

# WOL Electronic Health Form Info and FAQs

## Big Picture – what we need from you

1. **We need a health form from every camper. How does that work?**
  - a. Please collect e-mail addresses from parents (preferred) or campers
  - b. Please enter e-mail addresses into reservation and click "send"
  - c. We send parent an e-mail with instructions
  - d. Parent gets e-mail, follows instructions, and fills out health form
  - e. Please check which parents have filled out the health form and offer gentle, loving encouragement and reminders to get this done by the deadline (two weeks on advance)
2. **We need campers with medications to bring their medications with a note from their doctor.**
  - a. Parents list medications on health form
  - b. Parents print out note to bring to doctor for a signature
  - c. Doctor signs note and parents give us a copy of note in advance (preferred)
  - d. Camper brings original note in bag with medications
  - e. Please check which of your campers have medications and make sure they bring exactly what they listed on the form (no more, no less) and that it's readily available for us to check when you arrive.

## Details – where to get help on....

1. **Sending health forms to parents** - go to page 2 or click [here](#)
2. **Checking who's got their forms in** – go to page 3 or click [here](#)
3. **Families without computer access** – go to page 4 or click [here](#)
4. **Repeat campers with health info already on file** – go to page 4 or click [here](#)
5. **Campers with special needs, medical conditions, or food allergies** – go to page 6 or click [here](#)
6. **What's new with the health form this year** – go to page 7 or click [here](#)
7. **Preparing for registration** - go to page 7 or click [here](#)
8. **General help**
  - a. [customerservice@wol.org](mailto:customerservice@wol.org)
  - b. 518-494-6000, option 1
9. **Medical questions**
  - a. [healthcenter@wol.org](mailto:healthcenter@wol.org)
  - b. 518-494-1603 (nurse)

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## Sending health form links to parents – 4 steps:

**Step 1 – Go to camps.wol.org, login to your account, and select your reservation**

### Current Reservations

	Reservation Date	Reservation #	HF	Total	Balance Due	Statement
<a href="#">View</a>	December 12, 2016	90847 - The Ranch, The Island, The Wild 2017	HF	\$2,710.00	\$2,710.00	<a href="#">Make a Payment</a> <a href="#">View</a>

**Step 2 – Enter camper names\* if you have not already done so** (\*important note – if you have a repeat camper, select their name from the dropdown list and click “copy participant” to access last year’s information. If you type the name in, you will be starting from scratch).

6. Camper, Happy	Pending	Island Rate	\$485.00	(\$85.00)	\$0.00	\$400.00	<a href="#">Health Form</a>	Started Need files
7. Enter Camper Name	Pending	Island Rate	\$485.00	(\$85.00)	\$0.00	\$400.00	<a href="#">Health Form</a>	

**Step 3 – Click on “Email Health Forms”**

### Reservation #: 90847

Group/Church: Best Group  
[Make a Payment](#)  
[Add Another Person](#)  
[Email Health Forms](#)

**Step 4 – Enter parent e-mail addresses and click “Send Health Form Email Requests”**

### Email Health Forms

You may use this form to provide access to those whom you wish to assist you in filling out the individual health forms. A unique link will be sent to each email address so they may have direct access to that campers' health form. These forms will provide Word of Life with required camper information prior to their attendance at camp.

[Return to Reservation](#)

[Return to Health Forms Overview](#)

Name	Status	Event/Program	Email To	Email Date
<b>The Island &gt; Island Week 8</b>				
Camper, Happy	Active	Island Rate	<input type="text" value="parent@gmail.com"/>	None sent
Camper, Happy	Pending	Island Rate	<input type="text" value="parent@hotmail.com"/>	None sent

[Send Health Form Email Requests](#)

**Would you like to speak with one of our customer service staff?**

New York Camps  
Call 518-494-6000

Florida Camps  
Call 727-379-5005

Parents will now receive an email with a link to fill out their health form(s) online!

