



# Phantom Lake YMCA Camp

## Resident Camp Parent Handbook

Office Email: [office@phantomlakeymca.org](mailto:office@phantomlakeymca.org)  
Or visit our website at [www.phantomlakeymca.org](http://www.phantomlakeymca.org)

S110W30240 YMCA Camp Road  
Mukwonago WI 53149  
Telephone: 262-363-4386

# Welcome To Phantom Lake YMCA Camp

## **Our Mission**

Through camp-related and community programs, Phantom Lake YMCA Camp utilizes Christian principles to provide the opportunity for both children and adults to grow spiritually, physically, mentally, and socially in accordance with Luke 2:52.

Thank you for choosing Phantom Lake YMCA Camp for your child's summer camp experience! Your camper will make lifelong friends and learn about the world from our exceptional staff. They will acquire new skills and strengthen old ones, while making new friends and developing fair, value-based social skills. Most of all, they will have FUN in our safe camp environment!

We ask you to be as thorough as possible in completing all forms...it is your first step to ensuring the best possible experience for your child. Please don't hesitate to contact us with any questions you have.

Once again, thank you for choosing Phantom Lake YMCA Camp!

## About Us

### **The Phantom Square**

Over 120 years ago, the founders of Phantom Lake YMCA Camp chose a Bible verse and a symbol to reflect their goals for each camper's experience.



"...And Jesus increased in Wisdom, Stature, and in favor with God and Man."-Luke 2:52

Luke 2:52 serves as the basis of Phantom's philosophy of helping children and people of all ages create a balanced life. The four sides of the square represent these four areas of growth and are discussed throughout the week and in the closing ceremony. The Greek letter "Phi" is in the center for "Phantom" and also represents the spirit of camp and how it grows in a ripple like effect.

### **Christian Emphasis**

Camp respects and welcomes campers and families of all faiths, our emphasis is placed on Christian values and the YMCA of the USA Character Development Program. We focus on the four core values of caring, respect, responsibility and honesty. Campers will investigate how they demonstrate and use these values with each other, their environment, their community, and themselves.

## Payment Procedures

### **Deposit and Balance of Fees**

A \$100 Non-refundable deposit per session is required with registration. The balance of the camp fee is due April 30th (**March 1st for those who registered with the Early Bird**). To set up a payment plan please contact the business office. There will be a \$25 service charge for any checks returned for insufficient funds. Camp fees include staff supervision, lodging, meals, and most program activities.

### **Refund Policy**

All camp fees including the deposit are Non-Refundable. A Non-Refundable Deposit of \$100 per child, per session, is required with registration and will be credited toward the camp fee.

- If cancellation is made prior to May 1 all paid fees will be held as credit on your CampInTouch account.
- If cancellation is made May 1 or after, Phantom Lake YMCA Camp will retain 50% of all paid fees and credit the remaining 50% to your CampInTouch account.
- In the event of cancellation due to misconduct or homesickness, Phantom Lake YMCA Camp will retain 100% of the session fee.
- If camp closes, a full credit will be issued to your CampInTouch account.

### **Financial Assistance**

The staff of Phantom Lake YMCA Camp offer services to all who desire to participate regardless of ability to pay. Scholarship assistance is available on a sliding scale and reviewed on an individual needs basis. Please contact the Business Office for further information.

## **Drop Off Information**

### **(NO PETS ALLOWED AT CAMP)**

Sunday's Check-In will be staggered by last name between 2 PM and 4 PM.

Last Name starting with A-I:	2:00-2:45 pm
Last Name starting with J-R:	2:45-3:15 pm
Last Name starting with S-Z:	3:15-3:45 pm

From YMCA Camp Rd you will turn left into the parking lot.

### **Mag 7&8's Arrival & Departure Times**

**Mag A's Sunday arrival:** arrive between 2:00 & 2:30 pm Sunday (If siblings are being dropped off also it is ok to drop them off at this time no matter what the last name is). Departure is Wednesday at noon in upper parking lot.

**Mag B's: Wednesday arrival:** arrive at 1:30 pm in upper parking lot and depart Saturday morning between 9:15am and 10:00am. Follow the traditional camp pick up directions.

**MEDICATION:** *(Do Not Pack Medication In Luggage)* Vehicles that have campers with medication will stay in the left lane. If you have several campers and only one has medication you will still need to go in the medication line. This includes prescriptions, allergy medications, vitamins, and over the counter medications. Please complete the medication form accurately and be sure to have all medication in a labeled clear Ziplock bag ready for a seamless drop off with our health care staff. Expired medications WILL NOT be accepted. After medication is turned in you will be given your tent assignment.

