



2016

Volunteer Notebook

This notebook belongs to:

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Camp Twin Lakes

MISSION:

We provide places and paths for children with serious illnesses and life challenges to experience the joys of childhood and growth in their confidence and capabilities.

VISION:

Camp Twin Lakes will be a vital statewide network of closely aligned partners that are united in providing year-round camping and other transformative experiences that deeply impact our children and support their families throughout childhood.

ABOUT US & HISTORY

Camp Twin Lakes is a network of camps providing life-changing camp experiences to thousands of children with serious illnesses, disabilities and challenges each year. We collaborate with nearly 60 different special needs organizations (our Camp Partners) to create customized programs that teach our campers to overcome obstacles and grow in their confidence and capabilities. Camp Twin Lakes is thrilled to provide programs at various state-of-the-art facilities throughout the state of Georgia, including overnight camps in Rutledge, Winder and Warm Springs, day camps in Atlanta, children's hospitals, and more.

Prior to Camp Twin Lakes' opening in 1993, special needs groups in Georgia lacked adequate facilities to hold their camping programs. Today, Camp Twin Lakes partners with these organizations to provide customized programs, medical care and services for each group of campers.

The children can take part in the many joys of camp-swimming, canoeing, campfires and sleeping under the stars-without compromising their medical care. While at Camp Twin Lakes, campers gain self-esteem, self-awareness and independence by participating in recreational, therapeutic and educational programs in a supportive, nurturing, fully-accessible environment.

Since its opening, Camp Twin Lakes has welcomed more than 45,000 children and volunteers. Each year, thousands of campers and volunteers from nearly 60 different camp groups head to Camp Twin Lakes- Rutledge, Will-A-Way and Dream for weeklong summer sessions and fall and spring weekend retreats.

Like every other young boy and girl who goes to camp, here they will swim, dance, fish, canoe, play outdoor and indoor team sports, do arts and crafts, act, ride horses, and sing around a campfire. They will play. They will grow. And for this short period, a time they will remember their entire lives, they will be free to be children.

A national model for camps serving special children, Camp Twin Lakes is accredited by the **American Camp Association**.

Who are we?

Kids Serve II Camp is brought to you by:



Program Overview

Kids Serve II Camp is a six-day, five-night residential camp for children ages 7-17 with a parent who is serving or has served in the US Military. Our goal is to instill personal ownership over the camper's home situation, including responsibility for treatments and medications and recognition of symptoms, while instilling self-confidence and efficacy. Also, Kids Serve II Camp encourages campers to learn that their situation should not hinder their ability to thrive just like children without special health care needs.

Kids Serve II Camp offers campers the excitement and fun of a traditional summer camp in addition to the unique advantages of an environment and staff responsive to their unique health concerns. Campers enjoy a week of adventure while learning self-help and self care management skills, and developing a more positive self-image.

Campers are encouraged to explore a variety of interests including swimming, fishing, archery, canoeing, tennis, rope climbing, and arts and crafts. They also participate in extensive leadership education curricula. Education is taught at a very fundamental level and focuses on stress triggers, early warning signs, physical clues, managing exacerbations, and self-management.

The goals of Kids Serve II Camp:

Increase campers' sense of independence

Build his/her confidence

Teach preventative measures to avoid stressful episodes and become a better self-manager of stress

These are your goals as a
volunteer too! 😊

Kids Serve II Camp is designed to:

Give children with a parent serving in the military a special and safe place to spend part of their summer and have fun.

Provide an environment to promote the growth of self-esteem, self-reliance, emotional development and creativity.

Promote and **encourage** an appreciation and greater personal understanding of the environment and natural surroundings by supporting campers' active participation in outdoor camping programs.

Uphold the responsibility of treating each child as an individual with unique physical and emotional needs.

Kids Serve II Camp Volunteer Job Descriptions

Nursing Director

Major Function: To actively participate in all medical aspects for the implementation of camp. To make certain all camper medicines are in tandem with physician prescriptions. To develop an effective and efficient filing system for camper charts and prescribed medicines

Know How: The position requires the ability and desire to relate constructively to children and the medical training and experience to provide a safe, caring atmosphere for children with parents who serve/d in the military.

Requirements:

- Appropriate medical training and experience
- Meets all background check & screening standards
- Attends staff training
- Previous experience as the member of the Medical Team of Kids Serve II Camp



Job Segments:

- Direct the appropriate charting of medications
- Direct and assist in: distribution of medication; documentation of dispensing medication to campers; treatment and medical problems; accurately stocking infirmary with prescribed and over-the-counter medicines
- Communicate in a timely fashion with family members
- Responsible for documentation, i.e. physician orders, sick visits, phone calls to parents

Counselor

Major Function: Under the direction and supervision of the Camp Director, Medical Director, and the Unit Director, the camp counselor will assist in the implementation, direction, and maintenance of an excellent camping program of care and enrichment for children in a safe, healthy, and fun environment.

Know How: This position requires the ability and desire to relate constructively to children and the practical know-how in providing a safe, caring atmosphere for children.

Requirements:

- Minimum age of eighteen
- Participate in interview/screening process
- Attend staff training/orientation

Job Segments:

- Work with Unit Director to implement camp curriculum
- Provide direct supervision, support, and encouragement to campers
- Insure constant supervision of children, cleanliness, and safety of surrounding environment
- Aid in the selection of age- and medically-appropriate activities for children
- Use positive reinforcement consistently for appropriate interaction and behavior from children and peers
- Attend staff meeting during camp week when required
- Communicate daily with Camp Director, Medical Director, and Unite Director about any needs, activities, and issues of concern
- Assist in the evaluation of campers and counselors
- Actively participate in the teaching of skills in specialty areas and assist the specialist working with the cabin group at an specific time
- Conduct him/herself in compliance with the policies, practices, and procedures of Kids Serve II Camp
- Be responsible for his/her group at all times
- Make sure that each camper showers and changes clothes daily
- Be responsible for getting cabin group to activities and meals on time
- Be responsible for getting cabin to med hut on time for med distribution and working with medical staff to promote, encourage

- and supervise health practices
- Complete all necessary forms and evaluations
- Work with co-counselor and other staff members as a team

Unit Leader

General Description: Under the direction and supervision of the Camp Director and Medical Director, the Unit Director will aid counselors in the implementation, direction, and maintenance of an excellent camping program of care and enrichment for children in a safe, healthy, and fun environment.

Know How: The position requires the ability and desire to relate constructively to children and the practical know-how in providing a safe, caring atmosphere for children with parents in the military.

