



Owners/Directors
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HomeAway Parent FAQs 2017

Q: What are the dates of HomeAwayFromHome 2017?

A: This summer's HomeAwayFromHome week will take place from **Sunday, July 9 – Friday, July 14, 2017**. Campers will be dropped off on Sunday afternoon by their parents, who can help them unpack and become acclimated to bunk living, and will be picked up Friday afternoon immediately after Camp.



Q: What is the schedule for Sunday's "Drop-Off"?

A: Camp will be open **starting at 4:00pm** on Sunday, July 9 for drop-off. Families can park in the Lower Parking Lot (directly off Mount Horeb Road) and can check-in in the Main Lodge/Dining Room. After checking-in, parents can spend some time helping their children unpack and setup their bunk areas. At 5:00pm, all parents are invited to join us outside on the Flag Raising Lawn (Gym if inclement weather) for Flag Lowering/Retreat and then will be asked to leave immediately following this ceremony.

Q: What is the policy for communicating with my child while they're at HomeAway?

A: Please remember that HomeAwayFromHome is a true sleep away Camp experience. As such, this week will mirror many sleep away camp traditions and policies including strict camper-parent communication rules. In order to help your children adjust to living away from home, we will adhere to the sleep away camp "24 hour rule" which encourages no parent-camper communication until at least night two. **Should there be an emergency, you can call 800-842-2842 and dial #700, 24 hours a day** and speak to a Camp Harmony Director.

- **Letters (really emails)**

While we would love to encourage good, old-fashioned letter-writing, our limited week-long program presents some logistical issues. In its place, we allow parents to send emails to their children via a special homeaway@uggabugga.com email address. Emails will be printed out and hand-delivered each evening to campers in a traditional sleep away mail-call style. **Note that emails must be sent by 5pm on the day-of** to be received that evening; attachments (including pictures) can not be printed. Emails should be positive and encouraging in nature. Remember that these emails are ways for parents to communicate with children, not HomeAway staff.

- **Phone Calls**

It's not easy, but part of sending children off to sleep away camp is "letting go." Although phone calls are not necessary, a phone call may be scheduled before or after dinner, until evening activity begins. **While we will never outright prevent campers from talking to their parents, we do discourage phone calls during HomeAway.** For those experience homesickness, hearing their parents' voice for the first time can be upsetting and we will be there to comfort your child. Tears only last milli-seconds after the call – until the first friend walks by, a basketball is dribbled, or a frisbee whizzes by. Don't worry, but if you have a real concern – call us.

Q: Can I come visit my child? What if they need to go to an appointment during the HomeAway week?

A: As so much of the success of HomeAway relies on building the campers' individual bunk communities, we encourage you to try and avoid scheduling conflicts during the week that would necessitate removing your child from the program. While we may only be around the corner, this is one of those times we'd like you to imagine that your child is hundreds of miles up north where you couldn't come stop by. That being said, should an emergent issue arise, please call us at 800-842-2842 and dial #700 so we can brainstorm the best way to handle the situation.

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Q: I'm concerned about my child being home sick. What can I do to ease the transition?

A: Sleep away camp, by its nature, prepares children wonderfully for spending time away from home. For some of our campers, this may be the first time of experience more than a night away and with that comes obvious concerns. But please, **DON'T WORRY!** Our incredible staff is here to help ease these transitions and knows just what to say and how to say it to help with the process. Our communication policies are in place to help bridge children over this hump and we employ years of experience to help develop strategies to combat homesickness. If you're concerned specifically about your child, here are some tips & suggestions to help:

- Write a letter to your child before HomeAway and hide it in their bag or other place so they'll have something to ease their concerns
- Speak to your child in advance of HomeAway and brainstorm strategies for potential homesickness
- Contact a Camp Harmony Director before HomeAway to share your concerns so we can be proactive

Q: Why can't my child have their cell phone? What happens if there is an emergency? What if I want to just say goodnight?

A: HomeAway has strict policies on electronics at Camp. Not only does bringing electronics come with significant issues like damage and theft but generally it takes away from the true camping experience. Camp Harmony and HomeAway are chances for children to "unplug" from their normal electronic dependency, times for which are growing fewer and farther between. Camp is a place for children (and adults) to take a break from the hustle-bustle of daily life during the rest of the year. No TVs, no Blackberries, no iPhones, no running to check e-mail. In their place – friends, campfires, teamwork, and, hopefully, personal growth, independence, and self-esteem.

As such ***We DO NOT Allow Any Electronics at HomeAway EXCEPT FOR MUSIC ONLY DEVICES, so please leave at home:***



- CELL PHONES!
- Handheld electronic games (PSP, etc.)
- Wireless devices (iTouch, iPad, E-Reader, etc.)
- Portable TV OR DVD Player
- Laptop Computer
- *To ensure safe-keeping, any of the above items brought or found will be collected by HomeAway staff and returned at the end of the week.*

As for music-only devices, we discourage campers from bringing these for the same reasons listed above. But if your camper can't leave home without it, their personal music-only device will be restricted – not outside the bunk and only after activities or before bed, after bunk meeting time. Remember, no WiFi connected devices. We suggest basic mp3 players such as Apple shuffles or old-fashioned iPods

As always, **should there be an emergency, you can call 800-842-2842 and dial #700, 24 hours a day** and speak to a Camp Harmony Director. As for saying goodnight, that's what our incredible staff is here for!