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## Checking the health form status and helping parents complete them

From the main screen, you can check the status of all your health forms by clicking "HF"

### Current Reservations

	Reservation Date	Reservation #	HF	Total	Balance Due	Statement
<a href="#">View</a>	December 12, 2016	90847 - The Ranch,The Island,The Wild 2017	HF	\$2,710.00	\$2,710.00 <a href="#">Make a Payment</a>	<a href="#">View</a>

Overview of "HF" page – most important thing here is to get all the health forms to be "complete\*"

Name	Event	HF Status	Insurance Card Front	Insurance Card Back	Asthma Action Plan	Diabetes Management Plan	Medication Orders	Print
The Island > Island Week 8								
<a href="#">Camper, Happy</a>	Island Rate	Incomplete	<a href="#">File uploaded View</a>	<a href="#">File uploaded View</a>	Not needed	Not needed	Missing <a href="#">Browse</a>	<a href="#">Print</a>

\*when a form is green (complete), it means that the form has been filled out entirely, and the "submit" button at the bottom of the form has been clicked. "Incomplete" means something is missing. If there's nothing in this column at all, then the parents have not clicked on the link which was included in the email (or maybe it was not sent – you can check this on the "e-mail health forms" page – click [here](#) to go back to that section).

### Other things you can do from this screen:

1. You can click the camper name and see the health form for yourself
  - a. You can see how much has been filled out already
  - b. You can fill in missing information (with the parent's permission, of course)
  - c. You can submit the form on behalf the parent (again, with their permission 😊)
2. You can click "view" to see files that have been uploaded
3. You can click "browse" and upload missing files for the parent
  - a. Some parents do not know how to upload
  - b. Uploads can be in any format - .doc, .pdf, .jpg – pictures, scans, etc.
  - c. You can even upload from your smartphone (pics of documents are fine as long as we can read them).
4. You can see who has medications and who does not
  - a. If they did not list any medications, then under "medication orders" it will say "not needed"
  - b. If they did list medications, this is where the signed form from the doctor will go.
5. You can click "print" and print the information or save as a PDF
  - a. For your records or for travel purposes
  - b. As a last resort, if you can't get the parent to fill out the info electronically, you could print a form and have them fill it out by hand, then go in yourself and type the info in for them.

You can check the status of your group's health forms and make sure they are all in!

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## Frequently Asked Questions

### **Q: What about families without computer access?**

Short Answer: You will have to help them in one way or another.

Long Answer: There are many options for families without computer access. Here are three of them:

- 1) Fill out the information yourself on behalf of the parent. This can be done with the parent in person or over the phone. Another option is to set up a time where families can use your computer. The form can also be filled out on a smartphone, tablet, or other device with internet access.
- 2) Have the camper fill out the information and get their parents to sign the form electronically. If your campers are old enough to fill out their own forms and have computer access themselves, you can send them the link and they can assist the parent in reviewing the form and then entering their name (the parent name) in the signature line.
- 3) Have the camper fill out the information and get their parents to sign the form on paper. If your campers are old enough to fill out their own forms but do not have computer access at home, you can have the camper fill out the form, hit "print" from the HF screen, and the camper can take this paper to the parent to review it and sign it at the bottom. Click [here](#) to go back to that section.

### **Q: Can the electronic form be used multiple times?**

Short answer: Yes.

Long answer: As long as you select the camper names from a list, the electronic health form will accompany the camper. When you email the health form to parents, they will get a form that is already filled out if they have done an electronic health form before. Parents can then just look at the form, make changes if necessary, and hit "submit" at the bottom to update the date of their signature. Parent and doctor signatures are only valid for one year so if it has been more than a year since the health or medication form was signed, it will need to be updated. If you think a camper has a health form on file from a previous year and you can't find it, or it does not seem to have transferred to their current reservation, please contact customer service for assistance: [customerservice@wol.org](mailto:customerservice@wol.org) or 518-494-6000, option 1.

