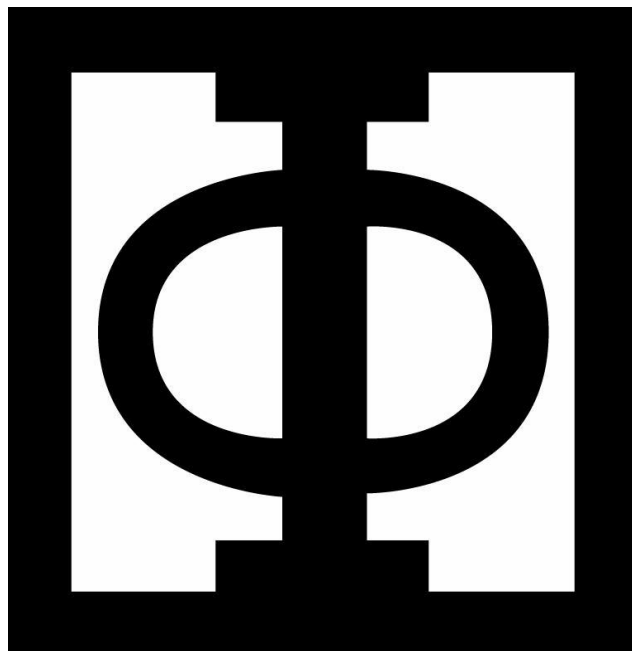


# PHANTOM LAKE YMCA CAMP

## RESIDENT CAMP PARENT HANDBOOK



**Phantom Lake YMCA Camp**  
S110 W30240 YMCA Camp Road  
Mukwonago WI 53149  
Telephone: (262) 363-4386  
Fax: (262) 363-4351

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



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## WELCOME TO PHANTOM LAKE YMCA CAMP

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Dear Parents and Guardians,

Welcome! 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 exceptional staff. They will acquire new skills and strengthen old ones, while making new friends and developing fair, value-based social skills. They will learn acceptance and appreciation of all people, while interacting and living with children and staff from diverse backgrounds. Most of all, they will have FUN in our safe camp environment!

We have designed this handbook to help you prepare your child for their camp experience and to answer a wide range of frequently asked questions. We encourage you to browse through it and use it as a resource to help answer your questions.

Once again, thank you for choosing Phantom Lake YMCA Camp. We look forward to seeing you soon!

Sincerely,



A. Todd Lennig  
Chief Operating Officer  
[todd@phantomlakeymca.org](mailto:todd@phantomlakeymca.org)



*"As parents, we cannot believe how much Annie has changed and blossomed each time she's gone to camp!"* 3

# ABOUT US

---

## 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.

## Accreditation

Phantom Lake YMCA Camp is accredited by the American Camping Association (ACA), annually licensed by the State of Wisconsin, and exceeds the National Standards of the YMCA. Camp operates with the highest standards regarding health, safety, personnel selection, and facility maintenance.

## The Phantom Square



Over 100 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. First year campers receive a Phantom Square patch to remind them of their growth at camp. Returning campers receive a cloth bar, as well as a colored arrowhead.

## Christian Emphasis

As part of our campers' growth on the God side of the square, Phantom strives to integrate the wonders of God and His natural world into all of our activities and program areas. With respect to all of our campers' varying faiths, we encourage campers to talk about their beliefs and concerns with each other and their counselors. Our emphasis is placed on Christian values and the YMCA of the USA Character Development Program that focuses on the 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.



*"She loves it there. I think it's always a good thing for her to be on her own for a little while to see what she is capable of within a group and no parents."*

# GETTING READY FOR YOUR WEEK AT CAMP

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## Parent Information Letter (PIL)

The information that you share with us on the Parent Information Letter helps our staff to better understand your camper's individual needs, special challenges or concerns, and how we can help your camper grow in his/her time at camp. The information on this form is shared on a "need to know" basis. Please be open in sharing any information that our staff should know in order to successfully work with your child.

On the back of this form there is a section for your child to share his/her thoughts, feelings, or concerns. Please help your child complete this section so that his/her counselor can get a feel for your child's interests or worries as he/she comes to camp.