Requirements:

- Minimum age of twenty-five
- Be a member of the Kids Serve II Camp Planning Committee and attend majority of planning meetings and trainings
- Participate in staff interview/screening process
- Attend staff training

Job Segments:

- Work with counselors to implement camp curriculum
- Provide constant support and encouragement to camp counselors
- Insure constant supervision of children, cleanliness, and safety of surrounding environment
- Aid in the selection of age- and medically-appropriate activities for children
- Use positive reinforcement consistently for appropriate interaction and behavior from children and peers
- Attend staff meeting during camp week
- Communicate daily with Camp Director and Medical Director about needs, activities, and issues of concern
- Directly supervise camp counselors in unit and assist in the evaluation of campers, counselors, and the overall camping program
- Explain safety, health and administration rules to campers and counselors
- Actively participate in the teaching of skills in specialty areas and assist the specialist working with the cabin group at any specific time
- Conduct him/herself in compliance with policies, practices, and procedures of Kids Serve II Camp
- Be responsible for his/her group at all times
- Make sure that each camper in unit showers and changes clothes daily
- Be responsible for getting unit to activities and meals on time
- Be responsible for distribution of the unit's medicine and work with medical staff and counselors to promote, encourage, and supervise health practices
- Complete all necessary forms and evaluations
- Work with co-counselor and other staff members as a team

Staff/ Volunteer Code of Ethics

1. Staff/ volunteers understand and embrace the mission of Kids Serve II Camp and of Camp Twin Lakes and willingly and knowingly accept the concept that the focus and goals of the Camp are directed to the campers.
2. Staff/ volunteers will never leave a camper unsupervised.
3. Staff/ volunteers will never be alone with campers or a camper, except when assisting with personal hygiene or toileting which is permitted by specific individual Kids Serve II Camp policies or in an emergency.
4. Staff/ volunteers will not abuse campers including:

<u>Physical Abuse</u>	strike, spank, shake, slap
<u>Verbal Abuse</u>	humiliate, degrade, threaten
<u>Sexual Abuse</u>	including inappropriate touching
<u>Mental Abuse</u>	hazing, negative manipulation
5. Staff/ volunteers will use positive guidance techniques including redirection, anticipation of and elimination of potential problems, positive reinforcement, support and encouragement rather than competition, comparison, criticism, or humiliating discipline techniques.
6. Staff/ volunteers must treat with confidence and respect personal information they learned from campers, subject to the policies on reporting abuse and neglect, as referenced elsewhere in this manual.
7. Staff/ volunteers will treat with the utmost respect and confidentiality all patient/ camper information that is received during pre-camp or camp briefing sessions. This information is protected health information (PHI) under the Health Insurance Portability and Accountability Act (HIPAA). [PHI definition: Information that is oral or recorded in any form or medium that relates to the past, present or future physical condition of an individual.]
8. Staff/ volunteers will treat campers of all ethnic, religious and cultural backgrounds with respect and consideration.
9. Staff/ volunteers will portray a positive role model for campers, including but not limited to, maintaining an attitude of respect, loyalty, patience, honesty, courtesy, tact and maturity. Positive Participation with the campers is paramount to the success of each camp!
10. Staff/ volunteers will not use profanity or discuss adult subject matter in the presence of campers.
11. Staff/ volunteers will adhere to the dress code for Camp. T-Shirts with advertisements for beer, alcohol, and tobacco products should not be worn. Likewise, clothing with degrading or offensive language should not be worn. Clothing should be modest
12. Staff/ volunteers will not use, possess or be under the influence of alcohol or illegal drugs during Camp or while on Camp property.
13. Staff/ volunteers are prohibited from having firearms or other weapons while at Camp.
14. Staff/ volunteers must be free of health or psychological conditions that might affect camper's health.
15. Staff/ volunteers will comply with the outlined activities and expectations of their defined roles at Camp and all required activities prior to Camp which support their roles.
16. Staff/ volunteers are prepared and willing to assist and support campers to meet personal daily needs.
17. Staff/ volunteers will accommodate and be sensitive to the developmental differences and abilities of individual campers.
18. Staff/ volunteers that do not have a pre-existing relationship with a camper will not fraternize with campers (babysitting, phone calls, private lessons, contact through the Social Networking Sites, etc) outside of Camp supervised activities or the Camp setting. Any exception to this policy requires written approval in advance from the partnering organization's Camp Director. Additionally, the partnering organization's Director must be made aware of any pre-existing relationships. Contact with campers outside of the camp setting includes face to face contact as well as correspondence through phone calls, letter, emails or virtual social networking sites. Any contact with former campers who are 17 years or younger must likewise be approved by the partnering organization's Camp Director. For those campers who turn 18 within 12 months of the date camp took place, contact must also be approved by the partnering organization's Camp Director. For Camps that serve individuals 18 years and older, all contact outside of the camp setting must likewise be approved by the or Camp Director. This contact is discouraged, regardless of the camper's age, based on the counselor/ camper relationship. Likewise, at those camps that serve campers 18 and older

any contact with graduating campers within 12 months of the camp date must be approved.

19. If requested by the Camp Director, volunteer/ staff will provide that person with access to any websites maintained or controlled by the volunteer/ staff person, including any personal websites, blogs and social networking sites.
20. Staff/ volunteers will not offer gifts or money to campers or their families.
21. Staff/ volunteers are required by Georgia State laws to report any suspected abuse or neglect of a child to the Camp Director so that it may be reported to the authorities.
22. Staff/ volunteers will not make personal disclosures to camps with an attempt to influence individual beliefs, values, or lifestyles.
23. Staff/ volunteers will adhere to the outlined policies, procedures and standards of Camp Twin Lakes.
24. Staff/ volunteers must agree to provide all criminal and other background check information requested of them and must meet qualification standards established by the Kids Serve II Camp.

Staff/ volunteers must comply with the Code of Ethics throughout placement with the Camp and affiliation with the partnering organization. Compliance with the Code of Ethics is a condition of continued involvement with the Camp. I understand that violation of the following standards will be regarded as engaging in unethical behavior that is grounds for immediate termination of roles and responsibilities.

Signature: YOU HAVE ALREADY SIGNED & AGREED TO THESE POLICIES!!!!



Staff Policies and Procedures

Assignment The camp administration shall be sole judge regarding the assignment to areas, units, cabins and supervisors.

Evaluations An evaluation at the end of the camping season will be written and will be the official record for all reference requests.

General Facilities (Use of) During off hours, staff may use camp facilities and supplies if the use does not interfere with the camper program. Specialty facilities and supplies can be used only with the specialist's permission. The waterfront areas, the pool, the arts & crafts room, ropes course, archery range and mountain bikes may only be used with the permission of the Camp Director.

Meals and Dining Hall Meals are served on time according to the schedule established. Please be on time. There is no late or general take-out service. There is take-out service only for children who cannot leave the medical hut. The Nursing Director must make arrangements for this service 30 minutes prior to the start of a meal. Please do not stand on the tables and chairs. Staff members are responsible for setting the proper example in the dining hall. Campers and staff are responsible for serving themselves and cleaning up their tables and around their tables after each meal. Food fights will not be tolerated.

Living Conditions All staff with the exception of married staff or staff who have made special arrangements may be housed in with camper groups. All staff when not directly in their assigned area may be asked to do any and all tasks that would improve the function of the group.

