TRUE FRIENDS

CAMP HANDBOOK

Welcome to True Friends

True Friends is a place where campers can experience the outdoors, discover their talents, make friends, and grow as members of a community!

This handbook will help prepare you for camp. The following pages are filled with information that will answer many questions regarding health care at camp, check-in, check-out, and general information.

We look forward to seeing you and sharing with you the life-changing experiences and adventures you will receive with our programs!

We're excited to have you join the fun!

Experiences and Adventures for All Abilities

ABOUT TRUE FRIENDS

True Friends is a nonprofit organization providing life-changing experiences that enhance independence and self-esteem for children and adults with disabilities. Our programs include camp, respite, retreats, team building, therapy and adaptive riding, and travel; serving over 25,000 individuals annually. With locations near Maple Lake, Annandale, and Eden Prairie, we serve individuals in Minnesota and throughout the United States.

Mission:

Provide life-changing experiences that enhance independence and self-esteem for children and adults with disabilities.

Vision:

A world where experiences and adventures are open to individuals of all abilities.

Commitment to Diversity, Equity, and Inclusion:

We strive each day to create a diversified, equitable, and inclusive environment. From the individuals and families we serve, to the guests we welcome, to those who carry out our mission, True Friends is committed to providing experiences where each individual belongs.

TRUE FRIENDS

Preparing for Camp

True Friends has been providing life-changing experiences for individuals of all abilities for over 65 years. Over the course of those years, and as the needs of the individuals we serve change, we have a few tips, requests, and requirements to make of campers and their families.

UNPLUGGED AT CAMP

Camp is a great time to leave electronics at home. We understand for some campers it may be important to have a special activity. Please talk with camp staff prior to arrival to make arrangements and discuss boundaries. True Friends will not replace any electronics.

SPORTS EQUIPMENT

Skateboards, rollerblades, and other sports equipment may only be brought to camp with the approval of camp staff. True Friends policies must be followed if these items are approved.

SENDING MONEY

Each camper will have the opportunity to visit the canteen during their stay. The canteen has souvenirs, treats, clothing, postcards, and more for purchase and prices range from $0.50 - $50. Campers have the option to "bank" their money in the canteen or may be allowed to keep it with them with prior approval.

CREATING A SAFE SPACE

True Friends prohibits smoking by campers who are under age 21. No one is permitted to use or be in possession of alcohol, illegal drugs, including e-cigarettes or weapons. Knives are not allowed including but not limited to: fillet, pocket, or Swiss Army. Campers who are legally permitted to use tobacco products will be directed to a designated area.

CAMP OUTS / OVERNIGHTS

Each camper may have the opportunity to camp out one night during the week, weather permitting. Overnights take place on camp property. The cabin group cooks dinner over the camp fire and sleeps overnight in tents. Campers who do not care to, or who would not be comfortable camping out, may return to the cabin to sleep.

BIRTHDAYS

Birthdays are celebrated at camp! Remind staff of the birthday at check-in.

Communicating With Your Camper While at Camp

To reach a Program Manager or Director, individuals can call 320.437.0831 for Camp Friendship, 320.437.0814 for Camp Courage and 952.222.1056 for Camp Eden Wood. In the event of an emergency, please see the section on page 6. Special arrangements may be made through camp staff for caregivers to call their campers. There are some campers who ask to call home. It is our practice to discuss with the caregiver as to the appropriateness of that phone call prior to it occurring.

When sending mail from home please include the camper's name and session number with the camp address (located on the back of this booklet) so that it can be directly routed to them. We don't receive mail at each site every day. Please avoid sending food, money, and medical or health care supplies. You may mail items that do not require refrigeration one week prior to camp or leave them with staff upon arrival. Arrangements must be made with camp staff before a visit.

Preparing for Camp

VOLUNTEERS AT CAMP

Campers may engage with volunteers throughout their stay. Volunteers are a valued team at True Friends and help provide social, task, and activity support to individuals. Volunteers are screened and all adults must pass a national background check. Volunteers do not provide unsupervised support to individuals receiving our services.

CELL PHONES

For youth camp sessions, cell phones are not allowed. We prefer you leave them at home for other sessions too.

WATER SAFETY

All campers and staff wear life jackets while boating. Life jackets are available for the campers to use during swimming activities. During check-in, camp staff will confirm each camper's swimming ability and use of life jackets/ear plugs while swimming. Access to the waterfront and pool is controlled by staff. Camp Eden Wood uses a public beach or pool. Lifeguards are on duty for all swimming and waterfront activities.

LIVING QUARTERS/ NIGHT SUPERVISION

Cabin staff sleep in the same cabin as the campers. The staff bedroom is located near the camper beds. Cabin staff are not expected to be awake at night, but will assist campers as needed with personal cares. **If an individual does not sleep well at night, it is important to talk to staff about any overnight needs prior to check-in.**

CAMP FOOD

True Friends serves three meals each day in our overnight programs. Campers may purchase snacks at the canteen and may bring snacks from home. Snacks brought from home should be clearly labeled and will be stored in cabins or another location and will be made available for campers at their request. Snacks must not contain nuts.

