



2017

Family Resource Handbook



Pine Lake Camp is a ministry of The Salvation Army
Alberta & Northern Territories Division

Contact Information

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The Salvation Army - Pine Lake Camp

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Red Deer County, AB T0M 1R0

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Email: Megan_Clarke@can.salvationarmy.org

Pine Lake is 30 minutes south east of Red Deer (midway between Edmonton & Calgary).

Registration Deadline: two weeks before start of camp.

Visit www.pinelakecamp.ca to register!

Have you sent us all the necessary information?

***Please use the following check list to make sure that you don't miss any steps!
(the following steps should be completed by the parent/legal guardian)***

Camper Registration

- ☐ Visit www.pinelakecamp.ca and sign up as a new user (if you have not already done this).
- ☐ Complete the family profile information.
- ☐ Choose the appropriate camp and complete the online application.
- ☐ Complete all necessary forms in the online application.
- ☐ Submit payment online **OR** contact the local ministry unit for assistance with funding and transportation. ***Please note that if you require a camp subsidy you must attend your local ministry unit. You are not registered for camp until a subsidy code is recorded.***
- ☐ Verify that all of your information is correct in the confirmation email you will receive. Contact us if there are any problems with your registration.
- ☐ Start preparing your child for camp!

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Section 1—Pine Lake Camp

Pine Lake Camp Mission

Pine Lake Camp and its staff exist to model Christ through servant ministry, loving relationships, and unforgettable experiences.

The Salvation Army Mission Statement

The Salvation Army is an international Christian Church. Its message is based on the Bible; its mission is motivated by love for God and the needs of humanity. The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.

Camp Staff

Our staff is predominantly young Christian men & women who choose to spend their summer interacting with your child. They receive significant training and many have been on staff for multiple years.

Our staff are required to have the following completed for security reasons:

- Policy Security check including vulnerable persons sector.
- Screening through a national Child Abuse Registry Organization.
- Armatus Online Abuse Prevention Training
- 10-12 units of Expert Online Training

Section 2—Travel

Travel to Camp

Transportation:

Check with your local Salvation Army ministry unit to see if travel to camp is offered.

Check-in Time:

Holiday Camp 1, 2, & 3—3:00 pm

Teen Camp—10:00 am

Moms & Tots—11:00 am

Gospel Arts—11:00 am

Check-out Time: New Item!

Check out time at Pine Lake Camp is at 10:00 am on the last day of camp.

NOTE: Drivers of campers are expected to stay at camp until campers have completed the registration process and are ready to check into their cabins.

Directions

From Edmonton:

- Take QE2 heading South
- Turn East (left) on Hwy 42
- Travel 23.7 km & turn right on Hwy 816 south
- Travel 3.8 km and turn East (left) at Twp 362
- Travel 1.6 km and turn South (right) at RR 251
- Travel 0.4 km and turn East (left) at Twp Rd 361a
- At T intersection turn right, follow road,
- Pine Lake Camp is on the left.

From Calgary:

- Take QE2 heading North
- Turn East (right) on Hwy 580
- Travel 3.1 km and turn North (left) on Hwy 816 South
- Travel 6.5 km and turn East (right) at Twp 362
- Travel 1.6 km and turn South (right) at RR 251
- Travel 0.4 km and turn East (left) at Twp 361a
- At T intersection turn right, follow road,
- Pine Lake Camp is on the left.

*see page 11 for a map & directions

Section 3 — What to Bring (and NOT Bring) to Camp

Clothing List

General Clothing

- 2 pairs pyjamas
- 5 pairs underwear
- 3 pairs jeans or sweats
- 1 pair shoes
- 1 pair sandals
- 1 raincoat with hood or rain hat
- 1 pair rain boots
- 3 pairs shorts
- 1 warm jacket (fleece is good)
- 1 bathing suit (one piece for girls)
- 2 sweatshirts or warm sweaters
- 5 t-shirts or shirts
- 1 sun hat
- 5 pair socks

Toiletries

- 2 large towels
- 1 toothbrush & toothpaste
- 1 hair brush & comb
- 1 shampoo
- 1 sunscreen SPF 30 or higher
- 2 soap
- 1 lip balm
- 1 bug repellent

Bedding

- 1 sleeping bag
- 1 pillow
- 1 pillow case
- 1 single mattress cover (optional)

Optional

Please bring a Bible if you have one
pen & pencil
writing paper
flashlight
batteries

BAGGAGE MAXIMUM: Maximum 2 large duffle bags per camper. Camper's cubbies will NOT accommodate more than 2 duffel bags of items.