Photographs Kids Serve II Camp is hereby granted to use any individual or group photographs taken at camp showing staff members in camp activities for public relations purposes.

Telephones Camp phone use is limited to camp business and emergency purposes only. For calls out of camp, arrangements should be made with the Camp Director.

Transportation Staff members are not allowed to leave camp without the permission of the Camp Director or Medical Director. Staff members who drive to camp will be expected to park in areas designated by Camp Twin Lakes Staff. LIT's who drive to camp must turn keys into the LIT Director upon arrival at camp. Vehicles must be driven by their owners only. Campers are not permitted to ride in camp staff/volunteer vehicles. Emergency vehicles are provided at camp in case of accidents. Staff and campers are not permitted to ride in any vehicles not designed for passengers. This includes backs of pickup trucks or wagons where seats are not attached to the vehicle. For additional transportation policies, including those regarding bus transportation to and from camp, refer to the Transportation Policies Manual.

Tips Camp policy does not allow the acceptance of tips, gratuities, or gifts to the staff from parents or guardians.

Training Staff orientation is a vital part of the job. Orientation will be held at Camp Twin Lakes prior to the start of the camp. An all day training session will also be held prior to camp.

Visiting within the Camp No co-ed visitations are permitted in any of the sleeping quarters or at campsites.

Camper Information Personal information received at camp is confidential. Staff members are prohibited from contacting campers or their parents outside of activities sponsored by the American Lung Association of Georgia.

Drugs & Alcohol Any use or possession of illegal drugs and/or alcohol during camp is strictly prohibited. Staff members who are suspected of participating in drug or alcohol during camp will be immediately dismissed from the premises.

Smoking is not permitted at any American Lung Association sponsored activity.

Weapons All weapons, including knives and any type of firearm, are strictly prohibited on camp property.

Golf Carts When assigned, only authorized staff as assigned by the User Camp Director may drive the golf carts. All authorized drivers must be 18 years of age with a valid driver's license, take the CTL drivers orientation and must sign and agree to all rules governing the use of the golf carts. No golf carts can be driven into the gym at any time.

Laundry The laundry is available for emergency use only. The laundry is available for NO other use. The laundry is not for staff member's clothing. Arrangements for use must be made with the Camp Director. Only those authorized staff may use or be in the laundry hut.

Housing It is the responsibility of all staff and campers to keep their living quarters neat and clean at all times. Living quarters will be inspected periodically. Air conditioning is pre-set. Should changes be necessary, please do not do it yourself. Contact the Camp Director. Moving furniture around inside the cabin or from cabin to cabin is not permitted. NO FOOD IS PERMITTED IN THE CABINS.

Pets Pets are not permitted within the campgrounds at any time. Visitors are not to bring their pets to camp on drop-off or pick-up days.

Graffiti Graffiti is not permitted. Please help keep Camp Twin Lakes buildings and grounds free of graffiti. Campers and staff who would like to leave their names should use a standard board for such purposes. Please see the User Group Camp Director for boards and permission. Sidewalk chalk can be used— as long as it is used on the sidewalks only and not the cabin or building walls/posts/or porches.

Kitchen and Dining Hall The kitchen and dining hall will be closed for the day after supper. It will reopen the next day for breakfast. The dining hall cannot be used for program activities. The kitchen is off limits at all times to all staff and campers. All special dietary needs should be reviewed with the User Group Director prior to the start of the session.

Security To provide the proper security for all campers and staff: (1) The main camp gate will be closed at all times and only registered participants and guests will be provided entry to the campgrounds. (2) All participants and guests must wear permanent name badges while on the campgrounds.

Parking and Speed Limit Parking is only permitted in the parking lots. Parking is not permitted behind the medical lodge. Vehicles are only permitted into camp in the bus circle and only when dropping off campers or staff—picking up luggage or supplies. No vehicles are permitted in the cabin areas at any time. The camp speed limit is 7 miles per hour. Once camp has started, you may not leave until close of camp on departure date.

Office The Camp Twin Lakes office building is open daily from 8:30 am to 10:00 pm. The office is for official business only and is not intended to be used as a meeting location by Use Group Campers or Staff.

Valuables Valuables should be checked with the User Group Camp Director. Camp Twin Lakes is not responsible for loss or damage to personal property.

Camp Furnishing Please do NOT move furniture within the buildings or from building to building or room to room without permission from the Camp Twin Lakes Director. Benches have been provided in the recreation building for your convenience. NO CHAIRS are permitted to be moved from any one building to another or used outside.

Personal Sports Equipment/ Staff Members are Responsible for All Personal Items Brought to Camp The use of all personal sports equipment (skate boards, bikes, skates, roller blades, etc.) are permitted only under the supervision of the User Camp Director. Campers must sign a waiver for such use and must agree to use the equipment in a safe and controlled manner with the proper safety equipment. Please see the User Group Camp Director for this waiver form. The use of firearms and archery equipment are not permitted on the campgrounds at any time.

Program Areas The program areas of Camp Twin Lakes can only be used when supervised. Arrangements for the use of these areas are made by the User Camp Director and must be reviewed in advance with the CTL Program Director. The following specific programs areas can only be used when supervised by a Camp Twin Lakes staff member. These areas are: the library, horseback riding area, horses, ropes and GI courses, boats, swimming pool, bikes, ceramics studio, archery range, staff lounge and photo studio.

Arrival and Departure Process Unloading will be done in the circle. Luggage should be taken to the recreation building. A luggage carrier will be provided and a CTL staff member will help with transporting luggage.

Check-In Sheet Upon arrival, please note all issues of concern and pass that information on to User Camp Director.

Check-Out Reverse of check-in procedure

Med Hut No food or drink can be served in the lodge except for infirmed children. The infirmary must be kept clean at all times.

Discrimination and Sexual Harassment Kids Serve II Camp has a strong commitment that all staff should enjoy a working environment free from all forms of discrimination, including sexual harassment. Sexual harassment is any unwelcome or unsolicited sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.

Thermostats Damaged thermostat covers or thermostats that have been tampered with will result in a fine up to \$250 to the user group. It is the goal of Camp Twin Lakes to reduce costs and conserve energy where possible.

Cause for Immediate Dismissal

The highest levels of caring for our children is expected at all times. It is an important challenge and responsibility. The following will not be tolerated and will be treated as a job misconduct and cause for immediate termination from camp.

- Staff members who use alcoholic beverages, marijuana, or any illegal drugs or substances while at camp and camp training.
- A staff member using medication which affects his or her ability to perform his/her job responsibilities and thus jeopardizes the safety of the children.
- Staff members who are unable to satisfactorily grasp the objectives of Kids Serve II Camp, who display inability to control their anger, or who fail to comply with the rules and regulations of the American Lung Association of Georgia.
- The misuse of supplies, equipment, vehicles or buildings.
- Employees who use poor judgment in driving at any time.
- Employees who maintain a negative attitude.
- An employee who strikes a child, uses abusive language, obscene gestures, displays obvious or unfair favoritism or is

injurious to a child's emotional needs or neglectful of his physical safety.

