

WELCOME

Camp is a life-changing experience that you cannot find anywhere else. Camp combines a unique atmosphere away from “normal” life and allows every camper to build lifelong friendships, independence, and experience God and His creation in a fresh way every single day. It truly is something that cannot be replicated anywhere else. The pairing of exciting activities, games, relationships, and Biblical truth is the formula that makes camp a life-changing experience.

Here at CranHill, it is our mission to transform lives into the image of Christ and help foster that life change. We have been blessed to watch God work here in this way over the last 50 years. We take full advantage of the uniqueness of our campus to show each camper how much God truly loves them. We have crafted our Summer Camps to provide a safe, uplifting, and authentic experience for each camper who sets foot here. In this all-inclusive packet, you will find all the information you need as you prepare to send your camper to CranHill. We hope this resource will be a blessing to you and we are looking forward to seeing you soon!

CAMP PHILOSOPHY

CranHill offers an unforgettable experience for kids, young and old, through a variety of programs and activities, with top-of-the-line facilities and qualified staff committed to the enjoyment and safety of all our campers. CranHill has been a safe, caring, and exciting place to camp for over 55 years. CranHill Ministries is devoted to being a ministry through which God is transforming lives into the image of Christ through Youth Camps by unapologetically proclaiming and demonstrating the truth of the Bible as God’s Word and Jesus Christ as the one and only Lord and Savior, Nurturing faith in Jesus Christ through Evangelism and Discipleship and, providing opportunities to sense God’s Glory, Wonder, and Creation in our unique atmosphere. In alignment with our Mission, Vision, Values, and Statement of Faith, CranHill welcomes campers of all faiths as well as those with no faith at all. We don’t require, assume, or expect that all campers are Christians or come from Christian families. Our hope is to simply be like Jesus to everyone who comes to camp so their lives may be transformed into the Image of Christ.

OUR STAFF

Our staff is the best around. At CranHill, they are the key to our ministry. That is why we travel to the best Christian colleges throughout the Midwest to find our summer staff. Each summer staff member must complete an exhaustive written application, followed by a personal interview and criminal background checks. Our summer staff also go through two weeks of intensive training in their ministry area, prior to the beginning of summer camp. Prior to arrival, each staff member is also required to take child safety training through Ministry Safe, a 5-part safety system to protect children and those who serve them.

YOUR ONLINE ULTRACAMP ACCOUNT

Every camper and family has an online account through UltraCamp, our online camp software. You can log in using the email address associated with your account. Once you’ve logged in to your account, you can make payments, make reservations, request a bunkmate for your camper, and complete required forms. If you have questions about your online account or run into issues, you can call our office at (231) 796-7669, and we would love to help you.

NAME TAGS

Upon arrival, each camper is given a name tag that they are required to wear the entire time they are at CranHill. This provides identification to staff and other guests. CranHill Ranch camper name tags will be created one week before your child arrives at camp, and will use the registered name in your UltraCamp Account. Their name on the name tag will be used by cabin leaders, other campers, and camp staff during their time at CranHill. Any changes to names to accommodate informal versions of their given birth name (i.e., Lizzy for Elizabeth, Ricky for Richard, etc.), or nicknames are to be made in your UltraCamp Account, by the parent/guardian only, and may not be changed by the camper during their time at camp. Last-minute requests by parents/guardians, due to an oversight, may be considered on your first day drop-off, but it is highly recommended to make sure the name is correct in your UltraCamp Account. Additionally, in alignment with our Statement of Faith, CranHill only uses traditional pronoun usages that align with the biological gender at birth.

CAMPER COMMUNICATION

CAMPER PHOTOS

CranHill takes and publishes all our camper pictures to a hosted gallery each week of camp. Due to our child protection policies, we will not post photos of campers on our Social Media platforms until after the conclusion of each week. Even then, we will only post a select few to our social media platforms. However, we will upload daily pictures to a hosted photo gallery, and a link to the full picture gallery will be sent to you the day before camp begins, and after the week has concluded. We will also have the link available at check-in and the closing ceremony. This will allow you, as camper families, to browse through the gallery for pictures of your camper while they are here at camp.

VISITING

We ask that parents and families refrain from visiting camp during the day. If you need to schedule an early pick-up for sports, appointments, or other family matters, please contact our office at 231-796-7669 so we can arrange the details. In order to protect our campers, staff, and campus, please call ahead. All unauthorized visitors will be stopped and possibly asked to leave.

