



6993 Hickory Nut Gap Rd. PO Box 428 Banner Elk, NC 2860

info@holstoncenter.org; www.holstoncenter.org

844-465-7866 phone

DAY CAMP HANDBOOK

A Guide for Guardians

Holston Camp and Retreat Center extends a most sincere welcome to you and your child. We look forward to our association with you this summer and will do our best to make your child's stay a happy and rewarding experience. This handbook is intended to provide you with general information and make you feel at ease. We also have a FAQ section on our webpage. We welcome phone calls and emails if you have further questions or concerns.

Madeline Chandler, Executive Director
Mitchell Cline, Office Manager

(919) 618-5662 -cell
(844) 465-7866 -office

mchandler@holstoncenter.org
mcline@holstoncenter.org

BEFORE CAMP

A general health form is required for each camper, which includes the doctor's contact information. It is part of the online registration process.

COMMUNICATION

Call us if your child will be arriving late, leaving early, or will not be attending camp that day.

Communicate your intentions to Madeline Chandler, Executive Director at (919) 618-5622 (text or call) or mchandler@holstoncenter.org.

TECHNOLOGY

One of the values of Holston's programs is our "unplugged" approach. For this reason, we ask that you DO NOT send cell phones, smart watches, or other electronics with your camper!

If there is a problem concerning your camper, the Program Director or Day Camp Director will contact you.

Tobacco, Alcohol, Firearms, Weapons, and Illegal Drugs are not allowed at Holston Camp.

BIRTHDAYS

Birthdays are special occasions at camp! To assure a celebration please alert the Day Camp Director and counselors on registration date.

BEHAVIOR

Campers are expected to behave in a socially acceptable manner while engaging in community activities. Holston staff are trained to provide constructive activities, positive lessons, and patient engagement with each camper. Disruptive behavior that continues to occur, impair the ability of our staff to manage the group, and create the inability for other campers to enjoy themselves will not be tolerated.

Instances of bullying, hitting, inappropriate touching, or abusive or vulgar language will result in a warning to the camper and to the parent/guardian. If the behavior continues, the parent/guardian will be asked to withdraw the camper from the camp until the Camp Director can be assured that the behavior has been modified.



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Please review this information with your camper so camp is an enjoyable experience for everyone present.

FOOD AND MEALS

Lunch and snacks at camp are nutritionally balanced and prepared by qualified, experienced staff. *Due to allergies, please do not send snacks with your camper without speaking to the Day Camp Director.* Any dietary restrictions (allergies or otherwise) should be noted on the registration form so that the kitchen manager can anticipate the need. We can accommodate most dietary requirements (gluten free, lactose intolerance, nut free, etc.). If your camper has a dietary restriction and you must send food, please see Madeline Chandler, Executive Director on the first day of camp.

LOST AND FOUND

When you pick up your camper, please check to make sure they have all their belongings. Call the camp immediately if you determine that something is missing. The best prevention is to label all items with your camper's name.

CAMP STORE

The camp store will be open for parents to purchase apparel, water bottles, and other Holston camp swag. Camp store hours are TBD.

CANCELLATION/REFUND POLICY

If your camper is unable to attend camp as planned, please notify us by calling 844-HOLSTON. We do not wish to be punitive to our camper families that must cancel their reservation. Refunds will be considered under the following circumstances:

- Parents may request a refund for the full balance minus the deposit fee if cancellation is made prior 30 days to check-in.
- Within 10 days of check-in, refunds for the full balance minus the deposit fee will only be allotted for cancellations in the event of exposure to or contraction of a contagious illness, including Covid-19.
- Unless there are extraordinary circumstances, the deposit fee of \$25 is non-refundable.
- If a camper is sent home due to misbehavior by the Director, there will be no refunds.

TIME/LOCATION

Our Day Camp hours are 8:00 a.m. – 5:00 p.m.

Drop off between 8:00 and 8:30 at the building designated for your group. Activities begin at 8:30 a.m. Please be prompt.

Pick-up between 4:30 and 5:00. Inform the Day Camp Director and your camper's counselors if you plan to pick-up early. Please do not pick-up late. Pick-up may be at an alternate location depending on the activity.



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The Program Director, Day Camp Director, or camper's counselors will communicate any schedule changes.

SPECIAL MEDICAL NEEDS/MEDICATIONS

All medications or allergies must be noted at registration. All medications that are brought to camp are stored and dispensed by the Program Director. If prescription medications are sent to camp it must be in the original pharmacy container listing camper's name, medication and dosage prescribed. If non-prescription medications are needed, the Program Director will give these medications per the recommended dosage.

FIRST AID

Your child's well-being and safety is of the utmost importance to the staff at Holston Center Day Camp.

We know that children often collect bruises and injuries as they play at home and at camp. We are prepared to administer simple first aid to any camper who receives a simple cut or bruise. If your child receives a serious injury, we will call EMS and contact the parent or guardian immediately.

Counselors will log information about injuries as they occur at camp. If your child suffers a minor injury at day camp, we will report the injury to you at the time of pickup. If an injured child wishes to communicate with a parent or guardian, we will gladly assist the child to make a telephone call.

As a courtesy, please let a counselor know of any injuries occurring to your child out of camp.

Camp Staff is required to report any suspected acts of abuse at home to social services for investigation.

What to Bring to Camp (*please bring these items daily*)

A Daypack with:

- Modest swimsuit
- Dry towel
- Water bottle
- Sturdy outdoor shoes or activity sandals (no flip-flops)
- Extra pair of old shoes or pair of aquatic shoes for creek walks and water play
- Insect repellent
- Book, coloring pages, or other quiet activity
- Sunscreen