- Gambling among staff.
- Voluntary discontinuance or abandonment of required duties during employment period agreed upon in the contract and/or refusal to change assignments for the best interest of camp.
- Co-ed visitation in sleeping quarters or campsites.
- Insubordination, disrespect, use of profane language, and/or disloyalty to supervisory staff.

Personnel Dress and Conduct

Counselors, Unit Directors, and Specialists are at camp to benefit the children placed in their care. Appropriate conduct is expected of all staff members during staff training and camp. Appropriate camp attire is expected of all staff members at all times. Clothing should be conducive to camp atmosphere and counselors should remember that they are being viewed as role models at all times by campers.

The following items are not allowed in camp:

- Clothing/products advertising alcohol
- Clothing/products advertising tobacco
- Clothing/products advertising drugs or drug paraphernalia
- Clothing/products offensive to ethnic, minority, or religious groups
- Bikini bathing suits (tankinis are okay)
- No short shorts or skirts
- No low cut shirts
- No low cut or sagging pants

Visitors to Kids Serve II Camp

All campers and camp staff are required to wear a nametag at all times. All campers should be notified of this requirement. All visitors to Kids Serve II Camp will also be given name tags for the duration of their stay. Persons in the camper area that are seen without a name tag should be directed to the main office and staff should notify the Camp Director or a Unit Director. All visitors to Kids Serve II Camp must have prior approval from the Camp Director. Unauthorized persons on camp grounds will be asked to leave and the Camp Twin Lakes Director will be notified immediately.



Internet Safety and Privacy Policy

Kids Serve II Camp exists to offer a safe, positive camping experience for children with parents who serve/d in the US Military. Just as our campers' caregivers trust us to keep their child safe during camp, they also expect us to protect their privacy and keep them safe even after camp ends. Therefore, camp counselors and volunteers should never post camper photos or identify campers by name on the internet. This includes blogs, personal web pages, photo sharing sites such as SnapFish and Flickr, and social networking sites such as Facebook, Snapchat and Twitter. We know our dedicated camp counselors would never do anything intentionally to hurt a camper, sadly, however, some people who use the internet do not have the children's best interests at heart and might try to contact our campers through these types of sites. Please assist us in keeping our campers as safe as possible and leave all picture taking up to Camp Twin Lakes staff, and keep fellow counselors accountable as well.

Rule of 3's

For the protection of not only the campers but also the volunteers and staff, we uphold the "Rule of 3's" at Kids Serve II Camp. Be sure not to be alone with a camper at anytime. There should always be 3 people traveling together at the minimum. This could be 2 campers and 1 staff or 2 staff and 1 camper. Please as a rule always abide by the power of 3.

5 Golden Rules of Supervising Campers

1. Be within eyesight of your campers at all times
2. Be within earshot of your campers when they are changing, using the restroom or showering.
3. Double-teaming rule/Rule of 3: When supervising campers, especially when they are showering, changing or other similar activities, there should always be 2 adults present.
4. Keep an eye out for when campers become over-stimulated! Slow it down before it becomes an accident.
5. The Golden Rule: Whatever you do with campers must be done out in the light of day and in the presence of other adults.

KSII Cell Phone Policy

KSII Campers & LITs are **NEVER** to have cell phones at camp!! If you find out that a camper or LIT has a cell phone with them, please report it to your Unit Leader or Camp Director immediately.

KSII Staff & Volunteers ARE permitted to have cell phones at camp, **HOWEVER...** cell phones are ONLY to be used:

- on break times
- in case of an emergency
- AWAY from campers (out of eyesight & earshot)



CAMPERS SHOULD NEVER HAVE ACCESS TO YOUR CELL PHONE.

Volunteers & staff who violate the above policy will be asked to turn in their cell phone to the Camp Director and if a significant problem, asked to leave camp.

One last thing...

The main reason we ask you to abide by all of these rules is because your behavior is a direct reflection of Kids Serve II Camp and affects whether or not campers and parents will be interested in future attendance. Keeping this in mind, though, showing up with a good attitude about camp, and maintaining it throughout the week is the most important thing we can ask of you! We want you to have fun just as much as we want campers to have fun, because your excitement about camp will rub off on the campers! Please remember how much we appreciate you and please don't hesitate to contact us if you have any issues with our standard procedures.

Medical Policies and Procedures

The Med Lodge Routine:

Each unit of campers will be assigned nurses who will have primary responsibility for the daily routine medications. The medical hut staff is staffed with several nurses. If a physician is not present at camp, he/she will be on call 24 hours a day.

In an emergency the on-call staff may be reached by calling the infirmary via camp radios.

Each cabin has a radio, as well as all program areas around camp, including the pool, creative arts, arts & crafts, pool, boat dock, archery, sports field and climbing wall. If a camper is in need of medical attention during the night, the on-call staff may be reached by the base radios in the cabins. Campers and counselors are encouraged to come to the infirmary for evaluation or treatment primarily before or after meals and before bedtime. Please do not send a camper to the infirmary alone at any time. For safety reasons, it is necessary for the counselor or another adult to accompany each camper to the infirmary and to wait with the camper until a nurse or physician can respond to the camper's complaint. *Enforce the rule of 3!! A nurse is always on call in the infirmary.

Medications:

Aside from inhalers and EpiPens, medications of ANY kind (including OTC meds) should not be kept in camper cabins. All medications belonging to campers, LITs, AND volunteers should be stored in the infirmary. **Counselors who are residing in camper cabins must also store their medications in the infirmary.** A limited amount of medication for life-threatening conditions may be carried by a volunteer person (ex. EpiPen, inhaler). When staff resides in cabins where camper access is restricted or prohibited, they may store their personal medications in that cabin and are personally responsible for those medications. No counselor's medications are to be given to a camper! Medications will be distributed to campers before meals, unless otherwise instructed. A counselor should accompany campers to the infirmary for medications. Staff will be responsible for taking their own medications and may come to the infirmary for their medicines as needed.

Medical Information about Campers:

Be sure to review your camper's medical history listed on the Camper Fact Sheets that will be given to the counselors prior to the camper's arrival. This will be valuable information about the diagnosis, treatment, and any restrictions, as well as, behavioral and adjustment comments from the parent and doctor. This is confidential information and should not be discussed with other campers or individuals other than the Kids Serve II Camp staff. Questions should be directed to the medical staff. ALL camper information (medical forms, health history sheets, action plans, etc.) provided to camp staff should be returned to the Camp Director at the conclusion of camp

Sunscreen and Hydration:

Sunburns during childhood can lead to skin cancer as adults. Many medications also make children more sensitive to sun exposure. It is imperative that campers use sunscreen when outdoors. Apply the sunscreen one hour before exposure, especially before going to the pool or waterfront. Make sure to apply in the mornings before breakfast and again at rest period. Also, make sure the campers drink plenty of water throughout the day. If you suspect camper is dehydrated, contact the Med Lodge ASAP.

