



2024 Parent/Guardian & Camper Handbook

We at CHB are committed to being Kind, Strong, Respectful, & Responsible with our words and actions to ourselves, others and the environment (even when no one is looking)

Dear Parents, Guardians and Campers,

Thank you for choosing Camp Helen Brachman for your summer camp experience and trusting us to care for your camper. It is a great privilege to be of service and support in this way.

How will we care for your camper?

We pour ourselves into every camper, supporting them with the belief that each one is valued, brilliant and capable of great things. We provide a safe community that fosters trust & connection... and we watch them shine, learn & grow!

This handbook has been put together to help parents, guardians <u>and</u> campers prepare for the camp experience. Please take some time to read the information provided, and do not hesitate to contact us with any questions about camp!

We're looking forward to having you join our camp family!

With gratitude,

The CHB Staff

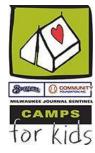
Camp Contacts:

Dayshia Anderson
Camp Director
danderson@coa-yfc.org
715-366-2234

Jill Morgan
Assistant Camp Director
jmorgan@coa-yfc.org
715-366-2234

Leslie Woodruff
Camp Registrar
Iwoodruff@coa-yfc.org
414-290-7905

We would like to say a huge **THANK YOU** to all of the organizations that help us serve our campers every summer through their generous donations to Camp Helen Brachman: **Camps For Kids, the Camp Nebagamon Scholarship Fund, the United Way of Greater Milwaukee & Waukesha County and the Peck Foundation.**









Forms We Need Back

Whether it's your camper's first time attending camp or your camper has gone many times, please read through the information provided to be sure the camp experience is positive for both you and your camper. You will find a number of revisions this year.

We have a lot of information to share with you, so let's get started!

There are a few forms we need filled out and returned to us prior to the camp session. Each of these will help us provide the best possible camp experience for your camper.

Health History Form - required

The camper health history form must be completed each time you send your child to camp. This form will give camp staff the most current information about your child and their past, as well as current health. This form will be reviewed by our camp health care staff and used to ensure the best possible care for your child while at camp. Please make sure all medications listed are correct; this helps us with a faster departure time to camp.

Health Exam Form – *optional*

In the past, we have required that all campers undergo a physical checkup, and that documentation from that be provided as part of the paperwork package. We no longer require that documentation. If your camper has an ongoing medical issue requiring the regular care of a doctor, we recommend the physical form.

Camper Information Form – required

The camper information form must be completed each year your child goes to camp. The form will be shared with counselors as needed to ensure that we provide the best experience for your camper! The information you provide is helpful for us in knowing your child and providing the best experience for them.

Summer Food Service Program (SFSP) Form – required for all but MPS Grantees

The SFSP Form is required for every camper as we participate in the summer food program.

Behavior Expectations Form - required

The behavior expectations form must be completed each year your camper goes to camp. Please go over these expectations so both you and your camper are clear about what kind of behavior is expected at camp and what will happen if campers choose not to comply with our camp community behavior expectations.

Parent/Guardian Pick-up Authorization Form – required

Pick-Up Authorization gives permission for who may pick up your child from the bus upon their return to Milwaukee.

Voluntary Self I.D. Form – optional

The Voluntary Self-Identification of Disability and Limited English Proficiency for Participants form invites you to provide any information that is relevant to you, so that we can better serve participants of our programs across COA Youth & Family Centers.



Preparing for camp

Preparing you, the parent or guardian for camp

Sending your child to camp can bring up a sea of emotions and feelings; they will be different with each parent or guardian. These may change with the years in ways you don't expect. Any first time events can be stressful and challenging, especially if it's sending your camper to camp, 2 ½ hours away from home. We truly believe this incredible, life changing opportunity is worth the distance... let's get you all prepared.

Preparing your camper for camp

Please label all of your camper's belongings with their name. This includes clothing, personal items, backpacks, sleeping bags or bedrolls, pillows, luggage or other bags. It will help ensure they come home with everything you send with them.

The more you and your camper prepare together for camp, the more likely your camper will be to have an excellent camp experience. Here are some things you need to know:

We want all of our campers and staff to unplug while at camp. This allows everyone to connect with each other and the larger camp community as well as enjoy the quiet of nature. This means <u>no cell phones, iPods, or other electronic devices</u>. In addition to unplugging from electronics, we ask that campers not bring electronics because campers are regularly participating in active, outdoor activities and we do not want their electronics to get wet, broken, or otherwise damaged. Remind your camper of this so it's not a surprise when they get to camp. If they are brought to camp, we will keep them in the office for the duration of the campers stay; they will be returned once buses arrive back in Milwaukee.