Please complete and return the Parent Information Letter by June 1<sup>st</sup>. If you registered after June 1<sup>st</sup>, please mail in the forms as soon as possible.

## Health Examination Form

Phantom Lake YMCA Camp is an ACA accredited camp. This accreditation requires all staff and campers to have a physical within **24 months** of arrival to camp. Though camper and staff physical exams are mandated every two years, this Health Examination Form needs to be completed and signed by a physician **annually**.

## Camper Health Form

This parent-completed form assists us in providing safe and appropriate health care for your child. All information on this form is confidential and stored in a separate, locked file. The Camper Health Form is reviewed **ONLY** by the camp nurse, trip staff and/or camp administration. This form must be completed and signed by a parent/adult guardian of a camper annually.

## Form Deadlines

Please review the table below:

Form	Deadline
Parent Information Letter	May 15
Camper Health Form	May 15
Health Examination Form (physician signature required)	May 15
Mail in Camp Bank Money	May 15



*"Yes, Myles always has great things to say about the people he meets and the counselors. Making new friends always teaches him to be accepting and open to new experiences."* 5

# 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. The following suggestions for first time campers will help you and your child make the most of this important transition.

## **An Invitation to Open House**

We invite you to come to camp for a visit. Our open house is on May 8<sup>th</sup> from 2:00 PM to 4:00 PM. Your children will enjoy seeing camp, meeting some of our summer staff and participating in some of camp's activities! If you are unavailable May 8<sup>th</sup>, please call our camp office at (262) 363-4386 and schedule a tour when it is more convenient for you.

## **Homesickness**

Homesickness is a natural feeling experienced by many campers. For most campers, this feeling passes after a day or two. Occasionally, a camper will write a "distress letter" the first or second night of camp before they are really engaged in the camp program. These letters are common and are usually followed by a brief "Camp is Great" postcard, or no letters at all because they are busy having a great time! If you receive a letter from your child expressing homesickness, please contact the Program Directors for more information. The Program Directors will check-in with your camper's counselors and let you know how they are progressing. If your camper is homesick for a consistent 24-hour period, the Program Directors 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.

## **Opening Day Goodbyes**

The transition from home to camp can be awkward and the sooner campers can jump into camp life the easier the transition will be. Allowing your child to unpack their own belongings and make their own bed is an important step in developing confidence in their ability to care for themselves. Frequently, parents feel guilty about leaving so quickly, but our experience shows that short and sweet goodbyes are easiest on everyone.

## **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!"
- Avoid promises to come pick them up if it doesn't go well. Instead, show your faith that they will enjoy themselves and have a positive experience.
- Letters, postcards and emails are the primary method of communication with your camper. Send letters with positive news from home assuring all is well with you and the rest of the family. Campers love getting mail and may feel "left out" if they don't receive mail and their tentmates do.



*"Each time he goes, he becomes more confident about his ability to make new friends and have a good time."* 6

## PREPARING YOUR CAMPER CONTINUED

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- 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, homesickness or general sickness. **Cell phones are not allowed in camp.**
- 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. Packing together is also a special time to discuss all the wonderful opportunities ahead. Some campers may want to try living out of their trunk/suitcase/duffle bag for a couple of days to practice organizing their belongings. Resist the urge to pack for your child, as they will need to start practicing the independence that is expected of them at camp.  
**For a suggested packing list, please see page 10.**

### **Clothing at Camp**

Life at Phantom is informal! Send comfortable clothes (the kind that you can afford to lose or don't mind getting dirty). All campers are expected to dress and groom themselves neatly in clothes that are sensible and suitable for camp activities. All campers are expected to dress in such a way that his/her appearance does not endanger the health or the safety of others, damage property or disrupt others in participating in activities. It is hoped that all campers would dress in a manner becoming to themselves and camp. Revealing bikinis, halters, tank tops, short-shorts, low riding shorts, cut off t-shirt tops, inappropriate language, and bare feet are not suitable for camp.

### **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.



*“They always come home with more/better manners and in a really good mood.”*

# PACKING LIST

The following packing list is intended to be a guide to help you pack for a one week stay at camp.

