



One Heartland, Inc. Travel Guide 2018



Any questions please contact the following:

Questions regarding registration & travel

Justine Ellingson
Registration and Travel Manager
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
218.372.3988
847.749.5862 on travel days only

Transportation

Driving to camp

If you are driving to camp, you will be notified prior to camp what time you may arrive to drop off and pick up participants at camp. Please see the directions to camp below:

Directions to One Heartland Center, Minnesota programs

- Take I-35 North from the Twin Cities or South from Duluth.
- Exit at the Willow River exit (#205)
- Go West 0.5 miles to the stop sign
- Take a left and head South, on Highway 61 for 0.8 miles
- Take a right on Long Lake Road and head West for 1.2 miles
- Take a right on Heinz Road and head West for 0.5 miles
- Take a right on Margolis Trail to One Heartland Center.
- Drive down the dirt road.
- There will be a parking lot on the right side. Park and walk to the main lodge

Directions to Gindling Hilltop Camp, California programs

From the Valley:

- Take the Ventura Freeway (101) West
- Exit at Kanan Road
- Turn left, cross over the freeway and continue through the canyon until you reach Pacific Coast Highway
- Turn right and head north on PCH for 10 miles (2 miles past Leo Carillo Beach)
- Turn right onto Yerba Buena Road. (Corner of PCH and Yerba Buena is Neptune's Net Restaurant)
- For Gindling Hilltop Camp, travel another ½ mile up Yerba Buena
- Enter Gate 4 on the left
- The road winds 1.5 miles up to Hilltop

From LAX:

- Exit the airport, and take Century Boulevard to the San Diego Freeway (405)
- Get onto the 405 heading North, and watch for the Santa Monica Freeway (10) heading West
- Take the Santa Monica Freeway (10) West until it turns into Pacific Coast Highway
- Travel North past Pepperdine University
- Continue another 15 miles (2 miles past Leo Carillo Beach)
- Turn right onto Yerba Buena Road. (Corner of PCH and Yerba Buena is Neptune's Net Restaurant)
- For Gindling Hilltop Camp, travel another ½ mile up Yerba Buena
- Enter Gate 4 on the left
- The road winds 1.5 miles up to Hilltop

Angel Flights

If you/your child/ren are flying on an Angel Flight, please read the following information carefully. Angel Flight Central (used for programs in Minnesota) and Angel Flight West (used for Camp Hollywood HEART) are nonprofit organizations that provide flights to camp at no cost to One Heartland, Inc. or its participants. This is made possible through the VERY generous staff and volunteer pilots of both organizations. **One Heartland, Inc. would not be able to provide programs without these two organizations.** It is **CRITICAL** that if you are provided with an Angel Flight, you adhere to the following or you/your child/ren **WILL NOT** be allowed to return to a One Heartland, Inc. program:

