



## One Heartland, Inc. Family Guide



Please take a few minutes to read the following regarding One Heartland, Inc.'s programs.

### Summer Session Dates and Locations:

- Junior Counselor I: May 31 – July 5, 2018, Willow River, MN
- Leader In Training I: June 9 – 21, 2018, Willow River, MN
- Camp Heartland I: June 9 – 14, 2018, Willow River, MN
- Camp Northstar I: June 17 – 21, 2018, Willow River, MN
- Camp 5210 : June 24 – 28, 2018, Willow River, MN
- Camp Northstar II: July 1 – 5, 2018, Willow River, MN
- Leader In Training II: July 8 – 20, 2018, Willow River, MN
- Camp True Colors, MN I: July 8 – 12, 2017, Willow River, MN
- Junior Counselor II: July 12 – August 5, 2018, Willow River, MN
- Camp Heartland II: July 15 – 20, 2018, Willow River, MN
- Camp True Colors, MN II: July 8 – 12, 2018, Willow River, MN
- Camp Hollywood HEART: August 13 – 19, 2018, Malibu, CA

Any questions please contact the following:

### Questions regarding registration & travel

Justine Ellingson  
 Registration and Travel Manager  
[Justine@oneheartland.org](mailto:Justine@oneheartland.org)  
 888.545.6658  
 763.232.3349 on travel days only

### Questions regarding program & policies

Jill Rudolph  
 National Camp Director  
[jillrudolph@oneheartland.org](mailto:jillrudolph@oneheartland.org)  
 218.372.3988  
 847.749.5862 on travel days only

### How to Contact One Heartland, Inc.

Willow River, MN office: 218.372.3988

### Participant's Mailing Address:

#### **In Minnesota:**

One Heartland Center  
 Attn: (Participant's Name)  
 26001 Heinz Road  
 Willow River, MN 55795

#### **In California:**

Camp Hollywood Heart  
 Attn: (Participant's Name)  
 c/o Gindling Hilltop Camp  
 11495 E. Pacific Coast Hwy.  
 Malibu, CA 90265

Remember: it will take 2 to 3 days for your letter to arrive at camp. The use of the camp's telephone and cell phones are not permitted. Camp staff will contact you in case of an emergency, medical issue, or special occasion.

## Attendance

If you/your child/children will **NOT** be able to attend camp this summer for any reason, **you are expected to give us at least 3 weeks notice** so we have time to invite another participant. If that is not possible due to an emergency or sudden illness, please notify us as soon as you can. If you think you will be canceling for any reason, please notify **Justine Ellingson at 888.545.6658 or justine@oneheartland.org immediately**. If a flight was purchased for the participant we will be requesting more information ex. doctor's letter etc.

## While at Camp

### Cabins:

Participants and counselors sleep on bunk-beds in cabins. Each cabin is staffed with at least 2 counselors at an approximate ratio of 1 counselor to every 4 participants. All bedding is provided by camp.

### Staff:

All summer staff go through an application process which includes an application, three references, an interview and a background check/sexual offender screen. The best applicants are then provided with a comprehensive training on issues including but not limited to camp counseling, homesickness, behavior management and populations served. Lastly, our staff members are fun, energetic and devoted to making camp a great time.

### Activities:

While at camp you/your participants will enjoy activities such as a five-story climbing wall, fishing, canoeing, swimming, sports, arts, nature hikes, games, biking, barnyard, gardening and cooking, etc. (depending on the site). They will also have the option to participate in discussion groups, educational sessions or informational fairs all led by professionals. Along with the fun activities participants take away with them self-confidence, life skills, friendships and memories.

### Meals:

Participants are provided with 3 balanced meals daily and have the option of visiting the salad bar. During most sessions, snacks are offered twice daily. In addition, we recognize the individual dietary needs of our campers and have special foods as well as snack foods available to guarantee that our participants get the nutrition they need.

### What to Bring to Camp:

The following list represents the suggested minimum items needed for a 5 or 6-day stay at camp during the summer. If you are attending a shorter session, you will need to adjust the number of items accordingly. If you do not have some of the items on this list, please call the One Heartland Center at 888.545.6658 to see if we can help. Frequently we get these items donated. Mark each item with the participant's FULL NAME using a permanent marker.