Helping your camper get used to the camp routine and expectations before camp will help them have a great time while at camp. Remind campers that camp rules, expectations and guidelines may be different from what they are used to at home, but are intentionally set from years of camp experience to help all campers have the best possible experience at camp.

For younger or first time campers

Start practicing daily self-care with your camper. This includes doing the following with little or no assistance:

- Brushing teeth, showering (no bathtubs at camp), picking out clothes and dressing from top to bottom.
- Campers are expected to make their beds each day and clean up their space. This includes folding clothes, putting dirty clothes in the appropriate place and hanging wet clothes out to dry.
- Each evening there will be a cabin quiet down/closing for the day. Each camper will then have some quiet time to wind down before its lights out. Practicing a similar bedtime routine at home is very helpful.
- In addition to practicing these routines, talk about camp and what a camper can do if they are unsure, afraid or just need some extra TLC let their counselor know.

For older or return campers

• Remind your camper that there is a routine at camp and they will be expected to follow the camp guidelines with regard to lights out, bedtimes and wake up times.

- Remind them they are now role models for the new campers and will likely need to help and encourage them in getting used to camp as well as our routines and traditions; be helpful, supportive and encouraging.
- Remember camp is the most fun and rewarding when we include everyone and strive to make and include new friends in addition to deepening and enjoying the friendships we already have.

To prepare campers for riding the bus:

- Let them know (or remind them) it is about a 2 ½ hour trip, with 1 rest area stop halfway to camp. They will need to be sure and use the bathroom before boarding the bus.
- Plan to bring a water bottle and something to read (remember, NO ELECTRONICS)
- Please ensure that they do not have any food, candy or gum to bring on the bus.
- Make sure campers eat lunch before arriving for departure.
 Food, candy & gum are NOT allowed on the buses due to litter, hygiene and increasing food allergies.
- Campers are **not allowed to bring permanent markers** to camp or on the bus.



Homesickness

Homesickness is a natural and normal part of being away from home. Our staff members and our campers will most likely experience some level of homesickness while at camp. The following suggestions will help to minimize or prevent homesickness:

- Encourage your camper's independence throughout the year.
 Practice separations, such as sleepovers at a friend's house, can simulate the camp environment.
- Include your camper in the process of choosing a camp. The more involvement they have in making the decision, the more comfortable they'll feel being at camp.
- Discuss what camp will be like before your camper leaves.
- Camp Helen Brachman doesn't allow campers to call home. We have found that talking on the phone with a parent or guardian when homesick often causes homesickness to increase. Please do not tell your camper they'll be able to call home if they're homesick.
- Send a note or care package ahead of time to arrive the first day of camp. Acknowledge, in a positive way, that you will miss them. For example, you can say "I am going to miss you, but I know that you will have a good time at camp." (Please make sure not to pack snacks in a care package. Snacks attract pests to the cabins.)
- Don't bribe. Linking a successful stay at camp to a material object sends the wrong message. The reward should be your camper's new found confidence and independence.
- Pack a personal item from home, such as a stuffed animal.
- Don't feel guilty about encouraging your camper to stay at camp. For many children, camp is a first step toward independence and plays an important role in their growth & development.
- In some cases, homesickness is severe enough to warrant a camper going home. If the severe homesickness your camper is experiencing is not improving, or is preventing eating or sleeping and/or not participating in activities, the Camp Director will contact you to discuss the best options for your camper. If they do come home, it doesn't mean that you or they have failed in any way. It will be important to focus on the positive and encourage them to try camp again next year.

Departure and Return Information

Drop off and departure

Drop off will be at the COA Goldin Center located at 2320 W Burleigh Street, on the day and time indicated in your confirmation letter. Please plan on arriving ½ to 1 full hour prior to bus departure to allow enough time to check in before the buses depart.

We suggest carpooling and parking in the COA lot off of 24th Street at the rear of the building. Entry for check-in will be through the rear gym doors <u>not</u> through the front entrance. If parking on Burleigh or 24th Street, please be careful of speeding traffic and respectful of the residents, upholding general parking terms & regulations. [Do not block driveways, alley or double park.]