### **Q: Can I see the health form e-mail myself so that I know what families are receiving?**

Short answer: Yes.

Long answer: You may e-mail camper form(s) to yourself to see how the e-mail looks. Forms can be e-mailed multiple times to different addresses if needed. You can also click on the health form directly from within your reservation.

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## **Q: Insurance card – is this required?**

Short answer: No.

Long answer: No, but we would really like to have it on file, in case the camper requires a visit to the doctor. Our local clinics are much happier when we send insurance cards along with any campers we send their way. If you are filling out the health form and don't have the card with you, just skip the images for now, and add them later if you are able.

## **Q: Immunizations – are they required?**

Short answer: No.

Long answer: No, but we would really like to have them on file, in case the camper requires a visit to the doctor. Our local clinics receive special funding based on the immunization records they collect. Also, the health department would like us to collect them for every camper. If you are filling out the health form and don't have them with you, just click "bring immunization records to registration" and add them in later if you are able.

## **Q: Medication form signed by doctor – is it required?**

Short answer: Yes.

Long answer: If you have a camper who is not able to get their medication form signed, we still want them to bring their medication, and we still want them to come to camp. Please contact the nurse to discuss alternate ways to resolve this issue: [healthcenter@wol.org](mailto:healthcenter@wol.org) or 518-494-1603.

## **Q: Medication form – can I use the one from last year?**

Short answer: Depends (Is it accurate? Is the signature less than 1 year old?)

Long answer: Please look at the medication form from last year that you want to re-use. Do the medications and the directions exactly match this year's medications? Is the date the form was signed within a year from the date the camper is coming this year? If so, then the answer is yes. If not, please submit a new form.

## **Q: How do families submit insurance cards, shot records, and medication forms?**

Short answer: Upload them directly (preferred).

Long answer: Parents can do this themselves, or they can give you the documents and you can upload them. Click [here](#) to go back to that section. If you are having any trouble with uploading documents, you may bring them to registration, but this may delay your group when you check in. Documents can also be sent to [customerservice@wol.org](mailto:customerservice@wol.org) and we can upload them for you.

## **Q: Do I need to get the health forms completed in advance in order to receive my discount?**

Short answer: No.

Long answer: No, health form status does not affect any early discounts, but we would really like to get all your health forms in two weeks in advance so that we have adequate time to review them and prepare for your campers before they arrive. It is very rare that we have to turn away campers at registration, but it has happened before and was directly related to health information that we did not receive in advance.

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## **Q: What about campers with special needs?**

Short answer: Please call the nurse 518-494-1603.

Long answer: Word of Life is not a special needs camp, nor are we able to staff specifically for special needs. Although we try to accommodate as many campers as possible, we also have to look at each unique situation and make a decision that is in the best interest of the individual, the other campers, and our staff's abilities. We may not be able to accommodate children with severe, chronic physical or developmental disabilities which are attributable to mental retardation, cerebral palsy, epilepsy, autism or neurological impairment, or similar condition which results in impairment of general intellectual functioning and/or adaptive behavior and requires special treatment and services. For these children, as well as those with exceptional emotional, medical, behavioral, psychological, and physical needs, or if they are not in a mainstream classroom, parents will need to contact the Word of Life Health Center to discuss whether we are able to accommodate your camper before registering. Parents agree to disclose any and all information concerning the emotional, medical, behavioral, psychological, and physical needs of your child, as well as providing WOL with any and all IEPs and other care plans which are in place. Campers with special needs who have not completed WOL's screening process may not be allowed to attend camp. If campers have undisclosed information this could result in the camper being dismissed from the camp without refund should any issues arise. In addition to those listed above, special needs include (but are not limited to) anxiety, panic attacks, depression, sensory processing disorder, oppositional defiance disorder, suicidal or homicidal, criminal acts, etc.

## **Q: What about campers with medical conditions?**

Short answer: Please call the nurse 518-494-1603.