## Personal Gear/Name Tags

Please clearly label all of your camper's belongings with their initials or full name. Lost & found will be sorted at the end of each session and is available for campers and parents to check before leaving camp. All lost & found is kept at camp until August 31, at which point it is donated to charity. Please check the lost & found, as well as your camper's tent before you leave.

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

<b>Resident Camp Packing List</b>		
<input type="checkbox"/> 3-4 pairs of shorts <input type="checkbox"/> 2-3 pairs of pants <input type="checkbox"/> 6-7 t-shirts <input type="checkbox"/> 2 Sweatshirts or fleece top <input type="checkbox"/> 1-2 pairs of sneakers <input type="checkbox"/> Water shoes (for shallow area) <input type="checkbox"/> Sandals <input type="checkbox"/> 1-2 swimsuits	<input type="checkbox"/> Baseball cap/hat <input type="checkbox"/> 1-3 pairs of pajamas <input type="checkbox"/> 6 pairs of underwear <input type="checkbox"/> 6 pairs of socks <input type="checkbox"/> Rain jacket or poncho <input type="checkbox"/> Sleeping bag or Comforter & twin sized fitted sheet <input type="checkbox"/> Pillow <input type="checkbox"/> 2 towels (swimming & bathing)	<input type="checkbox"/> Toiletries <input type="checkbox"/> Comb or brush <input type="checkbox"/> Laundry bag <input type="checkbox"/> Flashlight <input type="checkbox"/> Bug spray* <input type="checkbox"/> Labeled water bottle <input type="checkbox"/> Sunscreen <input type="checkbox"/> YMCA Rag (returning Raggars)
<b>Optional:</b>		
<input type="checkbox"/> Baseball Mitt <input type="checkbox"/> Frisbee <input type="checkbox"/> Fishing rod	<input type="checkbox"/> Disposable camera (clearly labeled) <input type="checkbox"/> Card games <input type="checkbox"/> Books	<input type="checkbox"/> Sunglasses <input type="checkbox"/> Pre-addressed postcards or envelopes/ writing utensils and stamps
<b>Golf Specialty</b>	<b>Soccer Specialty</b>	<b>Skateboarding Specialty</b>
<input type="checkbox"/> Golf Clubs <input type="checkbox"/> Golf Shoes or Tennis Shoes	<input type="checkbox"/> Soccer ball <input type="checkbox"/> Shin guards <input type="checkbox"/> Soccer shoes	<input type="checkbox"/> Skateboard <input type="checkbox"/> Helmet
<b>What NOT to bring:</b>		
<ul style="list-style-type: none"> <li>• Knives and weapons**</li> <li>• Controlled substances**</li> <li>• Lighters/matches or fireworks</li> </ul>	<ul style="list-style-type: none"> <li>• Electronic games</li> <li>• iPod, music players, or travel TVs</li> </ul>	<ul style="list-style-type: none"> <li>• Cell phones or pagers</li> <li>• Aerosol cans</li> </ul>
<b>These items will be confiscated! Please, leave them at home!</b>		
<p>*Aerosol cans are not permitted in camp.            ** Campers found to be in possession of weapons (including but not limited to knives and/or guns), drugs, alcohol, or tobacco products will be asked to leave camp. Parents will be notified to pick up their camper immediately.</p>		



*"I think her square values definitely grew. Each side grows more and more each year."*

# HEALTH AND SAFETY

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## 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, requires medical treatment by a physician, or requires more than 24-hours of confinement in the Health Lodge. Urgent care facilities are available in Mukwonago and Hospital Services are available in Waukesha.

We will make the necessary travel arrangements and implement follow-up care in our Health Lodge at no additional cost. However, 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** and complete the consent to provide necessary treatment or emergency care section of the Health History and Examination Form.

