



## 2023 Jacobs Essentials #1: *Camper Care*

The care of our campers is our most significant priority. We understand that it takes intentional, active, and thoughtful supervision and support to create an environment where every child is given the chance to have a positive experience at camp. To do so, we hire and train the best staff. Jacobs Camp also employs a Camper Care Team of adult professionals with training and experience in fields related to child development that utilize their skills and expertise to support our staff and ensure that our campers have a successful and fun camp experience.

We recognize that families are our partners in ensuring the success of each camper. Where appropriate, the Camper Care Team will work with parents directly to ensure that we have all the information we need to enable your child to have a successful summer at camp.

### Who is the Camper Care Team

Each person on our Camper Care Team has relevant experience and spends their days at camp working with our staff to make sure that the care of our campers is supplemented with special attention, follow-up and support. Meet our Director:

**Leah Hart Tennen, MSW, MPH, LICSW, Community Care Director** *Leah is an independently licensed clinical Social Worker in Massachusetts and currently teaches in the Masters of Social Work program at Simmons University in Boston. Leah is a lifelong Jacobs camper and staff member, the parent of two campers and the aunt of five campers.*

Leah will be supported by additional Camper Care Specialists and will work closely with our unit heads, counselors, and the rest of our staff to ensure that every camper's needs are met.

### What is their Role?

The Camper Care Team assists with all campers and be accessible to all families. They provide additional support to campers who have special needs or are struggling in some way at camp, whether due to their own issues, concerns with others, or difficulties adjusting to the camp environment. The Camper Care Team provides ongoing support for our staff, and will also keep normal office hours on a rotating basis throughout each day.

### With whom will I communicate if I have questions about my child during the summer?

You may always reach out to Jacobs Camp Director, Anna Herman, at any time throughout the summer by calling the camp office at 601-885-6042 or via email at [aherman@urj.org](mailto:aherman@urj.org). When you call the camp office, please leave a detailed message for Anna who will determine the course of action. Many parent concerns and questions will be answered by our Camper Care Team, as they are often the primary communicators with parents during the summer

Whether the question seems strange or hard, whether your call comes day or night, or whether you are calling for the first time or the 50th time, our Camper Care staff will be able to address your needs. In all cases, Camper Care staff or professional staff will provide a direct and full response as soon as possible. If the concern is simple and can be answered by our office staff, they will do so. Our Camper Care staff will also be in regular communication with our leadership team including unit heads and department heads, who will always be part of decision-making and consultation with our campers and parents, as needed, throughout the summer.