Electronics

Items such as cell phones and iPads are NOT permitted at camp (this includes disposable cameras). Please leave electronic items at home and enjoy a week of being unplugged (there is more information about this in sections 4 & 5).

Our goal is to develop a positive connection with your child. Limiting the distractions during the week will assist our staff in giving your child an unforgettable experience at camp.

Opportunities will be given each day for campers to connect on-line with family through facebook or email at our computer lab during free time in the afternoon.

Walkie Talkies: These may interfere with camp's urgent communications. Please do not allow your child to bring "walkie talkies" or 2 way radios to camp.

Please be advised that we are not able to be responsible for items that are lost or damaged while at camp. Please do not send anything that will be a great loss if your child does not bring it home.

It is a good idea to label everything.

Purchases at Camp

We do not recommend sending cash with your child; canteen is provided.

Section 4 — Keeping in Touch with Camp

Phone Call, Mail and Email Policy

Of course, many parents feel anxious to know how their child is fairing at camp. Since homesickness usually worsens if parents contact their child, we discourage phone calls, sending mail or emails, and onsite visits while your child is with us at camp.

If you have serious concerns about your child you may call the camp office to speak with a staff member. We ask that you postpone general “check ups” on your child until the end of camp. Please keep in mind that staff are very busy during the day and their full attention to the campers is required. If a staff member is not available at the time of your phone call we will be sure to respond within one half day.

The use of campers’ personal cell phones or iPads is restricted while at camp. Cell phones and other electronics are not permitted at camp and will be collected from campers’ and returned at the end of the camping session if required.

If a child is very ill, has an accident, or is having significant difficulties at camp we will phone you immediately.

Campers will have limited access to emails through the computer lab during canteen/free time.

We are unable to accept packages through the mail for campers.

- If your child is having a birthday at camp, please send the gift with them to camp to be given to the Camp Director until their birthday.
- On the package please write
 - 1) Your child’s name
 - 2) the date of his/her birthday.

Contact Info

If there is any change to the camper’s contact and/or emergency contact information submitted on the application please log in online to submit any updates needed. If you experience any problems please contact us directly by phone or email to ensure that the information in our records is up to date.

Section 5 — General Information

Methods of Payment

Payments for camp are processed online at the time of registration or through The Salvation Army Ministry Unit in your geographical area. We accept cash, cheques/money orders, or credit card (VISA/Mastercard).

Subsidies

Subsidies are available to families who are unable to cover the full cost of the camp. Please go to The Salvation Army Ministry Unit nearest to you.

Ministry Units & Contact Info:

