



# Communication with Families

This policy describes the circumstances and manner in which Skyline will attempt to reach you whilst your camper is in our care.

## Manner of Communication

- If there is an issue pertaining to a single, or very few campers, families will be contacted by telephone. We will leave messages if contact cannot be made in this manner. We will use every number you leave for us.
- For issues that are non-critical, we may email and/or post general information on the camp website, and or Facebook. No personal details will be shared in any such communications.
- The person contacting you will either be the Executive Director, Health and Safety Officer, or a designate of the Executive Director.

## Health and Safety Issues

Skyline will always attempt to reach you if:

- Your camper spends a night or a significant part of any day in the infirmary.
- An emergency call has been placed for your camper.
- Your camper has been taken (but not a 911 call) offsite to seek further medical assistance.
- Something occurs that you have requested contact about.

We may attempt to contact you in “smaller” matters also, if we believe it will help us tend to your camper’s best interests. Generally these matters will be discussed at the collection of the camper at the session’s conclusion.

Skyline will not necessarily contact you if a report has been made to the Department of Human Services due to a concern for neglect or abuse.

## Other Emergencies and unforeseen events (e.g. weather events)

If an unforeseen circumstance results in injury or illness, see above, “Health and Safety Issues.”

If there is an event that affects all campers, but campers are generally safe, we will attempt to contact you by email, and or post information on our website (with no personal details). If multiple families need to be contacted, this will be done in order of urgency.

## Disciplinary Matters

If a camper is no longer safe or is causing others to be unsafe, or has violated camp rules in a serious way, families may be called to collect and remove the camper from the site.

## No-shows / no-contact

If any camper has neither arrived nor been heard from at 2 hours after scheduled arrival time, we will call listed numbers to ascertain the details in case there is action or assistance needed.

## Contacting Us During Camp

810-798-8240 – camp office. Messages checked several times a day if you miss us.

248-830-5655 – director’s cellphone. Emergencies only, please.

shana@campskyline.org; office@campskyline.org

Mail: 5650 Sandhill Road, Almont, MI 48003. Remember to include your camper’s name!