Staff Illness or Medical Needs:

Kids Serve II Camp medical staff will provide first aid, emergency care and care for minor injuries or illness for staff during camp. Our medical staff practices pediatrics and therefore is not prepared to address more serious adult medical conditions. **If the medical staff determines a staff member is too ill to fulfill their camp responsibilities or could expose campers, they will be asked to leave camp.** Staff members are responsible for supplying any medications they may personally require.

Universal Precautions and Safety Tips:

If a staff member encounters an emergency situation in which they are required to perform first aid care, universal precautions should be followed.

- protection and the protection of other campers and staff. Wash your hands frequently, for your own
- with any bodily waste or fluid, including blood, urine or vomit. Always wear gloves when coming in contact
- issue. Be a role model, all staff must wear shoes too. Shoes must be worn at all times... it's a safety

Beyond emergent first aid care, ONLY Kids Serve II Camp Medical Team Members are permitted to perform any medical care or treatment.

American Camping association (ACA) regulations require that all medications accessible to campers but be stored in the infirmary. Counselors may be asked to assist campers with use of their inhalers or nebulizers. Volunteers follow procedures as outlined in the Asthma 101 portion of Volunteer Training.

HIPAA Procedures

Camp Twin Lakes & Kids Serve II Camp uphold HIPAA policies and procedures as they relate to our camper and volunteer healthcare and personal information.

What is HIPAA?

HIPAA stands for Health Insurance Portability Act. HIPAA is a federal law that sets a national standard to protect medical records and other personal health information.

When did HIPAA become a law?

Congress passed this legislation in 1996. Some parts of the law are currently in effect, however, medical facilities, including special needs camps, must be in compliance with HIPAA patient information regulations by April, 2003.

Is HIPAA applicable to all health care providers? Yes. HIPAA applies to hospitals, physicians, insurance companies, laboratories, dentists, ambulatory surgery centers, business offices, special needs camps, etc.

What is considered “health information”?

Any information, whether oral, written, or electronic (computer). Information can be related to past, present or future physical or mental health conditions.

What is Protected Health Information (PHI)?

The following is considered protected information about patients: addresses, dates, telephone/fax numbers, social security numbers, medical record numbers, patient account numbers, insurance plan numbers, vehicle information, license numbers, medical equipment numbers, photographs, fingerprints, e-mail/ Internet addresses.

What is TPO?

TPO stands for: Treatment, Payment, Operations. HIPAA allows us to share patient information for the purpose of TREATMENT (providing care to patients), PAYMENT (getting paid for caring for patients), and OPERATIONS (normal business activities). However, if the use of the information does not fall under one of these categories, the hospital must have the patient’s signed consent before sharing the information with anyone.

Does this impact patient information volunteers have access to?

Yes. The camp should provide “sensitive” volunteer service areas with specific training and requirements regarding HIPAA.

Important information for volunteers to note:

Protecting the confidential health information of patients is the responsibility of everyone involved in the treatment and healing process, including volunteers.

Be sensitive to patient confidential information. If it is information you wouldn’t want shared about you, do not share it with others.

Think before you talk about patient-specific information.

Keep information to yourself if you overhear or see patient confidential information that you don’t need when volunteering.

Do not talk about campers specifically outside of camp.

If you suspect abuse of a camper, you SHOULD share this information with the Camp Director, however you should not discuss it otherwise with anyone in or outside of camp.

Camp Twin Lakes Abuse Policy

The Official Code of Georgia 19-7-5 mandates the reporting of child abuse when anyone has cause to believe or cause to suspect that a child has been abused. Kids Serve II Camp volunteers and staff members must make the required report if they have reasonable cause to suspect that a person under 18 years of age has:

- an injury or death inflicted by other than accidental means
- been neglected or exploited by another person
- been sexually assaulted or exploited by any person

The law provides immunity from liability for reporting abuse and/or neglect when the report is made in good faith. The knowing and willful failure to make a report is a crime.

In conjunction with the above law of Georgia, any counselor or medical personnel who suspects child abuse should immediately inform the Director of Kids Serve II Camp, Annie Garrett. The Camp Director will then contact all persons involved with the reported concerns. If there is cause to believe or cause to suspect that a child has been abused, the Camp Director shall report or cause a report to be made. A staff member who makes a report to the Camp Director shall be deemed to have fully complied with the law.

Definitions: Note: abuse may include, but is not limited to, the following:

PHYSICAL ABUSE: A non-accidental injury sustained by a child due to the acts of a parent or caretaker.

SEXUAL ABUSE: A person's employing, using, persuading, indulging, enticing or coercing any minor who is not the person's spouse to engage in any sexual act which included physical contact in any act of apparent sexual stimulation or gratification of another person. Abusive behaviors may include but are not limited to exhibition, sexualized kissing, fondling, oral, rectal, or genital intercourse.

NEGLECT: A condition in which a parent or caretaker responsible for a child disregards inadvertently or deliberately fails to provide for the essentials in the development of a child's physical, social, intellectual, and emotional capacities.

MEDICAL NEGLECT: A form of neglect involving the absence or omission of essential medical care or services that harms or seriously threatens to harm the physical or emotional health of a child. Medical neglect may include but is not limited to the withholding of medically necessary treatment in life-threatening situations.

EMOTIONAL ABUSE: Emotional abuse is a failure to give a child the love and attention necessary for him or her to grow into a secure, mature individual. It includes verbal abuse or excessive, aggressive behaviors that place unreasonable demands on a child to perform above his or her capacities.

Abuse Indicators:

Physical Abuse:

- Bruises and welts: unexplained bruises/ welts on face, lips, mouth, torso, back, buttocks, thighs, ears, head; can be in various stages of healing; can be clustered, forming regular or unusual patterns; human bite marks
- Burns: burns resulting from cigars, cigarettes, immersion, electrical burns (electrical burner, iron, etc.); rope burns on arms, legs, neck or torso; splash burns
- Unexplained lacerations or abrasion: to mouth, lips, gums, eyes, back of arms, torso, legs or genitalia
- Fractures, skeletal injuries, head trauma, internal injuries: less obvious, unexplained, history not consistent with injury

Neglect:

- Failure to gain weight with no medical reason; poor feeding, nutritional deprivation; failure to provide adequate supervision; emotional maltreatment; poor hygiene and/or inadequate clothing; abandonment; constant fatigue or lack of energy; omission of essential medical care or services which harm or seriously threaten to harm the physical or emotional health of a child

Sexual Abuse:

- Difficulty walking or sitting; torn, stained or bloody underclothing; pain or itching in genital area; bruises or bleeding in genital area; venereal diseases

Safe Touch Guidelines for Camp Staff

adpated from Friedman, 2004; ACA/Johnson *For Their Sake*, 1992; Thurber, 2001, and Ditter, 1994, 2003

All people like to feel safe, both physically and emotionally. Part of our job as camping professionals is to help our campers feel safe, even if they do not have that feeling all the time at home or at school. Understanding how to provide safe touch and protect children from unwelcome touch is a requisite step to helping our campers feel safe. Children and adolescents are, each in their own way, sexual beings. They are curious and easily over-stimulated. As one of the adults at camp, you are responsible for setting appropriate limits around touch, regardless of what a camper may express. You are also responsible for setting a positive example for campers, in your self-expression, your interaction with fellow staff, and your interactions with campers.

