



Mailing Address: Jan 16th-June 14th

PSR Christian Camp
P.O. Box 79990
Riverside, CA 92513-1990
PH: (951)509-2266
FAX: 951-509-2399
www.psr.camp

Mailing Address: June 15th-August 6th & Physical Location

Pine Springs Ranch Christian Camp & Conference Center
58000 Apple Canyon Road
Mountain Center, CA 92561
PH: (951)659-3173
FAX: 951-659-5692

Greetings from PSR Camp,

Your reservation has been received; welcome to our 2020 summer camp season!

Registration Starts:	4:00 PM on Sunday
Registration Ends:	6:00 PM on Sunday
Checkout Starts:	9:30 AM on the following Sunday
Checkout Ends:	10:30 AM on the following Sunday

If this is your first session of camp, welcome aboard! If you've been part of our camp family for several years, welcome back! Camp is a Christian ministry that draws hundreds of campers, dozens of staff, and so many guests together from around California and the entire world. We're blessed to be part of a tradition of service that started when the camp was founded in 1961 and continues to this day.

Our rules for acceptance and participation are simple and the same for every individual, regardless of religion, creed, race, ethnicity, national origin, or gender. We want your child to feel like camp is a place where anyone can belong. Our hope is that your child will try new things, make new friends, have fun, and learn more about what it means to be a follower of Jesus from an outstanding role model.

We're looking forward to making some great new memories together up on the mountain.

Blessings,

Jeremy Cruz
Assistant Director, PSR Camp

Carmen Ibañez
Executive Director, Pine Springs Ranch Christian Youth Camp & Retreat Center

PSR Camp Policies and Procedures

Pine Springs Ranch Christian Camp and Retreat Center (PSR Camp) is owned and operated by the Southeastern CA Conference of SDA's (SECC) and provides a Christian camp environment for children and families. SECC/PSR Camp subsidizes the expense of each guest, in order to make summer camp affordable for those who wish to attend. Each season about 95% of customers self-report that they are satisfied with their camp experience. SECC/PSR Camp has created the following policies and procedures to make camp as safe as possible, conform to industry standards, and efficiently utilize our available resources.

1) **REGISTRATION:** PSR Camp requires families to complete the registration process before their child or family will be accepted for any session. Customers that complete the registration earlier than 48 hours before the start of their session will be marked for 'express registration.' Once you arrive at PSR Camp you'll be informed at intake if you have qualified for express registration and then be directed to the next step. Early check-in is not available.

Express Registration Requirements:

- a) Complete the Online Assumption of Risk Form(s) and;
- b) Complete our Online Medical Information Forms, including immunization history. If you do not immunize, you'll need to complete the appropriate waiver. PSR Camp recognizes that some children need to rely on "herd immunity" and the availability of spots for unvaccinated children are limited. Please note: **All prescriptions & OTC medicines (including vitamins) should be brought to camp in the original container(s) and checked in with the camp nurse at registration.**
- c) Complete your payment. You can make all payments online before the start of your session.
- d) Complete any additional waivers that were attached to this confirmation. You can send us your immunization records, waivers, or any additional forms to the appropriate fax number listed on the cover page of this confirmation or scan and email forms to PSRCamp@seccsda.org.

2) **FEES:** PSR Camp continues to operate because of the financial support paid via camper fees. The price of camp includes meals, lodging, secondary insurance, 24-hour camper care, and basic camp activities. All families are required to pay a \$60 non-refundable deposit per reservation to guarantee a space for your camper (or family) in the desired session. The deposit cannot be used for a future season, but can be applied to a future session in the same year. Once a camper has been accepted as a camper (after registering and passing the health screening) no refunds will be given for early checkout. If PSR Camp cancels your activity or session a full refund will be offered, including the \$60 deposit.

3) **PAYMENT:** Payment options accepted during check-in are cash, money order, or credit card (VISA, MASTERCARD, DISCOVER). Personal checks will not be accepted on registration day.

4) **ILLNESS:** For the sake of all campers, staff, and guests it is important that your child is healthy when coming to camp. Please do not bring sick children (or children with recent serious injuries) to PSR or put them on the bus. At the discretion of our camp nurse/doctor/staff/bus driver, any children displaying evidence of illness upon arrival (fever, chicken pox, lice infection, etc.) will need to return home. All campers, without exception, are required to fill out a medical history, consent to treatment, assumption of risk form and undergo a basic health check before check-in. Only complete forms will be accepted. Campers who are dismissed from camp early due to illness will be refunded based on the undelivered meals remaining in the session (\$13 per meal/\$39 per day max) plus any/all unused activity fees.

