CONCORDIA
LANGUAGE VILLAGES

2027

SUMMER YOUTH HANDBOOK

WELCOME TO
CONCORDIA LANGUAGE VILLAGES

Dear Villager Family,

Welcome to the adventure, the fun, and the extraordinary experience that is summer at Concordia Language Villages! We're so glad that you're joining us in the North Woods of Minnesota, where you'll find community, friendships that transcend borders, personal growth, and memories to last a lifetime.

Our mission is to inspire courageous global citizens, and to achieve that goal, we've designed our programs to immerse you in the vibrant and varied world of culture and language. During your deep dive, you'll get to experience the global community in a new way — through authentic food, games, music, sports, historical reenactments, and discussions about contemporary issues. Getting involved in a variety of dynamic, hands-on activities will empower you to go beyond the typical language learning methods to communicate with cultural awareness and confidence.

As you get ready for your session at Concordia Language Villages, please take time to get familiar with UltraCamp, our registration system, which also contains all the essential information you need. From required forms to program expectations outlined in this handbook, all the detailed information is there to help us all ensure a safe, positive, and respectful environment for everyone.

We care about you, and we care about what you think. At the end of each session, we ask parents, guardians, and villagers to offer feedback and share their experiences through our surveys. Your insights really do help us improve, keeping our programs engaging, useful, and exciting.

Thank you for choosing Concordia Language Villages for your summer adventure. We're so excited to become a part of your community, and to share our global community with you too!

Welcome to Concordia Language Villages!

Sincerely,

Dr. Susan Larson
Executive Director | Concordia Language Villages

CHECKLISTS

Required online forms to complete:

- [ ] Health History
- [ ] Transportation
  (all villagers must complete the transportation form)
- [ ] Social Emotional Learning
- [ ] High School Credit (credit sessions only)
- [ ] *Les Voyageurs* trip permissions
  (including permission to enter Canada — credit program only)

Payments:

Session balances are due:

- [ ] 50% by 90 days prior to session start date
- [ ] 100% by 30 days prior to session start date

Residential Packing List
Voyageurs Packing List

(everything labeled with your villager's name):

- [ ] Bedding and towels
- [ ] Clothing for all weather
- [ ] Map and directions to the village
- [ ] Sunscreen and bug spray (non-aerosol)
- [ ] In case of wildfire smoke or illness, enough disposable masks or 2-3 ply washable cloth masks for 2-3 masks/day for the length of your program. KF94 or N95 (example: for a two-week session, 24-36 masks). In some years we experience significant wildfire smoke. The CDC recommends N94 or P100 respirators (masks) for wildfire smoke.
- [ ] Recommended (optional): Personal fan or portable HEPA filter

IMPORTANT TIMES TO REMEMBER

CHECK-IN is between 2-4:30 p.m. on MONDAY.

Please do not arrive at the village before 2 p.m.

CHECK-OUT Parents may pick up villagers on SATURDAY at the end of session, 10 a.m.-12 p.m.

Please do not arrive at the village prior to 9:30 a.m.

CLOSING CEREMONY/PARENT PROGRAM will take place on the final SATURDAY of the session starting at 10 a.m. and will end by 11 a.m. Please do not arrive at the village prior to 9:30 a.m. Pets are not allowed in any village, outside of a vehicle, at any time. Please plan accordingly.

TABLE OF CONTENTS

06 INTRODUCTION
06 MISSION STATEMENT
06 ACCREDITATIONS
06 CLV道 — THE CLV*WAY*
07 INCLUSION STATEMENT
07 PROGRAMMING FOR EVERYONE
08 VILLAGE VOCABULARY
08 WHY IMMERSION LEARNING WORKS
08 CURRICULUM/PROGRAMMING
08 SELF-ASSESSMENT

09 PREPARING FOR CAMP
09 BEING AWAY FROM HOME: TIPS TO HELP YOUR VILLAGER ADJUST TO BEING AT THE VILLAGES
09 ADJUSTING TO AN IMMERSION SETTING
09 BEDDING
09 CABIN MATE REQUESTS
10 LAUNDRY
10 PACKING
10 PAYMENTS, CANCELLATIONS, AND REFUNDS
10 REGISTRATION AND TUITION FEES
10 REGISTRATION FEE
10 TUITION FEES
11 CANCELLATION/INTERRUPTION INSURANCE
11 SCHOLARSHIPS
11 SPENDING MONEY

12 ARRIVING AT CAMP
12 ARRIVAL TIME
12 ARRIVING AT THE VILLAGES
12 ARRIVING HEALTHY
12 CURRENCY EXCHANGE
13 CUSTOMS
13 HEALTH SCREENINGS
13 SCREENING FOR CONTRABAND
13 VILLAGE PASSPORT

14 LIVING AT THE VILLAGES
14 FACILITIES
14 BATHROOMS/SHOWERS
14 HOUSING
15 GENDER-INCLUSIVE HOUSING OPTION
15 MEALS
15 SPECIAL NUTRITIONAL NEEDS
15 WORSHIP SERVICES AND FAITH DIVERSITY

16 COMMUNICATION
16 COMMUNICATING WITH YOUR VILLAGER
16 EMAIL AND INTERNET
16 EMERGENCIES
16 MAILING
16 PACKAGES

17 LEAVING THE VILLAGES
17 CLOSING CEREMONY/PARENT PROGRAM
17 AWARDS
17 LOST AND FOUND
17 ONLINE PARENT/GUARDIAN EVALUATION
17 VILLAGER RELEASE
18 WELCOMING YOUR VILLAGER BACK HOME

18 POLICIES AND EXPECTATIONS
18 ATTENDANCE
19 CLV — UNPLUGGED! (OVERNIGHT SESSIONS ONLY)
19 COMMUNITY EXPECTATIONS
19 CONFIDENTIALITY OF VILLAGER RECORDS
19 ILLEGAL SUBSTANCES, ALCOHOL, TOBACCO, CBD, AND THC PRODUCTS
19 MANDATED REPORTING
20 ONLINE SAFETY, PHOTOS, AND VIDEOS
20 OVERNIGHT AGREEMENT
20 RELEASE OF VILLAGER INFORMATION WHEN WE ARE CONTACTED DURING A SESSION
20 RESPECT FOR PROPERTY (OVERNIGHT SESSIONS ONLY)
20 SOCIAL NETWORKING
21 TIPPING
21 VILLAGER BEHAVIOR
21 WEAPONS POLICY
21 VISITING THE VILLAGES
21 TRANSITION TO ADULT PROGRAMS

22 HEALTHCARE AT THE VILLAGES

22 VILLAGER AND FAMILY RESPONSIBILITIES

SUMMER HEALTHCARE PRIOR TO CAMP

22 VILLAGER ESSENTIAL FUNCTIONS
22 ELECTRONIC HEALTH FORMS
22 REVIEWING HEALTH FORMS
23 DIETARY OR MEDICAL ACCOMMODATIONS
23 IMMUNIZATIONS
23 PHYSICALS
23 ASSUMPTION OF RESPONSIBILITY

SUMMER HEALTHCARE AT CAMP

23 OPENING DAY SCREENING
23 METHODS FOR TREATING COMMON PROBLEMS
23 COMMUNICATING WITH PARENTS ABOUT A CHILD'S HEALTH STATUS
23 COMMON HEALTH CHALLENGES OF MINNESOTA'S NORTH WOODS
24 HEALTHCARE FACILITIES
24 HEALTHCARE PERSONNEL
25 MENTAL, EMOTIONAL, AND SOCIAL HEALTH (MESH)

MEDICATIONS

25 WHAT IS A "MEDICATION" AT THE LANGUAGE VILLAGES?
25 MEDICATION ADMINISTRATION
25 SENDING MEDICATION WITH YOUR VILLAGER
25 PRESCRIPTION MEDICATION
25 STOCKED MEDICATION
25 MEDICATIONS: NEW, CHANGES, OR REFILLS
25 MEDICAL CANNABIS
25 INSULIN AND OTHER INJECTABLE MEDICATIONS
26 ALLERGY INJECTIONS
26 CARE OF VILLAGERS WITH CHRONIC HEALTH CONCERNS
26 ACTION, SUPPORT, AND SAFETY PLANS
26 SPECIAL NUTRITIONAL NEEDS AND ALLERGIES
27 DIETARY

HEALTH POLICIES

27 COMMUNICABLE DISEASE
27 HEAD LICE OR NITS
27 BED BUGS
27 BEHAVIOR CHALLENGES
28 OUT-OF-VILLAGE HEALTHCARE
28 PAYING FOR HEALTHCARE — HEALTH INSURANCE
28 SUPPLEMENTAL HEALTH INFORMATION
28 PROFESSIONAL RECOMMENDATIONS
28 REQUEST FOR ACCOMMODATION — SERVICE ANIMAL AND OTHER
28 SCOPE OF SERVICE
28 QUESTIONS ABOUT HEALTHCARE?

29 TRANSPORTATION

29 TRANSPORTATION OFFICE CONTACT INFORMATION
29 CHARTER TRANSPORTATION GENERAL POLICIES
29 VILLAGER RELEASE DOCUMENTATION
REFUNDS
SUPERVISED TRANSPORTATION
29 PACKING FOR YOUR TRIP
29 HEALTHCARE EN ROUTE
29 TRANSPORTATION RESERVATIONS
30 UPDATING YOUR VILLAGER'S TRANSPORTATION PLAN

TRANSPORTATION OPTIONS

30 ARRIVING/DEPARTING BY CAR
30 ARRIVING/DEPARTING BY BUS
30 ARRIVING/DEPARTING BY AIR
31 ARRIVALS/DEPARTURES OTHER THAN RECOMMENDED TIMES
31 AIR TRAVEL ASSISTANCE
31 VILLAGERS ATTENDING BACK-TO-BACK SESSIONS

VILLAGER AIR TRAVEL INFORMATION

31 UNACCOMPANIED MINORS (UM)
32 IMPORTANT AIRLINE INFORMATION
32 AIRLINE TRAVEL DOCUMENTATION TO SEND WITH YOUR VILLAGER

33 CONTACT INFORMATION

INTRODUCTION

Concordia Language Villages is a program of Concordia College in Moorhead, Minnesota. Read more about Concordia College online at ConcordiaCollege.edu. A brief history of Concordia Language Villages is available online at ConcordiaLanguageVillages.org/about.

MISSION STATEMENT

The mission of Concordia Language Villages is to **inspire courageous global citizens.**

A courageous global citizen lives responsibly by:

- appreciating and seeking to understand diverse cultural perspectives;
- communicating with confidence and cultural sensitivity in multiple languages;
- respecting human dignity and cultivating compassion;
- engaging critically and creatively with issues that transcend boundaries; and
- advancing a more just, peaceful, and sustainable world for all.

INSPIRING COURAGEOUS GLOBAL CITIZENS

ACCREDITATIONS

All programs of Concordia Language Villages have been reviewed by the American Camp Association (ACA) and are fully accredited. The ACA standards address personnel, administration, program development, facilities, health, safety, and transportation. Each facility is subject to annual inspection by the Minnesota Department of Health Facilities and they are in compliance with State Fire Marshal directives. Staff responsible for waterfront activities are credentialed American Red Cross lifeguards (or equivalent) with CPR and first aid certification. Those who teach fencing, archery, and selected other activities are personally skilled in that activity, are capable of teaching children in the sport, and have demonstrated their ability to manage pertinent safety issues.

Cognia: Our High School Credit programs are accredited by Cognia, a non-partisan accreditation body with over 100 years' experience. Our credit programs meet or exceed the guidelines for foreign language credit established by State Departments of Education across the country by achieving a minimum of 180 instructional hours. Among our offerings is a high school level, for-credit experience that is the equivalent of one year of high school world language in four weeks of intensive instruction or one semester for the two-week high school credit session. Staff are oriented to teaching methodologies and receive professional development related to their whole scope of educational programing.

