

Dear Camp Director,

This past Saturday we picked up our 12 year old daughter Sophie from her first week at "sleep away camp". Camp Woodstock came very highly recommended, we attended the Open House and we felt great about sending her. While she was of course anxious, we were all excited about the experience that awaited her. After dropping her off, meeting the counselors and her cabin mates, my husband and I felt more than comfortable about leaving her for the week. On Wednesday we received our first letter from camp. It was two full pages of begging and pleading for us to come get her. I immediately called the camp and spoke to Alanna. She could not possibly have been more lovely and calming. She took my worries seriously and went out of her way to calm my nerves. She checked in on Sophie, and reported back to me that the letter I received was written days ago and that she was dancing and playing at lunch. I felt so much better. The next day, Thursday, letter # 2 arrived and it was worse than the first. I immediately called Alanna. I was ready to pick up my daughter. Alanna decided that she would check in on Sophie for a second time and call me back. She did, but this time, she also had Sophie's main counselor, Jackie, with her to talk to me. Jackie told me that Sophie did have a rough start that was filled with homesickness but that now she was doing 100% better. Jackie said that as she spoke to me, a girl was braiding Sophie's hair and she was having fun with her cabin mates. Again, my worries were put to rest and I never felt the need to call back. When we arrived to pick up our daughter, she was with some of her new friends. She introduced us to a parade of girls, had us take photos of her with them, could not stop talking about how great the girls were, how much she loved learning to sail and study yoga. After we arrived, it took us over an hour to leave as she could not stop hugging everyone. I simply had to let you know that I could not possibly thank Alanna enough for the professionalism and compassion with which she handled the situation. As for Jackie, she was amazing. She was so considerate and so responsible. Our daughter never would have had the experience that she did without Jackie. Jackie was totally aware of the situation, turned it around and made it a success. I cannot thank you and your entire team enough for such an overwhelmingly positive experience; I hope you have a wonderful rest of your summer.

Sincerely,

*Sophie's Mom*