5) **VISITATION:** No weekday visitors (Monday-Friday) are allowed. If you have a family emergency and need to collect your camper early, please call PSR Camp and check-in at the camp office in Town Hall when you arrive. All unfamiliar/unexpected adults trigger our camp security procedures. Please make arrangements through the summer camp office manager to visit on Saturday, when guests are permitted between the hours of 10:00 am to 8:00 pm. We run the names of all weekend visitors through a criminal database in advance of their arrival, so making reservations with the summer camp office is highly recommended. If our internet isn't functioning, we may not be able to complete these checks and you may be denied Saturday entry. Meals are available for \$12.45/meal per adult or \$9.85/meal per child under 13 years of age. A very limited amount of space is available in the camp lodge (on Saturday night) for those traveling great distances. Rooms can be reserved for \$60 a night based on availability. **Weekend visitors are uncommon** and must not interfere with camp.

6) **BULLYING:** At PSR Camp we know that no child comes to camp to be bullied or harassed. When a camper engages in overt & active bullying, PSR Camp will immediately contact the parents/guardians to pick-up their camper. PSR Camp may refuse entry into future camp session(s) or season(s) to any camper (on a case-by-case basis). Since bullying can take on many different forms, **we encourage campers to report any bullying to an adult during camper orientation.**

We also acknowledge that adult guests can be bullies as well. Screaming, swearing, and threatening other adults is not compatible with our goals to ensure that everyone is treated with respect and grace.

7) **CAMP STORE:** The camp store has souvenirs, snacks, and gift items for campers to purchase.

a) Our camp discourages campers from carrying cash, as it may get misplaced or taken.

b) Deposits into a camp store account can be made by logging into your account or by calling our camp office.

c) Unclaimed camp store money is donated to our worthy camper scholarship fund (WCSF). Accounts with less than \$1 at the end of your camper's session will automatically be placed into the WCSF.

8) **ACTIVITIES:** The number of participants for each activity has been carefully crafted to ensure that campers are safe, have fun, receive adequate attention from instructors, and make the best use of available materials. When an activity is fully registered with campers, new registrants will be placed on a waiting list on a first-come, first-served basis. If the minimum class size of three is not met, PSR Camp may cancel that activity in order to move resources to a more popular class. If this occurs, you may switch your activity choice or choose a full refund. The best way to avoid the wait list for your favorite activities is to register early. As a matter of policy, PSR Camp is unable to increase the class size for more campers to participate.

9) **COMMUNICATION:** Our Summer Camp business phone number is (951) 659-3173. Office hours are Mon.-Sat. 9:00 am-1:00 pm and 2:00-7:00 pm; Sunday 8:30 am-12:00 pm and 3:00-7:00 pm PST. Messages left on our voicemail after hours will be returned at the start of the next business day.

EMAILS: All incoming emails are screened before being delivered to campers and some messages are not added to the mail-call. If your message isn't delivered, you will be contacted. All emails received by 11:30 am will be added to the mailbag for the same day. Messages received after 11:30 am may be placed in the mail for the following day, with the exception of Saturday.

UPS/USPS/FEDEX: Deliveries of mail to camp have gotten better over time, however we cannot ensure the timely delivery of letters or packages sent by a delivery service. The best way to ensure campers receive mail is to place it in the mailbag when you arrive at registration on Sunday. Outgoing mail is also screened by the office manager and inappropriate messages will not be relayed.

PHONE CALLS: Campers who call home experience a greater degree of homesickness. For this reason, we ask that campers do not correspond with parents before Wednesday of their camp week unless it is an emergency. Office phones are not available for personal calls. To leave a message for your camper, please contact our office or you may send an email which will be delivered during our mail call.

MEDICAL CALLS: **The camp nurse/doctor may be reached at extension 126.**

10) **DRESS CODE:** We do our best to protect campers from painful sunburns and you can help us by providing your camper(s) with clothing appropriate to the environment. Items like shirts with sleeves, long shorts, short pants/capris, long pants, hats, modest swimwear, and shoes with a closed toe are essential for your child's camp experience.

Do not bring the following items, as they maximize sun exposure or are too immodest for camp:

Shorts that do not extend to at least 4" above the knee, tube tops, spaghetti straps, crop tops, yoga pants, uncovered tight leggings, clothing with large holes, and cut-off shorts. Speedo briefs for boys and clothing with inappropriate slogans or bad language are also not permitted.

We also highly recommend that expensive jewelry, sleeping bags, jackets, purses, and shoes are left at home. Please check the individual activity confirmations for more information on dress code. Some activities may require loose fitting or comfortable clothing.