## Emergency, Medical & Health Policy

(see page 7 in the Camper Health Form and Health Examination Form)

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, although it is our preference that we receive the documentation prior to June 1. The form will verify that your camper has had a physical within 24-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 during the Opening Day screening. This includes prescriptions, vitamins, and over-the-counter medications. No medication will be accepted unless it is in a properly labeled container which includes:

- Camper's name
- Prescription number
- Identification of the medication
- Proper dosage
- Date it was dispensed
- Complete instructions for use
- 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 picked up on Closing Day. Please do not discontinue a camper's medication "to see how they get along" at camp. In most cases, the result is disappointing.

## Dietary Restrictions

On the Parent Information Letter and Health 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. The more notice and more information that we receive will help us plan more enjoyable meals for your camper. Please include information for vegetarians as well. Unfortunately, we are unable to cook vegan style meals. It will also be helpful to remind the counselor on Opening Day.



*"Yes, he learned that he could live independently without his grandma and grandpa and that he could make new friends and choose fun activities."* 9

## HEALTH AND SAFETY CONTINUED

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### Allergies

Please notify us on the Parent Information Letter and on the Health Form if your child has any insect or food allergies.

### 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:

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

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

#### **Sunscreen (SPF 30 or higher)**

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 and have long-term consequences.

#### **Water bottles, hats and sunglasses**

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

#### **Water shoes or old tennis shoes (no flip flops)**

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

#### **Long pants and shoes that tie for Kettle Games**

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.

As a final note, please help keep camp healthy by bringing your child to camp only if he or she is in good health. If your camper is sick on the day of registration, please contact the office at (262) 363-4386 for information about late check-in.



*“Lauren learns more about herself at camp, especially participating in Ragers. She 10 learns if she puts her mind to it, she can do anything.”*

## CAMP LIFE: WHAT TO EXPECT

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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 allow them 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 Placement and Friendships**

Campers are placed in tents based on gender, age and grade level. When two 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 two 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 Parent Information Letter 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 of counseling, group work, and program activities. We ask that you complete the Parent Information Letter to share with your camper's counselor. Information on the form may include behavior challenges, medical concerns, and/or significant family issues. Our counselors are also here to answer any questions or address any concerns you may have.



*“Yes, Mary did learn about herself more. When she came home she acted differently, 11 but in a good way.”*

## CAMP LIFE: WHAT TO EXPECT CONTINUED

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### Camp Schedule

Our structured camp schedule will keep your child busy and happily engaged!

7:15	Reveille
7:45	Waiters
7:50	Flag Rising
8:00	Breakfast
8:45	Camper Counselor Jobs Tent Clean-Up
9:30	Specialty 1
10:30	Specialty 2
11:30	Free Swim
12:10	Waiters
12:30	Lunch
1:15	Rest Hour
2:15	Program Announcements
2:30	Free Choice Activities
4:30	A-field Game
5:15	Waiters
5:30	Dinner
6:30	Quest
7:30	Flag Lowering
7:45	Evening Program
9:00	Prepare for bed
10:00	Taps

### SDPs

As a part of our ongoing commitment to teens and 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 counselor and learn skills so that they someday may be a Phantom Lake YMCA Camp Counselor. SDPs must be accepted into the program and attend numerous weekend training sessions before their weeks at camp. As part of their final training year, 17 & 18 year-old SDPs (Assistant Counselors) train by counseling their own tent with the guidance of the SDP Directors and other staff.

### 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!



*"I think she enjoys the independence she has at camp. It is great for them to have the opportunity to make their own decisions and be responsible for themselves for a week."* 12

# ARRIVAL AND DEPARTURE PROCEDURES

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## Arrival Procedures

### 1. Check-in

Check-in is between **2:00 PM and 4:00 PM** on the opening day of each session. **Please do not arrive early, as you will be required to wait until 2:00 PM** (Mag 7s & 8s and SDP campers, please refer to chart on page 21 for check-in times).

### 2. Health Screening

Our camp health screening is located in the check-in tent in the Upper Parking Lot. Please turn in any medications and discuss any special needs regarding your camper with the nurse. The health screening includes a head check for lice. Camp has a strict lice policy which states that any child having nits or eggs will not be admitted to camp until they are nit free.