**NO MEDS:** All others will stay in the right lane to get tent assignments.

## **Camper and Luggage Drop Off**

Based on tent assignments you will be directed where to park. Parent's will take their camper and luggage to the counselor and sign them in with the counselor. The transition from home to camp can be awkward and the sooner campers can jump into camp life the easier the transition will be. Please keep this in mind when saying goodbyes and keep this as short as possible. Frequently, parents feel guilty about leaving so quickly, but our experience shows that short and sweet goodbyes are easiest on everyone. Also, we need to keep the traffic flowing.

A symptom check and a lice inspection will be conducted by staff. If a camper has a fever of 100.4 or above or lice are present, the camper will not be permitted to stay at camp and parents will be contacted for immediate pick up.

## **Pick Up Information**

Saturday morning between 9:15am and 10:00am

- Pick up your child's medications from the camp health staff. They will be located at a table in the parking lot.
- Sign out your camper at the tent! Bring ID with you to sign your camper out. Campers will be released only to people who are authorized for pick up.
- The counselor will be able to tell you how much is left in your campers store account or you can check your CampInTouch account before you come. If you want to shop at the mercantile you can stop in Alford Lodge where the store is located.
- Check the lost and found located in the Carman Welcome Center

## **Getting Ready For Your Week at Camp**

### **Forms are due by June 1st**

Please fill out all forms using our [online forms](#) by June 1st.

Log on to your CampInTouch Account. Click on the yellow icon with the pencil for access to all of the necessary forms.

### **Forms to be Completed Online**

1. Health History Form & Immunizations
2. Behavior & Agreement Policies (requires both parent & camper to complete)

### **Forms to Be Printed, Scanned and Uploaded**

**1. Physical Form:** (to be filled out by doctor or nurse) Phantom Lake YMCA Camp requires this form to be completed and **signed by a physician every year**. The physical must be within 12 months of arrival to camp.

**2. Parent Authorization Form:** This form requires a signature from the parent and a copy of your insurance card.

## Preparing Your Camper

Parents and first-time campers experience a wide range of feelings as the first day of camp approaches. Along with the excitement and anticipation of all the wonderful new experiences ahead, there may also be anxiety about these new, unfamiliar encounters. Here are suggestions to help you and your child make the most of this important transition.

## Homesickness

Homesickness is a natural feeling experienced by many campers. For most campers, this feeling passes after a day or two. If your camper is homesick for a consistent 24-hour period, the Director will call home to update parents on the situation and to collaborate on a plan. Counselors are trained to keep campers busy and engaged with activities as a strategy to keep homesickness under control.

## Tips for Parents

- Use positive messages about camp such as, "You're going to have such a great time!" or "What a great opportunity to meet new friends!"
- Please DO NOT promise to come pick your camper up if it doesn't go well. Instead, show your faith that your child will enjoy themselves and have a positive experience.
- Letters and emails are the primary method of communication with your camper. Send letters with positive news from home ensuring all is well with you and the rest of the family.
- Camper-to-parent phone calls are not allowed and parent-to-camper calls are strongly discouraged, especially in cases of homesickness. Our staff will notify you in the event of an emergency situation, behavioral issues, or extreme homesickness. Campers are not permitted to have cell phones.
- Realize that even though this separation may be difficult for you, it is a wonderful opportunity for your child to build confidence and a sense of self-reliance.
- Pack for camp together. By doing this, campers know what they are bringing to camp and where everything is packed, thereby making them feel responsible and capable. Resist the urge to pack for your child, as they will need to start practicing the independence that is expected of campers at camp.

## Packing List

The following packing list is intended to be a guide to help you pack for a one-week stay at camp. Mag 7&8's who are only at camp for 3 nights can adjust the list accordingly.

Luggage to Camp should:

- Be a large duffel bag or other type of soft-sided luggage. No trunks please.
- Be clearly identifiable with a luggage tag or full name written on the exterior.
- Fit under the bunk which is 16" high.

All personal gear is brought at your own risk. Phantom Lake YMCA Camp is not responsible for lost or broken items.

