

Camp Marshall  
2024 Parent Camper Handbook ~ Maple Leaf



This handbook has been put together to help parents and campers prepare for an exciting experience with us at Camp Marshall. We recognize that parents and children have many choices when choosing a summer program and we appreciate you giving us the opportunity to provide a fun, safe, and supportive environment in which to grow. Please read this handbook carefully and contact us if you have any further questions.

**Please note:** This handbook is new for the Maple Leaf program starting in 2023, please read this handbook carefully prior to dropping off your camper for their first day. If you have a returning camper, we ask that you still read the material carefully in case there have been any changes from previous years. Thank you.

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**Drop Off:** Check in for the Maple Leaf program runs from 7:00am to 8:00am. Drop off will take place each day at the Maple Shack located in the lower parking lot. Cars will pull in single file, check their camper in, and pull straight out of the exit driveway. A counselor will help your camper gather their belongings and escort them to their program area for their daily activities. Signs and cones will direct you to the location you need to be in for the appropriate drop off. If you are late to drop off your camper (past 8:00am) then you must sign in at the main office located to the right of Andrew's Hall directly across the street from your normal drop off location. An office team member will radio to your camper's program and a staff member will escort them to their program's current location. At no time are parents permitted to drop off their camper in any parking lot without a senior staff member or Admin Team member present.

**Pick Up:** Pick up for the Maple Leaf program is from 5:00pm to 5:30pm. Pick up will take place the same as drop off at the designated location at the Maple Shack each day. Those picking up campers must have a valid state/government issued picture ID readily available to show staff members at pick up when checking out your campers.

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All campers are required to have an Authorization Pick Up Form on file with names/numbers of those allowed to pick up campers from their programs. IDs must match the names listed on the authorization forms. If at any time someone needs to pick up your camper who is not listed on your authorization form, you must call the main office at (508)-885-4891 to provide the needed information for someone to pick up your camper. Prior to leaving the facility with your camper, please briefly check that your camper has all their belongings such as backpacks, water bottles etc. and report any missing items to a staff member.

Note: Please allow yourself enough time to pick up your child by 5:30 pm. Late pickups after 5:45 pm will result in a \$25 per child fee.

**Camp Stores:** The apparel store is online only, we no longer have any Camp Marshall apparel onsite. All orders can be placed online and will be shipped directly to your door from the website, <https://stores.inksoft.com/campmarshall/shop/home>. You may also have your camper's items shipped directly to Camp's office for their week of camp at no charge. However, if your camper does not attend camp or shipping is delayed, you must coordinate with the main office about picking up your items or having them shipped to your address for an additional charge.

The Snack Store is open daily for the Maple Leaf program during their snack time in the afternoon. Each camper has their own camp store account which is processed each day to avoid overdraft. The purpose of the Snack Store is to provide an opportunity for campers to purchase a different variety of snacks and drinks, all items in the store are peanut free. Please note that campers will receive a snack each afternoon, regardless of having a camp store account or not. Parents can add funds as needed throughout the week though our online system. Funds not used can also be rolled over to following weeks. At the completion of the program, funds left over in your camper's account can either be returned to you, or donated to the program. All donations, no matter the size, are greatly appreciated by all camper's and staff members.



**Programs & Activities:** Activities for Maple programs will vary each day to provide the campers with a variety of activities. Some activities will not change such as swimming and Farm Barn which are both offered to the programs each day. Campers do not have to swim or attend Farm Barn classes if they wish not to participate, alternative activities will be arranged by the program's lead staff members. Other daily activities will rotate between Arts & Crafts, Hiking, Survival, Fishing, Water Games, Archery/Riflery (7+), Sports & Games etc. In the event of inclement weather, alternative activities will take place of those that cannot be held such as swimming or hiking etc.

**Weather:** Unfortunately, we at Camp Marshall can do many things but controlling the weather is not one of them. We do our best to keep our daily schedule for all our programs but must put the safety of our campers and staff members first. We reserve the right to alter the schedule as needed according to the weather each day of camp. Based on the heat index, additional swim periods and water based activities will be added.