Check-In Details

- The first stop will be to drop off luggage outside the Goldin Center gym in the back parking lot look for a white camp van. We will have staff on hand to help load luggage. Please do not pack any medications in luggage. All meds will be collected by camp staff at the final health check-in station.
- The second stop will be inside the gym to check in at the registration table. Here we will confirm that all paperwork is complete and turned in to us. We will have extra copies of all paperwork in case you've forgotten something. Name tags will be given to all campers and should be worn on shirts all day.
- You will then have the opportunity to meet one of our Lead Staff Members. Here we will talk about the behavior expectations that we have at camp and make sure campers and parents/guardians have signed-off.
- The last stop will be to check in with our designated camp health care staff. They will do a quick review of the health history form with you as well as collect and confirm all medications, dosages, administration times, allergies, etc. We want to ensure that we've got everything covered and understand all about your child, so please be patient if this check in station takes a bit longer. You can help this process go faster by making sure all medications are listed correctly ahead of time, and that prescription information is present on all prescription medications. For example, we must have the prescription label for inhalers often, people get rid of the box with the label. Get this ahead of time from the pharmacy. All prescription medications must be in the camper's own name.
- And finally, we ask that parents and guardians stay with children until we are ready to load the buses. We'll do that as soon as a majority of our campers are checked in and ready to go. Each bus will be chaperoned by camp staff. One counselor from every cabin will be present to give families an opportunity to meet at least 1 of your child's counselors before sending them off on their camp adventure! Buses will arrive at camp about 12:30 p.m. The registrar will send a text &/or email to families when campers have arrived safely at Camp Helen Brachman.

Please review these Bus Rules with your camper(s) before they board the bus:

- No food, candy, gum or permanent markers allowed on the bus
- Campers sit facing forward while the bus is moving
- Quiet inside voices only on the bus
- Water bottles are allowed
- Keep all body parts inside the bus
- If you need something, let the bus chaperone/camp staff know they are there to help
- Listen and follow all instructions from bus driver & camp staff
- Pick up everything you brought with you on the bus bus should be clean when campers depart



Arriving home from camp

The buses arrive back to COA Goldin Center at 2320 W Burleigh Street – the same location as drop-off/departure. Luggage & campers will be unloaded on 24th Street. The buses are scheduled to arrive at 4:00 p.m. Parents/guardians can arrive 25-30 minutes early to sign their child out and receive their bus release slip.

<u>NOTE</u>: Campers will stay on buses and only be let off as parents/guardians present the release slip to the bus chaperones. We will release campers only to adults named by parents or guardians on the "Pick-Up Authorization Form." Adults may be asked to show I.D. If there are changes or emergencies that will impact the bus times, we will contact parents or guardians by text message or email to let them know of the changes as best we can.

What happens at camp?

Once at camp, your campers will be met by their counselors who will start getting to know them. Then cabin groups will collect luggage and head off to their cabins, settle in a bit, and then jump into camp orientation.

First Day

The first day at camp will include tours of camp, unpacking, playing games to get to know each other and rotating through a number of key areas at camp. This will include spending time at the waterfront completing a swim assessment to determine their swim ability and level, as well as creating cabin rules and learning about KSRR – Kindness, Strength, Respect and Responsibility – the key values at camp. The day will end with an opening campfire to welcome everyone, introduce all the staff and sing some fun camp songs!



Waterfront

Swimming in a new environment can make some campers nervous, so we encourage you to help your camper understand that they will be safe at our waterfront and that they will gain positive skills when they participate in swimming. Each level, as determined from the swim assessments, will work on different skills appropriate to their comfort level. Campers are only allowed to swim in color coded buoyed areas they have been determined to be safe in. They may retake the assessment at any time during their



stay at camp if they feel ready to advance to a different colored level (deeper.)

The waterfront is <u>ALWAYS</u> supervised by lead waterfront staff and certified lifeguards.

K.S.R.R.

Kindness, Strength, Respect and Responsibility

These 4 words are the pillars of CHB, teaching and guiding how we live positively together in our camp community.

We at CHB are committed to being Kind, Strong, Respectful, and Responsible with our words and actions to ourselves, others and the environment (even when no one is looking)

What does KSRR look like at CHB?