**\*\*Please do not send them with new, expensive items or items that are irreplaceable!**

### Packing List

<input type="checkbox"/> Water bottle-labeled with first and last name!	<input type="checkbox"/> Pajamas	<input type="checkbox"/> Cap/Hat
<input type="checkbox"/> 3-4 pairs of shorts	<input type="checkbox"/> 6 pairs of underwear	<input type="checkbox"/> Toiletries
<input type="checkbox"/> 2-3 pairs of pants	<input type="checkbox"/> 6 pairs of socks	<input type="checkbox"/> Comb or brush
<input type="checkbox"/> 6-7 t-shirts	<input type="checkbox"/> Rain jacket or poncho	<input type="checkbox"/> Laundry bag
<input type="checkbox"/> 2 Sweatshirts or fleece top	<input type="checkbox"/> Sleeping bag or Comforter	<input type="checkbox"/> Flashlight
<input type="checkbox"/> 1-2 pairs of sneakers	<input type="checkbox"/> & twin sized fitted sheet	<input type="checkbox"/> Bug spray (non-aerosol)
<input type="checkbox"/> Water shoes (for shallow area)	<input type="checkbox"/> Pillow	<input type="checkbox"/> Sunscreen
<input type="checkbox"/> Sandals	<input type="checkbox"/> 2 towels (swimming & bathing)	<input type="checkbox"/> YMCA Rag (returning Ragers)
<input type="checkbox"/> 1-2 swimsuits		

### What NOT to bring:

Aerosol cans	Lighters/matches	Cell phones
Knives and weapons*	Fireworks	
Controlled substances*	Electronic games	

These items will be confiscated. Please, leave them at home.

\*Campers found to be in possession of weapons (including but not limited to knives and/or guns), drugs, alcohol, or tobacco products will be required to leave camp. Parents will be notified to pick up their camper immediately.

## **Personal Gear/Name Tags**

- Make sure all of your participants belongings are labeled with FULL FIRST and LAST names.
- Don't use initials as there may be other campers with the same initials as your camper.
- Iron-on labels or name stamps are available if you choose. There is a link to Oliver's Labels on your CamplnTouch account under "Your Camper"

Please ensure to check Lost & Found in the pick up area before leaving camp at pick up. All lost & found is kept at camp until August 31<sup>st</sup>, at which point it is donated to charity.

All personal gear is brought at your own risk. Phantom Lake YMCA Camp is not responsible for lost or broken items. Please do not send campers with new, expensive items or items that are irreplaceable.

## **Dress Code**

Life at Phantom is informal. Send comfortable clothes (the kind that you can afford to lose or don't mind getting dirty). Clothing must be sensible and suitable for camp activities, and must reflect the values of our camp. Campers are responsible to dress in such a way that their appearance or dress does not endanger the health or the safety of themselves/others, damage property or disrupt others in participating in activities. Regardless of gender, clothing that reveals underwear, bras, bellies and butts are also not suitable for camp. Inappropriate clothing can include anything suggestive, alcohol and drug advertisements, anything that shows prejudice, discrimination, or profanity. Footwear is required at all times. Shirts, pants or shorts, and shoes are required everywhere except the waterfront.

## **Bedding**

We provide bunks and mattresses in all of the tents. Please pack a twin size fitted sheet for a mattress cover and be sure to include a pillow. Your camper may bring whatever bedding is most comfortable for them (sleeping bag, blankets). We suggest including an extra blanket or fleece, even with a sleeping bag, because some nights get chilly. Stuffed animals are always welcome!

## **Laundry**

Laundry service is not regularly offered to one-week campers. Exceptions are made for emergency situations such as bed-wetting or illness. Campers attending multiple sessions and spending their weekend with us only need to bring enough clothes for one week; laundry service is provided for them.

# **Health and Safety**

## **Accident/Illness & Emergency Treatment**

We take camper health and safety very seriously. You or your emergency contact will be notified immediately if your child has a serious accident or illness or requires medical treatment by a physician. Urgent care and Emergency Care facilities are available in Mukwonago.

Medical expenses incurred (doctor, hospital, prescription, etc.) are your responsibility. Please be sure to provide your insurance information and a copy of your current insurance cards, as well as complete the consent to provide necessary treatment or emergency care section of the Health History and Physical Form.

## **Emergency, Medical & Health Policy**

Each year, we must have new medical forms completed and signed both by a parent and doctor at least 3 weeks prior to the session your camper is attending. It is our preference though that we receive the documentation prior to May 15<sup>th</sup>. The form will verify that your camper has had a physical within 12-months prior to his or her arrival to camp, and will also indicate any limitations or special medical considerations. If religious/spiritual beliefs do not permit medical exams, please make arrangements with camp for care in case of an illness or an emergency.

## **Medication**

All medications must be turned in to the Camp Nurse at drop off. This includes prescriptions, vitamins, and over-the-counter medications. Please complete the medication form accurately and be sure to have all medication in a labeled clear Ziploc bag ready for a seamless drop off with our health care staff. Expired medications WILL NOT be accepted. Prescribed medication will not be accepted unless it is the original container with the Camper's name, Prescription number, Identification of the medication, Proper dosage, Date it was dispensed & Prescribing doctor's name.