CLV道 — THE CLV*way*

Concordia Language Villages' guiding principles and experiential, learner-centered, standards-based approach to learning are documented in a textbook based on research in the villages by Dr. Heidi Hamilton, who was a senior researcher at Concordia Language Villages and professor of applied linguistics at Georgetown University. Published by Prentice Hall in 2005, the book's title is "Doing Foreign Language: Bringing Concordia Language Villages into Language Classrooms."

The CLV*way* of immersion brings our mission to life.
The CLV*way* reflects the Asian concept of 道 or the **way** to excellence through practice.
It is framed by four precepts, each of which fosters key attributes of responsible global citizenship:

- **GRAND SIMULATION:** Participants become citizens of a village. They explore a new world which is intentionally constructed to evoke the look, feel, sounds, and tastes of communities where the target language is spoken. The simulated village offers a nurturing environment — a playworld where each learner can gain the courage to communicate with cultural sensitivity in everyday social settings. Village life is designed to spark curiosity, encourage discovery, and promote empathy. As villagers feel more at home in their village culture, they move beyond language learning to a way of being in the language that empowers them to better understand themselves and others from within another cultural perspective.

- **COMMUNITY-BASED LEARNING:** We are all about community. Our village setting offers exceptional opportunities to build a purposeful residential community in which villagers and staff from across the country and around the world talk, play, eat, and laugh together in ways that facilitate natural use of language and greater cultural fluency. We design each day's activities to nurture friendships and forge communal bonds that support an individual villager on his or her own journey. Villagers are encouraged to explore ways to use their voices and their actions to contribute to the greater good. As villagers become caring citizens of our community, they prepare themselves for responsible citizenship in the wider global community.
- **LIVED LANGUAGE AND CULTURE:** Villagers learn by doing. Being able to navigate different cultural settings with confidence is a critical attribute of a well-rounded language learner. Villagers need and want to use the target language in a wide variety of culturally authentic activities and linguistically meaningful settings, whether in formal learning sessions or informal conversations, at a meal or at the bank, on the sports field or on the lake, in the cabin or in the store. Villagers' "front stage" experiences are enabled by purposeful backstage planning and teamwork by our staff of native and highly proficient speakers. Staff members are well-versed in our genuine pedagogy of context-based learning in an intentionally playful atmosphere. Our experiential, activity-based, and villager-centered methods engage multiple senses and diverse ways of learning. Staff encourage villagers to invest in and reflect on their own learning and to interact with other perspectives and beliefs with interest and confidence.
- **OUTDOOR LEARNING:** No learner should be left indoors. We embrace our natural setting in Minnesota's North Woods to provide healthful play and learnful fun, unplugged from screens and headphones. Nature is on our playlist — frogs and crickets, wind and waves. Our community-based practices emphasize sustainability and stewardship. We incorporate appropriate cultural perspectives and environmental practices into our learner-centered activities. A natural consequence is appreciation for the wonder and complexities of the natural world and our role in caring for it.

INCLUSION STATEMENT

Concordia Language Villages is committed to providing a safe and inclusive environment that celebrates diversity and fosters positive relationships. We welcome, affirm, and support young people of all abilities, experiences, races, ethnicities, socio-economic backgrounds, sexual orientations, gender identities (including trans and nonbinary people) and expressions, religion and non-religion, citizenship and immigration status, and any other category people use to define themselves or others.

PROGRAMMING FOR EVERYONE

Concordia Language Villages is excited to offer numerous language and cultural immersion programs for all ages. We understand and support the idea that language learning is a lifelong opportunity! Each year, during the fall and spring, participants from around the country join us for our **school group programs, adult weeks and weekends, educator programs, language training center programs, and family programs**. Concordia Language Villages promotes individual responsibility for the world and its people by intentionally creating a supportive environment for people of all creeds, classes, gender identities, sexual orientations, and nationalities. The leadership, counseling staff, and young people enrolled in the programs reflect this diversity of the world and are expected to interact respectfully with one another. Concordia Language Villages is an intentionally inclusive community, where we not only value and respect all people, but accept and welcome them.

Because language education alone does not lead to the formation of world citizens, we teach language in cultural and global contexts. Geography, history, political science, world religions, natural sciences, arts, and international relations are drawn upon, creating learning situations that challenge participants to use language as a tool for understanding the complexities of the world around them and for regarding differences as opportunities for enrichment, not reasons for alienation.

VILLAGE VOCABULARY

As a unique program, we have developed a unique language of our own! This list will help you as you learn more about the villages, our programs and sites.

- VILLAGER: The student participants in the village.
- VILLAGE: Our sites include our main location in Bemidji on Turtle River Lake and our leased site in Hackensack (used for Japanese programs in the second half of the summer). Each site location includes culturally authentic elements, and most languages' village names translate roughly to "Lake of the Woods."
- SITE: Each village has one or more sites, depending on enrollment. Sites may be a year-round, architecturally authentic village owned by Concordia Language Villages, or a traditional camp or retreat facility transformed into a village for the summer.
- DEANS: Deans are the directors of each village. They are on site and in charge of the village, staff, and curriculum, handling emergencies and communication with villager families as well as the administrative office.
- VILLAGE NAMES: Staff and villagers select culturally-appropriate names to use while they are at the villages. You will see the deans' village names italicized between their first and last names (for example, Cliff *Benoit* Schwartz). We often refer to staff by their village names. We always refer to villagers by their village names (except when corresponding with family members).
- TARGET LANGUAGE: The language being learned and spoken at each village is the "target language." There are 14 languages taught at the villages: Arabic, Chinese, Danish, Finnish, French, German, Italian, Japanese, Korean, Norwegian, Portuguese, Russian, Spanish, and Swedish.

WHY IMMERSION LEARNING WORKS AT THE VILLAGES

Our immersion approach to language teaching provides villagers with a culturally-authentic setting — whether in residence in Minnesota or virtually from anywhere in the world — full of natural opportunities to hear and speak language, as well as the support of language teachers who train in a unique blend of teaching methodologies.

CURRICULUM/PROGRAMMING

Curriculum differs from village to village, and year to year, based on the expertise and interests of staff, relevance of activities to world events, and villager requests. Basic elements of cultural instruction include traditions, holidays, cultural crafts, sports, historical events, current events, drama, dance, and music.

Simulations are a key component of experiential learning. As participants, villagers experience some of the difficulties and compromises that real-world situations demand and how another culture may perceive an issue differently from the villager's own culture.

SELF-ASSESSMENT

Various reflective methods are used to help villagers be aware of their experiences, learning to communicate in a world language, and their encounters with other cultures.

Communication in a world language includes three components or "modes" as defined by the National Standards for Language Learning: Interpersonal (conversation), Interpretive (reading and listening) and Presentational (speaking and writing for an audience). The goal of self-assessment is to empower each individual learner to take responsibility for their language learning, and to set personal goals concerning what they want to be able to understand and communicate. Villagers may be asked to reflect on their daily experiences at the Language Village, and to record what they have learned about the people and places where the language they are learning is spoken.

PREPARING FOR CAMP

BEING AWAY FROM HOME : TIPS TO HELP YOUR VILLAGER ADJUST TO BEING AT THE VILLAGES

Concordia Language Villages is a lot of fun! For some villagers, spending time away from home is a major step. Here are some suggestions to help your villager adjust to the village experience:

- Start early preparing your child for the idea of being away from home. Find out what expectations your child has, what they're looking forward to, and what seems a little scary. Children do much better thinking about abstract issues briefly over a longer period of time.
- Stress the positive aspects of the upcoming session and coach them to share fears with you, counselors, the healthcare provider, or dean. Remember, children learn about coping skills related to separation from home through experiences such as Concordia Language Villages. Many parents, guardians, and caregivers have found it counterproductive to promise to bring a child home from the villages early if the child is dissatisfied with their first few days in the program.
- Help your child develop coping and calming strategies that are not based on the use of electronics. Many young people are used to relying on online resources such as podcasts, music, and videos to help them relax or regulate their emotions. Since these options will not be available at camp, it is helpful for villagers to have other strategies that they can use.
- Practice away-from-home skills such as letter writing, talking with other caring adults or hugging a teddy bear at night. Read books like "Summer Camp Handbook" (Thurber and Malinowski, 2015). Turn off the night light at home and practice using a flashlight. Take a walk in a local park with a flashlight and listen to the sounds of the woods around you.
- Allow time for your child to adjust to the new situation. The first letter you receive (which may have been written on the very first afternoon) may sound a little hesitant about the village experience. We find that most villagers are quickly consumed by the activities and opportunities of the village and forget their first- or second-day worries.
- Experiment with trying new things. Villagers will meet people from communities around the country and around the world. Together they will find new friends, engage in new activities, and try new foods every day. Challenge your villager to think about how any of us would have discovered the deliciousness of ice cream without having tasted it, favorite games without having played them, or new friends without hanging out with them. Prepare them for more great discoveries by trying some new things at home, too. Reflect as a family on ways to make those unfamiliar things more intriguing than foreign, more fun than odd. Have fun with it. Send your child mail. Mail is delivered daily. It is very exciting for villagers to receive a letter, postcard, or package from home!

ADJUSTING TO AN IMMERSION SETTING

Villagers will find elements in our program intense, fun, perplexing, rewarding and, most of all, unique. Villagers — credit and non-credit alike, especially those new to the program — will be experiencing what may be an entirely new style of teaching. Adjusting to a new situation usually takes a little time, and many of the villagers' unquestioned assumptions about education may be challenged for the first time. In an immersion environment, it is not always easy to recognize one's own progress. As children, for example, we didn't notice we were growing until the relatives, on their yearly visit, exclaimed, "My, how you have grown!" Likewise, an intense immersion program can hide the incredible amount of progress participants make until after they return home.

BEDDING

All facilities have beds and everyone provides their own pillows, sheets, or sleeping bag (unzipped) and blankets. Mattresses are regular length, except at our Korean site where mattresses are extra long. Due to fire code regulations, villagers cannot sleep in zipped-up sleeping bags inside and may use them only as a blanket. Minnesota's night temperatures can range from 40 to 85 degrees Fahrenheit. Only villagers participating in outdoor wilderness programs may sleep in zipped-up sleeping bags.

CABIN MATE REQUESTS

If you did not complete the Bunk Mate Request form in UltraCamp when you registered your child but would like to do so, please contact 800.222.4750 or update your online registration. Requests involving villagers from different families must be mutual with a Bunk Request form submitted by each family. Requests are honored whenever possible. Please do not include information about your child's emotional or medical needs or learning differences in the bunk request form as these are not reviewed until very close to the start of the program. Instead, use the Social Emotional Learning and other health forms.

LAUNDRY

Villagers should bring enough clothing for the length of their session, up to two weeks. Villagers in four-week sessions, both credit and non-credit, will have the opportunity to wash their clothes, either in a nearby town or in the village, at the half-way point. Villagers enrolled in back-to-back four-week sessions will also be able to do laundry between sessions. Laundry expenses are covered by your tuition costs.

PACKING

A packing list is included in the document section of your account in UltraCamp and can also be found on the Getting Ready for Camp page on our website. This list will help your villager bring everything that was brought to the village back home again! If your child will arrive by village transportation, be sure they can handle transporting their own luggage to their cabin.

Remember, your villager will live in close quarters with others. Please mark all of their belongings and leave all valuables at home. Villagers are encouraged to bring items with them that will enhance the immersion experience, such as books in the target language. Clothing with inappropriate or offensive language or designs cannot be worn in the program. Your villager can wear clothing with non-offensive English words. Please refer to the Customs and Contraband section of this handbook for items not allowed at the villages.
NOTE: THE PACKING LIST FOR THE FRENCH *LES VOYAGEURS* IS UNIQUE BECAUSE IT IS WILDERNESS AND CANOE-BASED.