**Homesickness:** Spending the day away from home can be a significant milestone and is drastically different than spending the day away at school. Camp is a perfect environment to do this! We recognize, however, that some campers will struggle with feelings of homesickness from time to time.

1. First, please do not promise your camper that if they do not wish to stay at camp that they can call you and you will come immediately to pick them up and bring them home. By making such a promise, the message is sent that you believe that your camper is unable to achieve this very important goal and their focus will be on going home rather than enjoying camp.
2. Second, take the time to talk about camp with your camper and what they can expect during their time with us. Talk about the daily schedule, food offerings, programs, and extra activities. A visit to camp prior during one of our scheduled open houses would be a good experience to help prepare for their upcoming week away from home.



Familiarity with camp will increase their comfort level and decrease the chance of them becoming homesick. Please visit our website or Facebook page for Open House dates, if you are unable to attend any of the scheduled dates, please call the main office at (508)-885-4891 to schedule a tour if you wish. Please allow approx. 1 week for scheduling.

3. Third, send a few familiar objects with your camper such as a favorite stuffed animal. This will certainly make your child more comfortable while at camp. In our experience, campers display more signs of homesickness at night when they are tired and not as busy, however some campers (especially younger ones) can also have complications during the day.

Staff members are trained in how to communicate effectively with children who are struggling with homesickness and will do everything in their power to make your camper comfortable and happy. If our efforts do not appear to alleviate these symptoms, a member of the Admin Team will determine whether we need to contact you to see how you want us to proceed. We will make late night phone calls to parents only in emergency situations. Should your camper become a detriment to themselves or others, a member of the Admin Team will contact you to determine their suitability to remain in their program. Please be sure you have utilized the Successful Camper page from our website to determine program suitability for your child. Refunds for homesickness are not issued.

**Successful Camper:** Please review the Successful Camper page of the website (<https://www.campmarshall.net/copy-of-faqs>) prior to completing the registration process. Similar questions will also be asked on your registration form, please read each question carefully and answer each question as accurately as possible. These questions and camper statements are designed to help ensure your camper will have a positive and successful experience here at Camp. Your camper's success is very important to us.



**What to Bring to Camp:** Each camper should bring the items listed below to Camp with them each day. If certain items are forgotten such as water bottles or beach towels, we do always have extras on hand your camper may use. However, we do not carry other items such as bathing suits, extra sets of clothes, shoes etc. We also ask that before leaving your camper has the needed sunscreen or bug spray applied prior to coming to camp. Staff members are not allowed to help campers apply these items or similar items such as other creams or ointments. Please ensure prior to leaving for Camp each morning that your camper has the needed items for a great day. We also recommend that you label your camper's belongings with their first and last name or their initials in case any items are left behind.

- Change of clothing (socks/underwear included)
- Beach towel
- Swim suit
- Water bottle (reusable)
- Sandals for waterfront
- Sneakers (required for when not actively at waterfront)
- Rain gear/boots (if weather requires them)

**Camper Dress Code:**

- Clothing must not depict drugs, alcohol, offensive or foul language, violence, degrade or demean others or otherwise deemed inappropriate content.
- Shirts must be tasteful, must ensure torsos and midriff are not viewable and be worn when not at the waterfront or participating in water games. Tank tops allowed outside of the horse camp area, shoulder straps must be a minimum of 2 finger widths wide.
- Shorts, pants or skirts must cover the entire butt and be worn when not at the waterfront.
- Bathing suits must be appropriate, tasteful and functional in an active waterfront environment. Bikinis are allowed, thong style bottoms are not allowed.



- Acceptable sneakers or boots must be worn in all farm barn areas.
- Campers are expected to dress their feet with environmentally appropriate, closed toed closed heeled protective footwear. (Crocs, flip flops and other open styled sandals are not allowed with the exception of at waterfront and for showering)

### What NOT to Bring to Camp:

**Weapons:** Do not bring weapons of any kind to camp, Camp Marshall reserves the right to search and seize personal items if possession of weapons is suspected. This is for the safety of other campers. This also includes pocket knives. Please know that our counselors are allowed to carry pocket knives to use during daily camp activities as needed, they must follow specific guidelines throughout the summer and are not allowed to share or give their pocket knives to campers or others.