These measures are in place to ensure that each camper receives the proper medication at the proper dosage. All unused medications can be collected at pickup.

## **Dietary Restrictions**

On the Health History Form, please include any dietary restrictions your camper may have. It is important for us to have this information so that we may inform the kitchen of any special menus that need to be prepared. If your child is Gluten free or has a very strict diet they will need to bring their own food supplies. Unfortunately, we are unable to cook vegan style meals.

## **Health Reminders**

Summer is a time for fun, but also a time for heat, sun, bugs, ticks and zebra mussels! We would like to make you aware of a few things that you can pack to help avoid health issues we have encountered in the past years. Our staff will constantly be encouraging their campers to drink plenty of liquids and protect themselves from bugs, ticks, and the sun. Packing the following items will help your child throughout the week:(Please put first and last name on all items!)

### **Water bottles (Required-Must have First and Last Names on it)**

#### **Hats and sunglasses**

These are all very helpful items for beating the heat and protecting your skin.

#### **Water shoes or old tennis shoes**

Many lakes in this area of Wisconsin are infested with zebra mussels. We remove as many as we can from the shore every summer, however, they multiply quickly. These small clam-like mollusks have a pointed ridge that is sharp when stepped on with bare feet.

#### **Bug repellent (non-aerosol)**

It can get pretty “buggy” at times. Bug repellent will make life at camp more comfortable!

#### **Sunscreen (non-aerosol)**

Your camper will be spending a great deal of time outdoors. We ask that you pack sunscreen to keep him/her from getting uncomfortable sunburn that could ruin his/her week at camp.

#### **Long pants and sneakers for activities in the woods**

We require these items to ensure safety during our Kettle Games (games played in the woods). Unfortunately, we cannot allow campers to participate in Kettle Games without these items, so please be sure to pack these for your camper’s sake.

## **Camp Life: What to Expect**

At home, each child has a unique routine depending on family traditions and individual likes and dislikes. At camp, we have our own traditions and daily routines, yet try to give campers choices that allow them to do what they enjoy and to try new things. The transition from home can be a challenge, but is very rewarding. We have included the following information to help ease this transition.

## **Tent Family Placements and Friendships**

Campers are placed in tents based on gender, age and grade level. When two to three campers who are not in the same family mutually request to be together, we will do our best to fulfill this request if both campers are within the same age range. We avoid grouping more than three friends together to encourage campers to meet new friends and to prevent cliques from forming. Going to camp with a friend is great, but meeting many new friends is a valuable experience that will last a lifetime.

## **Bedwetting**

If your camper periodically experiences bedwetting, please tell us about it on the Health History Form and discuss it with the tent counselor. It is best for us to know ahead of time so that we can easily help your child. Bedwetting will certainly not affect your camper’s ability to come to camp. Be sure to include a plastic mattress cover with the extra bedding when you pack. We want to make your camper’s stay here as comfortable as possible. We will be more than happy to wash the soiled clothing & bedding as needed.

## **Leadership**

The most important part of a positive camp experience is the camp staff. We are very proud of our outstanding staff that provide leadership and serve as role models in the tent and program areas! Each year, we select young men and women who have displayed a sincere interest in and concern for the well-being of children and our environment. All Phantom Staff members have a background check completed on them before they begin work with the children. A period of intense training provides our staff with the skills and techniques for counseling, group work, and program activities. Our counselors are also here to answer any questions or address any concerns you may have.

## **SDPs**

As a part of our ongoing commitment to encouraging young people to take on leadership positions, we offer the SDP Program (Staff Development Program) for 15-17 year-olds. For over 50 years, young adults have been asked to come to camp in a leadership role to support the counselors and learn skills so that they someday may be a Phantom Lake YMCA Camp Counselor. SDPs must be accepted into the program and attend several weekend training sessions before their weeks at camp.

## **Tipping**

Our staff cannot accept monetary tips. However, donations on behalf of a staff member are most welcome. If you wish to donate, you can check the Wish List in our newsletter or consider a gift to our campership program. Homemade cookies are never refused!

## **Arrival and Departure Procedures**

### **Authorization for Pickup**

Please bring your ID for pick-up. WE WILL NOT RELEASE ANY CHILD TO AN UNAUTHORIZED PERSON. If someone else will be picking up your child from Phantom, please make sure they are authorized on the sign in/out form. Your child will not be released to another adult without your prior consent. If there is an emergency and someone else other than you or a designated person needs to pick up your child, please email the office so we can notify the counselor of the change.