PACKING FOR CAMP

Packing for camp can be a challenge; please consider:

- Check the clothing list included in the confirmation packet or available online at truefriends.org/documents-forms. Please follow the instructions in the clothing list carefully. It is designed to ensure comfort, without packing an entire closet. Even in summer it's important to pack clothing that will prevent hypothermia in the event of cold or wet weather.
- **Do not pack medications, treatments, or money in the suitcase. You will need it readily available during check-in.**
- It is important to bring personal items/clothing that are NOT of high monetary or emotional value in case they are misplaced at camp. True Friends is not responsible for items misplaced at camp.

Media & Photography

In the application, campers and/or caregivers signed off on whether they choose to allow True Friends to collect photographs, images, video, or audio recordings of each camper.

True Friends makes every effort to collect photos of every camper during their stay, but we cannot guarantee each individual will be featured.

Photos and videos may be posted throughout the week and an album is published via social media and SmugMug. Through SmugMug, prints can be ordered for your use.

Campers without permission will not be photographed, will not be in images, nor will they be involved with video or audio recordings.

Beyond social media, all media collected during camp is used to promote programs and services provided by True Friends.

CHECK US OUT ON SOCIAL MEDIA

@TrueFriendsCan

Health Care at Camp

Health care is an integral part of supporting individuals while at camp. Supporting campers with a variety of needs means we rely heavily on caregivers to provide the most accurate, up-to-date information about their camper. The following information focuses on the specific needs of our health care team while the camper is participating in our programs.

PRE-SET MEDICATIONS REQUIRED

All medications, including over-the-counter medications, treatments, and vitamins, are checked by the health care staff at check-in. All pill form medications must be brought to check-in pre-set. Pre-set medications reduce the opportunity for error, in addition to shortening the length of the check-in process.

All pill form medications must be pre-set for the week with a current medication list from the primary medical professional that includes:

- Name and dose of medications
- Number of tablets, capsules, mls, etc. to be administered at each med pass
- Time of administration

Liquid or powder medications must be kept in their original container, labeled as follows:

- Person's name
- Name of medication
- Dosage and time of administration
- Prescription #, city of pharmacy or institution
- Physician who prescribed

Having medications pre-set means all Monday morning medications are packed in one single pack and there are not multiple packs to work with. Then, all Monday lunch time medications are in one single pack and so on for the entire day and week (see example below).

There are a variety of options available for individuals to pre-set their pill form medications:

- Contact your local pharmacy and ask about multi-dose medication packets.
- Create your own pre-set medications at home by labeling individual bags with the information shown on the right or using a Pill Holder Organizer/MediPlanner.

Example:

Doe, John		**MON. AM**
Tylenol	500 mg	2 tabs
Calcium	500 mg	1 tab
Total		3 tabs
give meds crushed in applesauce		

MEDICATION ADMINISTRATION

Medications will be administered at meal times and bedtime for overnight programs, which are generally around 8 a.m. (AM), 12:30 p.m. (AFT), 5:30 p.m. (PM), and 8:30 p.m. (HS). If a participant's medication time differs, please ask your doctor if they may be adjusted to fit the above schedule. Use AM, AFT, PM, and HS to identify the time of day the medication should be passed for your pre-set medications (see example above). Please send an adequate supply of medications and include two extra days.

Health Care at Camp

OFF-SITE HEALTHCARE SUPPORT & CAREGIVER CONTACT

Our healthcare staff will contact you by phone if your participant has a need for off-site healthcare using the phone number(s) provided to healthcare at check-in. The decision to consult you when your participant is seen in the Health Center at camp is determined on a case-by-case basis. Reports of injury or documented incidents will be sent home at the end of the session.

OVER-THE-COUNTER MEDICATIONS

The health care staff are authorized to administer certain over-the-counter medications for minor ailments as specified in the Physician's Standing Orders, which are reviewed and approved annually by the True Friends medical advisory board.

These non-prescription medications are only used on an as needed basis. Standing Orders must be approved at check-in for health care staff to administer. A copy of the Standing Orders can be found on our website at truefriends.org/documents-forms.

MEDICAL CANNABIS AND CBD OIL

Due to federal regulations, medical cannabis, synthetic THC, and CBD oil is NOT allowed on True Friends property. If you have specific questions contact us at 952.852.0101 or registration@truefriends.org or learn more about the federal regulations on our website at truefriends.org/camp-faqs.

MEDICAL INSURANCE

True Friends carries limited accident and sickness insurance coverage for all children and adults not covered under Medical Assistance. Our insurance does not cover pre-existing conditions.

Health Care Contacts

During the camp session please call the specific camp location where the participant is located. Our health care staff are typically out supporting participants and not near the phone. However, messages are reviewed throughout the day; please leave a message with your name, camper's name, and contact information.

Camp Friendship
952.297.3369

Camp Courage
952.297.3370

Camp Eden Wood
952.222.1077

For medical and health care questions before your camp session, please contact Customer Relations during regular business hours at 952.852.0101.