11) **PARENT NOTIFICATION:** Parents are called when there is a communicable illness/disease. Examples; Fever, continual sore throat, runny nose, vomiting, diarrhea, spreading rash, inflamed eyelids, runny discharge from ears and/or ear pain, skin lesions- including scabies, impetigo, pediculosis, and earlier stages of lice infection. Parents are called for serious injuries. Examples; Possible broken bones and/or sprains/strains, head injuries, lacerations, and burns.

When treating minor injuries (providing basic first aid) parents are contacted at the discretion of the camp nurse.

12) **PETS:** **Please do not bring your family pets to PSR Camp** at any time. We understand that these animals are important members of your family, but animals are unpredictable and may get injured at camp or cause some injury to others. All non-service animals will be excluded from entering the property.

13) **CAMPER PREP:** Campers are expected to be able to do the following:

- a) Feed, clothe, and toilet themselves without assistance.
- b) Build a 'colorful plate' of buffet items during meals that include healthy options.
- c) Follow the rules of camp & camp activities.
- d) Be able and comfortable talking to adults about any problems they may be experiencing (i.e. reporting bullies).

14) **COURT ORDERS:** PSR Camp is bound by the most recent court orders on any particular issue that may arise between two parents or parties regarding custody of minor children. PSR Camp will always contact the party who registered the child when shown a court order by a visiting party to ensure the most recent order(s) have been presented.

15) **PARKING & NAVIGATING CAMP:** Park at your own risk. PSR Camp takes no responsibility for any loss or damage to vehicles. Non-camp vehicles are not permitted anywhere except the parking lot. Do not drive around traffic cones or open any gates that are closed in order to access camp.

CAMP PACKING LIST: Essential items

Around the Bunk: Bible, flashlight, pillow & pillowcase, sleeping bag, towel, shower sandals, & closed-toe shoes.

On the Skin: Sunscreen, bug repellent, chapstick, deodorant (if needed), body soap, & shampoo.

Shirts/Tops: At least 8 shirts with sleeves. Tank tops are not recommended.

Shorts/Capris: 6-8 pairs of shorts/capris that meet the knee or extend to at least 4" above the knee.

Long Pants: At least 2 pairs of pants. Most parents pack 3-4 pairs and bring less shorts/capris based on the needs/preferences of their child.

Additional Clothing: 9 pairs of socks, 9 pairs of underclothes, one swimsuit, at least one warm jacket, & one hat or cap (especially for younger children).

Accessories/Toiletries: Hairbrush or comb, toothbrush, toothpaste, & sanitary napkins (girls, if necessary).

Optional items: Lotion (if your camper has dry skin), blanket (if you packed a light sleep bag), sunglasses, hair conditioner, hair product, garbage bag (for soiled clothing), & hairbands.

PLEASE DO NOT BRING:

Guns (of any kind/type), knives of any length, glass containers, illegal drugs, alcohol, marijuana, prescription medications that were not ordered by your doctor, cigarettes, condoms, a bad attitude, negative language, expensive electronics & personal items, cash, or jewelry to camp with you. **PSR Camp is not responsible for misplaced personal items.**

ARRIVING AT CAMP: Please plan to arrive at PSR Camp on the first Sunday of your session.

CAMPER ARRIVALS AT PSR CAMP are from 4:00 PM to 6:00 PM (early check-in is not available)

Please note there is no early check-in on Sunday. When you arrive at PSR Camp, please make your way to the Ponderosa Room; camp staff will be available to provide directions and assistance. On your way you will find our luggage station where our camp staff will label your child's luggage and will see that it is taken to your child's cabin. Once you arrive in the Ponderosa Room you'll be directed at intake to your appropriate process.

Express Registration Process. You've completed your paperwork:

- a) Complete the camper health screening.
- b) Visit the camp nurse to deposit medications, vitamins, supplements, or to discuss dietary requirements.
- c) See the village coordinator to receive a cabin assignment.
- d) Deposit camper mail in the appropriately labeled bin.

Standard Registration Process. You have missing paperwork:

- a) Wait in line and complete any required paperwork, pay outstanding fees, deposit store money, etc.
- b) Complete the camper health screening.
- c) Visit the camp nurse to deposit medications, vitamins, supplements, or to discuss dietary requirements.
- d) See the village coordinator to receive a cabin assignment.
- e) Deposit camper mail in the appropriately labeled bin.

Standard registration will take additional time.

COLLECTING YOUR CAMPER: Camper checkout is on the final Sunday of your session.