PAYMENTS, CANCELLATIONS, AND REFUNDS

A registration fee is due at the time of registration, with the balance of fees due in full by 30 days prior to the session start date. Electronic payment methods (eCheck and debit/credit cards) are preferred. Credit card payments incur a 3% processing fee. Checks are also accepted but may result in longer processing times. Checks may be mailed to:

Concordia Language Villages
Attn: Finance Department
901 8th St. S.
Moorhead, MN 56562

Concordia Language Villages will charge your UltraCamp saved payment method for summer transportation charges and for extra village-paid expenses incurred for your child including, but not limited to, medication purchases and lost and found postage fees. Transportation charges include Concordia Language Villages' standard overnight and bus fees, as well as any Unaccompanied Minor or baggage fees that Concordia Language Villages pays to airlines for villager transport. Extra village-paid expenses include, but are not limited to, postage fees, prescription drug costs, and special medical treatments administered by our health and wellness team.

REGISTRATION AND TUITION FEES

Session fees consist of two components, each with its own cancellation and refund policy:

REGISTRATION FEE

The Registration Fee helps offset a portion of the fixed and non-recoverable expenses incurred to plan and prepare for a program. The Registration Fee is refundable only within 72 hours from the time of registration. After 72 hours, the Registration Fee is non-refundable.

PAYMENT BY CHECK: If paying the Registration Fee by mailed check, payment must be received within 14 days of the registration date. Reservations may be canceled if payment is not received within this timeframe. To avoid cancellation, we recommend paying by ACH Transfer (e-check) which does not incur processing fees.

TUITION FEES

Tuition Fees may be refundable in accordance with the payment and refund schedules outlined below.

TUITION PAYMENT SCHEDULE: The following tuition payment deadlines apply:

- **90 days before the session start date:** 50% of total session fees are due. Amounts due at this deadline are non-refundable.
- **30 days before the session start date**: Full payment (100% of total session fees) is due. Amounts due at this deadline are non-refundable.

Failure to meet payment deadlines may result in late fees, cancellation of the reservation, or both.

TUITION REFUND AND CANCELLATION SCHEDULE: If you need to cancel your reservation, tuition refunds will be issued according to the following schedule:

- **91 or more days before the session start date:** Full tuition refund. Any discounts, scholarships, or promotional pricing applied to the registration will be forfeited upon cancellation.
- **30 to 90 days before the session start date:** Fifty percent (50%) of total session tuition is non-refundable. Any tuition paid in excess of 50% of the total tuition amount will be refunded.
- **Less than 30 days before the session start date:** No tuition refund. Unused transportation fees may be eligible for a refund.
- **Less than 7 days before the session start date:** No tuition refund and no transportation refund.

No tuition adjustment is made for late arrival, early departure, or dismissal from camp. Any credit balance under $5 will not be refunded unless specifically requested.

If you have a dispute regarding the cancellation policy, contact Concordia Language Villages within 14 days of your session cancellation. Villagers sent home due to disciplinary reasons, communicable illness (including COVID-19), homesickness, or inability to self-manage pre-existing medical, mental, emotional, or social health conditions will not receive a refund.

We reserve the right to cancel or withdraw any program without notice. Concordia Language Villages is not responsible for costs incurred by a participant in preparing for a program that has been altered or canceled. We will fully refund our own fees and tuition for any program that we cancel.

If we determine that we cannot meet a child's needs at the villages: If a child's family or caregivers submit all the required documentation listed above under Other Expectations and Limits within the required timeframe, and we determine that we are not able to meet the child's needs before the child starts camp, all tuition and registration fees will be refunded. If full information is not disclosed and a child starts camp but needs to leave early, the above cancellation policies apply.

CANCELLATION/INTERRUPTION INSURANCE

Concordia Language Villages offers the purchase of a protection plan available during registration through UltraCamp. More information and plan purchase is available in the camper application.

SCHOLARSHIPS

Need-based scholarships are available from the Passport Fund. You can apply for scholarships online through UltraCamp. Please see our website for scholarship application deadlines; applications must be completed online before the application deadline. Applications must be submitted along with a copy of the first page of your most recent federal income tax return, or other documentation showing financial need, such as documentation of free/reduced lunch qualification, medical assistance or energy assistance showing your family's adjusted gross income (AGI), and number of dependents.

Scholarships are applied on an account as soon as they are confirmed and allowed to be added to the account. For more information, visit our website or email clvregister@cord.edu.

SPENDING MONEY

The registration cost of each village session covers food, lodging, instructional materials, and supplies while at the village. However, villagers may want additional spending money. Villager Camp Store account deposits must be made electronically through UltraCamp prior to arrival. The amount of money needed should be based on the length of stay, villager's activities, and your budget. Families may not send cash or check to camp.

VILLAGE STORE: Your villager will have a daily opportunity to purchase items using the target language. There are a number of items available for purchase, including T-shirts, sweatshirts, cookbooks, books, music, cultural items, souvenirs, international candy, and soft drinks from language-specific countries. We suggest you discuss with your child what they wish to purchase to determine the amount of money to send. T-shirts are priced at $10 to $27, sweatshirts at $60, and $25 per week for snacks is sufficient. During a session, payments in the village stores are made either with the culturally authentic currency of the village or by directly from the villager's bank account. On public days, electronic payments (credit card, tap-to-pay) are also accepted. Cash and check are not accepted in our village stores.

At the time of deposit, you may select how you would like any balance remaining in the account to be handled at the end of a villager's summer session(s). The remaining funds can be donated to Concordia Language Villages or refunded to the original method of payment.
NOTE: IF THERE IS AN OUTSTANDING BALANCE ON YOUR ACCOUNT, ANY UNSPENT CAMP STORE FUNDS WILL BE APPLIED THERE FIRST.

The remaining balance from the Camp Store account will be processed within 10 business days of the villager's departure. For villagers attending more than one session during the summer, the Camp Store balance will roll from one session to the next with the remaining balance processed at the end of the final session.

Money deposited in the Camp Store account is ONLY able to be used for onsite purchases and your villager may need additional money available to them depending on their transportation method and the length of their session. Please send these funds as a prepaid debit/credit card or their own debit/credit card and make sure the card has been activated before they depart for camp. The village is able to securely store each villager's credit or debit card, meal money, or midsession weekend money in the village safe until the villager goes into town for their midsession weekend or returns home. Below are some potential reasons your villager may need the additional money:

- **TRAVEL FEES:** Baggage fees for the return trip as well as Unaccompanied Minor fees (if not prepaid).
- **TRAVEL/MEAL MONEY:** Spending money for Monday lunch stop en route to the villages. Funds may also be needed for villagers who arrive or depart at MSP to purchase food at the airport.
- **MIDSESSION WEEKEND MONEY:** Spending money to purchase essentials they may need, see a movie, grab ice cream, and generally have a fun time with their friends and our staff during the midsession weekend for four-week villagers.
- ***VOYAGEUR* VILLAGERS:** Villagers participating in a two- or four-week *Voyageur* program participate in an offsite voyage and may need funds for purchasing souvenirs during that portion of their session.

ARRIVING AT CAMP

ARRIVAL TIME

Opening and arrival day is on Monday. Villagers arriving via personal transportation must arrive between 2-4:30 p.m. Central. You can find addresses for all villages on our website and in the welcome letter email you will receive four weeks before camp begins. Please ensure that you know the correct location before you depart for your village. Please be aware that there are several different stations that each villager will need to visit during check-in. While our staff work hard to move the check-in process along efficiently, depending on the size of the village and the number of other villagers arriving, checking in upon arrival may take 30-60 minutes.

ARRIVING AT THE VILLAGES

Village staff will welcome you and check the identification of the villager at the border of the village. Make sure any medications are accessible for the opening day stations.

Unloading baggage: All baggage will be brought to the designated location indicated by your village staff. This can be a good moment to say goodbye and give a word of encouragement! The villager will then be directed by staff to the opening day stations.

ARRIVING HEALTHY

Villagers are expected to arrive healthy and able to participate in the program. Call the village or Health and Wellness if your child is ill or becomes ill on the way to the village. Concordia Language Villages reserves the right not to admit villagers who arrive ill, have head lice, or who have been exposed to communicable diseases.

CURRENCY EXCHANGE

Money deposited in your Camp Store account in UltraCamp will be available to villagers while they are in the village. Villagers will withdraw and spend money using the village currency while at camp. We operate on an internal exchange rate that is not updated to reflect the current market but remains consistent throughout the villager's stay and is reflected in pricing in our village stores. Camp Store balances will be updated in real time and will reflect the spending of the villager. Any remaining funds at the end of the session will be processed as you indicate at the time of deposit. Please see the Spending Money section for additional information.

CUSTOMS

In order to simulate and establish an authentic cultural atmosphere, villagers go through customs on the first day of their session. Customs is also part of maintaining a safe environment at the villages. Please see Screening for Contraband below. During customs, the village passport is verified and stamped. Villagers choose a village name, receive their cabin assignment according to age and gender, and have their proficiency in the language determined through informal interaction. In addition, villagers are screened by our healthcare staff.

HEALTH SCREENINGS

A health screening is conducted on opening day. Additional details are in the Healthcare section.

SCREENING FOR CONTRABAND

Contraband consists of all items that detract from the immersion experience in the target language or violate village policies. All luggage is checked for contraband items. Contraband such as candy or English-language books is held and returned at the end of the session. Electronic devices such as cell phones, tablets, and smart watches will also be held until the end of the session — see page 18 for information about our unplugged policy. Perishable items such as food may not be returned. If items which violate our policies are found, such as illegal drugs or weapons, guardians will be contacted and villagers removed from the program.

VILLAGE PASSPORT

Your villager will receive a village passport when they arrive (U.S. citizens DO NOT need a real U.S. passport to attend the villages unless they are participating in a *Les Voyageurs* program that will include travel to Canada). Please fill out all the information in the village passport and, if you wish, bring a photo of yourself to insert in the space provided. Use of a photograph is optional, and it does not have to be an official passport photo. Your passport will be used throughout the session to keep track of bank transactions and your emergency contact information. Village passports are not mailed in advance. **NOTE: *LES VOYAGEURS* CREDIT VILLAGERS MAY BE CROSSING THE U.S./CANADA BORDER — REVIEW YOUR REGISTRATION DETAILS IN ULTRACAMP.**

LIVING AT THE VILLAGES

Russian Language Village | Bemidji, Minn.

German Language Village | Bemidji, Minn.

Spanish Language Village | Bemidji, Minn.

French Language Village | Bemidji, Minn.

FACILITIES

In 1966, Concordia College purchased an 800-acre tract of woodland for the purpose of creating a mini-world around the shores of Turtle River Lake near Bemidji, Minnesota. Eight year-round village facilities (Finnish, French, German, Korean, Norwegian, Russian, Spanish, and Swedish) are located around the lake. French *Les Voyageurs* also maintains a basecamp site on the property. Other villages (Arabic, Chinese, Danish, Italian, and Portuguese) share these facilities for part of the summer. The Japanese Village is housed at the permanent facility of the Russian Language Village during the first half of the summer, and at a traditional lakeside camp leased by Concordia Language Villages in Hackensack, Minnesota, during the second half of the summer.

Each village has a kitchen, dining room that seats 100 to 170, health center, swimming area, program activity areas, cabins or houses with bunk beds, and an administrative building. Screens cover all windows and screen doors swing shut.

Some facilities are used only during the summer; consequently, sometimes wood walls and studs are visible. Our facilities are inspected regularly by state fire marshals and state health inspectors. We ensure that smoke alarms work, fire extinguishers are charged, emergency directions are posted, and sanitation standards are implemented.

Staff and villagers together assist with keeping their own cabins and bathroom facilities clean and neat on a daily basis. Common household cleaning supplies are used. Beyond that, maintenance and custodial staff keep everything running smoothly.

BATHROOMS/SHOWERS

Different sites have different bathroom and shower facilities. Some camp facilities have bathrooms and showers housed separately from the sleeping cabins. Other facilities may have bathrooms in sleeping quarters. The villager experience is predicated on a communal living environment with shared bathroom and shower facilities, and offering single-stall (private) showers. This is the norm in most of our facilities. In addition, some villagers use the saunas (with bathing suits) at sites where they are located, as well as daily swims to stay clean. Please contact us if you would like to discuss concerns.