Long answer: Word of Life is not a medical camp, nor are we able to staff specifically for medical needs. Our camps are located in remote areas with limited access to medical services. However, our staff does include registered nurses who are familiar with caring for children with issues such as asthma, diabetes, cystic fibrosis, POTTs, epilepsy, life threatening allergies, medications, and other medical issues. For these children, parents will need to contact the Word of Life Health Center to discuss medical management of your camper before attending camp. Parents agree to disclose any and all information concerning the medical needs of the child, as well as providing WOL with a written plan from the child's physician detailing the treatment plan for your child's condition.

## **Q: What about severe food allergies?**

Short answer: We are not an allergen-free facility; please read the allergy statement below.

Long answer: Word of Life is not an allergen-free facility. We do serve peanuts and tree nuts, dairy products, seafood, eggs, gluten, and other common allergens. We do notify the kitchen and the counselor of your child's allergies, but we cannot guarantee that your camper will not come into contact with a particular food while they are at our camp. We do have a special allergy-free zone in the kitchen; however, we do not monitor snacks that campers bring from home or purchase from vending machines, bookstore, snack shack, or other locations. We may not be able to accommodate campers with severe allergies, especially those who react not only to a food being ingested, but to skin contact, close proximity, or the smell of the allergen. If you would like to talk to the chef about the menu or your camper's food allergies, please call customer service at 518-494-6000, option 1. If you would like to talk with the nurse about the safety of your child at camp and whether or not it is safe for your child to attend, please call 518-494-1603. Thank you.

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## Q: What's new with the health form this year?

Short answer: Changes to the following sections: food allergies, asthma, insect repellent, head lice, medication

Long answer: Please see detailed notes by section:

- Food Allergies: policy now visible to parents. Click [here](#) to read it.
- Asthma: If camper has asthma but does not have inhaler, this pops up: "please explain how your child manages their asthma without the use of a rescue inhaler"
- Insect repellent: sunscreen section has been changed to include insect repellent. It now reads: "My child has my permission to use sunscreen and/or insect repellent at camp (please label all sunscreen and insect repellent with the camper's name and a parent signature, indicating your permission for your child to use this particular product)." This is a new requirement from the Department of Health.
- Head lice: we are in the process of revising our head lice policy. Starting summer 2018, we will no longer be able to admit any campers with evidence of head lice or nits. We will be adding this information to the health form so that parents are aware.
- Medication: the following boxes are now available to indicate when a camper takes medication: breakfast, lunch, dinner, or night time.

## Q: What can I expect at Snow Camp registration this year (with regards to health center check in)?

Short answer: Registration will be very similar to summer 2017.

Long answer: Please see detailed notes below:

- Location: Jack Wyrzten Center Lobby
- Procedure: Youth leader goes through lobby, campers wait in auditorium
- Youth leader will get a punch card for each camper
- Youth leader will proceed to health center area, where we will:
  1. Explain how the punch cards work
  2. Identify which camper we will need to see at which station. Stations are as follows:
    - Health form completion – for any campers without a complete health form. If you get all your camper health forms submitted in advance, it will save you a lot of time at registration and your entire group will be able to bypass this station entirely.
    - Medication bags – for every camper who brought medication (we have a specially labeled bag which they need to pick up before heading to the nurse who will check the meds). At this station, we are checking for that medication form which the doctor signed, so if those are submitted in advance it will save you a lot of time as well.
    - Medication check in – this is where the nurse inspects the camper's medication(s) to make sure what they brought is the same as what's listed on the health form. You can prepare for this step by making sure each camper brings exactly what's listed and that it's all easily accessible so that we can see it (they will need to have it out and ready at registration).
    - That's it for health center check in for snow camp! We will mark your camper punch cards as they proceed through registration, and once all your campers have completed all the health center stations, your group can proceed to the next step and get to camp.

Q: What if I have a question that was not addressed in this document? A: Please return to page 1 or click [here](#).