#### Clothing:

1 sweatshirt	1-2 pairs of long pants	4 pairs of shorts
1 swimsuit (one piece)	1-2 pairs of pajamas	1 pair of athletic shoes
4-6 T-shirts	6-7 pairs of underwear	1 raincoat/poncho
1 long sleeve T-shirt	6-7 pairs of socks	1 pair of shower shoes

**Please note: The participant's clothing could get stained, dirty or ruined so please send appropriate clothing.**

#### Other items:

- ❖ Toothbrush and toothpaste
- ❖ 1 towel and washcloth
- ❖ Soap and shampoo
- ❖ Sunscreen
- ❖ Flashlight
- ❖ Laundry bag with your child's name on it
- ❖ Bug spray
- ❖ Deodorant
- ❖ **All medications in their original prescription containers.**

**One Heartland cannot be held responsible for items that are lost or stolen.**

**One Heartland will provide all sheets, blankets and pillows. Please DO NOT send.**

### What NOT to Bring to Camp:

To ensure the safety of all participants, One Heartland, Inc. conducts an initial check of all participants' belongings to make sure they have everything they need for camp and to ensure they do not have weapons or other prohibited items. The possession of weapons, alcohol or illegal drugs will result in parental/guardian notification and possible dismissal from camp. One Heartland, Inc. reserves the right to conduct periodic searches of individuals and their belongings we suspect may be in possession of any prohibited item. Prohibited items include, but are not limited to the following:

- ❖ Electronics ex. Ipad, Ipad
- ❖ Fireworks
- ❖ Cigarettes or illegal drugs including marijuana
- ❖ Alcohol
- ❖ Weapons and ammunition
- ❖ Knives
- ❖ Expensive jewelry or watches
- ❖ Cellular phones
- ❖ Spending money (unless your child is checking luggage at the airport)
- ❖ Food and candy (no food items are permitted in the cabins)
- ❖ Animals/pets
- ❖ Personal sports equipment
- ❖ Vehicles

### We ask that you pack with your child to ensure that your child packs only appropriate items.

#### Cell phone policy:

We ask that no cell phones be sent with participants. No cell phones will be allowed with the participants during the camp sessions. This is to protect all participants' privacy and allows them to focus on the task at hand. If a participant brings a cell phone with them One Heartland, Inc. will store the phone until they part from the program. The phones will not be charged by One Heartland.

### Health and Safety

#### One Heartland is an accredited program by the American Camp Association. What does that mean?

- Accreditation identifies those programs which offer a solid foundation of health, safety, and program quality.
- Assurance that One Heartland, Inc. complies with up to 300 health, safety, and program quality standards.
- Solid proof of One Heartland, Inc.'s accountability, credibility, and commitment.
- Evidence that One Heartland, Inc. cares.
- It demonstrates One Heartland, Inc. has gone to great lengths, has been evaluated, and has passed the test!
- It shows One Heartland, Inc. continually seeks expert counsel. Experts from many fields: The American Academy of Pediatrics, American Red Cross, etc., continually work with ACA to improve our camp standards program.

#### Arrival:

Upon arrival to camp or within 24 hours, participants will be directed to the Health Center, also known as "Club Meds" for a health screening to assess for any acute illness (cold, sore throat, ear ache, etc.) or any medical/health issue which may have changed since paperwork was submitted. Also, at this time, all medications – prescribed or over the counter – will be checked in by a licensed volunteer. Before leaving camp for home, participants will "check-out" with their licensed volunteer and all medications will be returned to them. **Please be sure to pack all medications you/your child/children will need while they are at camp. Please include an additional 24 hours worth as well. We do not want participants to go without their medications during camp.**

#### Medications:

Families are responsible for getting all needed medications to camp. Medications should be sent with or in the participant's luggage. **Please keep them in the original prescription bottle.** Please be sure the medications are properly identified with the participant's name, medication name, medication strength and times of administration. If refrigeration is required, please have the storage container marked with the participant's name on it. **It would be helpful to send a few extra days of medicine in case of an extended stay.**

#### Club Meds (health center) at Camp:

We should already have all the medical information necessary and contact information for you and your child's physician (cell phone #). However, if there have been any changes since filling out the camp paperwork such as health treatment, medication routine, or you would like to discuss anything about the health care of you/your child while at camp, please feel free to call our licensed volunteers at 888.545.6658 during camp sessions.

All medications are properly stored in Club Meds and are administered by a licensed volunteer. Apart from special cases, there is no exception to this rule, unless deemed necessary. These guidelines have been developed to make EVERYONE'S stay with us as safe as possible.