- You must complete **ALL** required paperwork and submit to One Heartland, Inc. by the deadline.
- Angel Flight works hard to find pilots for all campers. Sometimes pilots are not found until a day or two before camp starts. **PLEASE BE PATIENT.** We really are working hard to find a way to get you/your child to camp.
- Sometimes we are not able to find a pilot or a pilot may have to cancel a flight due to mechanical issues or weather. If this happens, we will do what we can to find alternate travel arrangements, such as booking a commercial flight.
- You will be called by the pilot who signs up to fly you/your child to camp. They will let you know which airport they will meet you at and what time to be there. **You are responsible for getting your child to the airport and picking them up after camp.**
- Please note that because these are small airplanes, the airport used will most likely be a small airport, not a commercial airport. Angel Flight tries to use the small airport closest to your residence but please remember to be flexible. Sometimes you might be required to travel a little further to meet up with the pilot.
- These airplanes are small and usually accommodate 4-6 people, including the pilot. We attempt to group families together as best we can, but because each airplane is different and can only handle a certain amount of weight, larger families may need to be split up.
- **Each passenger is allowed only 30 pounds of luggage.** Please weigh your luggage before you leave home. Please pack in soft sided luggage such as a duffel bag. Each plane is unique and has limited storage space. If you pack over 30 pounds or have a bag that is too large to fit in the plane, you will be asked to leave your baggage behind.
- The pilot's main focus needs to be flying the plane. Please remind your child/ren that they need to follow all instructions given by the pilot and please send along a book or small game they can play to occupy themselves during the flight.
- The pilot will let you know if it is okay to eat or drink on the plane.
- There are no bathrooms in small planes so please remind your child/ren to use the restroom before departing the airport.
- **We CANNOT stress enough how important it is that you THANK YOUR PILOT and be respectful to them!** These flights can cost them anywhere from \$500-\$3000 of their own money, not to mention all the time and coordination they put in to make these flights happen.
- **These flights are available due to the partnership between One Heartland, Inc. and Angel Flight. If we lose that partnership, camp will not happen.**
- **Angel Flight arrival policies:**
 - For participants that arrive via Angel Flight, upon arrival, staff will sign in the participants, including date and time of arrival. Staff will also contact the families of the participants to inform them of their arrival. Angel Flight pilots as well as the Angel Flight Mission Coordinator are in close contact with the Registration and Travel Manager on flight days regarding delays or cancellations.
 - In case of a delay, One Heartland staff will remain at the airport until the delayed participant has arrived. In case of a cancellation, the Registration and Travel Manager will work with the pilot and Angel Flight Mission Coordinator to reschedule the flight if possible. If that is not possible, the Registration and Travel Manager will book a commercial flight for the participant and will communicate all changes with the participant's family and with the Camp Director. Sometimes weather may cause a change in a flight plan which could result in the participant being dropped off at a different airport. Once the Registration and Travel Manager is aware of such a situation, they will send One Heartland staff to the new airport as soon as possible. The pilots are not allowed to leave the airport until a One Heartland staff member is there to supervise the participant.
- **Angel Flight departure policies:**
 - For participants that are departing via Angel Flight, they will be transported to the airport and kept in a designated airport until their pilot arrives to take them home. One Heartland staff will sign them out after checking to see that the pilot matches the pilot on the spreadsheet provided by Angel Flight.
 - In case of a delay, One Heartland staff will remain with the participant until their flight departs. In case of a cancellation, the Registration and Travel Manager will work with the pilot and the Angel Flight Mission Coordinator to reschedule the flight. If the flight cannot be rescheduled, a commercial flight will be booked for them. The participant will remain under the supervision of One Heartland staff until their flight departs. Any changes to the participant's itinerary will be communicated with their family.

Commercial Flights

If you/your child/ren are flying on a commercial flight, please read the following information carefully. One Heartland, Inc. arranges air travel on commercial airlines as our budget allows. Children 11 and under are required to travel using the Unaccompanied Minor service on aircraft. Children 12-15 often have the option to use this service. Young adults ages 16 and above do not travel using this service. Please see below for more information.

Young Adults 16 and above:

- You/your child/ren that are over 16 will be traveling by themselves to either the Minneapolis/St. Paul Airport or the Los Angeles International Airport, depending on which session they are attending.
- One Heartland, Inc. will book flights based on schedule and cost. Please note that sometimes early morning or late night flights are the most cost effective for us.
- When going to the airport, please arrive **TWO** hours before departure time. You will need to check in using the itinerary and confirmation number that will be sent to you prior to camp. Once you have checked in, you will receive a boarding pass. Do not lose this! Once you have your boarding pass, you will need to go through security. Parents/Guardians are typically not allowed to go through security. When you arrive in Minneapolis or Los Angeles, proceed to the baggage claim level and look for One Heartland staff. We will be wearing t-shirts that say One Heartland on them.
- When you leave camp, we will make sure you get checked in and through security.
- If any delays or cancellations occur, we will let families know as soon as we know. We will also let you know when the new arrive/departure time will be.

Children ages 12-15:

- Children this age may use the Unaccompanied Minor service if needed. Please see below for more information.
- If a parent/guardian is comfortable letting a 12-15 year old travel on their own, the same rules apply as stated above.