- **KINDNESS** being nice to ourselves and others. It looks like showing appreciation, being a good friend, and helping others in our community.
- **STRENGTH** both mental-and physical. Mentally it looks like asking for help when needed, being brave and trying new things, and doing the right thing even when our peers aren't. Physically it looks like eating camp's balanced meals, staying hydrated and getting sleep to keep your body healthy and strong.
- **RESPECT** ourselves, others, and the environment. It looks like listening to the camp staff and doing what they ask of us, being a positive member in the CHB community and taking care of the environment.
- **RESPONSIBILITY** being accountable, accepting outcomes for our own actions, being trustworthy, and behaving in a positive way. It looks like admitting when we make a mistake and learning from it.

Putting these words into action is recognized by staff with beads that are distributed at evening flagpole and a visual representation is hanging in the Dining Hall for all to see our progress. Beads are added up to earn special/extra activities.

KSRR in Action through Program & Play:

Health & Wellness

Healthy eating, activity and stress reduction, such as daily stretching/yoga, meditation and journaling.

Reading

We have a small library that allows campers to borrow books to read during rest and before bed, if they're interested.

Appreciating our Community

Learning from each other, appreciating what makes us different, our similarities and respecting the contributions we can all make to CHB.

Learning, Growing, Thriving

CHB's program areas open campers' eyes to a variety of new experiences. Each area teaches something special while developing skills that strengthen campers and our communities – both at CHB & in Milwaukee. In our, **Cooperation Station**, our camper community focuses on cooperative games in 10+ stations.



Connecting to Nature

Getting outside - learning, exploring and realizing the wonders and gifts of nature... like where your food comes from, or simply enjoying and connecting with the natural world. **Our Discovery Zone**, gives campers a designated space to enjoy birds and animals in our observation structure, with binoculars to observe the feeding stations and tracking areas.

What if your camper makes poor behavior choices?

Camper Conduct Policy

Like adults, children make mistakes. It is through their mistakes that they learn and how we help them learn. Simply, our policy is one that seeks to prevent mistaken behavior and puts the focus on the positive, using methods appropriate to the age of the child. Redirection, modeling and guidance form the core of the discipline policy, not punishment. No harsh or physical punishments are used at CHB.

We strive to provide a safe, well supervised, and fun experience to all of our campers. While we understand that campers sometimes have behavioral issues, at no time will these issues be permitted to endanger the safety of the camper, other campers, or camp staff. Such behaviors are never permitted at camp. Parents/guardian's will be communicated with by supervisory staff for input, guidance and suggestions if & when situations arise.



Every step our staff takes with a camper shows them we are invested in their wellbeing and believe they are capable, worthy & brilliant. We provide the support steps below because we believe with clear expectations, connection & positive guidance they can be successful at camp. CHB is committed to providing these layers of support because we believe it builds trust, relationships & respect.

Camper Support Plan Steps:

- STEP 1: Creating Connection ~ day 1 check-in questions for ALL campers with their counselors
- STEP 2: Choices & Incentives ~ empowering campers gives a sense of autonomy, earning beads & rewards
- STEP 3: Pause the Fun for 1:1 Support ~ getting to know camper & struggles, create behavior support plan
- STEP 3 ½: May call home for check-in, insight, guidance & support
- STEP 4: Pause the Fun for Practice/Logical Consequences ~ practice new behavior, healthy coping skills
- <u>STEP 5:</u> Camper Behavior Contract with phone call home
- <u>STEP 6:</u> Closing Reflection Questions ~ final support step for ALL campers; their evaluation of their camp experience.

Our Head Counselors will meet with each cabin group to review expectations while at camp and ensure that all campers know what their behavior means for them personally, for their cabin group, and as a part of the whole camp community.

Every effort will be made by the staff to ensure a positive camp experience for your camper. In the event that there are irreconcilable behavioral difficulties, a camper will be sent home early. There will be no refund for camper's leaving CHB for inappropriate behavior.

It will be the parent's responsibility to arrange transportation for their camper back home. If transportation cannot be arranged from Camp Helen Brachman, an additional fee may be charged for transportation and staff cost incurred to return the camper to Milwaukee prior to the scheduled return date.

The following are reasons a camper might be sent home:

- Fever of 101 degrees or higher or any flu-like symptoms
- Hurting self or others
- Physical or verbal aggression including threats that do not stop
- Continuously walking/running away from staff or the group (safety issue)
- Inappropriate relationships, sexual or harassing behavior
- Possession or use of any illegal substances

Cultural Exchange

Camp is lucky to have international staff. Staff members have the opportunity to teach our campers different aspects of their rich culture (games, food, sports, customs) during program activities and our daily "All About Us".