**Drugs, Alcohol, or Tobacco Products:** Camp Marshall reserves the right to search and seize personal items if possession of illegal drugs, alcohol, nicotine, or tobacco products is suspected. This includes electronic products. Any camper, including the LITs or CITs, will be immediately dismissed if illegal drugs, alcohol, nicotine, or tobacco products are found and/or used on camp property, and appropriate authorities will be notified. Possession and/or use of illegal drugs, alcohol, nicotine,

**Animals:** No pets are allowed, this includes dogs, cats, fish, reptiles etc. If the family pet accompanies your camper to pick up or drop off, they must stay in the vehicle and with a person at all times. Should you need to exit the vehicle with your animal, please have your animal properly restrained on a leash, away from other camp families and campers and in designated areas only. Please pick up after your pet.

Pets are strictly prohibited from the cabin areas, lower grounds, and in any camp buildings.



**Vehicles:** Do not bring vehicles of any kind including cars, dirt bikes, ATVs, etc. Regardless of a campers ability to drive they are not allowed to bring their vehicle to camp. All CITs, LITs, and campers must be checked in/out with a parent/guardian or authorized person.

**Personal sports equipment:** Do not bring archery equipment, riflery equipment, or sports and games equipment such as bicycles, skateboards, roller skates etc. Camp Marshall will supply programs and safety equipment for all programs. Equestrian campers must bring riding boots and may bring riding helmets. Riding helmets must follow ASTM/SEI standards, be less than 5 years old with no cracks/damage. Helmet will be checked and approved by the Equestrian Director.

**Aerosol spray cans:** No aerosol spray cans are permitted at Camp, this includes hair spray and insect repellent etc.

**Technology:** Camp Marshall believes that summer camp is the ideal place for campers to disconnect from technology that is so prevalent in today's society and reconnect with nature. While games and social media can be a great form of entertainment and education, we aim to provide an experience that is as much "off the grid" as possible. By doing so, campers are more easily able to immerse themselves in the much more basic style of living provided by camp. This includes learning how to live with others in a group setting and exploring their natural environments without the intrusion of digital updates, notifications, and alerts.

It is against our policy for any camper to be in possession of a cell phone or other types of technology. If a camper is found to have any technology while at camp it will be taken, put in a secure place, the parent/guardian will be notified, and the item will be returned to the parent/guardian at check out.

**Technology items include, but are not limited to, cell phones, game consoles, laptops, tablets, music devices, walkie-talkies, etc.**



**Expensive items:** Valuable sunglasses, valuable jewelry and other valuable items should be left at home. All technology related items, as mentioned in the statement above, must be left at home and are not allowed at Camp. Camp Marshall will not be responsible for the loss, breaking of, or damage of any of these items.

**Money:** Campers do not need money during camp and should never have money on them or with their belongings. There is an option to create a camper's store account for the camper to make purchases at the Camp Snack Store, which is open each day during rest/free periods in the afternoon. Campers who wish to purchase apparel can do so with their parents/guardians during check in and check out or visit our online store on our website.

**Inappropriate materials:** Possession of age-inappropriate items, such as pornography, at camp is considered unsuitable. Parents of offenders will be notified immediately and the item will be secured in the Camp Office until departure.

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**Communication with our Campers:** Campers are not permitted to use the telephone while at camp without permission of a Camp Marshall Director or the Health Supervisor/Nurse. We strongly discourage telephone calls between campers and parents. Feelings of missing home are exacerbated and can have a very negative impact on the camper's stay at camp. For the same reason, **CELL PHONES ARE NOT ALLOWED AT CAMP**. If you have an urgent matter to discuss with your child, call the main camp office 508-885-4891. If it is an emergency after office hours please call the Summer Camp Manager at (508)-769-2753.

