



PARENT HANDBOOK

2019

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Main Office: Open Until May 24th

**PO Box 39,
Armonk NY 10504**

Summer Office: Open May 28th

**9235 Huntersville Road
Marlinton, WV 24954**

Summer office hours are 8am-9pm
Voicemail from 9pm-8am
Emergency Calls ONLY
between 1am-7am (304) 799-4945

email: iain@camptwincreeks.com

web: www.camptwincreeks.com





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WELCOME & IMPORTANT DATES

Dear Parents:

We're looking forward to another exciting and fun-filled summer and are delighted that your family will be a part of this 19th summer season at Camp Twin Creeks!

This handbook is intended to serve as a guide for your summer preparations. With the help of the information enclosed, your camp preparations should be relatively straightforward. Feel free, as always, to call on us for assistance anytime.

If you are a returning family, please be careful to note any changes which have taken place since last year. Text in orange points to information we feel should not be missed or has changed since last year.

We would also like to draw your attention to our **Emergency Procedures Action Plan** enclosed, starting on page 8. This plan was drawn up after our experience at camp in 2012 with the powerful Derecho Storm that left us without power for a number of days.

IMPORTANT DATES

March/April	Make appointments for medical and dental check-ups
May 7	Tuesday 7PM: New Parent Night @Tysons Corner Marriott
May 19	Spring Gathering at The Adventure Park at Sandy Spring
May 20	Monday 7PM: New Parent Night @Pooks Hill Marriott, Bethesda
June 1	Completed medical information due
June 1	Transportation details due
June 15 - 16	Spring Picnic Overnight, Saturday night stay
August 18 - 21	Family Camp

SESSION DATES

Session 1:	June 23 - July 6	Dream Week 1:	June 30 - July 6
Session 2:	July 7 - July 20	Dream Week 2:	August 11 - August 17
Session 3:	July 21 - August 3		
Session 4:	August 4 - August 17		



CAMP RULES

We aim to make Camp Twin Creeks as wonderful an experience for your child as possible. In a group living environment, cooperation is essential and we find that campers are most comfortable when they know what is expected of them. So, we ask that you and your child follow some important rules:

- 1. We have a zero tolerance policy towards bullying, be it physical, social or mental.**
- 2. Campers who choose to leave their cabin after lights out will be asked to leave camp directly. Our primary concern here is camper safety and well being.**
- 3. Electronics Policy:** Handheld gaming devices or any device capable of video or email are not allowed in camp. Any device with video brought for the bus journey will be looked after in the office and returned at the end of Camp. E-book devices such as Kindle or Nook are allowed for reading only.
- 4. Gratuities:** There is **NO TIPPING** at Camp Twin Creeks. Our staff is aware of this rule and knows that anyone accepting “tips” will be dismissed from the staff.
- 5. Food:** It is against camp regulations to send candy, gum, bottled water or foodstuffs to camp. Campers are not allowed to keep any such items at camp. Food attracts small animals to the bunk, whilst gum is very difficult to remove from the surface of camp athletic facilities, equipment and furniture.
- 6. Pocket Money and Valuables:** There is no need for money at camp. We cannot assume responsibility for any money or valuables kept by a camper in his or her bunk.
- 7. Appliances:** Electrical power is very limited at camp and we cannot handle the strain caused by appliances. All such equipment, including stereos and electric fans, are not permitted in camp. Special mention should be made of digital cameras. They are expensive and may not hold up under the rigors of camp. Therefore we do not encourage bringing them to camp. A disposable camera works just fine! We are not responsible for any broken or misplaced small electrical items.
- 8. Weapons:** No firearms, crossbows, knives, slingshots, or weapons of any type are permitted at camp.



CAMP RULES

DRUG / TOBACCO / ALCOHOL POLICY

No smoking or possession of any tobacco or alcohol products or any controlled substance will be tolerated at anytime by any camper or staff member. We are a non-smoking, non-alcoholic and drugfree environment. Camp Twin Creeks staff are also subject to random drug testing throughout the summer.