### 3. Tent & Bunk Assignments

You will be directed to your camper's tent to meet tentmates and the counselor when the health screening and check-in paperwork is complete. If you would like assistance in carrying luggage to your camper's tent, we have luggage carts available our SDP participants are always available to help you. Bunks are picked on a first come first serve system. If bunk location (top or bottom) does not matter to your camper, arrival between 3:00 – 4:00 is recommended for minimal wait.

### 4. Visit Tent

Meet your camper's counselor and sign-in at the tent. Parents are welcome to enjoy our camp setting, but it is easiest to keep goodbyes short and sweet!

### 5. Swim Evaluations

After being checked-in at their tent, campers will be asked to take a swim evaluation. This is a check of your camper's abilities by our Waterfront Staff. It should be noted that we tend to be a little more strict than might be necessary in a pool due to lake conditions. Swimming lessons are optional, but your camper may sign up for lessons as a morning specialty. Even if your camper does not plan on taking swimming lessons it is important to go through the evaluation, since boating options correlate with swim levels.

### 6. Swim Levels

The swim levels that are granted for Resident Camp basically follow the American Red Cross swimming levels. Instead of levels 1-6, we offer Knee Deep, Bay 1, Bay 2, Bay 3, Deep 1, Deep 2 and Super Deep. The levels work in ascending order of ability with Knee Deep being those campers who are afraid of the water and are unwilling to enter beyond standing, while Super Deep are those campers who perform each stroke to perfection and have a very strong endurance.



*“The hamburgers at camp are the best hamburgers ever! Of course he won't eat hamburgers anywhere else.”*

## ARRIVAL AND DEPARTURE PROCEDURES CONTINUED

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### Please Note

You must be certain that all of the following items **are on file at the camp office prior to arrival at camp.**

- Parent Information Letter
- Camper Health form signed by parent or guardian
- Physical Form signed by a physician
- All fees paid in full
- Store money

Failure to do so will require that you make an additional stop and possibly wait in line at the Check-In Tent.

### Departure Procedures

#### 1. Check-out

Check out is between **9:30 AM and 10:30 AM** on the closing Saturday of each session. This allows campers time to eat breakfast and say good-bye to their new friends (Mag 7s & 8s and SDP campers please refer to chart on next page).

#### 2. Sign-out Camper

Proceed to your camper's tent and sign your camper out with their Counselor. Campers will only be released to someone other than their parents if their parents designated an alternate name on their release form.

#### 3. Store Money Refund

Phantom Lake YMCA Camp is a non-profit 501(c)3 and your donations are appreciated. All accounts that are under \$10 will be considered a donation unless requests for a refund are received before Sept. 15<sup>th</sup> in writing. If you would like to donate the balance of your camper's account to camp, please remember to sign the Parent Information Letter. By doing this you will not need to visit the store for check-out.

## PET POLICY

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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.

*"Your counselors are A+! It has been such a positive experience for him."*



## ARRIVAL AND DEPARTURE TIMES

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### 1 Week Resident Camp Sessions

	Arrival	Departure
<b>Coed I,II,III,IV,V, Boys, Teen, Girls I &amp; II</b>	2:00 – 4:00pm	9:30 – 10:30 am
<b>Specialty Camp</b>	3:30 – 4:00 pm	9:30 am – Theater Production 10:00 – 10:30am – Pick up

### Mag 7s & 8s Resident Camp Sessions

Session	Arrival	Departure
Coed I(a)	2:00 – 4:00pm	11:45 – 12:15
Coed I(b)	2:00 – 2:30pm	9:30 – 10:30 am
Boys (a)	2:00 – 4:00pm	11:45 – 12:15
Boys (b)	2:00 – 2:30pm	9:30 – 10:30 am
Girls I(a)	2:00 – 4:00pm	11:45 – 12:15
Girls I(b)	2:00 – 2:30pm	9:30 – 10:30 am

### SDPs Sessions (Check-in at Alford Lodge)

Session	Arrival	Departure
<b>All Sessions</b>	9:30 – 10:00am	10:30 am

### Closing Day Packet

Upon your departure, you will receive an envelope with the tent photo, next year’s dates, and a winter camp brochure. We will be emailing you with a link for our summer camp evaluation. Your feelings and impressions are important to our commitment to quality camping and our constant goal of improving the camping experience for everyone. Please complete this evaluation so that we are able to improve our programming. All comments will be considered by our Program Committee and help us plan for the following year.