The following guidelines are general recommendations. The policies at your camp and the laws in your state may be different in important ways, so always consult with your camp director.

Reporting: *What should you do if you think a camper has been abused or neglected?*

- The law defines camping professionals as “mandated reporters” of suspected abuse and neglect.
- If you witness or hear about an instance of questionable or clearly abusive or neglectful behavior, consult immediately with your camp’s director. The law does not require you to have proof, only to have a *suspicion* that inappropriate touch or abusive or neglectful behavior may have occurred.
- Signs of possible abuse or neglect include; (a) injuries with a sketchy explanation; (b) precocious sexual knowledge; (c) public sexual behavior or sexually provocative behavior; (d) injuries to places on the body normally covered by a bathing suit; (e) withdrawn or aggressive behavior not reliably attributable to another cause (e.g., homesickness); or (f) the person tells you about an instance where he was touched or treated in an unsafe manner.
- If a camper asks, “Can you keep a secret?” the best response is, “I’ll do my best to keep our conversation private, but if I have concerns about your safety or the safety of someone else, I will involve a few other people in order to keep you safe.”

Safe Touch: *What are the safest and most welcome kinds of touch?*

- You are the adult, so it is always your responsibility to set safe and appropriate limits.
- Short hugs and touching campers on the hand, shoulder, or upper back is fine.
- Generally, it protects you to be in the company of other adults when touching a child.
- Never touch a camper against his or her will or if he or she expresses discomfort.
- Beware of over-stimulating a child with tickling, wrestling, or other physical activity. It is generally wise to keep playful physical touch to pats on the upper back, high-fives, handshakes, or a hand on the shoulder. These touches are unlikely to over-stimulate a child.
- Never touch a child’s body on a place that is normally covered by a bathing suit, *unless for a clear medical necessity (e.g., you need to apply well-aimed direct pressure to stop severe bleeding), and then only with the supervision of another adult.*
- A more conservative “no-touch zone” is *waist-to-knees*. Only the child himself, his primary caregivers, or a medical professional should touch a child anywhere in the waist-to-knees zone.
- If you need to touch a camper near a place normally covered by a bathing suit: (a) explain what you’re going to do [e.g., “In just a minute, I’m going to check the safety of your climbing harness.”]; (b) demonstrate on yourself [e.g., “Here’s how I’m going to check that the loop is doubled back.”]; and then (c) ask permission [e.g., “Can I check your harness now?”].



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Discipline: *What kind of discipline is permissible or forbidden?*

- Discipline, especially 1:1 conversations, should be done in view of other staff
- Never use abusive or derogatory language with campers
- Never hit, poke, or shake a child, or use any kind of physical discipline
- Never haze campers or use abusive or humiliating initiation rites

Coverage of Activities: *How can you protect yourself from a false accusation?*

- If you need to touch a camper (for example, to position a water-skier in the water or to fasten a safety harness on a climber), first explain the contact, then demonstrate on yourself, then ask permission. (See "Safe Touch" section above.)
- Some camps use double adult coverage during changing or showering times. Always have your campers within earshot and talk with them so they know you are present.
- Almost all camps use double adult coverage during overnights.
- Carefully supervise physical activities, such as pillow fights, that can become over-stimulating. (Note that some camps do not allow pillow fights and other rough-housing.)

Cabin / Bunk / Group Living: *What needs to be monitored on a daily basis?*

- Acknowledge campers' natural curiosity about sex and their bodies. Never shame them, but do redirect explicit questions and steer conversations in an appropriate direction. For example, if a camper asks, "Are you a virgin?" you might say, "I know you're curious about me, and that's OK, but my social life is personal." Or, if a camper says, "I've gone to third base. Has anyone else in the cabin gone that far?" you might say, "It's OK to be curious about other people, but talking about your exploits is not an appropriate topic at camp. Let's change the topic."
- Respect campers' spiritual or religious convictions regarding sexuality and sexual practices. As a rule, acknowledge differences of opinion and steer the conversation to a safer topic.
- Do not share sleeping bags or beds under any circumstances.
- Gently set limits with children who physically cling or hang on you. Instead of rejecting a camper who clings on you, suggest an alternative [e.g., "How about a high-five?"].
- Be aware of campers who may develop a crush on you; again, gently set limits.
- Do not give back rubs unless another adult is present and clothes are on. (Note that many camps do not allow back rubs or any other kind of massage. This may be forbidden altogether.)
- Younger children should be encouraged to change their own clothes as much as possible.
- Censor your campers' music and movie selections and explain your reasoning for not playing CDs or DVDs with strongly sexual, violent, crude, or otherwise inappropriate themes.

Staff Relations: *What's appropriate when it comes to staff-staff interactions?*

- Always model the kind of touch and interaction with fellow staff that would be appropriate between campers or between a camper and a staff member. Good leadership-by-example helps ensure that campers emulate safe touch with each other. (Note that a considerable amount of inappropriate intimate behavior occurs between campers, so your example is very important.)
- Do not perform "wedgies," "purple nurples," "credit card checks"—or other questionable acts that involve touching genitals, anus, buttocks, or nipples—on campers or in the presence of campers. Save that kind of goofing around (which may be OK among consenting adults) for time off.
- Staff sleeping together during an overnight (or anywhere around campers) is unacceptable.
- Staff sharing their romantic or sexual lives with campers—verbally or otherwise—is unacceptable.



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Behavior Management Policies

- Corporal punishment, hazing, or any other type of discriminatory or abusive behaviors is not permitted and will result in immediate dismissal from programs and facilities.
- Any illegal behaviors will be reported in accordance with local, state and federal laws.
- Camp Twin Lakes/Kids Serve II Camp reserves the right to change and/or modify behavior plans if they feel the safety or wellbeing of an individual is at stake.
- Camp Twin Lakes/Kids Serve II Camp reserves the right to remove individuals from program and/or facilities if they deem a behavior problem or the repetition of a behavior problem is not fitting for the CTL camp environment.