CAMPER DEPARTURES FROM PSR CAMP are from 9:30 AM to 10:30 AM (early checkout is not available)

Please note that there is **NO EARLY CHECKOUT on Sunday** morning; there are no exceptions to this policy. If you arrive earlier than 9:30 am please stay in the parking lot or visit the camp store until checkout begins. The checkout procedure is the same for all children.

Checkout Process

- a) You will have to present a valid form of photo ID. We will match the name on the ID to the list of people who you've authorized to pick-up your child. There are no exceptions to this policy because of custody disputes between parents. You can add someone to the authorized pick-up list by logging into Ultracamp or calling PSR Camp before Sunday checkout.
- b) You will need to sign the checkout form and provide a driver's license number. This data will be stored securely for up to two weeks before being destroyed.

Leaving Camp. Please visit the following stations before departing:

- a) Lost & found station.
- b) Store station. Accounts with less than \$1 will be donated to the worthy scholarship fund and any remaining store money will be refunded to a credit card (if one is on file) or in cash during checkout.
- c) Camp nurse station. To collect any remaining/unused medications.
- d) Luggage station. Please open your luggage to check and ensure the items inside belong to your family and check for missing items.
- e) Office Manager station. Fill out our missing item form, an order form, etc.

Don't leave without your camp souvenirs!

Late Departure

Campers remaining at PSR Camp after 11:00 am will be checked into extended camper care. A \$15 fee will be placed on your Ultracamp account if you arrive later than 11:30 am. Campers staying for an additional session will have this fee waived.

Frequently Asked Questions (FAQS)

Q: Why is there no early pick-up during Sunday checkout?

A: On Sunday we have hundreds of parents coming to camp to collect their child(ren) and PSR Camp has to reunite the right child with the right adult with 100% accuracy every time. We have a safe, two-step procedure in place at 9:30 am on Sunday morning for all of the campers.

Q: Why won't you accept a check on registration day?

A: Parents, grandparents, pastors, uncles, aunts, guardians, and even camp staff have written bad checks and refused to pay the balance and the fee for a returned check.

Q: Why can't I talk to my child for five minutes every day?

A: We have three limited phone lines and our office workers are trying to complete registration for the next session, answer parent questions, deal with vendors, etc. Camp is also intentionally busy to keep campers engaged and moving from activities, to meals, to programs, to games, and rest periods.

Q: I'm new to camp. What do new parents need to know?

A: The most likely forgotten items are pants, **warm jackets**, pillows, and/or towels. Please bring daily camper mail with you on registration day and place it in the Monday-Saturday mail delivery bins (a great way to save on postage). Campers can't only eat dessert and drink soda; they will be expected to consume vegetables and fruits unless they have an allergy/intolerance. Camp staff go through a rigorous vetting process involving a background check, an interview, application, and references; we work very hard to bring only the best and more capable people to camp as employees. Please do not bring your pets to camp.

Q: Is summer camp a good time to give my child a "vacation" from their medication?

A: Please ask your doctor before halting any prescribed medication(s) for an entire week.

Q: Can you accommodate special diets?

A: Usually, but not always. Camp serves vegetarian meals but vegans report that they are able to still make good selections from the wide variety of options. People on gluten-free diets, raw food diets, and severe allergy diets have reported that they weren't always able to find enough variety and had to bring their own special food to add to the camp's menu.

Q: My camper doesn't have any clothes that meet your dress code standard and they refuse to wear clothes that meet your standard. What should I do?

A: Campers out of dress will be provided loaner gear that meets the standard. Due to the limited amount of loaner clothing we may have to wash and prepare the same clothes for campers every day.

Q: Why doesn't camp have one-way transportation back to all of its bus stop locations?

A: We had this service until 2014 and ended it because customers would try to add one-way transportation at the last minute on Sunday morning when campers were supposed to be departing. Seasonal staff were threatened, yelled at, and treated poorly by multiple people each week when they weren't able to call the bus back to camp to accommodate these demands so we ended the service at the request of the office manager.

Q: Why is there no bus transportation for your Discovery/Cub Camp session(s)?

A: Bus service is very expensive and most of the parents who are bringing their child(ren) in the 7-11 age group want to meet the counselor, see the camp, and generally feel good about leaving their young child(ren) with us. The demand for this service was at an all-time low in 2017 and we've decided it's not cost effective to offer it this season.

Q: Is bullying a problem at camp?

A: Last season (2019) we sent three children home for bullying and had two parent complaints (after camp) about bullying. We encourage parents to talk to their children before camp about reporting bullies to an adult and camp staff also talk to campers and ask them to report bullies during orientation. PSR Camp has taken action on 100% of active and overt bullying complaints that were reported mid-session.