Any camper or staff member violating any of the above policies is subject to immediate dismissal from Camp Twin Creeks.



HEALTH CARE

Each camper's medical history is reviewed carefully by our Medical Staff prior to camp's opening. Please keep in mind that the more we know about the health habits and history of your child, the better care we can take of him or her. Any and all information pertaining to your child's psychological development (including any counseling) is enormously helpful as we work to maximize your child's experience at Camp Twin Creeks. Be assured this information is treated in a totally confidential manner.

You will be contacted by the health center should your child a) suffer a significant injury, b) spend a night in the health center, c) require a visit to the local hospital or d) exhibit consistent behavior that concerns us.

All medical information must be filled out completely and submitted online by June 1st. We advise that you make your appointments now in order that you may complete your medical form by June 1st. Campers who do not have a completed medical form at camp will not be permitted to participate in camp activities.

We strongly suggest enclosing a photocopy of your pharmacy insurance card.

We also suggest you keep a copy of your medical form for future use.

To further help us in this area, we ask you to adhere to the following guidelines:

1. Please do not send any OTC medications or vitamins.
2. Sports physical and school physical forms signed by your physician may be submitted in place of our own required form.
3. West Virginia makes mandatory the listing by physicians of immunization dates for diphtheria, measles, mumps, polio and rubella. Anti-tetanus injections must be given where needed.
4. All medications should be accompanied by complete, typed instructions with your contact information for the arrival day in case our nurses need to reach you. Medications should be in original containers and given only to the designated counselor at the bus stop in Reston.



HEALTH CARE

- 5.** Dental and orthodontic work must be completed before camp. Please send special instructions from your orthodontist should adjustment or treatment be necessary.
- 6.** For those campers that wear glasses, please send a second pair of glasses
- 7.** Please note any special diet instructions on the medical form.
- 8.** Advise camp of any contact your child has had with any contagious disease after June 1st.
- 9.** Due to recent epidemics of head lice we suggest that your child's hair be shampooed with the appropriate medicated shampoo immediately before departure for camp. Tea Tree Shampoo can also be used to treat and prevent. Kindly consult your pediatrician for their recommendation. To be safe we check all campers during the summer.
- 10.** West Virginia's Department of Health annually inspects all health records, grounds and facilities of Twin Creeks. These reports are on file at the Department of Health's Regional Office in Marlinton, WV 24954.



MAIL | FAX | PACKAGES | FOOD

MAIL

Bunk stationery from our summer portal allows you to communicate back and forth with your camper throughout their stay at Twin Creeks. This stationery is the best way to hear from your child within hours of them writing. We scan and email their handwritten note to you. More specific information will be sent closer to the summer.

SUMMER WEBSITE DAILY UPDATES

During the summer all photos and videos can be found on our summer portal and also on Facebook; 'Iain TC McClements'

FAX

Fax service is available into and out of our camp office 24 hours a day during the camp season for parents traveling outside North America and our international families. Our fax number is (610) 717-0388.

PACKAGES

Snacks sent for the bus ride home are no longer permitted. Any food or snacks mailed will not be delivered to campers.

In the interest of placing the emphasis in camp on activities, programs and friendships, we like to avoid the inevitable competition caused by the receipt of toys, video games, water guns and the like. Books, magazines and toiletries are acceptable but please do not send packages with "gifts" for your child or his/her fellow campers. Please help us by advising relatives and friends.

Food, candy, bottled water, gum, and make up are not allowed at Camp Twin Creeks.

All Mail USPS, UPS or FedEx:

**Camp Twin Creeks
9235 Huntersville Road
Marlinton, WV 24954**



PHONE CALLS | MISCELLANEOUS

PHONE CALLS

We suggest that parents allow for 2 or 3 days of camp before calling Iain or Amy to find out how their child is adjusting. This allows campers sufficient time to settle into the routine of camp. Please be assured that we will call you before this time if needed.

