



## **Sternberg, Heller, Mogen Avraham, Chaverim & Kesher**

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# FREQUENTLY ASKED QUESTIONS



## FREQUENTLY ASKED QUESTIONS

### Group Rx:

**Q:** *Do I need to fill out the Group RX form to register?*

**A:** Group Rx forms are for campers who take prescription medication, over the counter medications, vitamins or supplements on a daily basis.

The Group RX program is designed to work with your insurance program, not in place of it. Group RX accepts all major forms of insurance. **Participation in this program is mandatory for all campers who take medication, vitamins, supplements or OTC medicines on a regular basis.**

If your child only takes medicine occasionally you do not have to fill out these forms. Remedies for occasional headaches will be dispensed as needed by the infirmary **in accordance with the instructions on your child's medical forms.**

The Group RX service individually packages all of the camper's medicines in a dose packet for each day of camp. The camper's name, medicine and dose are printed on each individual packet. This system allows for an extremely safe way to distribute pharmaceuticals to campers and is endorsed by the American Camp Association. In order to sort and package the medicine in this way, Group RX charges a service fee of \$7.95, per 30 day period, in addition to your regular insurance co-pay.

For more information, please refer to the documents we provided online under Forms and Documents in your child's account

**Q:** *How can I contact Group RX?*

**A:** Phone: 1-877-230-6030      Fax: 201-334-0700      Website: <http://grouprx.net/>

### USDA Form:

**Q:** *Do I need to fill out the USDA form?*

**A:** Every camper and staff member attending camp is required to fill out the USDA form. If you are not eligible applicable, you still must fill out the form. If your income level disqualifies your eligibility please write N/A in the areas pertaining to your financial information.



## Fax Issues:

**Q:** *Did you receive my fax?*

**A:** To find out if we received your fax, please log into your account online and check under Forms and Documents. It will show in green at the bottom of the page if we received it. If we did not receive it, it will say required.

**Q:** *I faxed in my forms, but it still says "required"?*

**A:** Please allow 3-4 business days for your faxes to be processed. If you log on to your account 5 days after you sent the original fax and it still says required then there was most probably an error with your fax. If that is the case, please try re-faxing the missing forms.

## Transportation:

**Q:** *I live out of town; will transportation to and from the airport be provided?*

**A:** There will be no transportation from the airport to camp or from the airport to the camp bus stops. Transportation will be provided to Newark, JFK, and LGA from camp. Chaperon service will be arranged during the summer for campers needing to get from the bus stops to the airports. There is a \$100 charge per camper for chaperon service. Please email [travel@shmacamps.org](mailto:travel@shmacamps.org) .

## Luggage Information:

**Q:** *Where can I get a suggested clothing list so I know what to pack for my child?*

**A:** A clothing list is available for download on the Camp Minder site. Login to your account and go to Forms and Documents. Please note, there is no suggested clothing list for Staff members.

**Q:** *How will I get my luggage to camp? Where and when will my luggage be picked up?*

**A:** Luggage will be picked up from the bus transportation destination the Sunday before camp. See attached schedule.



**Q:** *I live out of town and I will not be able to drop my luggage off at the centralized drop-off point, how can I get my luggage to camp?*

**A:** Out of towners will bring their luggage on the bus with them.

**Q:** *How many pieces of luggage can I bring?*

**A:** Each camper is allowed to bring two pieces of luggage to camp

## **Campminder Login Issues:**

**Q:** *I forgot my password or can't seem to log into my account on-line*

**A:** Please send an email to [login@shmacamp.org](mailto:login@shmacamp.org) explaining your issue. Please put in the subject line "Need Online Account Assistance". Someone from our tech support department will get back to you and assist you.

## **Finances:**

**Q:** *Why hasn't my deposit been cleared?*

**A:** If you have applied to camp and your check has still not cleared, there is a strong chance we have not yet received your Rebbe Form. Please note, a Rebbe Form is required to be received and reviewed by our office before your child can be approved and accepted for enrollment.



# Addresses & Directions



## Camp Addresses & Directions

### **Camp Sternberg / Camp Anna Heller**

**97 Camp Utopia Road, Narrowsburg, N.Y. 12764**

- New York State Thruway to exit 16 - Harriman
- Route #17 West to exit 104 (White Lake, Airport) to Route 17B West
- Continue on the 17B West until NY Route #55 West (7.7 miles)
- Turn left on NY Route #55 West / White Lake Road (4 miles)
- Turn right at Co Rd 26/Crystal Lake Rd (3.5 miles)
- Make a slight left at Reyer Rd (2.1 miles)
- Turn left at Trout Pond Road
- Continue onto Camp Utopia Rd

### **Camp Avraham Chaim Heller**

**56 Ranger Road, Swan Lake, N.Y. 12783**

- New York State Thruway to exit 16 - Harriman
- Route #17 West to exit 104 (White Lake, airport) to Route 17B West
- Continue on the 17B West past the intersection of #55 West to Happy Avenue (9 miles)
- Turn right on Happy Avenue and proceed for 2 1/2 miles to Laymon Road
- Turn left on Laymon Road and the Camp parking lot will be on the left.
- Turn right on Ranger Road

### **Camp Mogen Avraham**

**169 Laymon Road, Swan Lake, N.Y. 12783**

- New York State Thruway to exit 16 - Harriman
- Route #17 West to exit 104 (White Lake, airport) to Route 17B West
- Continue on the 17B West past the intersection of #55 West to Happy Avenue (9 miles)
- Turn right on Happy Avenue and proceed for 2 1/2 miles to Laymon Road
- Turn left on Laymon Road and the Camp parking lot will be on the left.