**Health Care:** The promotion of your child's health and safety remains our highest priority at Camp Marshall. The camp employs a full time Health Supervisor. Our infirmary is located in Andrews Hall and is staffed 24 hours a day. We have a Healthcare Consultant who provides us with guidance as needed and reviews our Health Care Plan annually. In addition, all of our staff members have current certifications in First Aid and CPR.



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In the unlikely event of a camper emergency, 911 will be called and the Spencer Rescue Squad will transport the camper to either UMass Medical (Shrewsbury), UMass Memorial (Worcester), St. Vincent's Hospital (Worcester) or Harrington Hospital (Southbridge). Parents will be notified by the Health Supervisor or a Camp Marshall Director as soon as possible of any incident requiring transport by ambulance. A senior staff member will accompany the camper to the hospital and remain with them until a parent or guardian arrives.

In the unlikely event that a camper becomes ill or injured, the Health Supervisor will contact a parent via phone to inform them of the camper's condition and current actions being taken. If the first parent/guardian cannot be reached, the second parent/guardian will be called followed by the emergency contact person. We will continue to call until we speak to someone personally. You will not be contacted if the injury is minor, such as a small cut or scrape requiring a band-aid, or a minor stomach ache that does not persist.

In the event that a camper becomes ill and cannot remain at camp, their parent or guardian will be notified and will be requested to pick up the camper as quickly as they are able. We are unable to keep ill children at camp. Any ill child will be kept in the isolation room of the infirmary until the parent arrives. In some cases Camp will require a doctor's note prior to the camper's return to camp. In order to assist us in providing the best care, Camp Marshall utilizes CampDocs.com.

Once registered, families will be e-mailed a link to the CampDocs website. We hope that you will find this service to be an easier process on their secure website. It will allow us to have online access to all health forms. In the event of missing or incomplete medical forms, your child may be refused entry to camp.



**Campers are not allowed to have medication, including over-the-counter medications, in their cabins/areas at any time.** All medications must be turned into the Health Supervisor during check in. All medications must be in their original container with the physician's orders on it as well as the child's name.

Please advise us upon arrival of any recent developments regarding your child's health or any other pertinent information that you might find necessary for our staff to know.

**Sunscreen Policy:**

***State Requirement: 430.163: Protection from The Sun***

***The operator shall at all times encourage campers and staff to reduce exposure to ultraviolet exposure from the sun. Such measures shall include, but need not be limited to, encouraging the use of wide brim hats, long sleeve shirts, long pants, screens with a solar protection factor of 15 or greater and lip balm.***

In accordance with the above state law, we do request permission for our staff/volunteers to help, when and if needed, to apply sunscreen to your camper. You will be asked to initial the box at the end of this book stating you give permission.

**These forms are for informational purposes provided by the DPH of Massachusetts and Camp Marshall, the links to this information can be found on our website on our Health and Medical Informational page.**

- Hand Washing
- Lyme Disease
- Rabies
- Ticks and Tick Bites
- Giardiasis Meningitis
- Meningococcal Disease



### **Does Camp Marshall get inspected?**

Yes, The Department of Public Health inspects and licenses Camp Marshall each year along with the Fire Marshall. Camp Marshall is also accredited by the American Camp Association, our most recent accreditation with ACA was during the summer of 2023.

**430.190 ( C ) This camp must comply with regulations of the Massachusetts Department of Public Health and be licensed by the local Board of Health.**

**Anti-Discrimination Policy: (Staff and Campers)** The Worcester County 4-H Center, Inc. (hereinafter “Camp Marshall”) seeks to secure and retain qualified staff. Camp Marshall, its programs and employment shall be operated in accordance with State and Federal law. In the interests of the health, safety and total welfare of campers, and employees and the quality of programming at Camp Marshall, the highest standards of conduct and performance shall be required of all employees. Employees shall agree that while participating in Camp Marshall programs they shall adjust their personal habits and actions to the policies, ideals and traditions of Camp Marshall. The conduct of all employees, both on and off property of Camp Marshall, shall be professional and their role and an exemplary model for campers. Employees must be non-discriminatory toward, but not limited to, race, color, age, religion, sex, national origin, sexual orientation, gender identity, marital status, learning, physical or mental disabilities, ancestry, genetic information, and any other protected class; and shall exhibit respect for the environment and world. Employees shall be prohibited from promoting their personal life styles, political views, or religious preferences to other employees, participants, parents, campers or other volunteers.

