

# Contacting Your Camper

If you have any questions, please call our office at (518) 644-9441. Our summer office is open from 8:00 AM to 7:30 PM to receive your calls. Since we are frequently out of the office working with our campers, please leave a message and we will make sure to return your call later that day or the following day. Many of our returned phone calls are made in the late evening, so we apologize in advance in case we disturb you.

## Mailing Your Camper

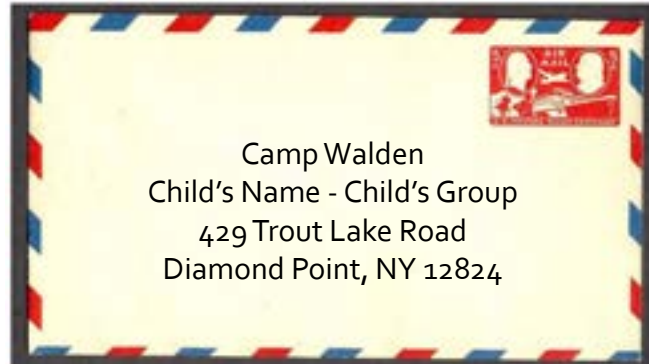
### Postage

Please be sure to provide your child with an ample supply of stamps, stationery, envelopes and pens. Canadian and international families must obtain US postage to send mail; this postage is available for international families through the "Additional Options" Form. We will charge your credit card for the postage you select.

For younger campers, it may be helpful for parents to pre-stamp and pre-address envelopes, especially to grandparents, aunts, uncles, etc. Families with younger campers might also wish to invest in "camp" stationery and postcards, available in many card and novelty shops.

### Sending Letters to Your Child

All mail to Camp Walden should be addressed as shown below:



## Emailing Your Camper

One-Way Email is a service provided by CampMinder at a small annual fee - log in to My CampMinder and scroll down to One-Way Email. By signing up for email, you are allowed an unlimited number of guest accounts for your relatives and/or friends to send emails to your camper. Campers will not be able to send emails to you, but you will be able to send emails directly to your camper. Please do not send faxes or emails to campers using the camp email address or fax number. Emails directed to campers should only be sent via My CampMinder.

## Photos of Your Camper

To view photos of your camper, just log in to My CampMinder and scroll down to Photos. Viewing camp photos is free. There is also an option for you to create guest accounts for your relatives to be able to see pictures of your child.

### A Picture is NOT Worth 1000 Words!

We do our best to take photos of each group and all major activities daily. However, please keep in mind that these photos are not necessarily indicative of your child's adjustment to camp. If you are concerned about your child, please don't hesitate to give us a call. We are always more than happy to speak with you about any concerns you may have.

## Phone Calls With Your Camper

We do not allow camper/parent phone calls during the first seven days of camp. Please understand that this is for your child's benefit. This is a period of adjustment for your child and speaking to them too soon may disrupt that process. A camp staff member will contact the parents of each new camper within 72 hours of their arrival. Should you feel anxious about how your child is adjusting, please call or email us.

Please be aware that the phone call schedule fills up quickly, so you may want to schedule your appointments well in advance. If you have more than one child at camp, please note that because of each child's schedule, it may not be possible for your children's calls to occur immediately one after the other. Please do not book more than one child in a time slot - this causes our system to back up. Please be available 15 minutes before and after your scheduled slot in case the calls are running early/late. We work to ensure that every camper has a 10 minute call. If your child has a birthday while they are at camp and you would like to schedule an additional call, please let us know and we will arrange it.

### To Schedule Phone Calls:

Log in to CampMinder, and scroll down to "Phone Reservation System" to book your calls.

**Our Phone Reservation System will open on June 1st.**

Phone calls to campers are limited to two per session.