PHONE CALLS

Due to the volume of campers, CranHill doesn't permit campers to make or receive phone calls. However, there may be circumstances where our Leadership Staff or Health Officer may reach out to you about your camper. To be sure you recognize a call from us, our **main office number is 231-796-7669.**

EMERGENCIES

In case of an emergency at camp, parents will be notified immediately. But if an emergency arises at home, we ask that parents call the **Camp Office at (231)796-7669** to leave an emergency message, and a CranHill Leadership Staff Member will return your call. CranHill staff will gladly assist you and your camper in every situation.

PACKING INFORMATION

We suggest that you **label each item with your camper's name** and have your camper be involved in the packing process so that they know what belongs to them. Day Camp Leaders will do their best to help your camper keep up with their belongings. However, we cannot be responsible for lost items. Please consider this when making decisions about what to pack for camp. Please realize that your child will be in the great outdoors! Bring comfortable clothes that you would not mind getting dirty or lost. We strongly suggest that you label each item with your child's name. This will help items from getting lost.

PACKING LIST

- Swimsuit (Females: no mid-riff showing, Males; no Speedos)
- Beach Towel
- Light rain jacket or poncho
- Sandals/Water Shoes For The Beach
- Athletic shoes for games and pony rides
- Water bottle
- Small Backpack/Daypack
- Change of clothes for emergencies –can be left at camp all week long.
- Sunscreen and Bug Spray
- There is a daily rest time, so Day Campers are encouraged to bring a blanket/sheet/towel and pillow for that time each day.

SWIMWEAR GUIDELINES: Swimwear should provide adequate coverage, fasten securely, and be designed for active wear. Campers wearing inappropriate swimwear will be asked to change.

WHAT NOT TO BRING

Cell phones, Video players, Music devices, Computers, Electronic Games, Pets, Fireworks, Money, or Food of any kind “unless part of a special diet,” and any items of value. CranHill is not responsible for lost or damaged items. These items will be confiscated and returned at the end of camp.

POSSESSION OF THE FOLLOWING ITEMS WILL BE GROUNDS FOR IMMEDIATE DISMISSAL FROM CAMP: Intoxicants, tobacco products, marijuana, or drugs, matches or lighters, knives (including pocketknives), or weapons of any kind.

Note: because we desire to provide a safe environment for every camper who visits the Ranch, we reserve the right to search the luggage and/or belongings of individual campers.

MORE ABOUT CELL PHONES & MUSIC PLAYERS

We know that many campers and parents want to try to stay connected during camp. They are amazing pieces of technology that have made entertainment and staying in touch so much easier. Yet, cell phones and music players prove to be VERY problematic and disruptive at camp by drawing campers away from what is happening around them. We want to give all campers a break from “normal” and encourage them to unplug and connect with their Cabin Leaders and other day campers. We want to encourage all campers to grow in their independence and be immersed in the camp experience free of digital distractions while at CranHill. Any cell phones, music players, or other electronic devices brought to camp will be held by the Day Camp Supervisor, Program Director, or Program Manager until the end of the day and then returned.

LOST & FOUND

Parents are urged to label all clothing and personal items with a permanent marker. If a lost item cannot be located, please fill out a lost and found slip (Ask the Day Camp Staff, or they are located at the Barn Store), and our staff will seek to locate and return that item to you. We have an excellent record in identifying and returning lost and found items that are labeled. **Parents will be responsible for the cost (Shipping and Handling) of mailing any items home.** Any underwear and socks left at camp are disposed of. At the end of each camping season, we hold a yard sale to dispose of any remaining items. Local resale shops will receive any remaining unclaimed and unsold items.

DIRECTIONS, ARRIVAL & DEPARTURE INFORMATION

DIRECTIONS FROM U.S. 131

- Take **Exit 139 (Big Rapids) - PERRY ST**, also known as **M-20**.
- Take **M-20 EAST** about 2 miles (to the entrance of Ferris State University).
- Turn **LEFT** onto **STATE ST** (following M-20 east). Go 0.7 miles.
- Turn **RIGHT** onto **MAPLE ST** by Family Video (still on M-20 east). Go 0.6 miles.
- Turn **RIGHT** onto **THIRD AVE** just past the BP gas station (still on M-20 east). Go 0.2 miles.
- Turn **LEFT** onto **COLBURN ST** by the Eastside Party Store. Colburn St becomes 16 MILE RD. Go 3.3 miles.
- Turn **LEFT** onto **160th AVE** (large CranHill sign on corner). Go 1 mile.
- Turn **RIGHT** onto **17 MILE RD** (there is a yield sign at the corner). Go 1.7 miles.
- Turn **LEFT** into the **MAIN ENTRANCE** of CranHill by the main sign and Stone House.
- The Main Office will be on the right after you turn in.