Campers are typically allowed one phone call per 2-week session. In order to arrange a phone call, please contact the summer office on the first Monday of your respective session. Phone calls will be scheduled from Thursday of the first week through Thursday of the second week of the session.

Note: When there is a divorce, each parent is entitled to a phone call. An extra call can also be arranged for a child celebrating a birthday in camp. Needless to say, we will contact you if we feel that a phone call between you and your child will help to resolve any in-camp problem.

We do use an answering machine between the hours of 9 PM and 8 AM. If you have any questions or concerns about this policy please do not hesitate to call.

MISCELLANEOUS

Canteen: All in-camp canteen charges are included in our tuition. If campers require one of these items or sundries (toothbrush, soap, etc...) please let them know to notify his/her counselor and we will purchase the item for them as opposed to your child writing home to you.



CLOTHING AND PACKING

CLOTHING AND PACKING

Preoccupation with clothing and makeup is not a part of life at Camp Twin Creeks. Makeup and nail polish are not allowed and no dressy clothes are needed. We provide laundry service twice per session, on camp, and we ask that you send color-fast items only. To help you with your packing, please note the following:

1. All campers should bring at least 1 water bottle with their name on it.
2. We recommend the use of one large sports equipment bag or soft trunk. For storage, durability and ease of handling they are superior to the standard camp trunk.
3. All girls' swimsuits should be one-piece or tankini. This is for their comfort and ability to transition from activity to activity with ease.
4. Valuable jewelry, expensive watches, etc...are not needed and not permitted in camp. We cannot be responsible for any damage or loss for such items.
5. Please remember to enclose an accurate list of what your child has packed inside his or her luggage.
6. We request that you mark every packed item with your camper's last name to omit any confusion over lost property. Please also mark the outside of luggage with a camper or family name.

7. PARENT SUGGESTION -

- **More socks, less towels**
- **Clothing and other fancy dress items for Wacky Wednesday**
- **Games/books for quiet cabin times**
- **Bug spray and a beach towel**
- **Funny hats and crazy socks**



BAGGAGE AND TRANSPORTATION

BAGGAGE INSTRUCTIONS

Campers who are not taking the bus to camp should arrive at camp with all of their luggage and personal items with them. Campers who are taking the bus should arrive at the bus pick up location with all of their luggage and personal items with them. Two pieces of hand luggage are permitted per camper on the bus. Larger luggage will go under the bus and be taken directly to camp. Upon arrival at camp, counselors will help all campers transport their luggage to their cabin and get settled in. If you need a luggage tag ask a counselor - we'll have Twin Creeks tags available. This makes luggage delivery much easier when all the bags arrive at camp.

TRANSPORTATION / DEPARTURE

(Any questions at all pertaining to travel should be directed to us at the office anytime)

1. All Transportation information must be submitted by June 1st. Please notify us if your camper will be taking the bus or being driven to camp. This information should be provided online at our Parent Dashboard.
2. **For metro DC area families:** The bus will leave from Isaac Newton Square (North) in Reston, VA at 9:30am. **Exact departure details are on our transportation form and website. A reminder email with this information will be sent a few days before each session starts.** Campers must arrive at least 30 minutes before departure so that luggage may be loaded. There will be a Senior Staff member present who will be the designated Trip Leader. Check in with the Trip Leader and have your child go directly to his or her assigned bus with any carry-on luggage.

For US families from other areas:

The bus from Reston, VA is also available to you at no extra charge. Reston is located on the western outskirts of Washington DC. If you drive your child to camp plan on arriving between 12pm and 2pm and use the driving directions on our website or simply input Minnehaha Springs, WV as the destination in apps such as WAZE - this option is highly recommended.

For International families & US families flying to Camp:

Book flights into Washington DC Dulles Airport (IAD) to arrive around midday or early afternoon. If you are booking flights and are unsure of suitability simply call our office to confirm beforehand.



