and communication between our campers and staff away from camp. Should you wish to permit post camp communication in person or via the internet, we encourage you to monitor it closely. Never hesitate to contact us with your concerns in this area.

**Internet Use and other Technologies and Camp:** We are aware of the appeal of social networking sites such as Facebook, MySpace and others. There are many appropriate uses for these sites and your child may or may not be a registered participant. There are also inappropriate ways to use these sites. We are in the business of providing children with opportunities that enhance their childhood experiences. Our staff are intelligent, nurturing, young adults who work at Holiday Hill with the best interests of our campers in mind. As young adults a staff person may communicate with his or her peers on these sites at a maturity level he or she would not use with children at camp. Our campers are not exposed to such conversations at camp because we want to ensure developmentally appropriate topics of conversation and physical interactions between our campers and counselors.

**Cell Phone Use at Camp:** Cell phones are not to be used at camp by campers or staff. Aside from the fact that cell phones are expensive and can get lost or stolen, and that the physical camp environment is not kind to such items, there are two fundamental problems with campers or counselors using cell phones at camp, and those are focus and trust. Just as our laws recognize the distraction that cell phone use poses to driving, we recognize that when a camper or counselor is talking on a cell phone they are mentally and spiritually disengaged from the people and activities around them. This disengagement may simply be inconvenient, impolite or distracting to the camp community. It is certainly a hindrance to the development of positive relationships at camp and may at times be truly dangerous, depending on the activity at hand.

In regard to communicating with your child, we understand the need or desire of some families to equip their child/ren with mobile phones to facilitate messaging while in transit to and from camp. Like video games and music players, use of these devices on our buses and vans is allowed. If you need to contact your child during the camp day with a change in plans, or for any reason, we are happy to have you call our camp office and we will pass along a message or have your child return the call at a convenient time. In this way, we can help you achieve your family goals.

Regarding trust, when children come to camp they—and you—are making a leap of faith, temporarily transferring their primary care from you as their parents to us and their counselors. This is one of the growth-producing, yet challenging aspects of camp. As children learn to trust other caring adults, they grow and learn, little by little, to solve some of their own challenges. We believe this emerging independence is one of the greatest benefits of camp. It is one important way your child develops greater resilience. Contacting you by phone during the camp day to seek your intervention in a camp issue essentially means they have not made this transition. It prevents us from getting to problems that may arise and addressing them quickly. Sending a cell phone to camp for this purpose is like saying to your child that you as the parent haven't truly come to peace with the notion of them being away from you and in our care.

We agree to tell you if your child is experiencing a challenge in their adjustment to camp. *You can help* by talking with your child *before they leave for camp* and telling them that there is always someone they can reach out to, whether it be their counselor, a trusted activity leader, the Division Coordinators and Assistant Directors, the Directors or the Camp Nurse. We are all here to help, but if *you* don't trust us, your children certainly won't.