DIRECTIONS FROM THE EAST SIDE OF MICHIGAN

- From the **M-20 / M-66 intersection**, in the town of Remus, take **M-20 WEST**.
- Follow **M-20 WEST** about 6 miles to the town of Mecosta.
- Continue on **M-20 WEST** about 8 miles to Rodney. In Rodney, instead of following M-20 to the left toward the Marathon gas station, **GO STRAIGHT** onto **120th AVE**. Go about 2 miles.
- Turn **LEFT** at the stop sign onto **16 MILE RD**. Go 1.5 miles.
- Turn **RIGHT** onto **135th AVE**. Go 1 mile.
- Turn **LEFT** onto **17 MILE RD**. Go 1 mile.
- Turn **RIGHT** into the **MAIN ENTRANCE** of CranHill by the main sign and Stone House.
- The Main Office will be on the right after you turn in.

CAMPER DROP-OFF

Monday-Friday at 8:00 AM- *Please do not arrive before 7:45 AM unless you have paid for early drop off. Early Drop-off begins at 7:30 AM and is an additional cost per Child.*

Drop-off is an exciting time for everyone! When you arrive, you will be greeted by a staff member at the Day Camp Tent. The tent is located just past the Barn Store and ball diamond, and parking is located right next to the tent for easy drop-off and pick-up. **This is where you will sign your day camper in.** The Day Camp Tent is the base camp for all Day Camp activities and is full of games, books, puzzles, and activities. All snacks, meals, and changing for the beach or activities will all be done in the Barn Store immediately adjacent to the Day Camp Tent. Each morning, you will be greeted by our Day Camp Staff and get your camper signed in for the day. If you have any questions for our day camp staff, this is a great time to get any questions answered. If you have questions before your week of Day Camp, feel free to email our Program Director at programdirector@cranhillranch.com anytime.

All camper medication (both prescription and over the counter) will need to be checked in at Drop-off by our Health Officer or Day Camp Supervisor. **Please see the medication section below for more detailed information.**

CAMPER PICK-UP

Monday-Friday 5:00 PM-5:15 PM- *Please be on time or call ahead if you know you are going to be late. We ask that no camper is left later than 5:30 PM. It is a hard thing for young campers to understand why parents are not there when they see their friends leaving.*

At Day Camp check out each day, we will ask to see your photo I.D. as you sign out your camper. Only approved parents or guardians will be allowed to pick up your day campers. **No camper will be released to a person who is not listed on the camper's authorized pick-up list** (pulled from each family's UltraCamp account). Once a camper is signed out for the day, they are free to leave CranHill grounds.

If there is any need for an earlier pick up, please inform our main office so that the specific time can be communicated to our staff.

ADDING PEOPLE TO THE AUTHORIZED PICK-UP LIST

You can add people to your camper's authorized pick-up list at any time before the day of check-out. We encourage parents to add as many family and friends to their authorized pick-up list in the event they are not able to arrive at camp to pick up their camper. **If a person comes to pick up a camper and is not on the authorized list, campers will not be released to them until we speak to the primary parent or guardian on the camper's UltraCamp Account.** Here is how you can add people to your authorized pick-up list:

1. Log in to your UltraCamp Account.
2. On your account homepage, click on the "Pickup Authorization" tab.
3. Click on "Add/Edit Pickup Authorization".
4. Click "Add" and enter the contact information of the person(s) you are adding to your authorized list.
5. Select "Save," and the added person(s) will now appear on your authorized pick list for your camper.

HEALTH, MEDICATIONS, & FOOD SERVICE

THE INFIRMARY

Camper who are not feeling well during camp can tell the Day Camp Staff, who can contact our Health Officer or take campers to visit the Infirmary at any time. The Infirmary is staffed by our Health Officer, who has met all the State of Michigan's guidelines and is on-site 24 hours a day. In case of emergencies, a doctor is always on call.

We will contact parents should an emergency arise or if one of the following criteria is met:

1. A camper has a health-related concern.
2. A camper has a temperature of 100 degrees or higher.
3. A camper spends more than four hours in the Infirmary.
4. A camper needs to go to the hospital.