ARC Family Services

9611-102 Ave, Edmonton, AB
Ph: 780-429-4274

Castledowns Community Services

12404-140 Ave, Edmonton, AB
Ph: 780-457-0275

Canon Ridge, Salvation Army

1241 Hyndman Rd, Edmonton, AB
Ph: 780-472-6743

St. Albert Church & Community Centre

165 Liberton Drive, St. Albert, AB
Ph: 780-458-1937

Wetaskiwin Corps

5010-51 Ave, Wetaskiwin, AB
Ph: 780-352-2416

Fort McMurray Community Service Centre

9919 MacDonald Avenue, Fort McMurray, AB
Ph: 780-743-4135

Grande Prairie Community & Family Services

9615-102St, Grande Prairie, AB
Ph: 780-532-3720

Lloydminster Family Services

2302-53 Ave, Lloydminster, AB
Ph: 780-875-9166

Peace River Family Services

9613-90 Ave, Peace River, AB
Ph: 780-624-5980

Calgary Berkshire Citadel Community Church

222 Sandarac Drive NW, Calgary, AB
Ph: 403-275-1827

Community Services Calgary

3301-17 Ave SE, Calgary, AB
Ph: 403-410-1111

Red Deer Church & Community Services

4837-54 St, Red Deer AB
Ph: 403-346-2251

Drumheller Family Services

242-1 St, Drumheller, AB
Ph: 403-823-2215
Website: www.drumssa.org

Foothills Community Services

119 Centre Street S, High River, AB
Ph: 403-652-2195 ext. 2

Lethbridge Family Services

1811-2 Avenue S, Lethbridge, AB
Ph: 403-327-8084

Medicine Hat Family Services

457-1 Street SE, Medicine Hat, AB
Ph: 403-548-3247

Edmonton Temple

9115 75 Street NW, Edmonton, AB
Ph: 780-4696846

Calgary Glenmore Temple

921 68 Avenue SW, Calgary, AB
403-253-1700

Section 5 — General Information

Activities

At Pine Lake Camp campers participate in many different activities. These activities include some of the following:

- Basketball
- Mini golf
- Wilderness adventure
- Floor hockey
- Low ropes course
- Mountain biking
- Climbing Wall
- Gardening
- Tetherball
- Swimming
- Soccer
- Canoeing
- Crafts
- Baseball
- Bible
- Pottery
- Archery
- Tenting

Rules for Campers

Pine Lake Camp is a community built on respect - for every person, for our Pine Lake Camp home, and for the rules that keep it a safe place (both physically and emotionally) for everyone. We expect all our campers to respect the rules, and parents should make these clear to children before the summer.

Bullying:

If a camper bullies others, thus jeopardizing their emotional and/or physical safety, we will contact parents. Bullying may result in dismissal from camp.

Drugs and Alcohol:

Campers are not permitted to possess and/or consume alcohol or illegal drugs at camp. This will result in dismissal from camp.

Smoking:

Campers may not smoke cigarettes. Doing so may result in dismissal from camp

Meals:

For health reasons campers are required to eat breakfast, lunch, and supper everyday. Menu exceptions will be made for allergies/medical conditions only. Camp staff will monitor campers to ensure that they are eating regularly. Parents will be contacted if any serious health concerns are reported.

Accommodation:

Campers are not permitted in the sleeping quarters of any other cabin group. Access to sleeping quarters is restricted to the camper's own cabin/lodge only.

Lights Out:

Campers are required to stay in their cabins after lights out. This ensures the safety of camper's during the night. Any camper caught "sneaking out" may be dismissed from camp.

Pranks:

There will be zero tolerance for pranks during camp. Although camp traditions often include pranking other campers this can result in serious physical or emotional/psychological damage.

Discipline Policy

If a camper is found breaking any rules or behaving inappropriately camp staff will use the following discipline policy:

Step 1 - Identify the behaviour and ask the camper to stop.

Step 2 - If the behaviour continues: identify the behaviour, ask the camper to stop, and outline a possible consequence if it continues (ex: loss of activity privilege).

Step 3 - If the behaviour still continues: carry out the consequence and follow up with a coaching conversation about behaviour expectations.

Step 4 - Step 3 may lead to a conversation with the Program Director/Camp Director and/or dismissal from camp.

Note: incidents may be escalated to step 3 or 4 if the physical safety of any camper (including self) or staff is jeopardized.

Camp fees will not be refunded for dismissal from camp. The parent/legal guardian will be responsible for picking up their child from camp.

Section 5 — General Information

Cabin Placement

We understand that being in a cabin with their friends is important to campers. We respect that desire for companionship. However, we also believe that children grow and thrive when they can learn how to make new friends and include others. This is a skill that will benefit them throughout their entire lives.

With this in mind we do not guarantee cabin placement. Cabin placements will not be revealed until the camper arrives for registration. **Please tell your children all of this before camp.** Also, reassure your child that it is our desire that they would feel safe and happy at camp. If they are experiencing any problems while at camp encourage your child to talk to their cabin leader, or another staff member they feel comfortable with.