In the interests of the health, safety and total welfare of every camper, and the quality of programming at Camp, the highest standards of conduct shall be required of all campers. Campers agree that while participating in Camp programs they shall adjust their personal habits and actions to the policies, ideals and traditions of Camp Marshall.



Campers shall agree that while participating in Camp Marshall programs they shall adjust their personal habits and actions to the policies, ideals and traditions of and Camp Marshall. The conduct of all campers, while at Camp Marshall, are expected to be , non-discriminatory toward, but not limited to, race, color, age, religion, sex, national origin, sexual orientation, gender identity, marital status, learning, physical or mental disabilities, ancestry, genetic information, and any other protected class; and shall exhibit respect for the environment and world.

Campers and/or Staff that do not uphold these expectations while at Camp Marshall will be subject to discipline per our Discipline Policy. This can be found in the Discipline Policy in this handbook.

***The Worcester County 4-H Center, Inc shall not tolerate, under any circumstances, without exception, any form of discrimination based on race, creed, religion, color, age disability, pregnancy, marital status, veteran status, military status, domestic violence victim status, national origin, political affiliation, sex, predisposing genetic characteristics and any other status protected by law.***

**“Our” Camp, Camp Marshall is a ZERO TOLERANCE Facility**

**Behavior/Discipline Policy:** The staff at Camp Marshall strive to create a healthy and safe environment for all campers. The camp has a number of systems in place to recognize and respond to behaviors that are detrimental to the health of the camp community and its members and with many behaviors devise a plan for improvement. In rare instances where these initial steps are unsuccessful, we will often enter into personal verbal behavior contracts with the camper outlining the specific expectations and consequences. On occasion, certain behaviors or repeated infractions require parental notification. When appropriate, we will seek guidance from you as to strategies that may have worked at home or school that we may employ with your child at camp. In the event that the administrative staff, after investigating senior staff concerns, determines that the conduct of a camper is unreasonably disruptive to the program, cannot be controlled, is detrimental to the safety of other campers, is bullying, violent, inappropriate, or threatening to staff or campers, Camp Marshall has the right and responsibility to send that camper home.



If a camper is sent home for reasons of behavior, no refund will be given. The Discipline Process is as follows:

- Verbal coaching
- Parental notification
- Persistent Issues
- Dismissal

The health and safety of all of our campers and staff on property is our first priority. Any offense(s) that would affect the health and safety of any of our campers and/or staff will result in immediate dismissal for the week and/or remainder of the summer.

**State Requirement: 430.191: Requirements for Discipline**

*(A) Discipline and guidance shall be consistent and based upon an understanding of the individual needs and development of a child. The operator shall direct discipline to the goal of maximizing the growth and development of the children and for protecting the group and individuals within it.*

*(B) Prohibitions*

*(C) The operator shall describe in writing the camp's procedures for disciplining campers. The written plan shall also include the prohibitions of 105 CMR 430.191(B)(1) through (4).*

*In accordance with the above law, you will be asked to initial the box at the end of this book noting you have reviewed this policy.*

**Visitation:** Although parents are welcome, visits must be approved by the Camp Office prior to arrival unless it is an emergency. Please consider whether a visit is at all helpful to your child. Even though your child may be having the time of their life leading up to your visit, your presence can result in an intense desire to go home with you. It can be a difficult time for both campers and parents. If you come for a visit, and you experience this, please consult with a Camp Marshall Director.



