



## Jacobs Camp Essential #5: Summer Communication

We know that every day at Jacobs Camp will be full of new experiences, excitement, challenges, fun and friendships that can last for a lifetime. But how will **YOU** know what is happening at camp this summer?

### CampInTouch Photos and Email

Your family has already used CampInTouch to register for camp this summer and fill out your forms. This website, and the affiliated Companion App will help you stay in touch during the session as well. You can log in to your account [here](#). If you encounter challenges with the CampInTouch system, please call CampMinder at 303-444-2267 and select option 1.

### Companion App

The easiest way to stay in touch with what's happening at camp is through the Companion App, which you can download from your phone's app store. With this app, you can log in to your CampInTouch account, and access CampInTouch photo albums and email (more info on both below).

**CampInTouch photo albums** are available to all families. Our camp photographers upload daily photos of what is happening around camp, and the App can alert you when a photo of your child appears using facial recognition, if you choose to use it. You will also have the ability to share these photos with friends and family.

**CampInTouch email** allows you to send email messages to your child that are printed at camp and delivered to your camper with the regular mail. This can be done via the Companion App as well. When you send an email through this system, you can opt for an additional sheet of eLetter stationery so your camper can write back to you. The camp office will upload the stationery and you will receive the handwritten letter into your eLetter inbox in your CampInTouch account. Please let your camper(s) know if you plan to use the return eLetter stationery — the return sheet can often seem like just a blank page to a camper and may be easily misplaced if they don't know it's coming. Each email requires a "Camp Stamp" which can be purchased in your CampInTouch account.

## **CampInTouch Expectations**

We know how much our families value the opportunity to feel connected to their child's experience at camp through photos and email. We work hard throughout the summer to take and upload photos as we can, and we want to set reasonable expectations for our families:

- The CampInTouch service is meant to be an asset for families, but is secondary to all aspects of the camp program, operations, systems, campers, staff and other concerns. While we try to make the service the best it can be, it is simply not the highest priority for us.
- Please note that we will NOT be taking a photograph of every child every day. We cannot guarantee how often any camper will appear in photos. The primary purpose of sharing daily photos is for families to see the kinds of activities your child is participating in, not to see a picture of your child every day. We do our best to capture as much variety as possible, but photos are taken mostly candidly and without a fixed schedule. If you do not see a photo of your child one day, please don't be concerned. If you've been looking for a few days and are concerned, we understand that you may want to contact us. However, please be assured that we will always be in touch if there is a problem regarding your camper.
- We generally upload photos twice a day (before lunch and after evening programming), but due to the nature of our camp schedule, there is not a set time every day when we guarantee photos will be uploaded. Additionally, if you are checking for photos at night, you may catch us in the middle of an upload and could miss photos. To ensure you are seeing the complete set of a day's photos, we highly recommend looking in the morning at the previous day's photos.
- Just because your child does not have a broad smile, is not standing with their friends, seems to be wearing the same shirt as the day before, or is not seen doing their favorite activity, this does NOT mean there is ANYTHING wrong. Photos are only a split-second view of an experience that has millions of moments – good, bad and everything in between.
- We will take bunk photos during the first few days of each session so you will be guaranteed a photo of your camper with their counselors and bunkmates.
- While email happens instantaneously for us in the outside world, it is not the same with our camper email system. Emails get passed out once a day with the mail six days a week. Your camper may not always have time to respond to an email immediately, and therefore it may be a few days before you hear back. There is a significant amount of administrative time and effort to collect and process the eLetter stationery to upload camper emails. While it may be quicker than "snail mail" delivery, there will generally be a one day delay from when we receive the eLetter until it appears in your CampInTouch inbox.

- Technical problems with the CampInTouch service are usually an issue with technology or CampInTouch, and not Jacobs Camp. Please be patient and understand that we are reliant on things that we do not control.

### Social Media Platforms

- Facebook “Like” URJ Henry S. Jacobs Camp and join our Facebook community. Throughout the summer, we will upload special photos, blog posts, contests and other important information. We recommend you update your News Feed preferences so that our posts appear first on your feed and you don’t miss out on any content.
- Instagram Follow along on Instagram @URJJacobsCamp
- Jacobs Camp Blog Throughout the summer, we will be using our blog to share more extensive information about what’s going on at camp. Look for more personal stories of the lifelong relationships built at camp, incredible special events, Jewish life and more!

### Parents’ Facebook Group

We invite you to join our Jacobs Camp Parents Facebook Group. As you and your camper(s) prepare for the summer, this is a great space to ask questions to veteran parents, share stories & photos, and make new connections with fellow Parents.

While we are excited to offer this opportunity to build a community of camp parents, posting in this group is not the best way to reach the Professional Staff. **As always, if you have questions/concerns specific to your child or feedback you’d like to share with us, please contact camp directly at 601-885-6042.** Don’t worry if you’re not on Facebook — any important information shared by our Professional Staff in this group will also be shared via email and/or CampInTouch.

### Mailing Information

#### ***For Campers***

Camper Name - Cabin Number  
 Henry S. Jacobs Camp  
 3863 Morrison Road  
 Utica, MS 39175

#### ***For Staff***

Name  
 Henry S. Jacobs Camp  
 3863 Morrison Road  
 Utica, MS 39175

We can ensure our campers will write home at least THREE TIMES each week. We feel that it is important for parents/guardians to hear from their children while at camp, even if the letters are relatively brief. Campers may write as many additional letters as they want to – to grandparents, siblings, friends, etc.

We also encourage families to write to their campers on a regular basis. Campers truly enjoy getting letters from home! Many parents/guardians send a letter that arrives at camp even before their child arrives for the session. It is also helpful to send pre-addressed and stamped envelopes or postcards with your child to make addressing mail easier. Our counselors will also be sending you short post-cards during the session to update you on what your child is up to.

When writing, please be supportive. Letters from a parent/guardian describing to their child how much fun a summer trip has been, or how great everything is at home, or telling a child that you will pick them up from camp if they are unhappy, will certainly not help the camper's experience. It's great for a child to be aware of what's happening at home, but especially for a younger child, hearing how sad you may be that the child is away can cause homesickness to intensify. Your kind and thoughtful words of encouragement can make a tremendous difference in your child's camp experience.

### **Package Policy**

At Jacobs Camp, we have a strict no package policy. We welcome family and friends to send letters and post cards, but we ask that you do not send boxes or large mailing envelopes of any size. Camp will only accept up to a standard #10 size business envelope (4-1/8" x 9-1/2") or a standard greeting card. Our experience through the years has shown us that accepting packages is an overwhelming task for our office staff, and receiving packages in the cabin separated the "haves" and "have-nots" among our campers.

If your camper has forgotten something important or they need something to be replaced (e.g., running shoes or more sunscreen), you may send those types of items, but this will be done on an exception-only basis. **To send a necessary item to your child, you MUST notify the camp office in advance via email.** If we do not know a package is coming, it will not be accepted. To notify the camp office about a necessary package, please email [jacobstemp@urj.org](mailto:jacobstemp@urj.org).

Thank you so much for your cooperation!