### **Early Pickup/ Late Arrival Procedures**

If you need to pick up your child early or your child will be arriving late, you must notify the office via email to [office@phantomlakeymca.org](mailto:office@phantomlakeymca.org).

### **Pet Policy**

For the safety of others, please do not bring your pets to camp. If you find it necessary to bring them, they will have to remain in the car. Service animals are permitted at camp, but prior authorization from the Office is required.

### **Holdover Program**

If your camper is attending two consecutive sessions, and you would like them to stay in between sessions you must register for the Holdover Program. Laundry and meals are included in the Holdover Program fee.

## **General Information**

### **Behavior Management**

All staff members participate in an intensive training program that prepares them to deal with all aspects of camp life. We emphasize positive, age-appropriate behavior management techniques that guide and encourage children, and at the same time establish clear behavior guidelines and expectations.

At all times, staff members are guided by the principle that all children and adults deserve to be treated in a respectful and caring manner. Campers are expected to treat fellow campers and staff with respect and to abide by all camp rules. These rules, and the consequences for not following them, are shared after dinner on the first night. At that time campers are encouraged to ask questions to ensure clear understanding of the rules. Individuals are held accountable for their actions. Staff members support campers by clearly defining and enforcing expectations and responsibilities. Campers are expected to participate in daily duties such as setting their table, cleaning their tent, picking up litter on the campgrounds, and keeping their personal space tidy.

When behavior problems continue to arise, parents will be consulted and a plan for behavior management will be developed. In the event that a camper's behavior does not improve after all avenues of intervention have been explored, or when one camper's actions are detracting from the experience of others, the camper will be sent home.

Some actions require immediate dismissal from camp. These actions include, but are not limited to smoking or the use of tobacco products, consumption or possession of alcohol and/or illegal drugs, endangerment to self or others, or threats of endangerment to self or others. Campers sent home because of behavior problems will not be entitled to any refund of fees. Parents will be responsible for all transportation from camp.

While the staff of Phantom Lake YMCA Camp has counselors with training to work with campers who have various behavioral needs, there are limitations when it comes to working with campers who demonstrate aggressive/violent or dangerous behavior. We will strive to work with parents to come up with a plan for the success of each camper. However, in certain events campers may be sent home for these types of behaviors. If we feel that a child's needs are beyond the scope of the training of our staff, we are more than happy to help refer you to programs designed to accommodate their needs.

## **Keeping in Touch with your Child**

### **Emailing**

To email your child log on to your CampInTouch account. Go to "Online Community" then click on "Email." From there it will explain how to purchase CampStamps so you can email your child. Campers are not allowed to email back a response.

### **Mail**

Send Camper mail to Phantom Lake YMCA Camp, S110W30240 YMCA Camp Rd, Mukwonago, WI 53149  
Campers receive their mail/emails after lunch during their rest hour.

### **Packages**

One package per week can be brought to camp and dropped off at the designated table. We strongly discourage sending food packages, as these items attract bugs and rodents. (Card games, games, toys, books, stickers, tattoos and puzzles are great care package ideas.) If you choose to send food items **please make sure it does not have any items that contain NUTS and please NO GUM! Please put food items in a sealed shoe box sized container to prevent food from attracting unwanted critters in the tent.** Please note that we do not forward or return any mail that arrives after your camper leaves. There is no mail delivery on Saturday (closing day).

### **Telephone**

Campers are not allowed to make or receive phone calls. If you feel it is necessary to check on your child's progress, you may call the camp office and speak with one of the camp staff. If your child has a problem, illness or urgent message for you, the camp staff will call you. Please have campers leave cell phones at home!

### **Camp Store – The Mercantile**

The Phantom Mercantile is open once daily for drinks, snacks, ice cream, t-shirt etc. A set limit is made on how many snacks can be purchased each day. Merchandise sold in the store is subject to sales tax, which is included in the price. We recommend Trading Post funds of \$40-\$60 per session (lower end of the range if your camper does not plan to buy clothing or souvenirs).

### **Camper Bank Account (Must be set up prior to arrival)**

Your camper will want to spend money throughout the week for the Camp Store (Mercantile). We recommend \$40-\$60 (\$20-\$25 for Mag 7 & 8's) per session (lower end of the range if your camper does not plan to buy clothing or souvenirs). It is helpful to discuss with your camper how to "make it last" for the whole week (or ½ week for Mag 7's and 8's). You will be able to log into your camper in touch account and add funds throughout their stay at camp, if you would like. Campers should not have cash with them.

Please note any unused portion of your camper's account at the end of summer will be credited as a donation and used to fund projects such as tent repair, craft supplies or program development.