Children 7-11:

- Children this age are required to use the Unaccompanied Minor service. Every airline is different in their requirements. We take into consideration all rules and requirements of each airline when we choose which ticket to purchase.
- In order to set up this service, One Heartland, Inc. works directly with the airline to provide necessary information, such as who is dropping off and picking up the child at each airport, their contact information and any other information needed about the passenger.
- One Heartland, Inc. will also pay the fee for this service ahead of time if we are able to. The airline will have a record of this in the passenger's file.
- Please make sure you arrive at the airport at least **TWO** hours before the flight is scheduled.
- Check in directly with an agent. Some airlines have desks designated at "Special Services." They will have you fill out a form with all the information they need to have on the passenger, including who will be picking them up in Minneapolis. **(This information will be sent to you with the travel itinerary.)**
- Whoever is dropping off the participant will need to have a valid photo ID. They will be given a gate pass to accompany the participant through security. They will then need to proceed to the gate, let them know the participant is an Unaccompanied Minor, and then wait for further instruction.
- Once they are ready to board, airline staff will accompany the participant onto the aircraft. You are required to wait in the gate area until the flight departs.
- When they arrive in Minneapolis, our staff will be waiting at the gate. The airline staff will bring them off the plane, check our staff's ID and then release them to us.
- We will call you once they are off the plane.
- When they return home, the person picking them up will need to check in with an agent to obtain a gate pass to get through security. We recommend you get to the airport at least one hour before their flight is scheduled to arrive. You will need to go through security and wait at their gate until they arrive. The airline staff will match your ID to the paperwork and release the participant.

For all commercial flights:

- Please be sure to read the itinerary carefully. We highlight the date, departure and arrive times, airline information, etc. for you. Please allow plenty of time to get to the airport, get checked in and through security.
- Please send along snacks. Sometimes there are unexpected delays and the snacks provided by airlines are minimal.
- If your child's flight is cancelled, we will work to get it rebooked and communicate the new itinerary to you as soon as we can. Please know that we will accommodate them at camp until their new departure, if it is the next day.

BAGGAGE:

- One Heartland, Inc. **WILL NOT** be responsible for the cost of checking a bag.
- Every airline is different. Some charge none while others charge \$30 per checked bag.
- Please pack light and in carry on luggage.
- Every passenger is allowed one carry on bag (duffle bag, carry on suitcase) and one personal item such as a backpack.
- Laundry can be done at camp.
- **DO NOT PACK LIQUIDS IN CARRY ON LUGGAGE unless it is in bottles that are 3 ounces or less and fits in a one quart plastic bag. Many travel size toiletries are packaged in 3 ounce containers. The exception to this is medication. Please let security know if you are carrying on liquid medication and they will screen it separately.**
- We have many needed toiletries at camp including shampoo, conditioner, toothpaste, body wash, bug spray and sun screen.
- If you/your child have liquids over 3 ounces in a carry on, security will throw away that item.

Airport arrival policies:

- On days that participants arrive into the Minneapolis/St. Paul Airport or the Los Angeles Airport, One Heartland designates an area at the airport to serve as an area to keep all of the participants in one location. At this location, participants are signed in and their family is called to inform them of their arrival.
- One Heartland staff will continuously monitor the participants as well as perform periodic head counts. Staff will also accompany any participants to the restroom abiding by the Three's Company Rule: No staff or volunteer can ever be alone with any participant in any area that can ever be considered private. A third person or party must be within eyesight and/or eyeshot of the adult and participant. This is to protect the participants from potential abuse and the staff/volunteer from any potential allegations of abuse (see attached policy). The staff to participant ratio will always remain at 8 participants to one staff member.
- For the participants flying into Minneapolis, after staff have checked in a group of participants, a shuttle will take them to a nearby park where food and entertainment will be provided until all participants have arrived and are ready to be bussed up to camp. For the participants flying into Los Angeles Airport, all participants will be shuttled to the Santa Monica Airport and will wait in the designated area. Staff will provide food and entertainment until all participants have arrived and are ready to be bussed up to camp.
- In the event that a participant is an unaccompanied minor (for most airlines an unaccompanied minor is a child 14 years of age or younger flying by him/herself), designated staff will need to obtain a gate pass from the airline and will then proceed to the gate to obtain the child from the flight staff.
- If a flight is delayed, One Heartland staff will monitor the status of the flight. If a participant is set to arrive after the bus departs for camp, the Registration and Travel Manager and a designated staff member will remain at the airport until all participants have arrived. They will then provide food to the participant(s) and transport them to camp.