Day Camp Staff check in with campers daily and remind them of the importance of staying hydrated and utilizing sunscreen and bug spray, and they are available to help campers with any health-related concerns that might arise.

HEALTH FORM

We are required by the State of Michigan to have a health form on file for each camper. Parents can complete the online Health Form by logging in to their online UltraCamp account and looking under the "Forms" tab. **Health forms should be completed before arriving at camp.**

MEDICATIONS

All Day Camper medications must be turned in to the Health Officer or Day Camp Supervisor at drop-off each day. Camper medications **must be in the original container with dosage and frequency clearly marked**. Arrangements can be made for our Health Officer to hold onto Day Camp medications for the duration of the week or collect and return them daily. All medications should match those listed on the campers' Health Form. If a Health Form was not completed prior to registration, parents will be asked to complete a paper Health Form before turning in any medication. You can save a great deal of time at Monday's drop-off by having the Health Form completed BEFORE arriving at camp. All medications will be distributed by the Health Officer or other qualified personnel under the direction of the Health Officer. A written record of medication administration shall be kept for each camper with prescription medications. The Health Officer is responsible for keeping all medications under locked storage (unless the prescription indicates otherwise) and the Health Officer is on call 24 hours each day while camp is in session.

BEHAVIORAL MEDICATIONS

We want your camper to be successful at camp. While we think of camp being a fun and relaxing time, it's important to remember that campers are learning new skills, having lots of new social interactions, and need to concentrate on instructions from cabin leaders, not only in the cabin but during activities as well. In keeping with the American Camp Association (ACA) joint statement policy statement, **we are requiring all campers who normally take psychotropic medications and are in long-term psychotropic therapy to not have elective interruption of their medicines while at camp (aka Med Holiday).**

HEALTH ASSESSMENTS

We are required by the State of Michigan to screen all campers for good health prior to admission to camp. We request that no campers come to camp ill or with any contagious conditions. Campers need to be fever-free for 24 hours without taking fever-reducing medicine. In addition, if a camper has lice within the last seven days, the camper may be allowed to attend camp with proof of certification from a licensed lice treatment facility approved by CranHill. Campers who are sick and are potentially contagious will need to leave camp in order to help us ensure the health and safety of our camp community. If you have any questions regarding the health of your child before coming to camp, please feel free to contact the Program Director at 231-796-7669 or email programdirector@cranhillranch.com.

ILLNESS POLICY

It is our policy to ask all parents to keep home any camper who exhibits any of the following symptoms: diarrhea, severe coughing, difficult or rapid breathing, yellowish skin or eyes, pinkeye/conjunctivitis, vomiting, contagious rashes, unidentifiable rashes, fever (over 100 degrees orally or 101 degrees rectally) and head lice or nits. Accordingly, we reserve the right to contact a parent or emergency contact to have the child picked up if he/she exhibits any of these symptoms. We also utilize a "24-hour fever-free policy." This policy mandates that any child sent home with a fever (see above) cannot be readmitted to camp within 24 hours.

Please understand that these policies exist to protect your children. We thank you for your cooperation in this area. Campers who are sick and are potentially contagious will need to leave camp in order to help us ensure the health and safety of our camp community. If you have any questions regarding the health of your child before coming to camp, please feel free to contact the Program Director at 231-796-7669 or email programdirector@cranhillranch.com.

MEALS

Day Campers bring their own lunch from home, and we provide a daily snack. However, lunch from camp is available for an additional cost. Please sign up ahead of time on your UltraCamp account or sign up and pay in our office on your first day of Day Camp.

Camp Meals are nutritious meals prepared under the careful supervision of our trained food service staff to satisfy the appetites of campers. Fresh fruit, vegetables, and other healthy options are offered daily. Please indicate food allergies and any other special dietary needs on the Camper Health Form. The more information we know ahead of time, the better we can serve your camper. **Please feel free to email any food allergies and/or dietary concerns to our Food Service Manager at Foodservice@cranhillranch.com**

LIFE AT CRANHILL

SAMPLE DAILY SCHEDULE

8:00 AM	Drop off/ Camper Arrival	12:30 PM	Beach Prep
8:30 AM	Morning Learning Activity	1:00 PM	Beach Time
9:00 AM	Group Games + Activities	3:00 PM	Snack
10:30 AM	Bible Lesson	3:30 PM	Rest Time
11:00 AM:	Worship + Activity	4:00 PM	Crafts
12:00 PM	Lunch	5:00 PM	Pick Up

This is just a sample schedule, and it is subject to change.