All visitors (including parents) must sign in at the Camp Office. Campers will be called to the office to greet their visitor. Visitors may not enter the living or program areas under any circumstances without being escorted by a staff member. If for any reason you must take your child from camp, you must inform the Camp Office in advance. In order to ensure everyone's safety, we must have an accurate headcount of our campers at all times. Any camper who leaves camp property must be signed in and out from the Camp Office or from the Infirmary in case of illness. Only those individuals who are on your "Authorized to Pick Up" form will be allowed to take your child. Photo ID's will be required. Returning campers must be back on the premises by 7:00 pm or must wait until drop off the following morning from 7am to 8am.

**Camp Photographs:** Please be sure that you complete a Photo Release Form prior to the start of camp. This allows us to use photographs of your child in our Camp's publicity. Names of campers are not used.

**Staff:** All Camp Marshall Staff and Volunteers have been required by law to be CORI/SORI check, along with the National Sex Offender Registry. All staff that begin on the start date of training are also CPR/First Aid/AED certified.

**State Requirement: 430.190:** *General Program Requirements: (D) The operator shall inform parents at the time application forms are provided that they may request copies of background check (as the law provides), health care and discipline policies as well as procedures for filing grievances.*

**Gratuities:** Staff members are not allowed to accept any gratuities from, we ask that you please refrain from tipping staff members, volunteers etc. Words and letters of appreciation are gratefully received. If you wish to show your appreciation further, we encourage you to make a donation Camp, you may make a donation in honor of a staff member to show your appreciation if you wish. Camp Marshall is a not-for-profit organization and all donations are tax deductible. You may also choose to specify that your donation is for a particular program area, such as Waterfront, Horse Camp, Arts & Crafts etc. Camp also has an ongoing list of donations needed for year round and summer camp programs, if you wish to donate needed items instead, please contact the main office at (508)-885-4891 for a list.



**Payment Policy:** Upon registering your camper, an online invoice will be emailed to you. You can pay this invoice online or over the phone with a card. If you need to arrange another form of payment, please call the main office at (508)-885-4891.

**Financial Aid:** There are camperships available for limited amounts. Applications are due by May 15th, 2024. Call the Camp office at (508)-885-4891 or go online at [www.campmarshall.net](http://www.campmarshall.net), for campership applications if you wish to be considered.

**PAYMENTS/CHANGES/REFUND POLICIES:**

- All payments are due in full 2 weeks prior to the start of each camp week.
- Any change of days/weeks requests MUST be made no later than 2 weeks prior to the start of camp.
- Cancellations before June 1st may receive a refund, minus the non-refundable deposit of \$150 and the admin fee of \$35.
- There will be no refunds for cancellations within 2 weeks of camp starting, unless the child physically cannot participate, which will require a physician's letter, minus the \$130 non refundable deposit. Refunds will NOT be issued when a camper is dismissed for violation of camp rules or if the camper leaves due to homesickness.
- **All refunds will be processed during the month of September.**

**Complaints/Grievances Policy:**

If you have a complaint that you feel needs to be addressed, please send an email to the Summer Camp Director at [jordan@campmarshall.net](mailto:jordan@campmarshall.net) or via phone to the main office at (508)-885-4891. Please note that due to the nature of this position, the Director might not be able to take your call immediately, if we are unable to speak with you at the time, please leave a message with an office member and we will get back to you.

\*\*Please do this immediately as you become aware of the situation. Refunds are not guaranteed, please refer to the refund policy above.\*\*



**Per Massachusetts law, parents may:**

*430.190: General Program Requirements: (D) The operator shall inform parents at the time application forms are provided that they may request copies of background check, health care and discipline policies as well as procedures for filing grievances. All Camp Marshall background checks are kept on file for a minimum of three years.*

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Thank you for taking the time to review the important information we have outlined above. We hope that you found it informative and useful. Please feel free to contact our office if you have questions or concerns.

We also ask that you please review our Successful Campers page that can be found on our website. This page has a better indication of what will be expected of your camper in their specific program. If you have any questions or need any clarification of these expectations please contact us.

<https://www.campmarshall.net/copy-of-faqs>

Please also visit our website FAQs page for more helpful information.

If you have any questions about anything not on the FAQ page, call our office at 508-885-4891.

**Updated as of: January 1st, 2024**