Pine Lake Camp Privacy Policy

Pine Lake Camp is a year round camp and retreat centre that collects personal information on campers, their families and other participants in our programs. We recognize the importance of privacy and the sensitivity of this personal information and are committed to protecting the privacy of the personal information of our customers.

It is our intention to comply with all aspects of the Personal Information Protection and Electronic Documents Act (PIPEDA) as well as the Health Information Act (HIA).

If you have any questions regarding the privacy of your personal information held by Pine Lake Camp, or complaints about how your personal information has been used, you can contact the camp office at (403) 886-4838 during the summer or the main office at (780) 423-2111 during the rest of the year.

Homesickness - Prevention & Cure

It is very common for children go through some time of homesickness when they first arrive at camp. This is very natural. It happens to children of all ages and not only to first-time campers. It is important that we acknowledge the reality of those feelings, and take positive steps to help children get through that stage. Cabin leaders are trained to deal with homesickness by giving children close personal attention, helping them make new friends and become engaged in new and fun activities.

What Can You Do To Help Before Camp?

- Speak openly about homesickness and reassure your child that it can happen to anyone. If your child knows that they are less likely to experience anxiety.
- **Don't say:** "If you don't like camp you can come home." Children who are having difficulty adjusting to camp will then compound the problem by not giving it a fair chance. They may close their minds to adapting to camp and focus instead on going home.
- **Do say:** "If you feel homesick, tell your cabin leader - don't hide it." Help your child to know that we want to support him/her, but can only do that if we know he/she is having a difficult time.
- Reassure your child that camp is a safe place and the staff are there to help him/her when needed. Encourage your child to feel comfortable approaching a staff member for help with anything. This enforces to your child that the staff are people that you trust instead of "strangers" to be avoided. Your child's anxiety will be greatly eased when they can see your trust in the Pine Lake Camp staff team.
- **AVOID** statements like: "I'm going to miss you terribly." You don't want to make your children feel awful about leaving you. They need to feel loved, but not to fear that you will be lonely or disappointed in their absence.

Section 5 — General Information

- While talking about all of the exciting things your child will experience at camp, it is also a good idea to prepare them for the “not so exciting” things they will encounter. Talk about things like mosquitoes and keeping the cabins clean to help prepare your child in advance.
- **Most importantly, give you child a lot of information.** This helps to prepare them for the a week without you. By knowing what to expect they will feel more equipped and confident to handle the challenges that arise during the week. Here are some common questions children ask:
 - Q. What are the bathrooms like?
A. There are indoor bathrooms.
 - Q. Are there bugs?
A. There are a few, mostly at night but you can use bug spray during the day.
 - Q. What are the cabin leaders like?
A. Really friendly, lots of fun, and caring
 - Q. Will I make new friends?
A. Yes, and it will happen fast!
 - Q. Do other kids bring stuffed animals?
A. You bet! Bring your favourite stuffy to keep you company at night.
- Explain the phone and electronics policy to your child. Boost your camper’s “emotional readiness” for camp by making it clear that the strategy for getting help is to turn to those new friends and the cabin leaders instead of the telephone. Encourage your child of the benefits of not using electronics during the week.
- Leave encouraging notes in your child’s luggage. But remember to avoid saying things like “I miss you.” Instead try saying things like “You’re doing great!” or “I’m so proud of you!” Keep in mind that you only want to encourage your child, not induce homesickness. You know your child best so use your discretion for this.
- Involve your child in getting ready to go (the planning and the packing).
- Remind your camper that there will be at least eight kids in your sleeping area so it is not like your bedroom at home. Work together with your new cabin mates to have a good time.