Clean Up & ACS (All Camp Service)

Each day, every cabin group is expected to spend some time cleaning up their cabin. We have a special award given to the cleanest cabin of the day. Each group is also given a daily Camp Service Project (All Camp Service) to do. This might be watering the garden, picking up litter, feeding any camp pets, or sweeping the dining hall.

Camp Community + KSRR = Community Participation

Activity Time

Each day, cabin groups are scheduled for 2 different program areas, 1 hour each. All cabins will rotate through the program areas. Not only do the campers get to experience new and fun activities together, they will also learn decision making, communication, leadership and teamwork skills. Program areas include:

NATURE FIELD SPORTS ARTS & CRAFTS ARCHERY
SWIMMING BOATING COOPERATION STATION

OUTDOOR LIVING SKILLS (OLS)



Meals and Snacks

CHB is a NUT FREE facility. We always serve 3 meals a day plus 2 snacks, afternoon & evening. All of our meals and snacks meet federal food guidelines for healthy meals. Water is always out and available to campers. We strive to have kid friendly, home cooked meals that are low fat, filled with whole grains, fresh fruits and vegetables and low in salt and sugar. We can accommodate **some special diets**; lactose free, vegetarian, or vegan. Please let us know any food allergies or special dietary needs in advance. Our nutrition team must determine if we can accommodate some requests.

Bedtime and Lights Out

This is staggered for the different ages of campers, starting at 9:15pm with the youngest campers and going up until 10:00pm for the older campers. We adjust bedtime earlier or later depending on special activities happening in camp or the behavior of the group (tired groups = cranky and quarreling campers...if we see this, we'll try to get some extra sleep).

Camp's Daily Schedule Example

7:00	Rise & Shine/Cabin Clean-up		
8:00	Morning Meditation/Stretches	4:00	Choice Time
8:15	Flagpole & Announcements	5:15	All Camp Service
8:30	Breakfast	5:45	Flagpole & Appreciations
9:30	1st Cabin Activity	6:00	Dinner
10:45	2nd Cabin Activity	6:45	All About US
12:15	Song Circle	7:30	Evening Activity – All Camp
12:30	Lunch	8:00	Snack & Bedtime routine (youngest first)
1:45	UWCHB	9:15	Lights Out starting with the youngest cabins.
3:00	R&R (Rest & Reading)	10:00	All Camp Lights Out,
3:45	Snack		shhhhhquietzzzzzzzsleeeping

Mid-Session Outdoor Activities

The middle of the session brings fun and new adventures!

EVERYONE will either have a cookout (youngest) or an overnight campout on camp property... s'mores for everyone!

Campfire and Party

We begin our camp sessions with a special welcome & introduction campfire and end not only with a memorable closing campfire but our famous CHB Dance Party on the second to last night. Campers are welcome to bring a special outfit or shirt for the party.

Cabin Groups

Cabin group assignments are based on age and gender. Each cabin has a bathroom with a toilet and sink. Some cabins have showers. We have a centrally located shower house. Our goal is that campers shower at least every other day. Cabins have bunk beds and storage areas for belongings. Each cabin group is staffed with a minimum of 2 counselors.

Our Staff

We have a wonderful mixture of staff: previous campers from Milwaukee, from local areas around camp, around Wisconsin and from different parts of the country or world. We have had staff from as far away as England, Ireland, Poland, Mexico, Columbia and Vietnam. All staff members go through a rigorous application and interview process as well as a background check. In addition, we have an intensive 11-day



all-staff training prior to our campers arriving. The majority of our staff members are First Aid and CPR certified.

The one thing each of our staff members have in common is their passion and desire to work with youth!

Health and Safety

In the event that a camper becomes ill or is injured, the Health staff will administer first aid. If needed, additional treatment will be provided by the physician at a local hospital or urgent care clinic. Parents/guardians will be notified of any condition that requires a stay in the health center of 4 hours or more or off site care.

ALL medications are dispensed by the Health Director or a designated adult.



Prescription medications, along with a completed Health History form, must come to camp in the original pharmacy containers, clearly labeled with the camper's name, type of medication, and current dosage. This includes inhalers, prescription eye drops, etc.

Please make sure to send a quantity of prescription medication which will last the entire session.

The Health Center has everyday type medications; they are dispensed by the Camp Health Director in accordance with the physician's treatment procedures and the parent signed health history form.