**Accidents or Illness:**

In case of a minor accident or illness, proper medical care will be administered by our licensed volunteers. Reports will be filed and reviewed for all incidents.

It is the One Heartland, Inc. Club Med’s policy to contact guardian when:

1. There is a question regarding participant’s health, diet or medications
2. When a participant is taken to an out-of-camp healthcare setting (clinic or hospital)
3. When a participant is started on a prescription medication (an antibiotic for an ear infection, for example) as deemed necessary by a physician or nurse practitioner

One Heartland, Inc. will make every attempt to contact you under the above situations. **Please make sure if you are going to be at a different phone number while your child/children are away at camp that you notify One Heartland with that information.**

**Emergency Procedures:**

In case of serious illness or injury, the following procedures will be taken by the One Heartland, Inc. staff:

1. Contact 911
2. Administer immediate First Aid/CPR
3. Attempt to contact the parent/guardian or emergency contact
4. Transport to nearest hospital
5. File an accident report

**One Heartland Standards**

**Pick-up Policy:**

Staff **cannot** under any circumstances release participants to anyone other than the authorized parent/guardian, or individual authorized by the parent/guardian in writing, including relatives of the participant. Sign-in and sign-out log books are maintained and kept at the camp’s office. **The adult will need to provide valid photo identification upon request.** In cases where one parent/guardian has custody of the camper and the non-custodial parent/guardian has restricted visitation, the custodial parent/guardian must provide the camp with a copy of the custody order (and restraining order if appropriate). Please understand the above measures are taken in order to protect everyone. We fully appreciate your cooperation with this policy.

**Camper Supervision:**

Each cabin/activity is staffed with at least 2 counselors at an approximate ratio of 1 counselor to every 4 participants. The following ratios apply to all activities at camp with no exceptions:

Camper Age	Number of Staff	Overnight Campers	Day-only Campers
5 years & younger	1	5	6
6-8 years	1	6	8
9-14 years	1	8	10
15-18 years	1	10	12

Camper Description	Staff	Campers
Needing constant and individual assistance or supervision	1	1 (rarely occurs)
Needing close but not constant assistance or supervision	1	2
Needing occasional assistance	1	4
Needing minimal assistance	1	5

**“Three’s Company” Policy:**

For the protection of all participants, staff, volunteers and visitors, it is the firm policy of One Heartland, Inc. to prohibit any isolated interaction between a staff and participant inside any building or in an area that is not within eyesight and/or ear-shot of a third person. Specifically, counselors and other adults may never spend any time alone with any individual participant in the cabin, bathroom, showering areas, forest trails, automobile, or any other area that could ever be considered private. **There must be a minimum of three people together at all times.**

**Child Abuse and Neglect Policy:**

It is One Heartland, Inc.’s policy that all staff members who suspect that a minor in their care is being abused or has been abused or neglected are required to report the matter to the Camp Director. One Heartland, Inc. is required to make an official report on behalf of the child to a child protection agency. Reports are kept confidential. A referral may be made to a child protection agency without conferring with the participant’s family.

Reporting should be regarded as a request for an investigation into a suspected incident of abuse or neglect. A report does not necessarily constitute a proven fact; rather, it is the raising of a question about the state of a minor. Making a report can be the beginning of a process to help families with their problems and to protect their minor.

**Discipline Policy:** Discipline will be based on an understanding of the participant's needs and will encourage the participant to develop self-control, appropriate behavior and respect for the rights of others. Each participant will be listened to and treated with respect and fairness. Staff may approach inappropriate behavior using methods such as redirecting, conflict resolution, problem solving, alternative activities and logical consequences. During all One Heartland, Inc. programs, participants are expected to follow **the five general standards: (SPARC) Safety, Participation, Acceptance, Respect and Compromise.**

**Serious Discipline Policy:** We define a serious discipline problem as one where the Camp Director determines a participant is engaging in inappropriate behavior that includes, but is not limited to the following:

1. Inflicting physical or emotional harm to self or others
2. Destroying property
3. Consistently disrupting the program
4. Failure to adequately respond to regular discipline

**One Heartland, Inc. reserves the right to dismiss any participant from the program.**

One Heartland, Inc.'s policies and procedures are subject to change as warranted by the needs of the program.

**Thank you for taking the time to read this program guide. By initialing on the Consent and Release form you understand and agree to all the information in this packet. Please keep this program guide for your reference.**