BAGGAGE AND TRANSPORTATION

3. **Bus riders**; please provide your child with a bag lunch, including a drink. Please do not send excessive food and candy on the bus; this will minimize the possibility of motion sickness.
4. **Bus riders**: Medications should be given to the designated counselor at the buses. All medications should be in original containers, in a ziploc bag, along with comprehensive typed instructions.
5. **Bus riders**: Please limit carry-on luggage to 2 pieces per camper.
6. **Bus riders**: The bus will return to the same location at around 1:30 pm (depending on traffic.)
7. Dream Week Transportation picks up and drops off at the same time and location as other sessions.
8. **International Families - please check with your airline to determine if your child needs a VISA or ESTA to visit the USA.**

NOTE: If you should miss the camp bus, please call camp immediately at 800 451 8806 for further instructions



EMERGENCY ACTION PLAN

Here's our Emergency Action Plan - designed to let you know how camp would operate should severe weather hit us.

Please call or email if you have any questions or concerns at all.

Camp Twin Creeks Emergency Action Plan Revised March, 2015

Camper and counselor safety, wellbeing and security are our highest priorities and in 13 years of camping at Camp Twin Creeks no one has been seriously injured in any weather related event. However, the events of last summer have prompted a thorough review of our Emergency Action Plan and an upgrading of communication and alternative power sources that are now in place. Review and revision of this action plan will take place annually.

Plan Implementation

This Emergency Action Plan (EAP) is to be used before and after severe weather and storms threatens Camp Twin Creeks and the surrounding area. A generator powered AM/FM/NOAA radios are available in the main office area of camp and also the Health Center. When severe weather is approaching the radio alerts our Program Director, Office Manager or Camp Nurse. These radios will be monitored 24/7. The Camp Director will then be alerted, who will determine the next course of action.

Emergency Signal

In the case of severe weather approaching camp quickly, a signal of 5 long blasts on the air horn will be sounded from the Health Center and the Stables to ensure everybody on camp can clearly hear the signal. Upon hearing the horn, counselors will direct campers towards the closest designated indoor area.

All head staff equipped with walkie-talkies will also communicate this protocol throughout Camp. All campers on camp or on overnight trips will be reached with these 2 methods of communication.

Indoor Holding Areas

The safest indoor holding areas for sheltering in place during a severe weather event are Worth Hall and the Stables. Worth Hall is a stable, brick foundation building and the Stables is a modern, large structure in the center of Camp. Counselors will direct campers to the nearest holding area in a safe and orderly fashion. Each building will have access to an Emergency Kit containing flashlight, first aid kit and water.



EMERGENCY ACTION PLAN

Internal Communication

Counselors will pass on any pertinent information to their Group Leader or Head Counselor. They will then communicate this information to the Camp Director or Associate Director as soon as possible. Medical staff will be instructed to head from the Health Center to the indoor holding areas.

Group Leaders will conduct head counts for their respective cabins at each indoor area. If a camper is missing they will alert Camp Director by radio or any means necessary. A search for the missing camper will then be activated. Tripping staff on Camp will use the same radio frequency as all other staff. In the event of severe weather they will be alerted and will head to the closest, designated indoor space.

Food & Water

Camp Twin Creeks is fortunate to have its own water supply. Camp is equipped with a number of generators that will be activated in the event of electrical outage and can support the functioning of water for drinking, cooking and normal functioning of toilet and shower facilities. There is enough food on camp to feed a typical population of 300 people for 5 days. Food will be prepared and served in order of perishable date.

Power and Fuel

A number of gas powered generators are prepared and ready to be implemented in the following areas in the event of power loss:

- Water Pump – for drinking water, sanitation and showers
- Kitchen Refrigeration and Freezers
- Health Center
- Office
- Swimming Pool – to keep water clean and circulating

The wattage of these generators varies with a 7500W, 5250W, 2 x 5000W and 2250W all available. A 250-gallon reserve of fuel will always be on hand to ensure generators run for a period of 96 hours. This fuel can also be used for camp vehicles. These generators will be prepared by our certified electrician and be stored with the appropriate cords and hardware. They will also be tested prior to the start of each camp session.