### Holdover Program

Campers who are staying for more than one session may stay for activities at camp for an additional fee, or be picked up and returned the next day. Laundry service is provided to all holdover campers and is included in the cost.



*“Both counselors seemed responsible and interested in our camper.”*

# GENERAL INFORMATION

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## 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 camp grounds, 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.

The staff of Phantom Lake YMCA Camp is not trained to handle campers who have severe emotional/behavioral issues, demonstrate violent/aggressive behavior or who routinely violate rules and policies. If your child has severe behavioral problems, we can refer you to programs designed to accommodate these special needs.

## Out-of-Camp Trips

Campers may choose to participate in nature trips, overnight camping trips, or canoe trips. If you **do not** want your camper to participate in out-of-camp trips, please send a separate letter to that affect. If no letter is received prior to your camper's arrival, we will assume that you have given your permission for them to participate.

## Photographs and Video

We enjoy taking many pictures of our campers enjoying their time at Phantom Lake YMCA Camp so that everyone can remember the special times they have shared. Often, these pictures are used in camp promotional pieces or placed on our website. If you **do not** want your camper in photos or videos, please send a separate letter to our Chief Operating Officer. Again, if we do not hear from you prior to your camper's arrival, we will assume that you have given your permission. If someone in your family has taken a picture he or she would like to share with us, please let us know and send us a copy! We always enjoy hearing from our campers!



*"My daughter took swimming lessons and won best swimmer of the week in her tent and moved up in levels."*

## GENERAL INFORMATION CONTINUED

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### Meals

Meals are a popular time at camp. Delicious, well-balanced, hearty meals feature plenty of camper favorites, fresh fruits, vegetables, and more. A vegetarian option is also available at each meal. If your camper has special dietary needs (such as severe allergies) please make note of this on the Parent Information Letter and Health Form so that we can prepare appropriate meals for your child.

### Birthdays

We celebrate birthdays by providing a treat for your child and special recognition at one of the meals. If you'd like to send treats for your camper's cabin to enjoy during tent time, we suggest you send prepackaged, individual treats to your child's counselors, who will organize birthday celebration arrangements.

### Keeping in Touch with your Child

Campers LOVE mail and email! Encourage everyone to write—brothers, sisters, aunts, uncles, grandparents, etc. Please include preaddressed/stamped postcards to make it easier for younger campers to write home. You can be sure that the trip home and the weeks to follow will be filled with stories of adventures at camp.

### Email

Go to our website at [www.phantomlakeymca.org](http://www.phantomlakeymca.org) and click on the button "Photos and Email" that is located on the bottom of the home page (Bunk 1). A password will be needed to access the site for the first time. Unless it is an emergency, campers are not allowed to email back a response. In addition, all emails communications are screened by our staff before they are given to the campers, so we ask that only family members use this method of communication.

### Mail Delivery

Mail is delivered daily. Campers receive their mail after lunch during their rest hour. It is nice to receive a "care package;" however, they are here such a short time that it is not really necessary. If you choose to send one, please include enough for the tent family (usually 7 to 12). Please do not send gum, soda, or junk food, as your camper will still enjoy getting nutritious snacks or non-food items. Please note that we do not forward or return any packages that arrive after your camper leaves. There is no mail delivery on Saturday (closing day). Please send mail and packages to:

ATTN: Camper's Name and Tent Name (If Known)  
Phantom Lake YMCA Camp  
S110 W30240 YMCA Camp Rd  
Mukwonago, WI 53149



*"He came home and didn't need a light on to sleep at night anymore. Thank you!"*

## **Telephone** (262)363-4386

Campers are not allowed to make or receive phone calls. To check on your child's progress, you may call the camp and speak with one of the camp staff (program offices are open from 9:00 AM to 12:00 AM each day.) 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!**

## **Camper Bank Account**

Your camper will want spending money throughout the week for the Camp Store and World Service. It is difficult to determine what the appropriate amount is since each camper has different needs; however, we recommend \$30-\$35 per week. It is helpful to discuss with your camper how to “make it last” for the whole week. We ask that campers do not keep cash in their tents.