ACTIVITIES

We value group dynamics here at CranHill, and so we schedule activities for day campers to enjoy all together. Activities offered vary from day to day to create a rich and full experience. Some of our activities include:

- Swimming
- Petting Farm
- Group Games
- Interactive Learning
- Pony Rides
- Boating
- Kickball
- Crafts

MONEY & CAMP STORE

Day Campers are not allowed to make purchases in the Barn Store during the day, but the Barn Store will be open during camper pick-up if you would like to purchase CranHill merchandise, snacks, or ice cream.

BIRTHDAYS

Many campers celebrate their birthday while they are at CranHill! Just let us know at drop-off when your camper's birthday is, and our Day Camp staff will recognize them and create a special memory for them. If you want to leave items with our staff to help celebrate your camper's big day, please leave only non-food items to help us avoid any possible food allergies.

CAMPER BEHAVIOR AGREEMENT

The Camper Behavior Agreement is a required form that all families review and sign together prior to arriving at CranHill. This form will appear in the online registration process and as a required form in your UltraCamp Account. It outlines the standards CranHill upholds across all programs, as well as the expectations we have for each camper throughout the week. Our goal is to partner with families in creating a positive experience for every camper. This agreement helps ensure a safe, fun, and high-quality environment where all campers can thrive.

DISCIPLINE & DISMISSAL POLICY

This policy provides clarity on the steps we will take if behavioral concerns arise here at camp. While we evaluate each situation on a case-by-case basis, below are our standard criteria as we evaluate and respond to situations.

Progressive Discipline (When Appropriate)

1. Verbal warning and consultation with leadership staff (*if necessary*)
2. Parent notification and behavior plan
3. Dismissal from camp

**CranHill reserves the right to bypass progressive discipline steps when deemed necessary for the safety or well-being of campers or staff.*

Immediate Dismissal (No Refund) May Occur For:

- Sexual misconduct or harassment
- Physical aggression or threats of harm
- Bullying or intimidation
- Use of discriminatory or harmful language
- Possession of prohibited items
- Repeated or severe disruption of the camp environment
- Other behaviors deemed inappropriate for the camp environment

HOMESICKNESS

Homesickness among campers is common, especially for first-time campers. Parents can help the adjustment of their campers by leaving them on a positive note. Make sure to set your camper up for success by letting them know you expect them to have fun. Help them to set some goals for camp (meeting people, learning something new, etc.) before you leave, and be enthusiastic about their time at camp. “Child Sick” parents often lead to homesick campers.

It is best not to promise a camper they can come home if they don’t like camp. CranHill Staff is well-trained to help campers adjust to camp by immediately involving them in team building and fun activities. Parental support and encouragement are critical to the happiness of the child. *CranHill has an extremely high success rate of working with campers when parents work with us.* A leadership staff member will contact the parents if a child is homesick to let them know that we are working through the challenge. Homesickness is common but is usually short-lived due to all the fun people and activities at CranHill!

POST-CAMP SAFETY AND COMMUNICATION STANDARDS

CranHill staff and campers are encouraged to stay in touch beyond summer camp via CranHill-sponsored events and camp social media channels. For the safety of the campers, guests, and staff, CranHill staff members and campers should never be alone together in an unobserved context during camp or away from camp (in person or online). Following a camp experience, CranHill staff are not allowed to “friend or follow” campers on any social media platforms. Any contact between campers and CranHill Staff members outside of camp must be approved by the camper’s parents/guardians.

REFUND / CANCELLATION POLICY

If you have a question or concern about payment, please feel welcome to call us at (231)796-7669. If for some reason you need to cancel a session of camp please be aware of the below cancellation fee schedule. If for unforeseen reasons CranHill is forced to cancel any sessions you will have the option to roll over your balance to a future CranHill event, donate it to CranHill, or receive a full refund.

Please note that a \$25 non-refundable deposit is due at the time of registration and your full Day Camp balance is due 1 month prior to the Day Camp session you are registered for. Any new registrations will be required to pay the Day Camp fee in full at the time of registration.

CANCELLATION FEE SCHEDULE:

- Cancellations made prior to 30 days from the start of the registered camp week all funds (less the deposit) are fully refundable.
- Cancellations made up to 14 days prior to the start of the registered camp week is forfeiture of 50% of the camp fee(s)
- Cancellations made inside 14 days to the start of the registered camp week is forfeiture of the full camp fee(s).