HOUSING

Villagers are housed in cabins with other villagers around their age and gender. In some smaller villages, cabins may house a wider age range. In these cases, staff actively coach villagers in maintaining developmentally appropriate behavior. In alignment with American Camp Association guidelines, we house by gender, not biological sex, and we ask that all villagers and staff live in a cabin that best fits their gender identity in everyday life. Siblings of different ages or genders who are not housed together will still have plenty of opportunities to spend time together during their session. Some siblings in some sessions may be able to utilize the gender inclusive housing option (discussed on the following page) for shared housing.

In all cabins, we expect everyone to respect personal space and practice appropriate group behavior. Each cabin meets on the first night of camp to articulate expectations and requirements for living together in a group setting. All cabins are encouraged to debrief and reflect on their day during Cabin Council in English each night. Building these social emotional learning skills is important for everyone, and we take respect for others and care for ourselves and our community very seriously. Our staff teams work hard to create a living environment in which all villagers can feel safe, comfortable and included in a supportive cabin community of peers and adults. Living in a group environment may be a new experience for many villagers, so please talk with your villager about what to expect before they arrive at camp.

GENDER INCLUSIVE HOUSING OPTION

In support of our commitment to inclusivity, we offer gender-inclusive housing in some villages and sessions. Whether or not a village can offer gender-inclusive housing depends on housing capacity and staffing. Any villager whose parents or guardians specify that their villager's preference is to be in this cabin can live there, but they will not be assigned to this cabin type by default; it must be requested. These cabins have housed villagers in situations varying from brother-sister pairs that want to stay together, to trans and nonbinary villagers, to friends of different genders coming to camp together and to villagers who simply like the idea of a gender-inclusive cabin.

For villages that are able to offer gender-inclusive housing, an option to indicate interest will be included in the registration process. Parents/guardians can let us know whether the villager would like to be in a girls' cabin, a boys' cabin or a gender-inclusive cabin. We encourage villagers, staff, or guardians to reach out to us to discuss how we can best support them.

MEALS

The food here is incredible! Mealtimes at Concordia Language Villages are purposefully constructed to support learners' forays into experiencing another culture. Our culinary staff makes most items to replicate the meal experience of the target cultures. Villagers will experience many different types of food through meals designed to facilitate social interaction and to take advantage of opportunities to use language in a social setting.

Villagers are served three wholesome meals and at least one snack per day to ensure they have the energy for camp. Meals are eaten family-style at the table and are preceded with a mealtime presentation in the target language to introduce vocabulary related to the food that is about to be served. We also serve our meals at culturally appropriate times recognizing the customs of each culture. Please prepare your child so they are ready to try unfamiliar foods. Potential allergens in each meal will be announced in both the target language and English.

SPECIAL NUTRITIONAL NEEDS

Food is an integral part of the Language Villages experience. Please see the Healthcare at the Villages section of this handbook for detailed information on allergies and special diets. Our kitchens are not kosher or halal.

WORSHIP SERVICES AND FAITH DIVERSITY

Faith diversity within the village community is respected. Villagers may arrange in advance to attend religious services in Bemidji or Hackensack (whichever is nearest), if available.

The Language Villages serve a diverse population and our programs are designed to meet the needs of most but we cannot accommodate all requests. When villagers are in session with us, we have activities planned seven days a week. These activities include but are not limited to: lessons, projects, sports, outings to other villages which may include traveling in a village vehicle, trips to town in a village vehicle (on credit free-weekends), and multi-village gatherings. We are not able to assign staff to support alternatives for individual villagers.

For families who might not drive on a Sabbath or holy day, we can typically accommodate an early car pick-up with advance notice but cannot host villagers longer than the end of their closing program on a Saturday morning.

Our kitchens are not kosher or halal. If you have specific needs or questions, please contact our staff to see whether we can accommodate your request within the flow of our programs.

COMMUNICATION

COMMUNICATION WITH YOUR VILLAGER

If you have a concern or question about how your child is doing, the village is happy to receive your call, to look into your concerns and to assist in any information exchange in a way that is least disruptive to the villagers and the program. Please work first with your village to have your questions answered (outside of an emergency situation). Over 60 years of programming has taught us that direct parental/guardian contact with a villager (except in cases of emergency) often serves to take the villager's mindset out of the program and can exacerbate any lingering homesickness. Staff want to be there for villagers — to celebrate their accomplishments and help them work through new challenges. Allowing your child to build the kind of relationship with the counseling staff that fosters trust in the adults closest to them at the village enables our staff to do their very best for your child.

Most villagers will be so busy, they may find it hard to drop their family a letter! If that proves to be the case for your child, you will be able to learn about your villager's experience by checking our online photos documenting their experience. **NOTE: YOUR VILLAGER WILL NOT HAVE ACCESS TO PHONE OR EMAIL TO COMMUNICATE WITH YOU UNLESS THERE IS AN EMERGENCY.** This is part of our unplugged policy.

YOU HAVE THE FOLLOWING OPTIONS TO COMMUNICATE WITH YOUR VILLAGER:

EMAIL AND INTERNET

Internet access at the villages is for educational use only. Villagers will not have access to personal email. One-way email service to villagers is available. Parents/guardians can email their villager through UltraCamp, our registration system, by going to Message Center/Email a Camper. Parents/guardians can also give others access to email their children under Messenger Center/Friend Accounts. Emails are printed off each morning to be distributed to villagers, and no emails will be printed and distributed on the Saturday that a session closes.

EMERGENCIES

The first step is to call the village and contact information can be found on our website's "Locations" page. If they do not return your call within a day, please call 800.222.4750 to speak to someone in our administrative office. Our priority will be to assist you as soon as possible. Business hours at village sites are 9 a.m. to 6 p.m. during sessions. Business office voicemails are checked regularly for emergency messages.

MAILING

Letters — Old-Fashioned Fun

Receiving mail from home is a highlight for villagers, so we encourage your family and your villager's friends to write often. They can also communicate with you by mail, so encourage them to do so. Villagers receive their mail at a specified time each day. Please keep in mind that mail delivery to the villages may take longer than usual because of the rural sites.

PACKAGES

In accordance with our customs procedure, packages are opened by the villager in front of a staff member monitoring for items not permitted in our program. If you have questions about a particular item you'd like to send, please contact the village your villager will attend. **PLEASE DO NOT SEND FOOD ITEMS.**

LEAVING THE VILLAGES

On the last Saturday of each session, villagers check out of their cabin and receive back any contraband that was held for them during their session. Families picking their villagers up by car must arrive between 9:30 and 11 a.m. Central on Saturday. If your family doesn't drive or travel on Saturdays, please see the section on Worship Services and Faith Diversity for more information.

CLOSING CEREMONY/PARENT PROGRAM

Villager families are invited to join a closing program at their child's village site on the final Saturday of the session. Families may arrive starting at 9:30 a.m. with the program beginning at 10 a.m. Pets are not permitted at closing programs. All villagers who depart via bus to the Twin Cities will not be able to attend the closing ceremony, due to early departure times.

AWARDS

- Years 1-4 Village Pins
- Year 5 World of Friendship Medallion
- Years 6-9 Certificates of Achievement
- Year 10 Circle of Peace Plaque

Our villager award process was updated in 2022. Awards are based on years of participation in overnight summer youth sessions only, as well as virtual programs in summer 2020 when in-person program options were not available. Day camps, family camps, school programs, and virtual or overnight programs during the school year are not counted towards summer awards. Participation in multiple sessions or multiple villages in a single summer counts as one year of participation. Because of changes in our registration software from time to time, we don't always have an accurate count of your villager's years of participation. If you think we have made a mistake in our count, please reach out to your village.

LOST AND FOUND

Concordia Language Villages is not responsible for personal items that remain in a villager's possession during a session. Villagers should clearly label all belongings, including all towels and linens, with their full names.

If an item is left at the village, families must contact Concordia Language Villages at clvlostfound@cord.edu within two weeks of villager's departure. Please include a detailed description of the item, the villager's name, and village session number. Concordia Language Villages will make reasonable effort to locate the lost item; however, recovery cannot be guaranteed.

Families are responsible for all costs associated with returning recovered items. Any unclaimed lost-and-found items will be donated to a local charity three weeks after the session concludes.

ONLINE PARENT/GUARDIAN EVALUATION

Parent and guardian feedback is highly valued at Concordia Language Villages and is used to improve the program each year. Parents are sent an email to the address they provided on the registration form with a link to an online survey assessment tool asking them to rate areas of the program and to give comments.

VILLAGER RELEASE

We release your child ONLY to the person or persons you have designated, whether that be on closing day or an early departure. We request this information be written into the village passport and on the transportation form in the section labeled Villager Release Documentation prior to the start of the session. You may designate several people. While your villager is in session, you may update the information by emailing viltrans@cord.edu or calling 218.586.8600.

For villagers who take air transportation, we release them to the custody of the airline. For all other villagers — those picked up at the village or at village charter transportation stops by family members or friends — we must have villager release information on file for the safety of the villagers.

WELCOMING YOUR VILLAGER BACK HOME

The Language Villages are a grand simulation. We make every effort to give villagers as authentic an experience as possible, simulating travel to and stay in another country or countries. For that reason, your villager's re-entry into his or her home life and social structures might mirror, in some ways, what a student coming home from study abroad experiences. And, if that weren't enough, international "travel" aside, your villager has also been in a camp environment, where every minute of the day is intentionally planned and scheduled to create a warm, supportive, and playful community. The grand simulation coupled with the camp environment could make adjusting to home routines and friends who were not there to share the Language Villages routines a bit tricky at first.

Once your villager is back home with you, the village experience doesn't simply end. Your child will return with new songs to sing, interesting stories to tell, descriptions of new foods and customs, and names of many new friends. Often our villagers report a sort of reverse-homesickness where, for several days, they cannot get their experiences at the village off their mind and would like to return.

It is our goal to send your child home from one of the most academically and culturally enriching, and personally transforming, experiences of their young life. We consider it a privilege to spend time with your child each summer and to help them on their journey toward global citizenship. We hope that their path of world- and word-discovery will continue because of the broadened perspective and new insights into other ideas, cultures, and perspectives gained at Concordia Language Villages. We are eager to welcome your villager back next year to continue the journey.

POLICIES AND EXPECTATIONS

THE MISSION OF CONCORDIA LANGUAGE VILLAGES IS TO INSPIRE COURAGEOUS GLOBAL CITIZENS.

We take our mission and its implication of good citizenship seriously. It is our goal to create peace through understanding, and in order to create and maintain a harmonious village experience for all villagers, we apply our behavior expectations fairly across all villages. Please read all the policies below carefully and discuss them with your villager. Keep in mind that this is not, and can never be, an exhaustive list, and that each village has culturally authentic behavioral expectations. As such, at the discretion of the dean, a villager might be asked to alter or modify their behavior to align with and respect the cultural authenticity we strive to bring alive each summer. We appreciate your discussion of these important policies with your villager, and more importantly, your commitment as a parent or guardian. With your help, we create unique and sometimes life-changing experiences for thousands of villagers from an array of backgrounds coming from across the United States and around the world every year.

ATTENDANCE

It is expected that the villager will remain at the village for the entire session. This is particularly important for credit villagers. Prior written notification is required if your villager must leave during the session. Concordia Language Villages reserves the right to send a child home for any reason it deems in the villager's best interests or the best interest of other villagers or the village — health concerns, behavioral issues or otherwise. In such an event, travel arrangements must be coordinated by the parent or guardian in a timely manner.

CLV — UNPLUGGED!