Our kitchen range is permanently propane powered, allowing us to cook and prepare warm foods.



EMERGENCY ACTION PLAN

Hot water on camp will also be available due to propane heaters. In the event of emergency power outage, campers will be instructed to maintain routine hygiene through use of indoor toilets, showers etc.

Family Communications

A satellite data system will be in place at Camp in the event that landlines and Internet services are not available. Families will receive an email within 4-6 hours of any severe weather incident. Posts will also be made on our website and Facebook group regarding our status at Camp. We will offer only a limited email and communication system with the satellite data system in place.

If a camper is injured due to weather emergency, parents will be contacted as quickly as possible. A copy of all pertinent camper family and medical information will be held in the Office in an accessible, hard copy, paper format.

Medical Staff on Camp

Camp Twin Creeks have 2 full-time licensed nurses on staff at the camp Health Center in addition to medical physician on call 24/7 with admitting privileges at the local hospital in Marlinton, WV. The nurses on camp will communicate by radio with all Heads of Department, Head Counselors and Camp Director to ascertain the status of camper's wellbeing. Medical staff will be assigned to each holding area to conduct individual medical assessments for campers and to confer with counselors about handling emotional concerns.

Evacuation Procedure

It is within the purview of the Camp Director to evaluate if an emergency weather incident or other health and safety emergency is severe enough to warrant the closure of camp. In the event of emergency requiring camp to close, or if 48 hours have passed and communication between camp and families has not been possible, all campers will be evacuated to the following location and will remain here until retrieved by parents or separate collection arrangements have been made.

Carilion Roanoke Memorial Hospital
1906 Belleview Avenue, Roanoke, VA. 24014
tel: 540-981-7000



EMERGENCY ACTION PLAN

This location has been chosen because of the proximity to camp, major highways and metropolitan areas. We will remain at this location with campers until they have been collected or alternative plans have been made with the respective family.

Emergency Kit in Cabins

Each cabin on camp is equipped with an Emergency Kit to be used only in case of a severe storm situation. Contents include:

- **Flashlight**
- **Water**
- **First Aid Kit**

Emergency Phone Numbers

- **Main Camp: 1-800-451-8806 or 304-799-6156**
- **Pocahontas County Hospital, Marlinton: 304-799-7400**
- **Marlinton Police Department: 304-799-4315**



DIRECTIONS TO CAMP TWIN CREEKS

From Washington, DC

Take Interstate 66W to Interstate 81S to Rte. 262 (exit 225) north of Staunton, VA.

Turn right onto Rte. 262 South until Rte. 254 exit (Parkersburg Pike). (Camp is approximately 1 hour and 30 minutes from this point)

Turn right onto Rte. 254. Continue on Rte. 254 until it turns into Rte. 42. Continue on Rte. 42 until it turns into Rte. 39. Continue on Rte. 39W through Warm Springs. Camp Twin Creeks is 5 miles over the WV state line in Minnehaha Springs on the right.

From Virginia

Virginia Beach & Richmond - Take Interstate 64W towards White Sulphur Springs. Take Rte. 92N to Rte. 39W toward Minnehaha Springs. Camp Twin Creeks is on the right.

From Pennsylvania

Pittsburgh - Take Interstate 79S toward Sutton to Rte. 19. Go S towards Summersville to Rte. 39E to Minnehaha Springs. Camp Twin Creeks is on the left.

Philadelphia - Take PA Turnpike W toward Harrisburg to Interstate 81S to Rte. 262 (exit 225) north of Staunton, VA. Turn right onto Rte. 262 South until Rte. 254 exit (Parkersburg Pike). (Camp is approximately 1 hour and 30 minutes from this point)

Turn right onto Rte. 254. Continue on Rte. 254 until it turns into Rte. 42. Continue on Rte. 42 until it turns into Rte. 39. Continue on Rte. 39W through Warm Springs.