Time-Tested Strategies:

- Be the kind of person you want your campers to become—obey the rules yourself!
- Know as many campers as possible by name. Know something about them. Build relationships.
- Be friendly. Always show interest in what individual campers are doing and their progress.
- Remember that “one pat on the back is worth two slaps in the face.” Praise good qualities and actions.
- Be sure that a sense of humor is extremely valuable. Use it frequently.
- Maintain your poise at all times. Don’t let the campers “get to you.”
- Never take misbehavior personally. It is a choice the camper is making.
- Always remember that every child has needs; his behavior will give you clues as to what those needs are.
- Keep in mind that misbehavior is seldom willful. Try to find the cause.
- Try to see the camper’s side of the situation. Discuss it with them until you understand.
- Distract, distract, distract! One of the best methods to control behavior is to keep them busy!
- Show your disapproval of behavior through your speech, facial expression, and action.
- Being close when you note a potential problem can keep it from actually occurring.
- Enlist other leaders (peers or staff) to provide role models.
- Allow natural consequences to occur if the results are NOT too severe.
- Withholding privileges or taking away something a camper likes is usually effective.
- Sending a child to chill out for a while allows time to cool down and think about behavior change.
- Have a group meeting to discuss and resolve generalized problems.
- Remain with your campers during meals and free time.
- Avoid getting campers over-tired, keyed-up or tense.
- Be willing to admit when you’re wrong and ask for forgiveness.

Two Things to Keep in Mind:

- Your campers are not mini-adults. Expect them to want to have fun and be active.
- Expect your campers to test their limits; they still, however, want and need limits.

Positive Discipline

It is very important to remember that, in addition to all the things campers bring to camp in their suitcase, they bring their background in the form of learned behavior. When working with campers and dealing with challenging behaviors, it is important to keep a few things in mind:

- Campers come to camp to have fun. They look forward to this week all year. Though consistent challenging behaviors need to be addressed, your main priority is to make the experience fun for them.
- Sometimes it is best to simply ignore behaviors, rather than reward or punish, which may actually provide attention to encourage the behavior. Ignoring behaviors usually works best for campers who seek attention by clowning around.
- Other times, giving the camper attention or affection, which may have been lacking, may solve the problem. Giving the child some form of responsibility or encouraging a special interest or talent may result in improved behavior. Often the activity, if it is at his or her own physical, emotional and intellectual level, is enough to correct the situation.
- Give all challenging behaviors one warning (using common sense). Again, this week is something campers look forward to all

year and counselors should anticipate them being extra excited and active.

- Keep an open mind and be as patient as possible with your campers.
- Please enforce the rules to help ensure that camp is a fun and safe place for everyone. You will be more successful at effectively enforcing the rules if it is done from the beginning of camp. If you let a camper get by with an inappropriate behavior one time, it is more difficult to control later.
- If a problem behavior persists with a camper please alert the Camp Director. It is better to notify the Director early on. If you wait, a problem that seems minor at the time can get out of hand.
- Think of any behavior issues you run into at camp as a learning experience for both the camper and yourself.

Understanding the “Why” Behind the Behavior

Behavior problems surface for many reasons. A camper may be seeking out attention or acting out due to being lonely or frustrated. If you can identify the reason for the behavior, you will know better how to handle it. Here are some common roots for behavior problems:

- A desire for recognition/ attention: it may be better to be infamous than to be unknown.
- Frustration: unsatisfied needs or desires often cause children to “lash out.”
- Homesickness: being scared and nervous often causes frustration.
- Illness/ exhaustion: no one is at their best when they are sick or tired.
- Conflicts with another camper/ staff member: this causes people to become defensive.
- Outside conflicts: problems with family, friends, etc., can follow campers to camp.
- Established behavior patterns: lessons learned at home won’t be forgotten at camp.

Positive Discipline 101

- The goal is to be kind yet firm and maintain a respectful tone.
- Children will do better when they feel better, not when they feel worse or belittled.
- The goal of discipline is to see behavior problems as an opportunity to teach, not something to make children suffer for.
- The goal of all behavior is to find belonging and significance.
- Children learned and become equipped for life from a system that promotes their responsibility rather than leaving it all to adults.
- It is better to focus on what the camper is doing right rather than what they’re doing wrong.
- Telling a camper what to do rather than what not to do tends to be a lot more constructive. (“Walk Please” rather than “Stop Running!”)

Positive Discipline...

IS:

- a way of dealing with behavior that is kind & firm
- allowing the child’s input in decision
- high expectations for behavior
- adult follow-through to hold children to agreements
- providing children opportunities to develop responsibility and accountability
- recognizing there are reasons children do what they do, and responding accordingly

IS NOT:

- letting children have their way
- giving children more power than adults
- letting children set all the standards
- hoping children will follow through
- adults make all the rules, decide who is guilty & punish them
- using a cookie-cutter approach to discipline or punishments and rewards

Turning the Negative... Positive!

Suggested Plan of Action for Dealing with Challenging Behavior

1. Give a warning for the first offense.
2. Without drawing unnecessary attention to the camper exhibiting the behavior, ask them to step to the side and talk to them about it.
3. Tell them what behavior you noticed and ask if the camper thinks that behaving in that way might make camp less fun for themselves or other campers.
4. Offer some suggestion and then allow for them to choose more appropriate ways act (see the positive choices listed on the following page)
5. Allow them to identify their personal goal that you two can agree on. (Goals should be able to be met within the next 12 hours)
6. Allow camper to write his or her new behavior goal on paper and you two both sign it.
7. Check back with camper at the end of the allowed time period to see if they achieved their goal. If they didn't achieve it, graciously repeat the process with them.
8. If problem persists, seek help from Unit Director or Kids Serve II Camp Director.

Example of Appropriately Dealing with Challenging Behavior

You notice one of your campers, John Doe, making fun of his group members during archery whenever they don't make the target. While making sure that your other campers are well-supervised, quietly ask John to step to the side with you. While making sure that you are within eyesight and earshot of other Kids Serve II Camp staff or volunteers, address this behavior with John. You could say something like "I noticed that your comments towards your group members were not very respectful and I don't think they are things that you would like having someone else say about you. Do you think that this might be helping or not helping your group member's chances at enjoying archery?" After giving him some time to think about these questions and respond to you, brainstorm together about a good goal. Maybe in John's case, he can set the goal to give 3 compliments to other people before dinner time. Ask him to write down this goal and both of you sign it. At dinner, ask John (not across the table or loud enough for others to hear) if he achieved his goal. If he didn't, be gracious and suggest he try again tomorrow and report to you at lunch. Remember to be friendly during every phase of this process and think of it as a learning experience!

A Few Non-Negotiables

The Bully or Show Off

To deal with these children, you first need the child's confidence in you as a leader. To do this, you should not be dominating, overly critical, or too demanding on the child's performance. To maintain this child's confidence, praise good behavior—instead of only criticizing bad behavior. Discuss with the child the rights of other and courtesies due them. Let him/her know others will be more accepting if this behavior is turned more positive. Demonstrate compromise in your actions for the child to learn.

In a group activity, make a special effort to place this child in competition with other of equal or greater strength and ability. Essentially, the bully or show off requires understanding and patience combined with placement of the child in groups that lend to his/her development of leadership traits in honest competition with other children.