Villagers' school-year days are filled with noise and distraction. They are wired and complex. A goal of our program is to slow down, listen, tune in, and connect. To effect the full quality of an immersion program, we ask our villagers and our staff to be in the Language Village moment. Please speak with your villager about the importance of stepping up to participate 100% in the program. A Language Villages experience hinges on full-sensory learning and full presence in the program. As a parent or guardian, you have made an investment in our expertise; please help your villager understand that turning on any kind of electronic device while in session tunes out the benefit of the language and cultural immersion program and of our carefully-constructed community. This is a short, intense experience. We require that all electronic devices be left at home or checked at the village gate during the customs process. Credit and four-week villagers will receive their phone for a limited amount of time on a day in the middle of their program, then return it to staff for its safe-keeping for the last two weeks. The vast majority of our parents and villagers have asked us to be serious and vigilant about this policy because they report that being unplugged and connecting authentically with peers is one of the best parts of their Language Villages experience. In his book, "Last Child in the Woods: Saving Our Children from Nature Deficit Disorder," Richard Louv asserts that "at the very moment the bond is breaking between the young and the natural world, a growing body of research links our mental, physical, and spiritual health directly to our association with nature — in positive ways." A large part of our experiential learning is focused on the natural settings of our villages. Join us in creating this mindful and focused opportunity for your villager.

COMMUNITY EXPECTATIONS

Concordia Language Villages is a community founded on respect for others. Parents, guardians, caregivers, and villagers can expect to be treated with respect and professionalism by our seasonal and year-round staff members. We ask that you and your villager engage in civil and respectful communication with our staff teams before, during, and after your time at the villages.

CONFIDENTIALITY OF VILLAGER RECORDS

All villager records and files, including health forms and information about medical treatment during a village session, are treated in a confidential manner, both in the registration process at the village and by Concordia College. It is our policy and intent to involve parents/guardians in handling village behavior that does not conform to the expectations outlined in this handbook. We encourage you to attach additional information to your villager's health form that may assist us in working with your child during the session. It is our practice to share this information on a need-to-know basis with staff. If for any reason we believe we cannot uphold the confidentiality of a particular item or if we need further clarification, we will contact you and discuss how best to meet your needs and those of the village. Furthermore, because we hold villager records in confidentiality, we do not distribute address lists of villagers to other villager families before, during, or after the session.

ILLEGAL SUBSTANCES, ALCOHOL, TOBACCO, CBD, AND THC PRODUCTS

In accordance with the policies of Concordia College and Minnesota state law, Concordia Language Villages prohibits the possession, use and/or distribution of illegal substances, alcohol, CBD, THC, marijuana, and tobacco products. If your child is found in possession of or using an illegal substance or any of the above, you will be contacted and they will be sent home immediately at your expense without refund. It is illegal in the state of Minnesota for anyone under the age of 18 to use tobacco or tobacco-related devices. If your child is found in possession of tobacco, it will be confiscated and disposed of and you will be contacted. Lighters are also considered contraband.

MANDATED REPORTING

As a program working with youth in Minnesota, our staff and volunteers are considered "mandated reporters" and are required to follow the laws and regulations of the state of Minnesota. If we observe or have reason to believe a child might have experienced abuse or maltreatment, we are required to report it. Mandated reporting occurs in the county in which it was observed; local authorities determine next steps. Under the advisement of local authorities and in accordance with the norms of mandated reporting in Minnesota, our policy is to not disclose to parents/guardians when a mandated report is filed unless the purported maltreatment or abuse happened in our program.

ONLINE SAFETY, PHOTOS, AND VIDEOS

At different times throughout the summer, we try to capture images of village life using several types of media. We are careful not to disrupt the normal activities of the day. These images are then used in displays, on our website, for publications, in advertisements or other marketing materials. All photographs, video and audio are the exclusive property of Concordia Language Villages. No compensation is paid to the villagers or staff whose photos are used. Villagers and staff use their village names at all times while in session, for both linguistic and cultural reasons. Therefore, a degree of anonymity is reinforced both in daily village life and in the images that are used. Villagers are very rarely identified by their legal name in publications; villagers will never be identified by their legal name or home address in any publications without prior parental consent. If you have any questions or concerns about our photo/video policies, please contact Marketing and Enrollment at 800.222.4750. For more information regarding Concordia Language Villages and the Children's Online Privacy Protection Act, visit ConcordiaLanguageVillages.org/coppa.

OVERNIGHT AGREEMENT

The villager registration forms an agreement between Concordia Language Villages and the parent(s) or guardian(s) of the villager who is enrolled, in accordance with the Summer Youth Handbook and all the rules and regulations stated therein. This agreement has been accepted by both parties and is governed by Minnesota law. The parties consent to the jurisdiction of Minnesota courts if any legal action ensues.

RELEASE OF VILLAGER INFORMATION WHEN WE ARE CONTACTED DURING A SESSION

Please note that when we are contacted for information about villagers while those villagers are in session, we will release information about them (including how they are adjusting, language progress, and general well-being, etc.) ONLY to the person or persons listed on the villager's registration as the custodial parent or guardian during the session. Anyone else who calls requesting information about a villager, including the noncustodial parent/guardian or other family members, will have to secure permission from the custodial parent during the session before we can release any information.

RESPECT FOR PROPERTY

Participants must respect the personal property of others as well as the village facilities and grounds. Destruction or intentional abuse of property, including graffiti, may be grounds for immediate dismissal and/or mandatory reimbursement made to Concordia Language Villages.

Villagers should not bring personal sports equipment to the villages unless specifically directed to do so by the village dean. Our program provides the equipment needed to participate in various activities. Concordia Language Villages assumes no responsibility for personal sports equipment.

In the interests of being sensitive to others, pets are not allowed on Concordia Language Villages sites.

Stealing or shoplifting is also grounds for dismissal. If necessary, you will be notified and your child will be sent home immediately at your expense without refund.

SOCIAL NETWORKING

Your villager's online safety is important to us! Concordia Language Villages centrally manages several social networking presences. Each site is referenced at ConcordiaLanguageVillages.org. All other unofficial references and/or implied affiliations with Concordia Language Villages that may appear on social networking sites are not monitored by Language Villages staff. We recognize there are dangers associated with unsupervised social networking sites for youth, and our social networking policies are a part of our broader health and safety plan for our villagers. For the protection of both staff and villagers, we comply with the American Camp Association guidelines in our staff policies, which include the following:

- Staff are strongly discouraged from interacting with villagers through any social media. Staff do not initiate electronic (or other) communication with villagers who are under the age of 18 outside of the village. If they do have professional communication with a villager before or after a session, they inform their dean.
- Your villager's understanding of this policy will help us avoid putting staff members in an awkward position and hurting the feelings of villagers. If a staff member or a dean should happen to see social media content by or about a villager that is of great concern, the dean may contact the parent/guardian, with the well-being of the villager in mind.

TIPPING

In accordance with Concordia Language Villages policy, staff may not accept gifts or other forms of gratuity for any services during your villager's stay at the village.

VILLAGER BEHAVIOR

Concordia Language Villages seeks to maintain an environment free of discrimination, violence, intimidation, and harassment based on gender, race, creed, color, national origin, sexual orientation, or disability. Language, behavior, and attitudes that intimidate, offend, or debilitate villagers or staff members are not tolerated. Encourage your child to talk with their cabin counselor, leadership staff, or dean if they have concerns about these matters.

Villagers are expected to comply with requests and directions that ensure the health, safety, and welfare of all members of a village. In addition, villagers are expected to respect and act in accordance with the cultural norms of the village program.

Concordia Language Villages does not tolerate emotional or physical abuse or the threat of such abuse of one person by another. It may be grounds for dismissal from the program. If necessary, you will be notified and your child will be sent home at your expense without refund. Inappropriate sexual behavior is not allowed in the village program and may be grounds for dismissal. You will be notified and your child will be sent home at your expense without refund. All program and support staff have been informed of and have agreed to comply with the Concordia Language Villages policy against sexual misconduct.

WEAPONS POLICY

The use, possession or carrying of any kind of firearm or weapon on the property of Concordia Language Villages is strictly prohibited. Concordia Language Villages retains final authority in determining what constitutes a weapon, especially when evaluating potential danger. Specifically prohibited items include, but are not limited to, knife blades, lasers, nunchucks, shockers, razor blades, brass knuckles, acid, metal pipes, stun guns, BB guns, firearms, pistols, shotguns, rifles, ammunition, explosive devices, fireworks, pyrotechnics, or any other instruments capable of inflicting serious injury and/or other common materials used for the purpose of inflicting fear or injury.

VISITING THE VILLAGES

Visitors are not allowed on Concordia Language Villages sites while villagers are in session.

TRANSITION TO ADULT PROGRAMS

Our youth programs serve participants ages 6-18. Once a youth villager has been on staff or participated in an adult program, they are no longer eligible to participate in our youth programs.

HEALTHCARE AT THE VILLAGES

Our health service practices are shaped by regulations and guidelines from entities such as Minnesota's Nurse Practice Act, the Minnesota Department of Health, standards of the American Camp Association, the Standards of Camp Nursing Practice and our insurance companies.

VILLAGER AND FAMILY RESPONSIBILITIES

Your child's physical, emotional, and social well-being are incredibly important to us at Concordia Language Villages. We want to provide a healthy experience for each villager. To accomplish this goal, we partner with you. You know your child's health needs; we know the capabilities and limitations of our program. This process begins long before camp starts.

SUMMER HEALTHCARE PRIOR TO CAMP

VILLAGER ESSENTIAL FUNCTIONS

Our programs take place in an interactive mixed-gender, multi-age community living environment where participants are immersed in a foreign language and culture — eating, sleeping, and learning in a technology-free group environment. While the health, safety, and well-being of our campers is our top priority, we also want every camper to have a fun, safe, and successful time at camp. To help achieve these goals, we have to be realistic with ourselves and our families about what we can accommodate and what needs are beyond our capability to support. For Concordia Language Villages to be the right fit for your child, they must be able to do the following at a developmentally appropriate level for their age:

- Communicate needs and concerns verbally to others;
- Understand and comply with directions given by staff;
- Refrain from unsafe and/or harmful behaviors toward self and others;
- Identify and avoid health and safety risks;
- Feel comfortable living in a rustic, outdoor environment (no air-conditioning, varying weather, insects/animals, grass/dirt/mud);
- Fall asleep independently in a room with other individuals (actual number depends on cabin configuration);
- Assume responsibility for personal hygiene and self-care;
- Adapt to a group living environment with little time alone;
- Demonstrate age-appropriate social and emotional skills in managing personal boundaries, relationships, communication, stress, and conflict;
- Self-manage the sensory stimulation of frequent large, loud, and energetic environments; and
- Interact effectively with individuals and groups, respecting social and cultural diversity, and maintaining appropriate boundaries.

ELECTRONIC HEALTH FORMS

As part of our effort to partner with parents, we collect health information that includes questions regarding medications and physical, mental, emotional, and social health.

Health forms are available upon registration. It helps us to have this information as soon as possible and no later than four weeks prior to arrival. Information in your child's health form is essential in helping us plan for their successful camp experience. Complete the forms thoroughly. Your information is shared only with staff who need it to care for your child. You can make minor updates to this form up to one week prior to camp. Please reach out to health@cord.edu with any new diagnosis, medications, or significant health changes arising just prior to camp.

Current physicals (within 12 months prior to participation) and immunization records are required for all villagers. Professional recommendations and/or action plans are required for participants with chronic health conditions.

REVIEWING HEALTH FORMS

Prior to your child's arrival, healthcare staff review the health records and may call to clarify questions. This review enables our food service to be prepared for meeting the nutritional needs of villagers, allows us to educate appropriate staff about the health needs of villagers (e.g., sleepwalking, asthma), and clarifies questions about your child's health profile.

DIETARY OR MEDICAL ACCOMMODATIONS

Concordia Language Villages is committed to providing reasonable accommodations to support villagers to every extent possible and requests will be considered on a case-by-case basis. Because we are an overnight program with many participants, we require a minimum of four weeks advance notice for any dietary, social/emotional, health, or learning accommodation. We can't accommodate all needs and are less likely to be able to provide some accommodations without sufficient lead time. Refer to the Special Nutritional Needs & Allergies section (pg. 25) for further information.