Q: My child takes morning or evening medications – what do I do?

A: Please send any morning or evening medications that your child may require in a sealed bag with a note specifying the dosage and hand them to your child's HomeAway staff member at Sunday's HomeAway drop-off. **If your camper needs to take medication and we do not already have written medical authorization from your child's doctor to this end, please visit your CampMinder Forms Dashboard, print the Authorization to Administer Medicine Form, have it signed by your child's doctor and bring it with you on Sunday.** Camp Harmony does not have permission to administer non-prescription medications without written consent from your child's doctor as well. We will have the ability to administer over-the-counter medications like Advil & Tylenol as per your child's regular Camp Health Form.

Q: What will my kids be eating for breakfast and dinner?

A: The same awesome food they eat each day at Lunch! As you know, Camp Harmony has a reputation for great food and HomeAway is no exception! We are working with our food purveyors to come up with exciting and delicious breakfast and dinner options and it will be served in the same family-style way that we serve Lunch. Our side table will still have various options for children who don't like the main meal and our same allergy policies apply.

Q: Is my child safe during the evenings? Who has access to the buildings and campus?

A: Each HomeAwayFromHome bunk has fully inspected fire suppression systems (sprinklers) and has been inspected and approved for occupancy by Warren Township. Outside access to these areas is secured by key-carded and alarmed doors and is monitored by security cameras. At no point will campers be allowed to walk the grounds without adult supervision after dusk and the Warren Township Police Department makes regular patrols of the campus throughout the evening.

Q: How many staff will be remaining at Camp during HomeAway?

A: Each bunk will have at least two HomeAway staff members living as "bunk counselors" for the entire week of the program. These staff will have private rooms within each bunk and are available 24 hours a day for any issues or problems that may arise. In addition, multiple other HomeAway counselors will be sleeping in other areas of Camp and are on-call 24 hours a day. All staff have a walkie-talkies and cell phones on them at all times and all are current Camp Harmony staff members.

As for an administrative presence, Josh & Elyse Ass't Director are on grounds at all times as they live here at Camp. As Head Staff, Josh & Elyse are on-call 24/7 and will facilitate any large-scale issues that may arise including emergencies, parent phone calls, etc. Both Josh & Elyse are also Red Cross certified lifeguards and are trained in First Aid & CPR. Elyse, as a Licensed Clinical Social Worker, has a wonderful skillset for troubleshooting camper issues like homesickness, acclimation issues, etc. (*Plus their Golden Retriever Juno is a great watch dog!*)

Q: Is it true that my child will have "chores" during HomeAway?

A: Absolutely! Like sleep away camp, each camper has a responsibility to help their bunk throughout the HomeAway week. No, they're NOT cleaning toilets but rotating jobs may include: light cleaning of bunk common areas, being a "waiter" for breakfast and dinner, etc. In addition, it will be the responsibility of each HomeAway camper to maintain their own bunk area which will include DAILY responsibilities like making their bed, cleaning up after themselves, making sure laundry is in their laundry bag, etc. You're welcome to take advantage of these new found skills throughout the rest of the year!

Q: How often will my child get the chance to shower?

A: Daily! Our campers will have "shower hour" every day before dinner.

Q: Will my child have the chance to do laundry?

A: Because HomeAway only runs for 5 nights, laundry will not be done. Be sure to check out the Packing List for specifics on what to bring.

Q: What's the canteen? How much money should my child bring?

A: Canteen is a sleep away camp tradition where campers have the chance to buy snacks and other goodies to supplement their stomachs! During HomeAway, canteen nights will be Monday and Wednesday and campers can come to HomeAway with a maximum of \$10.00 to spend. Money will be collected by HomeAway staff on Sunday during check-in and campers' accounts will be kept by HomeAway staff with money not spent returned on Friday afternoon.

Q: Will my child have access to their bunk during the normal Camp day?

A: No. HomeAway campers are normal Camp Harmony campers from 9am-4pm and as such will not have access to their bunks during the day. Bunk areas will remain closed during the Camp day, ensuring that your campers' personal items are safe.

Q: Will someone call me if there's a problem or issue with my camper?

A: Absolutely! HomeAway is an extension of Camp Harmony so we'll utilize the same open parent communication that we pride ourselves on during our normal day camp experience.

Q: Can my child bring food with them?

A: Due to our Camp-wide allergy policies and to maintain the cleanliness of our bunks, food is not allowed to be brought with campers during HomeAway. Breakfast, dinner and normal Camp lunches & snack will be supplemented with Canteen twice during the week to make sure that our kids always have enough to eat!

Q: What happens if my camper doesn't make it through the whole week – are there refunds?

A: Unfortunately, because everything is already in place for the entire week, we will not be able to offer refunds.