Communicable Diseases

COVID-19 is considered a communicable disease. Please do not send a camper to camp that is ill or has been exposed to a communicable disease. The Camp Health Director is available 24/7 for participants who are feeling unwell. Please check your camper for lice **before** they come to camp, as any child with lice or a communicable disease cannot come to, or stay at camp. For more information, contact the National Pediculosis Association at 617-449-NITS or www.headlice.org. Please do not send your child to camp with items that may have been in contact with bed bugs. For more information, visit https://www.cdc.gov/parasites/bedbugs/faqs.html. All areas of camp are sanitized on a regularly scheduled basis. Food service is served cafeteria style to minimize contact points.

Emergency Contacts

Please ensure that you've listed emergency contacts that will be available while your camper is at camp. Parent/Guardian input is invaluable to help us best meet the needs of your child. Reasons we would contact

you, or the emergency contacts if we can't get a hold of you, include the following:

- Homesickness that is getting worse, not better
- Struggling and we need insight, support and guidance to help your camper feel safe and supported
- Conduct by your camper that is inappropriate for camp or doesn't follow our behavior expectations
- Illness or injury to your camper that requires a stay in the health center overnight or more than 4 hours
- Illness or injury that requires off site attention at a clinic or hospital



Bedwetting and Sleepwalking

Please let us know if your camper has trouble with or a history of bed wetting or sleepwalking on the health history and/or camper information form. This will alert us and we will be able to discreetly discuss this with your camper as well as letting them know it is okay and nothing to be ashamed of if it happens. We will discreetly change and wash all bedding and clothing if bedwetting happens at camp.

Weather Emergencies and Preparedness

Weather at camp is constantly monitored via weather radios and the internet. Should severe weather threaten or happen at camp, all activities will be moved indoors and/or all campers and staff will seek shelter in our emergency weather shelters.

Insects at Camp

CHB is beautifully wooded, with that comes insects - mosquitoes and ticks are the most common. Please do not send aerosol repellants to camp; instead, send lotions that can be applied to exposed skin. We'll talk to campers about checking for ticks each day. We'll let you know if your camper is bitten by a tick. If your camper experiences any flu-like symptoms after returning from camp, do let your health care provider know that they were at camp in Central Wisconsin.

Other Important Information

Mail

Kids love to receive mail from home. To ensure your child receives a post while at camp, please send at least one card or letter at the beginning of the session (in advance of session or by day 2-3), more if possible. Address all mail to:

Your Child's Name Camp Helen Brachman 9341 Asbury Drive Almond, WI 54909

Cell Phones & Electronics

We do not allow campers to have cell phones or other electronics while attending camp. Any cell phones or electronics brought to camp will be confiscated and kept in the camp office safe. Campers may not receive or make phone calls. If you have a concern about your campers, please feel free to call the Camp Director at (715) 366-2234.

Cancellations

We have waiting lists for many of our sessions. Please notify us <u>as soon as possible</u> if your child will not be able to attend. This will allow us to fill the slot with a child on the waiting list. Refunds will be given for cancellations made two weeks or more prior to the camper's stay at CHB.

Sending Children Home Early

CHB reserves the right to send home campers who may be a danger to themselves, others or who are not following established behavior guidelines. If we must send your child home for any reason, including illness,

accident or behavior problems, you are responsible for arranging transportation for them to get home within **24 hours of your notification.** You or an approved adult must be available to get your child if they need to come home.

Evaluation

Your camper will either fill out an evaluation form at camp or bring an evaluation form home. If they bring it home, please take a few minutes to fill out this form with your camper. Your comments and suggestions help us to provide safe and enjoyable summer camp experiences.

Lost and Found

Each day at camp we try to connect any lost and found item with the person it belongs to. Items that have names on them are easy to get back to the camper. Please label everything you send to camp with your camper's name. At the end of each session any lost and found items not claimed will be sent down to our Milwaukee office and kept there until August 30. Any items not claimed by August 30 will be donated to charity.

Camp Helen Brachman Facebook Page

We do post pictures on our Facebook page. Like us and check in on what campers and staff are doing.

USDA Non-Discrimination Statement: In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: https://www.usda.gov/sites/default/files/documents/ad-3027.pdf, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. mail:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
2. fax:
(833) 256-1665 or (202) 690-7442; or
3. email:
program.intake@usda.gov

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