IMMUNIZATIONS

Villagers will spend time outdoors, as well as in close proximity to other program participants, making immunizations (especially an up to date tetanus inoculation) a vital preventative measure for the health and safety of all. The American Academy of Pediatrics (AAP) recommends all campers, staff, and volunteers be up to date on vaccinations as recommended by the Centers for Disease Control and Prevention (CDC), the AAP, and the American Academy of Family Physicians. We recommend that villagers are immunized; however, our program also recognizes that some choose not to immunize their children for various reasons. Please upload appropriate exemption documentation to your child's electronic health form if this is your position.

PHYSICALS

Participants in our overnight programs are required to submit a health physical from within the past 12 months. School physicals, sports physicals, or records from annual wellness exams are accepted. Please upload a copy of the participant's most recent physical exam to UltraCamp after registration.

ASSUMPTION OF RESPONSIBILITY

Our healthcare staff assumes responsibility for your child's healthcare after customs on opening day. They relinquish care when the child leaves the village. While in transit between home and their village, villagers are responsible for self-care, including self-medication. Parents are asked to contact Health and Wellness if there are concerns about this interim time.

SUMMER HEALTHCARE AT CAMP

OPENING DAY SCREENING

A health screening is conducted upon arrival on opening day that includes a general appraisal of the child's health status, a request for updates to the health form, collection of medication brought to the program, determination of history of exposure to communicable diseases, and a head lice/nit screening.

In order to legally be administered all medication MUST arrive in its original packaging or prescription bottle and MUST be documented on the health profile. We reserve the right not to admit a person who arrives ill or who poses a communicable illness threat.

METHODS FOR TREATING COMMON PROBLEMS

We are sensitive to the fact that there are different ways to treat common health problems. If your child is susceptible to certain ailments, and you have identified a treatment to which your child responds, please share that information with us through their health form. We may not be able to provide exactly the same treatment, but we will complement it as our practices allow.

COMMUNICATING WITH PARENTS ABOUT A CHILD'S HEALTH STATUS

We generally do not contact you if your child is seen in the Health Center for routine problems (e.g., skinned knee, sore throat, bee sting, overnight stay). Health staff may call if they have questions or concerns. Health staff make every effort to contact you by phone if your child has a need for out-of-village healthcare. Due to the nature of emergency situations, we cannot promise that we will be successful in reaching you beforehand. To best assist with this, ensure your emergency contact details are up to date. If we are unsuccessful in reaching you beforehand, health staff will leave a message and will be available for follow-up questions by phone or email. They will also provide you with a written summary of out-of-village healthcare received from the clinic or hospital.

COMMON HEALTH CHALLENGES OF MINNESOTA'S NORTH WOODS

As in any geographic area, program participants are exposed to risks associated with location. We rely on the help of parents and villagers to reduce inherent risks. Please note the following common North Woods challenges:

Air Quality: Due to wildfire smoke, we periodically experience diminished air quality. These air quality events are monitored carefully, and a plan is in place to notify villages if the air quality index (AQI) degrades. This plan also includes appropriately adjusting outdoor activities, monitoring sensitive individuals, and offering clean air stations in the health centers. If there are prolonged air quality events (AQI of 101 or higher for 36+ hours), we will notify parents. During such events, we will reduce physical activities or may require more indoor time. However, note that we are by nature an outdoor-based program and our buildings are not air conditioned. To help protect your child, pack a small supply of well-fitting high-quality (N95 or KN95) masks.

Water: The water at each of our villages is potable, healthy, clean, and of excellent quality. It is tested every year; water in northern Minnesota does have an iron taste to it. Iron in drinking water does not present a health problem. Please prepare your villager to expect a different taste to the water at the village. Your support of your villager's ability to acclimate to the water in northern Minnesota may go a long way in getting them prepared for world travel. Concordia Language Villages is working hard to follow green practices and encourage villagers to pack a reusable water bottle. If you or your child are concerned about the taste of the water, there are many self-filtering water bottle options from brands like Camelbak and Brita.

Inclement Weather: Thunderstorms occur regularly and tornadoes are also a risk. Village deans use a NOAA weather radio and have developed a weather response plan specific to their villages. Staff are trained to follow this plan, which emphasizes the safety of the villagers.

Dressing for the Weather: Villagers should bring everything recommended on the packing list to help them prepare for drizzly and cold or hot and muggy weather.

Avoiding Sunburn: Outdoor activities are prioritized. Ensure your villager brings protective clothing and is able and prepared to apply sunscreen. At minimum, an SPF 30 product is recommended.

Mosquitoes: Mosquitoes are especially active at dawn and dusk and when our weather is warm and wet. Send your child with 30% DEET bug spray and teach them how to use it beforehand. Cabin counseling staff remind villagers to use repellent and bug spray can also be purchased at the village store. Anti-itch lotion is available during health center office hours.

Ticks: Minnesota has both dog and deer ticks. Teach your villager to do a daily tick check including their hair and hairline, groin, armpit area, back, and behind the ears and to wear appropriate clothing when in tick-heavy areas. A tick that is crawling on a person poses no concern, but those attached to the skin should be removed. You may teach your child to remove ticks that attach, but it is our preference that villagers come to the Health Center to do so. Using an insect repellent with at least 30% DEET, a practice supported by the AAP, can minimize tick bites.

Lyme Disease and Other Tick-Borne Illnesses: Deer ticks can potentially transmit Lyme disease. For any child who has an attached deer tick removed, health staff can administer a prophylactic antibiotic dose and will monitor for signs and symptoms of a tick-borne illness. Parents should know these symptoms may not appear for several weeks after exposure and should be prepared to monitor once their child returns home.

Animals of the North Woods: Raccoons, skunks, bats, squirrels, deer, and other animals live in the village environment. Talk with your villager about moving away from animals when inadvertently encountered and to avoid touching them. The Language Villages follows Minnesota Department of Health recommendations related to rabies prophylaxis should an exposure to an animal occur.

Poison Ivy: Instruct your villager to keep to paths and tell a counselor or health staff about red, itchy patches of skin. Participants can be best prepared by knowing how to identify the plant, and possibly using a barrier cream (talk with your pharmacist) as a preventive measure. Villagers participating in overnight camping have greater risk of exposure.

Eating Enough at Mealtime: Some children don't understand that it's okay to ask for more food. Please talk with your villager and explain that counselors at their table will help get more food if anyone at the table is still hungry. Villagers simply need to ask.

Fluctuating Weight: A lot of outdoor activity, different foods, and access to a candy store means that villagers may experience fluctuation in their weight. Most often this ranges plus or minus five pounds during a two-week stay.

HEALTHCARE FACILITIES

In addition to an onsite Village Health Center, each village also has access to a clinic, hospital, and pharmacy in the local community. These supporting health services (including ambulance support) are at least a 30-minute drive from your child's village. Dental and orthodontic services are extremely limited, even in the Bemidji area.

HEALTHCARE PERSONNEL

Each village has a designated healthcare provider onsite; typically this includes a nurse, physician, or doctor of Chinese Medicine. At minimum, a person with first aid and CPR skills is available when children are in the program. Healthcare staff complete an orientation that includes a review of medical protocols from our program's supervising physician.

MENTAL, EMOTIONAL, AND SOCIAL HEALTH (MESH)

Our health forms ask about MESH conditions, especially those that make it challenging for your child to sustain their involvement in our community-based program or conditions that impact the experience of others. Mental, emotional, social, and/or physical behavior that negatively affects a child's ability to participate in the program or that significantly disrupts the program experience for others may constitute grounds for dismissal; contact Health and Wellness prior to enrollment if you have questions or concerns about your child.

MEDICATIONS

WHAT IS A 'MEDICATION' AT THE LANGUAGE VILLAGES?

Anything an individual uses to maintain or improve their health is considered a medication at the Language Villages. In addition to prescription medications and over-the-counter meds, this includes — but is not limited to — vitamins, homeopathic remedies, and topical ointments.

MEDICATION ADMINISTRATION

All medication, with the exceptions of emergency medication (rescue inhalers, epinephrine auto-injectors, medication to treat Type 1 diabetes) is collected on opening day and is kept in the village Health Center.

In the village, routine medication is administered at the three daily meals and just before bed. We can work with exceptions to this on a case-by-case basis. The Health Center maintains office hours during which as-needed medication is available.

SENDING MEDICATION WITH YOUR VILLAGER

Medications, vitamins, or supplements **MUST** be:

- Current — not expired
- In the original container with a legible label
- Prescribed for the villager for whom they are intended
- Listed along with instructions on the electronic health form

DO NOT:

- Send weekly pill organizers or other personal medication organization systems
- Send medication that is not listed on the health form
- Make medication or dosage changes within three months prior to attending camp

PRESCRIPTION MEDICATION

- Must come in a pharmacy container with a legible label in the child's name
- The label must correctly reflect current use

STOCKED MEDICATION

The village Health Center stocks common over-the-counter (OTC) medications and remedies. Healthcare staff have medical protocols from the program's supervising physician that directs use of these medications for common and routine health problems. Use the electronic health form to indicate which of our stocked OTC remedies should not be given to your villager. Note: if your child is allergic to a particular ingredient in medication (e.g., red dye), or is unable to swallow pills, send alternatives with your child.

MEDICATIONS: NEW, CHANGES, OR REFILLS

Participants taking scheduled medications should be on a stable dose for three months prior to their sessions. This is particularly important for psychotropic medications as many of these medications require careful management in dosage titration and abrupt discontinuation or changes can cause relapse or withdrawal symptoms.

Asking your pharmacy for a vacation override can help ensure villagers arrive with an adequate supply of their medications. However, if parents are unable to secure the correct supply, medication refills should promptly be sent to the village address labeled: c/o Health and Wellness. If your villager requires a new antibiotic or prescription while at camp, our health centers will collaborate with parents to connect directly with the pharmacy. Parents are responsible for payment and any insurance claims for all pharmaceutical prescriptions.

MEDICAL CANNABIS

Medical cannabis may not be administered on village property or be given by licensed health care professionals who are not designated as a caregiver in the cannabis registry. Villagers who require medical cannabis need to make alternative arrangements with their registered care providers for off-site administration.

INSULIN AND OTHER INJECTABLE MEDICATIONS

We expect that villagers who use injectables (e.g., insulin injections, growth hormone shots) are capable of doing their own injections. Refrigeration, a sharps container, and alcohol preps are available. Have your villager bring their medication and the necessary syringes to the village Health Center on opening day.

NOTE: VILLAGERS USING AN INSULIN PUMP SHOULD ALSO BRING BACK-UP INSULIN AND SYRINGES IN CASE OF PUMP FAILURE. Contact health@cord.edu before arrival to collaborate on the best plan for your child.

ALLERGY INJECTIONS

Allergy injections are not done at the village Health Center. If required, arrangements must be made at least four weeks in advance with Health and Wellness for your villager to go to a local allergy clinic. You will be billed by that provider. **NOTE: WHEN WE ARE OPERATING AS A CLOSED VILLAGE OR IF STAFFING IS LIMITED, WE MAY NOT BE ABLE TO ACCOMMODATE CLINIC ALLERGY INJECTIONS.**

CARE OF VILLAGERS WITH CHRONIC HEALTH CONCERNS

We expect children with chronic health concerns (i.e., asthma, allergies, diabetes) to be capable self-managers and to bring the supplies they need to manage their diagnosis. Our healthcare staff will provide general oversight, but they rely on villagers' familiarity with and ability to do their own treatments. As an example, if your child has diabetes, they must be able to manage their sugar and insulin levels and all supportive devices on their own.

We are not a therapeutic camp and therefore are unable to accommodate medical issues requiring treatment beyond the scope of our health centers. Our licensed health care professional is typically the sole provider for the entire village and as such they are not able to provide prolonged or extended 1:1 care or counseling. Additionally, we are not able to provide an attendant (one-on-one staff member) to routinely address a child's activities of daily living needs.