Airport departure policies:

Any child that is flying home will be accompanied by a staff member to check in for their flight. Again, One Heartland will designate an area at the airports for all the participants and staff to remain in until their flight leaves. Staff members will provide participants with games and food. All participants who are traveling as Unaccompanied Minors are accompanied to their gate by One Heartland staff who make sure that all participants board their planes safely. Staff remain at the gate until the plane has officially departed. One Heartland staff will notify families of any delays or cancellations. In case of any delays, One Heartland staff will remain with the participant until they depart. In case of a cancellation, One Heartland's Registration and Travel Manager will work with the airline to rebook the participant on the next flight available. One Heartland staff will remain with the participant until they depart. If the flight cannot be rebooked until the next day, the participant will be brought back to camp and will remain under close supervision until their flight departs. Families will be notified of the plan once a new flight has been booked.

Local

Local participant arrival policy:

All families of local participants are contacted with the meeting time, date and place to bring their participant. Once a child is under the supervision of One Heartland staff, they will be signed in and supervised by staff until all participants have arrived and are ready to be bussed to camp.

Participants driven to camp arrival policy:

Any participant that is brought directly to One Heartland is contacted with a specific time, date and place to bring their participant. Once the family arrives at camp they are told to park in the designated area and then accompany their child/children to registration. The child will then be signed in by One Heartland staff. Following sign-in, the participant will then be under the supervision of One Heartland staff. Participants who are dropped off directly at camp will be seen by Club Meds licensed volunteers, given a meal, and will participate in activities with staff.

Bus arrival policies:

When the bus arrives at One Heartland, they will park in front of the main building. All participants will be unloaded from the bus and will meet up with their counselors. Luggage will be unloaded by One Heartland staff and placed into the appropriate location to be taken to cabins. No luggage will be unloaded until all participants are clear of the bus. A designated staff on the bus will alert Registration and Travel Manager as well as Camp Director of any delays or issues.

Bus departure policies:

When the bus is departing, all participants are loaded into the bus in a single file manner. All luggage will be loaded by One Heartland staff previous to any participants. All luggage is to be identified and sorted prior to departure according to the bus/van it needs to be loaded into. Head counts are to be performed to ensure that all participants are accounted for and on the accurate designated vehicle before leaving the camp grounds. A designated staff on the bus will alert Registration and Travel Manager as well as the Camp Director of any delays or issues. The Registration and Travel Manager will let then parents/guardians know of any delays or issues via phone call or text.

Local participant departure policies:

All families of local participants are contacted with the meeting time, date and place to pick up their participant. Once a child's family has arrived, they are signed out by family.

Participants picked up at camp policy:

Any participant that was brought directly to One Heartland is contacted with a specific time, date and place to pick up their participant. Upon arrival to camp, families will park in the designated parking lot. They will then come to the main building where the staff will sign out the participant, releasing them to their family.

Communication – Arrival Day/Departure Day

As a reminder, One Heartland staff will alert parents/guardians/shelter/housing staff of any changes to arrival or departure times, including a delayed flight or bus, etc. If you know that you will be late to the drop off or pick up location, please contact Justine Ellingson, Registration and Travel Manager at 763.232.3349 as soon as possible.

Absentee participants:

If a participant does not show up at the designated place and time, One Heartland staff will make every attempt to contact the participant's family to locate the participant. If they are on their way to the meeting place, One Heartland staff will wait for them to arrive. If the participant is no longer planning to attend camp, One Heartland staff will notify the Camp Director.

In case of missing participant One Heartland staff will follow this procedure:

1. If a participant is suspected to be missing, gather all staff and participants to the meeting spot.
2. Refer to the participant sign in sheet and staff list to see if anyone is missing.
3. If it is determined that a participant is missing, grab another staff member and gather information about when the participant was last seen including whether anyone has a cell phone number for the participant.
4. Leave enough staff with the participants to have a ratio of 1 to 8. The available staff would exchange cell phone numbers and search for the participant.
5. The staff member that is waiting with the group should call the Registration and Travel Manager and the Camp Director to inform them of the situation.
6. If after 15-20 minutes of searching the participant is not found, go to the information desk and ask to have the participant paged.
7. Once again refer to the participant sign in sheet and staff list and do a recount.
8. If the participant is not found after paging and recount, call the Registration and Travel Manager and the Camp Director and inform them of the situation and wait for their direction.

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.