Check-In Day at Camp

On the day of check-in, please arrive between the assigned check-in times listed in this packet. When you arrive, a staff member will meet you in the parking lot and provide directions to the location of check-in.

TRANSPORTATION

If you have signed up for transportation to camp, please look for an additional transportation document with your confirmation letter.

CHECK-IN STATIONS

At check-in you must visit all stations regardless of care needs, special diet, or medications. The caregiver attending check-in must have working knowledge of the camper being checked-in to provide any updated information regarding behaviors, medications, or other concerns.

Check-in stations include:

1. Logistics/Paperwork (double checking emergency contacts, swim ability, etc.)
2. Special Diet confirmation/updates (must visit even if you do not have a special diet)
3. Health Care (discuss and clarify needs regarding medications, creams, ointments, allergies, recent wellness, durable medical equipment, etc.)
4. Current Health Status

Visiting every station is critical to ensuring we provide quality service. Typically, the Logistics/Paperwork and the Special Diet check-in processing time is quicker than Health Care check-in.

To ensure a quicker check-in process please pre-set all pill form medications. Our team strives to make the process efficient and thorough – please remember, a higher number of medications will equal a longer check-in process for you and others waiting to also check-in.

HEALTH CARE STAFF AVAILABLE AT CHECK-IN

All of our check-ins include a Camp Nursing Assistant (CNA) who works directly with campers. Also present are nurses who assist with reviewing the health history and pre-set medications. Nurses do not always work with campers during camp, which is why the CNAs will be your main contact during check-in.

EMERGENCY CONTACT INFORMATION

Upon arrival at camp, you will also be given a card indicating how best to reach camp staff during the week in the event of an emergency.

If you have general questions after the camp session has ended, please call 952.852.0101. This phone number is staffed Monday-Friday 8:00 a.m. - 4:30 p.m.

Please note, camp staff do not work in the office between 1:00 p.m. Friday - 5:00 p.m. Sunday. Returning calls may be delayed during this time frame.

Check-Out Day at Camp

Review the confirmation letter that notes the participant's session check-out day and time. Plan to pick up/depart with campers at the appointed check-out time on the last day of the session.

It is your responsibility to inform staff that you or the camper is leaving. At check-out, be sure to pick up:

- Paperwork or necessary documentation
- Store money
- All medications including empty medication containers

Please also review the contents brought to camp are still present at check-out. Reach out to camp staff if you have any questions regarding an individual's stay.

EARLY CHECK-OUT ARRANGEMENTS

Arrangements for early check-out must be made at check-in with camp staff. If you plan to arrive before the check-out time on check-out day, keep in mind that lunch is served from 12:00 p.m. - 1:00 p.m. and campers are involved with a program from 1:00 p.m. - 2:00 p.m.

LATE CHECK-OUT

Late check-out is discouraged and additional charges will be assessed.

LOST AND FOUND

We encourage you to review your participant's contents before leaving camp. True Friends maintains Lost and Found for approximately two weeks after each session. If items are not returned, please list those items with a description of them on the survey or email registration@truefriends.org.

SURVEYS

Each camper or group home will receive a survey from camp within 48 hours of leaving camp via email. Your feedback is important to us. It helps us to build our future programs and enhance our camper experience. The survey is also available online at truefriends.org/documents-forms.

Camp Check-List

Please consider the following timeline and lists when preparing for each participant's time at camp.

ONE WEEK BEFORE CAMP

- [ ] Confirm check-in location, day, and time.
- [ ] Clothes and personal items are packed and labeled with the camper's full name on everything. Luggage tags on bags are helpful. Label sleeping bags, towels, pillows, and pillowcases.
- [ ] All medications are pre-set and liquid/powder medications are correctly labeled ready for check-in.
- [ ] All medical supplies and replacement items are in good working condition and are ready to be packed (catheter, ostomy, nebulizer, g-tube, hearing aid). Don't forget the original cords and extra batteries for medical devices.
- [ ] Spending money for camper to buy treats or souvenirs at the camp store.
- [ ] Special utensils are present and labeled with first and last name.
- [ ] Special diet foods and/or diet supplements are packed and ready to be discussed at check-in.
- [ ] Changes or additions to behavior management plan have been updated and are ready to be discussed at check-in.

Locations & Contacts

GENERAL INFORMATION

952.852.0101
registration@truefriends.org
www.truefriends.org

CAMPING DEPARTMENT CONTACT INFORMATION

Camp Courage
8046 83rd St. NW
Maple Lake, MN 55358
320.437.0814

Camp Friendship
10509 108th St. NW
Annandale, MN 55302
320.437.0831

Camp Eden Wood
6350 Indian Chief Rd.
Eden Prairie, MN 55346
952.222.1056

For more information about what to expect at camp visit www.truefriends.org and learn:

- All about the staff who lead programs
- Preparing for cabin life
- Managing homesickness
- General daily camp schedule
- Payment of services definitions and invoice information

Questions?

Call 952.852.0101 Monday - Friday from 8:00 a.m. - 4:30 p.m.
Email registration@truefriends.org
Visit www.truefriends.org