For villagers with newly diagnosed chronic health conditions, recent changes to management plans, or those routinely needing assistance or accommodations at home or school, contact Health and Wellness as soon as possible to discuss options and the suitability of certain programs.

ACTION, SUPPORT, AND SAFETY PLANS

Specific action, support, and/or safety plans are also required to be filled out for participants with:

- Asthma
- Diabetes
- Anaphylaxis
- Seizure disorders
- Self-harm
- Suicidal Ideation
- Panic attack
- Autism Spectrum Disorder

These forms help our providers know exactly what to do to support your child or in case of an emergency. We rely on parents filling them out as thoroughly as possible. We recommend filling these plans out in conjunction with your child's primary care provider.

SPECIAL NUTRITIONAL NEEDS AND ALLERGIES

At Concordia Language Villages, we want every villager to have an experience that is both safe and culturally immersive. Because food is an integral part of the CLV*way,* our programs serve culturally authentic cuisine using ingredients common to the cultures and traditions represented.

Decisions regarding dietary accommodations are made in collaboration with our Culinary Arts and Health and Wellness teams, considering medical necessity, program operations, infrastructure feasibility, cultural authenticity, and other relevant factors.

We **CAN** generally accommodate:

- Vegetarian and vegan diets
- Dairy-free diets
- Most medically verified food allergies (with the exceptions noted below)
- A sample menu for diabetic planning

We also recognize that food allergies can present significant health and safety concerns. Certain allergens are widely used across the cuisines represented in our programs and may be present throughout our shared food preparation and dining spaces. Because we cannot reliably eliminate these ingredients or prevent potential cross-contamination:

We **CANNOT** accommodate:

- Allergies to citrus/citric acid, corn, garlic, or onion
- Allergies to aerosolized food allergens
- Avoidant/Restrictive Food Intake Disorder
- Sensory-related or selective eating habits
- Specialized or individualized diets (FODMAP, keto, etc.)

- Dedicated kosher, halal, or gluten-free kitchens
- Provision of specific carbohydrate counts

Due to the prevalence of certain ingredients within culturally authentic cuisine, additional restrictions apply to the listed allergens at the following Language Villages:

- Chinese: Gluten (particularly for individuals with celiac disease) or soy
- Japanese: Fish or soy
- Korean: Capsaicin/peppers
- Spanish and Portuguese: Capsaicin/peppers

If an allergen is being used in a meal, an alternative dish will be available as necessary to provide a complete and balanced meal. If food to which an individual is allergic is being served at mealtimes, villagers will be notified in both English and the target language that the allergen is being served. It is important for participants in our program to self-advocate; if you have a child that has a severe allergy, please have a conversation with them about how to advocate for themselves. If your child is vegetarian, communicate that to us via your child's health history form. Several vegetarian options are presented on that form; select the one that best supports your child's pattern. It is our expectation that villagers who select a vegetarian option will indeed eat the vegetarian meal prepared for them and will not be able to change their meal plan while in the program.

If you are concerned about your child's nutrition, please contact our Health and Wellness team. If there are special circumstances, such as planning for a birthday, parents can contact the village office and arrangements can be made.

DIETARY

Culturally appropriate snacks and meals are an integral part of the immersion experience. This culturally appropriate menu can be challenging to a child unprepared for this experience. Prepare your child ahead of time so they are ready to try unfamiliar foods.

For reasons related to allergies and the potential attraction of mice and other animals/insects, please do not send any food items in care packages from home. Villagers with medical conditions requiring additional dietary considerations or supplementation should contact Health and Wellness early to discuss possible accommodations.

HEALTH POLICIES

COMMUNICABLE DISEASE

Call Health and Wellness if your child is exposed to a communicable illness within the three weeks prior to village arrival. We are especially concerned about COVID-19, chickenpox, sore throat, colds, and flu. We reserve the right not to admit villagers who arrive ill or exposed to a communicable disease. In addition, if your child becomes ill during their village stay, especially with a communicable illness, we may ask that you arrange for your child to come home early. You must have a contingency travel plan in place to return your child home safely. Please consider this as you make your plans.

HEAD LICE OR NITS

Because our program has a no-nits policy, your child's head will be checked during opening day. Parents of a villager who is discovered to have active head lice or nits on opening day will be asked to temporarily remove the villager and treat the lice. Your child will be admitted when there is no indication of nits. Due to the extensive time required for successful treatment, cases of head lice (discovered on opening day or during program and treated by health staff) will incur an additional minimum treatment charge of $100.

Note that screening is no guarantee that all cases of head lice will be identified. It is quite possible that an emerging infestation could be missed. For this reason, instruct your villager not to share items such as brushes, hats, pillows, hair ties, and clothing with other people.

BED BUGS

If bed bugs are suspected in a village, our facilities department will investigate further, in alignment with current pest control practices and in consultation with experts in our area. If bed bugs are found, this will be communicated to families of villagers in affected areas. Personal belongings will be treated following the recommendations of our facilities department and in conjunction with local pest control experts.

BEHAVIOR CHALLENGES

Mental, emotional, social, or physical behavior that affects a villager's ability to participate in the program or that significantly disrupts the program experience for others may constitute grounds for immediate dismissal. You will be notified and your villager sent home at your expense without refund. If health care staff determine that a villager's behavior creates the risk of an immediate threat to self or others, village staff may bring the villager off-site for an emergency health assessment at the local hospital. We are particularly concerned

about psychiatric or psycho-social conditions, especially those that make it challenging for your child to sustain their involvement in our community-based program and conditions that impact the experience of others. Consequently, we require that parents fully complete all sections of the health form as well as the Social-Emotional Learning form in Ultracamp no less than four weeks before your child's arrival at camp. We also strongly recommend contacting health@cord.edu to discuss any concerns before your villager arrives.

OUT-OF-VILLAGE HEALTH CARE

Your villager will be referred to the local medical community when their need is beyond what your child's Health Center staff can provide. In these situations, your child will be accompanied by a staff member who will remain with your child during the physician's exam.

PAYING FOR HEALTHCARE — HEALTH INSURANCE

Parents/guardians are financially responsible for costs associated with providing healthcare to their child. Should your child be taken to see an out-of-village provider, you will be billed by that provider based on the billing directions you provide on your child's health history form.

Note that some clinics and pharmacies do not bill; they require payment. If we anticipate that your child's clinic or pharmacy requires payment, you will be instructed to call your credit card information to that business. We recommend that you contact your health insurance company to determine if your policy extends coverage while your child is attending the Language Villages. Our staff is not responsible for managing your insurance; you retain this responsibility, including the responsibility to pre-authorize care. Any charges made by the village on behalf of a villager (prescription costs, medical supply purchase, etc.) will be added to your UltraCamp account as a fee to be paid.

SUPPLEMENTAL HEALTH INFORMATION

We take the management of all health conditions in our programs very seriously and want to do our best to provide a safe experience for everyone. To help us provide the best support, additional documentation is required for any villager with a chronic mental or physical health condition.

PROFESSIONAL RECOMMENDATIONS

Professional recommendations are required for all participants with a chronic health condition. Recommendations should be received at least four weeks prior to arrival and should be uploaded directly into your child's online document center via UltraCamp. After registration you can download a recommendation form template or providers can use their own form.

REQUEST FOR ACCOMMODATION — SERVICE ANIMAL AND OTHER

Concordia Language Villages is committed to providing reasonable accommodations to support villagers to every extent possible and requests will be considered on a case-by-case basis. Because we are an overnight program with many participants, we require a minimum of four weeks advance notice in order to determine the best accommodation within the context of our programs. We are unable to accommodate all needs and are less likely to be able to provide some accommodations without sufficient lead time. This is particularly true with service animal requests.

To request an accommodation, contact Health and Wellness at health@cord.edu and staff will respond to each request to ensure that each case is evaluated individually and interactively in compliance with ADA and ADAAA.

SCOPE OF SERVICE

The scope of service provided by our health staff is limited to care of routine illness and injury. We follow medical protocols for common camp problems signed by our off-site supervising physician. We stock selected over-the-counter medications and give these as directed in our protocols. Your villager will be referred to the local clinic or hospital if their need is beyond the scope of care of your child's Health Center.

QUESTIONS ABOUT HEALTHCARE?

You are encouraged to contact our villager and staff health coordinator, especially if special arrangements are needed to support your child's stay in our program. Such requests are needed at least four weeks prior to your child's arrival.

Health and Wellness
8630 Thorsonveien NE
Bemidji, MN 56601
Direct Line: 218.586.8771
Email: health@cord.edu

TRANSPORTATION

TRANSPORTATION OFFICE CONTACT INFORMATION

Email: viltrans@cord.edu
Phone: 218.586.8600

Transportation
8659 Thorsonveien NE
Bemidji, MN 56601

Email is the preferred method of communication for our transportation team. The phone number is not monitored outside of standard business hours.

CHARTER TRANSPORTATION GENERAL POLICIES

Reservations for Concordia Language Villages charter transportation must be made by the parent/guardian no less than three weeks prior to the session start date. It is the family's responsibility to make reservations for concordia language villages transportation options as well as to inform concordia language villages of your air travel plans by submitting the villager transportation form located within Ultracamp.

VILLAGER RELEASE DOCUMENTATION

We need the legal names of all individuals who are authorized to pick up your child. This information should be noted on the transportation form within UltraCamp. Your child will only be released to someone on this list.

REFUNDS

Refunds for charter transportation fees will be made only if the transportation office (not the village) is notified via email at viltrans@cord.edu at least five business days before the arrival or departure date of your villager. Refunds will be processed within 14 days of your cancellation and refunded to the original method of payment.

SUPERVISED TRANSPORTATION

All villagers using Concordia Language Villages transportation are supervised by our transportation staff. Our transportation assistants are easy to spot at all of our transportation hubs; just look for our staff wearing bright yellow shirts with the Concordia Language Villages logo on the front and back. Transportation will be by chartered bus or village vehicle.

PACKING FOR YOUR TRIP

Villagers will be expected to carry their own luggage at each stage of the transportation process. Storage in the village cabins is limited. Please follow the packing list guidelines located within UltraCamp. Please use your best judgment as to what your villager will wear and need while at the village. We encourage villagers to bring items to entertain themselves en route, but be aware it may be considered contraband at the village. Please be sure the villager's name can be found inside each bag as well as on a luggage tag outside of the bag.

HEALTHCARE EN ROUTE

Villagers should carry their medications and a copy of their health form in their carry-on bag. Villagers are responsible for self-care, including self-medicating while en route to and from the village. Village healthcare staff assume responsibility for your child's healthcare after customs on opening day. Parents are asked to contact Health and Wellness at 218.586.8771 if there are concerns about their child's healthcare needs en route.

TRANSPORTATION RESERVATIONS

Please check our summer youth transportation webpage for current transportation options, prices, and details: Concordialanguagevillages.org/transportation.

Reservations for transportation must be completed within UltraCamp. **This form must be completed at least three weeks in advance of the session start date for every villager**. There are times when we need to pay for additional fees on your behalf. The majority of the charges are Unaccompanied Minor fees and baggage fees. If your child must stay over an additional night due to travel issues, we will communicate with you regarding additional charges. Please be aware that all additional fees will be added to your camp statement and you will be expected to pay the fees.

UPDATING YOUR VILLAGER'S TRANSPORTATION PLAN

En route: Please email our office, viltrans@cord.edu with all updates, including airline flight number and arrival or departure time changes, parent/guardian en route contact number, additions, changes, or deletions of needed transportation, as well as updates to villager release information.

Departure changes: If there is a change in departure plans you must email the transportation office at viltrans@cord.edu (not the village) no later than 4 p.m. on Thursday before the session ends in order for us to ensure that the new information is received by all parts of our transportation system.

NOTE: WE NEED TO KNOW ALL TRAVEL INFORMATION TO ENSURE THE SAFETY AND EASE OF YOUR CHILD ARRIVING AND DEPARTING FROM THE VILLAGES.