If you would like to donate the unused portion of your camper’s account towards our project fund, please sign the designated space on the Parent Information Letter. Funds raised are used for projects like tent repair, craft shop, and program development.

Please mail camper bank account money at least 2 weeks prior to your camper’s arrival at camp.

## **Camp Store – The Mercantile**

The Phantom Mercantile is open every afternoon for snacks, shirts, writing materials, stamps, and more. A set limit is made on how many snacks and sweets can be purchased each day. Merchandise sold in the store is subject to sales tax, which is included in the price. **On Opening Day, purchases can only be made with cash.**

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## Payment Procedures

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### Deposit and Balance of Fees

A \$100 deposit per session is required with registration. The balance of the camp fee is due April 30 (after which there is a price increase). The balance may be paid in installments if so desired, but must be paid in full before the camper arrives. **Please Note: there will be a \$25 service charge assessed to your account for any checks returned by the bank for insufficient funds.**

### Financial Assistance

The staff of Phantom Lake YMCA Camp offers 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.

### Refund Policy

I/We understand a deposit of \$100 per child, per session will be credited toward the camp fee. For early rate, the balance of fees is due March 1, 2010. I/We understand in the event of cancellation before April 30, 2010 Phantom Lake YMCA Camp will retain 100% of the deposit and refund all other paid fees. After May 1, 2010, Phantom Lake YMCA Camp will retain 100% of the deposit and refund 50% of all paid fees. After June 1, 2010, 100% of all paid fees will be retained.

We must have all refund requests in writing including the appropriate documentation from the family physician.

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## WHEN YOUR CAMPER RETURNS HOME

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What happens when your child returns home from their camping experience? In just one week, there is a good chance that your child has grown and developed in new ways during this time away from home. Give your camper a chance to exercise the kind of responsibility he or she assumed at camp. Let your child know how much you think he/she has grown (not just physically, but in all aspects). Encourage your camper to continue the interests stimulated in camp through hobbies, fishing trips, extra-curricular activities at school, etc. If your child became a Ragger, talk about the program and help to accomplish those personal goals set.

The away-from-home experience does much for developing independence and self-confidence. Please do not be concerned if your camper seems to require more sleep for several days after camp. A stimulating, active experience may account for the need for extra sleep.

### Phantom Crier

How does camp keep in touch with your child after the summer? Once at camp, you and your child become part of the Phantom Family. To ensure that you are updated about all of Phantom's activities, we publish a newsletter, *The Phantom Crier*. Please take time to read it with your child. Within *The Phantom Crier* you will find information on upcoming events, reunions, specialty camps, fundraisers, volunteer opportunities, alumni updates, and special community events like our Breakfast with Santa. We also keep you informed of our future plans for camp and how you can get involved. Once you are on our mailing list, you will receive other updates about early bird registration and reminders of upcoming events.

Keep us posted of any news that you would like to share with the greater Phantom Family. Send your news or photos to: [office@phantomlakeymca.org](mailto:office@phantomlakeymca.org)

### Website

Check out our website frequently to find updates on enrollment, special deals, programs, donation opportunities and photos. Please sign our guest book with a testimonial of your child's week (children 12 years of age or younger should get permission from their parent/guardian before participating). Tell your friends about our website and have them register there for next year!

[www.PhantomLakeYMCA.org](http://www.PhantomLakeYMCA.org)

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*"The counselor was very friendly and welcoming. I knew Katy would like her."*

## **ADDITIONAL PHANTOM LAKE YMCA CAMP PROGRAMS**

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### **Retreats: September - May**

Looking for a perfect spot for that church, school, or group retreat? Phantom hosts groups each year during the fall, winter, and spring. Rates are determined according to programming and food service needs. Contact our Chief Operating Officer at the camp office.

### **School Programs: September - May**

Phantom Lake YMCA Camp offers a wide variety of exciting programs to suit all age groups. Phantom's facilities are available for school groups for special long-term environmental education, physical education programs, or special celebrations for the end of the year. Call to find out how you can get your school into the great outdoors of Phantom Lake!