Frequently Asked Questions

- 1) **Can I talk to my child at camp?**
Adjusting to camp is a hard job for some children and talking to parents often makes homesickness worse. There are two exceptions to this rule. One is if a camper has a birthday while at camp. The second exception would be in the case of an emergency.
- 2) **How can I find out how my child is doing? (adjusting to camp, health-wise etc.)**
We will take a message and the Program Director will return the call. We promise to return all calls within 24 hours.
- 3) **How will I know if my child is not doing all right at camp?**
If your child is having significant difficulties of any kind, we will contact you to discuss solutions and problem solve together.
- 4) **Can I send my child candy?**
Please do not send candy. We do not want to create friction between campers by some kids having special treats and others not having treats. We also do not want to attract animals and insects to camper cabins. Additionally, we have children with life-threatening food allergies and we do not want to risk a child having an reaction to a treat brought into a cabin.
- 5) **Does the medical form need to be filled out by a Doctor?**
No. Parents can do it.
- 6) **My child has special dietary requirements, such as diabetic or gluten free. Will there be ample food for them to eat?**
Yes, we provide options for special dietary requirements. Please make sure you indicate the requirement on the medical form when you register online.
- 7) **Can my child bring a Gameboy, cell phone and DVD player to camp.**
The use of electronics is prohibited at camp. If campers are found with electronics they will be collected and returned to the camper upon departure from camp. Cameras are permissible but will not be allowed in camper rooms.
- 8) **Why do we ask for a swimming competency level?**
Campers have free time to swim in the pool at Pine Lake Camp. It is important for safety reasons to know how competent each camper is in the water.

Section 6 — Medical Information

Sun Smarts

We constantly tell campers that being sun-safe is a healthy necessity. We remind campers to apply sunscreen and to wear hats. Please help out by sending hats and lots of sunscreen!

Medical Form

We are not able to use forms from previous years. A new medical form must be completed every year. According to Alberta legislation we are not allowed to provide any medical treatment for your child without a completed and signed Medical Form.

We cannot take responsibility for a child unless we have a signed Medical Form **before** he/she arrives at camp. Online registration cannot be submitted without completing the Medical Form and no camper will be allowed on the bus or at camp unless we have received this form in advance.

Please ensure that you accurately complete the online Medical Form to ensure your child's health and safety. Camp staff cannot accept verbal medical information.

Lice

We hate lice and so do you. Unfortunately they rear their nasty little heads whether we like them or not.

- We expect parents/guardians to inspect their children for head lice & nits and treat any infestations **before** camp.
- Prior to leaving for Pine Lake Camp all campers will be checked for head lice & nits by designated personnel at The Salvation Army unit where they have registered. Campers found to be infested must be treated by parents/guardians before attending camp.
- All campers will be checked for head lice & nits upon arrival at Pine Lake Camp. Anyone found with head lice and/or nits will be isolated and treated. Parents/guardians will be informed.
- Following successful treatments campers will be permitted to return to the camp program.
- Parents/guardians will be charged an additional fee for lice treatments performed at the camp by the Ministry Unit they have registered through.

Medications at Camp

We do not allow campers to keep or take any medications in their cabins. Please explain to your child that the only medication he/she may keep in the cabin and self-administer is an inhaler for asthma. If your child needs an inhaler, please send at least two. One stays with the child, the other (labeled) goes to the Nurse in case the first one gets lost.

If your child is allergic to insect bites, please let your child know that all of our staff carry Epi-pens when taking a group of children for an outdoor activity.

All medications must be stored and administered by the Camp Nurse. If your child is coming to camp with medications they must be clearly marked by the pharmacy. We will not administer medication with another person's name on it, or if it is outside of the prescribed medication container.

Please ensure that you send enough of the prescribed medication that your child will require for the week for any medical or physical conditions.

DO NOT send over-the-counter medications "just in case". We stock plenty of Tylenol, ibuprofen, cough syrup etc.

Dietary Restrictions

We have an excellent menu to accommodate food allergies and dietary restrictions. Just be sure to mark allergies and dietary requirements on the Medical Form. Please keep in mind that food preference is not a dietary restriction.

Life Threatening Allergies

Food

There are children at camp with life threatening nut allergies. Please help us keep them safe. **DO NOT send your child on the camp bus with any foods containing nuts or peanuts.** Due to severe allergies our dining hall does not serve peanut, nut or sesame products.

Ensure that the allergy information is included on your child's online Medical Form. If it is needed, you can email or phone the main office before camp to make a safety plan for your child.

Insects

If your child has a life-threatening allergy to¹ stinging insects, we REQUIRE that he/she come to camp with an Epi-pen.

Section 7—Miscellaneous—Map to Camp