TRANSPORTATION OPTIONS

ARRIVING/DEPARTING BY CAR

Please select the car option if you plan to arrive and/or depart by car. The Villager Release Documentation must have the name of anyone authorized to pick up your villager on your transportation form. We will not release your child to anyone who is not on the list. Camp begins on Mondays, with arrival times between 2-4:30 p.m. CT. Each session closes on Saturday, between 10-11 a.m. CT. All villagers and visitors should depart the village by noon. Pets are not allowed in the village outside of the car so please plan accordingly for arrivals and departures by car.

ARRIVING/DEPARTING BY BUS

Charter bus services are available from Concordia University, St. Paul, Hamline Ave. N., St. Paul, MN 55104, Parking Lot E314.

Monday Arrival: The fee for this option includes one-way transportation as well as villager supervision en route. Loading begins at 9:30 a.m. Departure is 10 a.m. sharp. Buses stop for lunch en route at a fast food restaurant; the cost of this meal is the responsibility of the villager. Arrival at the villages is between 2:30-4:30 p.m. The first village meal is at approximately 6 p.m.

Saturday Departure: The fee for this option includes one-way transportation as well as villager supervision en route. Villagers depart from their sites on Saturday before their closing program. Arrival at the transportation center is between 1:30-2:30 p.m.

ARRIVING/DEPARTING BY AIR

Villagers who choose to arrive via air have two airport options: Minneapolis/St. Paul (MSP) or Bemidji/Beltrami (BJI). Pricing and flight time windows are available on our website: https://www.concordialanguagevillages.org/transportation.

Arriving: We will meet all villagers just outside their gates if the flight arrives during our specified time. Please be aware that if your villager's plane is delayed or several villagers' flights arrive at the same time at different gates throughout the airport, our staff may not be at your villager's gate immediately, but shortly thereafter. Our airport staff wear bright yellow shirts. Please instruct your villager that if they don't see a staff person immediately, they should wait at the gate for at least ten minutes. If your villager seems to have missed our staff, they can call us at 218.586.8600 or email us at viltrans@cord.edu and we will send a transportation assistant as soon as possible.
Departing: Concordia Language Villages staff will supervise villagers through the ticketing process and escort them to their departing gates. Language Villages staff waits at the airport until the last villager's plane is airborne.

Minneapolis/St. Paul (MSP) — All Villages
Our transportation staff will meet all villagers as they arrive at their gate. UM will receive priority. Villagers traveling with a parent or guardian will be sent an email a few days prior to the travel day with instructions on where to meet and when.

> **Arrival:** Villagers must have a flight arriving in MSP Sunday between 11 a.m.-6 p.m. CT. Villagers spend Sunday night in a dorm-like facility in St. Paul. The fee for this option includes airport escorts, ground transportation, housing, supervision, and meals through breakfast on Monday. On Monday morning, villagers will be joined by other charter bus villagers at our Twin Cities Transportation Center. Together, they will all board the appropriate bus/van to their village. The ground transportation will stop for lunch en route at a fast food restaurant; the cost of this meal is the responsibility of the villager. Arrival at the villages is between 2:30-4:30 p.m. The first village meal is at approximately 6 p.m.
> **Departure:** Villagers must have a flight departing MSP Saturday between 3:30-8 p.m. CT. Buses will depart the villages at approximately 8 a.m., before the closing program. Villagers will arrive at MSP in time to check in, check luggage, and complete airport security. Buses will not stop for lunch; a bag lunch will be provided from the villages. **NOTE: we cannot accommodate flights scheduled before 3:30 p.m.**

Bemidji/Beltrami (BJI) — All Villages

Arrival: Villagers must have a flight arriving in BJI Monday between 1-4 p.m. CT. Villagers will be transported to their village upon arrival.
Departure: Villagers must have a flight departing BJI Saturday between 6-8 a.m. CT. Villagers will arrive at BJI in time to check in, check luggage, and complete airport security.

CONFIRMATION OF VILLAGER ARRIVAL/DEPARTURE

If your villager does not arrive as scheduled by airplane, you will be contacted immediately. We instruct children to call their parent or guardian upon arrival at the airport. Cell phones may be used. Please be aware that cell phones are considered contraband once villagers arrive at the village and will be stored until the villager departs. In addition to your villager calling when they arrive, a text will be sent to the primary adult on your villager's account, confirming that your child has arrived safely and is under our supervision.

ARRIVALS/DEPARTURES OTHER THAN RECOMMENDED TIMES

We ask that our village families make flight arrangements within the arrival and departure windows outlined in this handbook. Any deviations from the schedule will require approval. In addition to the transportation fee a $40 per hour supervision fee will be incurred. Please contact our transportation office with questions.

AIR TRAVEL ASSISTANCE

Travel One Travel Agency: If you would like assistance with all of your air travel needs, contact Travel One at 800.247.1311 or 952.854.2551 and ask for a reservationist working with Concordia Language Villages.

Travel One, a Minnesota-based travel agency, has more than 30 years of experience assisting camps and camp families to make better air travel connections to and from their destinations. Travel One knows the Concordia Language Villages transportation schedule, and will help you book flights that meet these time requirements. Travel One provides quality Unaccompanied Minor information and helps Concordia Language Villages work with the airlines to make your villager's travel experience as trouble-free as possible. Travel One has been very helpful in updating villager flights when airlines change their schedules or cancel flights.

VILLAGERS ATTENDING BACK-TO-BACK SESSIONS (INTERIM WEEKEND)

Villagers may have the option to stay the interim weekend between two separate back-to-back sessions.

The interim weekend is a relaxing opportunity for villagers to recharge as well as wash their clothes before jumping into another program or session. The interim fee includes transportation, supervision, meals, and housing. Cost of doing laundry and outing activities is not included and is the responsibility of the villager.

The interim weekend is held at a host village. The village may not be of the language the villager is attending. This is not a guaranteed service. Please contact our transportation office to inquire about the feasibility of an interim stay.

The interim stay option will be part of the Villager Transportation Form. The additional charges will be posted on your villager's account by our transportation staff.

VILLAGER AIR TRAVEL INFORMATION

UNACCOMPANIED MINORS

Legally, an Unaccompanied Minor (UM) is any child under 18 traveling without an adult. Airlines consider UM to be children under a certain age (varies by airline). If your child is considered a UM by the airline, you must purchase the UM service from the airline. This service generally allows you through security to the gate, escort service for villagers at connecting airports, and allows Concordia Language Villages representatives to meet villagers at their gates. Most airlines will not accompany minors to a different airline for a connecting flight even if they are traveling under UM status. It is very important that you understand the UM policy for the airline with which you have booked the flight. When booking your Unaccompanied Minor service please remember the following: **Tickets should be booked under "child" and not "adult."** Inform the airline or your travel agent that the reservation is for a minor.

Delta Airlines, the predominant Minnesota air carrier, requires all children under the age of 15 to fly as a UM if they are not accompanied by an adult over the age of 18. Most airlines do not allow minors to fly on the last flight of the day to any destination. The round-trip UM fee must be paid by the parent or guardian before the villager departs for Concordia Language Villages. This fee varies by airline and the number of stops en route and is paid to the airline. Most often paying this fee must be done at the originating airport, although some airlines are now allowing payment to be made when purchasing the ticket or later online. Please be sure that a receipt showing the paid round trip UM fee is included with the villager's travel documents.

UM fees, on some airlines, can often cover more than one villager (sometimes up to four unrelated travelers) if they are flying together on an identical route. Check with your airline for details.

Please arrive extra early at your home airport since the UM check-in process can be longer than a regular check-in. Because of certain restrictions regarding travel as a UM, it can be difficult to reschedule missed flights.

If you have purchased the UM option from your airline, the airline gate agent will personally sign over responsibility for your child to our staff at the arrival gate. Please indicate on your transportation form if you intend to have your villager fly as an UM.

IMPORTANT AIRLINE INFORMATION

Check with your chosen airline for regulations regarding Unaccompanied Minor rules, luggage weight restrictions, and fees, as well as current travel alerts.

Packing for air travel: Airlines are strictly enforcing baggage rules; villagers will be responsible for paying all airline baggage fees. Be sure your villager understands this rule so they can pack properly for the return trip. You can find tips for securing baggage on the Transportation Security Administration's website, tsa.gov, and learn about up-to-the-minute travel alerts.

Luggage tags: Please be sure that your child's luggage is labeled, inside and out, with the child's name and address and NOT someone else's name. Luggage that is lost is very difficult to find if the name on the luggage tag is not that of the villager.

Unaccepted flights: Because our check-in procedures are done as a group, flights will not be changed at the airport and villagers will not be allowed to fly in or out on standby. Standby status for villager flights can be very stressful for the child and the chances for missing our charter transportation are heightened. Staff time may be billed to the parent/guardian at an hourly rate plus expenses when arrival/departure times are disrupted due to villager standby status. We do not recommend using JetBlue when booking travel for unaccompanied minors due to their Unaccompanied Minor policy.

Baggage fees: Please pay for all applicable baggage fees prior to your child's departure. If you have paid the baggage fee for the return flight, please include the payment receipt with your villager's travel documents.

Overweight bag fees need to be paid by the villager at check-in. If the villager is unable to pay, the transportation staff will pay the fees. This transaction is done with the villagers full knowledge of the fee and the reason for the fee. All fees will be added to the villager's account the following week.

If your villager's flight is canceled and they must remain overnight, Concordia Language Villages transportation staff are notified by the airline. The transportation staff will contact you with the change in departure and the rescheduled flight plans (be sure to include the en route phone numbers on the transportation form). Occasionally it is necessary to arrange overnight accommodations and keep your villager in our care, returning them to the airport to make their rescheduled flight. A fee will be charged to cover the costs of this service.

PARENT TRAVEL TIP: HAVE PICTURES OF AIRLINE RECEIPTS ON YOUR VILLAGER'S PHONE.
Otherwise, bag fees will be collected at the airport when your villager returns home. Please check with your airline regarding those fees.

PARENT TRAVEL TIP: AT THIS TIME AIRPORTS DO NOT ACCEPT CASH OR TAP TO PAY FOR PAYMENT. CREDIT CARDS AND PREPAID CREDIT CARDS ARE NEEDED FOR BAGGAGE AND UNACCOMPANIED MINOR FEES.
Spending money will be needed at the airport on departure days. If there is an unexpected fee that has not been prepaid and your villager does not have a form of payment, Concordia Language Villages will charge your payment method on file for any expenses incurred on behalf of your child.

AIRLINE TRAVEL DOCUMENTATION TO SEND WITH YOUR VILLAGER

We recommend villagers who are using air travel have their airline's app on their phone. This will give your child the most up-to-date information available about their flight. If your child does not have an electronic device with information, please print out the flight details and send the documents with your villager.

For our staff to best support your child, it is important that you check over the travel confirmation to ensure the information we have is correct.

PARENT TIP: HAVE A PICTURE OF AIRLINE RECEIPTS AND BAGGAGE FEE RECEIPTS ON YOUR VILLAGER'S PHONE.

CONTACT INFORMATION

GENERAL QUESTIONS
clv@cord.edu
800.222.4750

ACCOUNTING & BILLING
clvfinance@cord.edu
218.299.4502

HEALTH & WELLNESS
health@cord.edu
218.586.8771

REGISTRATION & SCHOLARSHIPS
clvregister@cord.edu
800.222.4750

DEVELOPMENT & ALUMNI
800.222.4750

TRANSPORTATION
viltrans@cord.edu
218.586.8600

ADMINISTRATIVE OFFICE
Concordia Language Villages
901 8th St. S.
Moorhead, MN 56562
clv@cord.edu
800.222.4750

LOST & FOUND
clvlostfound@cord.edu

Please note that these central phone numbers and email addresses are generally not monitored outside of standard business hours. If your villager is currently at camp and you need to reach the village outside of M-F, 9 a.m.-5 p.m. Central, please contact the village directly using the contact information that was provided to you via email prior to the start of the session.

01235/1026