### **Volunteer at Camp: Anytime**

Phantom Lake YMCA Camp appreciates our volunteers who successfully run programs, improve our facilities, and organize special events. Every year, dozens of staff, alumni, community members, and parents arrive for Fred Lee Day in the spring or Camp Take Down in the fall to get it ready for the winter. Contact the office for these dates and other volunteer opportunities.

### **Memorial Day Work Weekend**

Volunteers are always appreciated to help us finish setting up camp for the upcoming summer.

### **Day Camp: June - August**

If you live in the area, Day Camp is a great opportunity that gives children ages 3 to 13 an amazing outdoor experience!

### **Family Camp: Labor Day Weekend**

Enjoy being a camper with your child and the whole family! Swimming, boating, talent night and other activities create a time of family fun, relaxation, and fellowship. Family Camp is always held over Labor Day Weekend. Call the camp office for a Family Camp brochure or go to our website to download it.

### **Winter Camp: December 27<sup>th</sup> – 30<sup>th</sup>**

The cold air and snow only add to the fun that can be had at Phantom. Sledding, snow sculptures, board game contests, campfires, and the Phantom Spirit flavor the days of Winter Camp held the week after Christmas!

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# DIRECTIONS TO PHANTOM LAKE YMCA CAMP

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## From Chicago

Take I-94 West towards Milwaukee to Hwy 20 West (Racine Exit). Take Hwy 20 West to Hwy 83 North (in Waterford). Take Hwy 83 North to Mukwonago. Turn left on Bay View Rd. (1/4 mile past intersection with I-43, just past Taco Bell/Citgo). Take Bay View Rd. to the stop light and turn left onto County ES (Main St.). Turn right onto Hwy J (by the Elegant Farmer, the barn with the yellow smiley face). Camp entrance is 1/4 mile on the right.

Look for the sign- Phantom Lake YMCA Camp on YMCA Camp Rd.

## From Madison

Take I-94 East toward Milwaukee to Hwy 83 South (second Delafield exit, by Target). Take Hwy 83 South to Mukwonago. At the second stop light in downtown Mukwonago, turn right onto Hwy ES (Main St.). Take Hwy ES to Hwy J—turn right onto Hwy J (by the Elegant Farmer, the barn with the smiley face). Camp entrance is 1/4 mile on the right.

Look for the sign- Phantom Lake YMCA Camp on YMCA Camp Rd.

## From Milwaukee

Take I-43 South towards Beloit until you get to the Mukwonago exit (Hwy 83). Take Hwy 83 North to Bay View Rd. Turn left on Bay View Rd. (1/4 mile past intersection with I-43, just past Taco Bell/Citgo). Take Bay View Rd. to the stop light and turn left onto County ES (Main St.). Turn right onto Hwy J (by the Elegant Farmer, the barn with the smiley face). Camp entrance is 1/4 mile on the right.

Look for the sign- Phantom Lake YMCA Camp on YMCA Camp Rd.



**Phantom Lake YMCA Camp – (262) 363- 4386**

**Just in case you get lost.**



*“She loved it. Loved the activities, staff, camp – everything.”*

## HOW TO CONTACT CAMP

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It is as important for us to learn about your camper prior to his/her arrival as it is for you to learn about our camp. Please contact us with specific information that would help us to make your child's stay here most enjoyable, or with any questions that you may still have regarding camp policies, procedures, registration, billing, etc. Our Chief Operating Officer is available to answer your specific questions and to help ensure that all aspects of your child's camping experience run smoothly.

**Phantom Lake YMCA Camp**  
S110 W30240 YMCA Camp Road  
Mukwonago WI 53149  
Telephone(262) 363-4386  
Fax: (262) 363-4351

Office Email: [office@phantomlakeymca.org](mailto:office@phantomlakeymca.org)

Or visit our website at [www.phantomlakeymca.org](http://www.phantomlakeymca.org)



*"She said it was the fastest and one of the best weeks of her life. Truly amazing."*