

## Here are some frequently asked questions you might have before camp and a little insight to what your camper will be doing during their weekend at camp!

1. **WHAT IS THE ALTITUDE AT FOREST HOME?** The Forest Home Mill Creek Canyon site averages about 5,280 feet in altitude (1 mile high!)
2. **HOW IS THE WEATHER AT CAMP?** Due to the mountain climate of Mill Creek Canyon, it is not unusual for the temperature to vary greatly over the course of a single day. The weather during the winter can be wet and cold with snow on the ground. Mostly sunny conditions occur during our camp weekend, but please prepare for wet cold weather!
3. **DOES MY CAMPER NEED MONEY AT CAMP?**  
Forest Home offers a snack bar, FH merchandise store, and coffee shop for the campers to use during their stay. Elementary campers can bring cash for extras. Suggested amount is around \$20; Forest Home shirts run \$25+. Make sure to label with camper's name and put in a baggie or envelope. Parents can also call the Roundhouse (guest information) and load a gift card through the phone that can be delivered to campers once they arrive.
4. **HOW DO I VIEW CAMP PHOTOS?**  
Glenkirk will be posting photos throughout the weekend on our private camp Facebook Group (Glenkirk Middle School Camps) and on our children's Instagram (@GlenkirkStudents). After camp, we will post more photos that will be provided by Forest Home.

You may also view these photos of your child's experience at camp from the View Photos tab found in your online account. You will be able to see photos of your child, as well as the other campers attending with him/her. To locate the photo tab:

- Log into your account (see detailed instructions above) and locate your Account Dashboard page.
- Click on View Itineraries
- Click on your child's name

You will find the View Photos tab under the Camp Services label.

- **For the Winter Camp Sessions:** Photos will be posted late Saturday morning after the start of camp and updated over the next couple of days.
5. **WHAT IS THE CELL PHONE/ELECTRONIC POLICY?** Due to Forest Home's commitment to provide guests with sanctuary and solitude, and for their safekeeping of items, we ask that campers leave all electronics at home. In case of an emergency, our counselors and Forest Home will be in contact with Glenkirk staff down the mountain to give information to parents.
  6. **CAN YOU ACCOMMODATE SPECIAL DIETARY NEEDS?** Yes, Forest Home recognizes that there may be allergy or specific dietary needs of campers. Their kitchens do not serve or store any products with nuts. Please make sure that you note your campers needs on their online medical forms before departure.

7. **HOW DO I GO ABOUT SENDING MY CAMPERS MEDICATIONS TO CAMP?** If you are sending any prescription medications, epi-pens, or any other medical items with your camper, please refer to the "Sending medications to camp" form. You will check all medications in on Friday at camp check in. Vitamins and melatonin will not be administered without a dosage chart from dr. Essential oils must be checked in as well. **ALL MEDICATIONS MUST BE IN THE ORIGINAL PRESCRIPTION PACKAGING WITH THE PRESCRIPTION DOSAGE/INSTRUCTIONS AND CAMPERS NAME INCLUDED.**
8. **CAN I SEND FOOD WITH MY CAMPER? YES!** Campers can bring snacks and candy for their cabin, but please bring in a bag that we can put in a bear/racoon proof box if needed!
9. **ARE YOUR FACILITIES ACCESSIBLE FOR A PERSON WITH DISABILITIES?** The facilities are rugged and inherently connected to nature – there are rocks, tree debris, and unpaved walkways and steep vertical grades. Forest home hosts many guests with disabilities each year and does have the ability to accommodate people with disabilities. Please call 909-389-2300 for further information.
10. **IS FOREST HOME AFFILIATED WITH ANY SPECIFIC DENOMINATION?** No, Forest home is an independent Christian Organization with no denominational affiliation. Please see the Statement of Faith for their basic theological beliefs on the Forest Home website.
11. **HOW DO I LOG BACK INTO MY ACCOUNT TO FIND INFORMATION OR COMPLETE TASKS?**  
To log back into your online Forest Home Account, go to our website at [www.foresthome.org](http://www.foresthome.org)
- Click on the login button at the top right of the screen.  
DO NOT ATTEMPT TO FOLLOW A LINK SENT TO YOU BY YOUR CHURCH!  
Links are to register for the event only.
  - You will log in using your email address and the password that you established when you created the account.
  - Once in the account, locate your Account Dashboard page.
  - Click on View Itineraries
  - Click on your child's name under the event you wish to manage
12. **I KNOW THAT I HAVE AN ACCOUNT, BUT I CANNOT ACCESS IT. WHAT DO I DO?**  
If you know that you have an account but are unable to log into it, there are several possible reasons why. Here are some of them.
- The account may have been created using a different email address.
  - You may not be using the correct password.
  - There may have been a typo when the account was originally created.
- If you are not able to gain access by attempting to remedy the above issues, please call me for assistance. **DO NOT ATTEMPT TO CREATE A NEW ACCOUNT.**
13. **HOW DO I FIND AND COMPLETE THE HEALTH FORM?**  
We require that every attendee (child and adult) have an up to date, completed health form on file prior to coming to camp. No one will be able to participate in camp without this form being completed.

- Once you have logged into your account (see above for detailed instructions), locate your Account Dashboard page.
- Click on View Itineraries
- Click on the name of the attendee under the label of the event they are attending.

This will bring you to the page where you will find various camp services, including the health form. Please complete the entire form and sign electronically at the end, by typing your name in the box provided at the end. The form **MUST** be signed by a parent or guardian if the attendee is under 18.

#### 14. I AM UNABLE TO SIGN THE HEALTH FORM

If you get an error message stating you, the parent, are a minor and therefore unable to sign, please check to see how you have set up the family account. Parents must be noted as being the parents and children labeled as child. If you have not correctly established these roles:

- From your Account Dashboard, click on My Profile,
- Click on Manage (your family's name) Family,
- Then click on the name of each member in question to make sure that the correct family role has been selected for each one.

#### PLEASE NOTE:

- The Family Admin box should not be checked for a child.
- A family account should never be set up in a child's name.
- Also, double check each member's birthdate to make sure that they have been entered correctly.

#### 15. CAN I VISIT OR CONTACT MY CHILD AT CAMP?

As part of the planned program that your child is attending, we will provide an atmosphere where they can disconnect from what is going on "down the hill" and focus on what God has for them here. Visits from family can distract from that focus. As part of our child safety plan, we have a closed camp policy, and require ALL adults on campus to be background checked prior to arriving at camp. For these reasons, we do not allow visits during camp. The safety of your child is our number one priority.

If you have an emergency at home and need to get in contact with your child, please contact the Round House at 909-389-2300 or contact the Glenkirk Admin whose information will be given to you at camp check in.