Camp Twin Creeks is 5 miles over the WV state line on in Minnehaha Springs on the right.

From Ohio

Columbus - Take Interstate 70E to Interstate 77S. Take Interstate 77S to Interstate 64. Go E toward White Sulphur Springs. Take Rte. 92N to Rte. 39W toward Minnehaha Springs. Camp Twin Creeks is on the right.

Cleveland - Take Interstate 77S to Interstate 64. Go E toward White Sulphur Springs. Take Rte. 92N to Rte. 39W toward Minnehaha Springs. Camp Twin Creeks is on the right.

Cincinnati - Take Rte. 32E to Rte. 23 S to Interstate 64. Go E on Interstate 64 to White Sulphur Springs. Take Rte. 92N to Rte. 39W toward Minnehaha Springs. Camp Twin Creeks is on the right.



DIRECTIONS TO CAMP TWIN CREEKS

From Georgia

Atlanta - Take Interstate 85N to Interstate 77N. Take Interstate 77N towards Beckley and get on Interstate 64E to White Sulphur Springs. Take Rte. 92N to Rte. 39W toward Minnehaha Springs. Camp Twin Creeks is on the right.

From North Carolina

Raleigh/Durham - Take Interstate 85W to Rte. 220N. Take Interstate 81N to Interstate 64W to White Sulphur Springs. Take Rte. 92N to Rte. 39W toward Minnehaha Springs. Camp Twin Creeks is on the right.

From Florida

Miami - Take Interstate 95N to Interstate 26N towards Columbia. Take Interstate 77N towards Beckley and get on Interstate 64E to White Sulphur Springs. Take Rte. 92N to Rte. 39W toward Minnehaha Springs. Camp Twin Creeks is on the right.

WHERE TO STAY

Hotels and B & B	Address	City	Phone	Distance from Twin Creeks
Carriage House Inn	Route 39	Marlinton, WV	(304) 799-6706	5 minutes beyond Camp
Locust Hill Bed and Breakfast	Route 39	Marlinton, WV	(304) 799-5471	15 minutes beyond Camp
Old Clark Inn	3rd Avenue	Marlinton, WV	(800) 849-4184	15 minutes beyond Camp
Jerico Bed & Breakfast	Route 219 S	Marlinton, WV	(304) 799-6241	15 minutes beyond Camp
The Inn at Gristmill Square	Route 220	Warm Springs, VA	(540) 839-2231	45 minutes before Camp
Hidden Valley Bed & Breakfast	Hidden Valley Rd	Warm Springs, VA	(540) 839-3178	45 minutes before Camp
Meadow Lane Lodge	Route 39 W	Warm Springs, VA	(540) 839-5959	45 minutes before Camp
Three Hills Inn	Route 220	Warm Springs, VA	(540) 839-5381	45 minutes before Camp
King's Victorian Inn	Rte 2 Box 622	Hot Springs, VA	(540) 839-3134	45 minutes before Camp
Vine Cottage Inn	US Highway 220	Hot Springs, VA	(540) 839-2422	45 minutes before Camp
Elk River Inn & Restaurant	Route 219 N	Slatyfork, WV	(304) 572-3771	45 minutes beyond Camp
Sweet Thyme Inn	Route 92	Green Bank, WV	(304) 456-5535	45 minutes beyond Camp
White Oaks Bed & Breakfast	Big Draft Road	White Sulphur Springs, WV	(800) 536-3402	1 hour beyond Camp
Milton Hall Bed & Breakfast	207 Thorny Lane	Covington, VA	(540) 965-0196	1 hour beyond Camp
Resorts				
The Homestead	US Highway 220	Hot Springs, VA	(540) 839-1766	45 minutes before Camp
The Greenbrier	300 W Main St.	White Sulphur Springs, WV	(304) 536-1110	45 minutes before Camp