Fighting

Serious fighting often evolves from what starts out as just "fooling around." Keep a close eye on such horseplay to keep it from getting out of hand. When a fight breaks out, separate the combatants AT ONCE. Let your voice show calm, mature authority. Attempt to give them time to cool down. Watch facial expressions to indicate less tension. Disallow any angry verbal exchanges, and physically remove combatants to a "safe distance" from each other if necessary. Fights that involve serious contact (hitting, kicking, biting, punching) require both combatants to visit the nurse, who will check for bruising and internal injuries. An incident report should be completed. Once combatants have regained composure, try one or more of the following:

- Calmly discuss the situation separately with each individual. Emphasize resolving the problem, not placing clam. Aim for a mutual "shake hands and make up" plan.
- Hold a face-to-face hearing where each participant describes is/her version without interruption from the other. Attempt to help each see the other side, then reconcile difference, make up, and forgive.
- Allow the individuals to discuss the situation between the privately IF you are sure the anger has dissipated. You can help mediate if they wish.
- Invoke a logical consequence if clean provocation can be established or if this is a repeat offense. (See the Camp Behavior Management Policy)

Stealing

Prevent stealing by establishing an atmosphere of trust within all members of the group. Discuss openly the need to respect each other's property. Establish group rules as campers feel a need to protect individual's property and define sanctions for rule infractions. Always discourage campers from leaving valuables out in the open unnecessarily. If stealing still occurs:

- Give the offender opportunity to return the article anonymously, without punishment.
- Be aware that you may need to play detective if the item is not returned and the offender is still not identified. Be cautious in seeking group cooperation in order to avoid the offender being ostracized.
- If you have evidence to identify an offender, deal with the camper privately. Give him/ her a chance to make restitution and make a plan together to avoid repeat behaviors.
- If evidence is lacking as to the offender's identity, try handing out sheets of paper to each member of the group. Have them write either "I did not take it," or "I did take it and I'm sorry," and sign their name. Give them the opportunity to secretly place the papers in your custody. Deal with the offender privately at a later time
- If the problem persists, follow camp procedures and inform the camp director.

Preventing Bullying

Preventing bullying has four components: Tone, Expectations, Presence, and Example. Together, these four preventive approaches will dramatically reduce the incidence of bullying behavior at your camp, school, or youth program. Most of your energy should be directed toward creating a culture of kindness, rather than punishing misbehavior. When you do encounter bullying behavior, refer to the intervention strategies in Part II.

Warm Tone

Bullying prevention begins with setting a warm tone at your camp, school, or youth program. This warmth may or may not stand in stark contrast to what a young person is used to at home, in their neighborhood, or in other organizations. Nevertheless, your sincere, gentle, and welcoming presence establishes an atmosphere where that warmth is reciprocated. Intentionally create opportunities for children and adolescents to participate in this warm and welcoming mood by facilitating introductions, playing name games, and involving everyone in some fun, non-competitive activities.

Firm Expectations

As early as possible after everyone's arrival, make a point of explicitly stating your standards for good behavior. Explicitly describe what you mean by kind behavior and what you mean by unkind behavior. Give examples of friendship and of bullying so that all young people—both new and returning—are clear about the distinction. Then, explain exactly what you expect: That people will use their words to work things out; that everyone will be included in activities, and that people will speak up and be "upstanders" not bystanders when they see someone being mistreated or left out. Mention the consequences for misbehavior so young people have a fair warning.



Vigilant Presence

After setting a warm tone and explicitly stating your expectations for prosocial behavior, you must closely supervise young people. Some misbehavior is bound to occur, and you should be ready to respond. Far less bullying will occur if you make your presence known than if you supervise intermittently or from a distance. Most young people know how to treat each other kindly. Most are excellent at resolving conflicts peacefully. Your mere presence helps to motivate them to use the prosocial skills they already possess. And, when you see them falter, provide some social coaching that teaches good behavior.

Kind Example

Your best teaching tool is your own example. Lengthy lectures often fall on deaf ears, but when young people see you assisting your peers on the staff, they'll do the same with their peers. Let young people hear you resolve some minor conflicts with other staff by using your words.

Let them see you help out other staff with various duties. And let them witness you sticking up for someone who may feel mistreated or excluded. Your kind example will inspire the same good behavior among the young people you serve.

Dealing with Homesickness

Research has shown that 90 percent of children attending summer camp feel some levels of homesickness and that 20 percent face a serious level of distress that — if untreated — worsens over time and interferes with their ability to benefit from a camp experience. Homesickness among children is nearly universal and a highly preventable and treatable phenomenon. — www.acacamps.org

Common Causes of Homesickness among Campers

- Close relationship between camper and parent
- Attachment to friends and pets at home
- Lack of privacy in cabin
- Being unaccustomed to lots of activity and sharing
- Lack of friendships at camp
- Lack of skills in camp activities
- Being sent to camp against their will
- Fear of ridicule, the dark, or bullying
- Physical factors & reactions; constipation, bed-wetting, indigestion, etc.
- Absence of a someone to trust
- Noticeable physical disability or feeling different from peers
- Technological withdrawals; cell-phone, computer, video-games, TV



Homesickness Can Be Contagious: If a camper is crying or upset it may be best to remove them a few minutes away from the group.

What to Look For:

- Not participating in activities
- Difficulty integrating into the group
- Frequent trips to the Med Hut
- Loss of appetite
- Spending lots of time alone
- Frustrated easily
- Distressed easily
- Numerous references to home

If the homesickness persists after you have attempted to resolve it, please let your Unit Leader know.

Camper Rules and Regulation Contract

Kids Serve II Camp depends on the cooperation and the unity of all campers and staff in order to provide the best level of care possible for our campers. This requires a commitment from both the counselors and campers to working and cooperating as a "family camp unit" Children who are not able to function in a 'family camp setting' may be sent home.

1. Campers are not allowed to possess or abuse any tobacco products, including cigarettes, cigars, snuff and chewing tobacco. They may not drink or possess alcoholic beverages or use or possess marijuana or other illegal drugs.
2. Campers are not to bring guns, knives, or any kind of weapon to camp.
3. Campers are not to bring iPods, radios, "walkman", compact disc players, "gameboys" or other sound devices to camp. Any items brought to camp will be taken away and stored until the end of camp.
4. Girls are not allowed in the boys' cabins and boys are not allowed in the girls' cabins.
5. Campers are not allowed to be in cabins without a staff member present.
6. Campers may not leave camp unless on planned activities with counselors.
7. Clothes must be modest, inoffensive and should be appropriate for a children's camp. Shoes are to be worn at all times. Do not bring clothing or products that advertise alcohol or tobacco. Don't bring clothing or products that have messages that are offensive to ethnic, minority, religious or other groups.
8. Campers who display an inability to control their anger, or who fail to comply with the rules and regulations of the American Lung Association of Georgia's Kids Serve II Camp or Camp Twin Lakes will be reprimanded.
9. Campers use abusive language or obscene gestures will be reprimanded.
10. Campers who use profane language will be reprimanded.
11. Campers who will not stay with their counselors or cabin unit will be reprimanded.
12. Theft will not be tolerated.
13. Campers should help keep the camp clean and care should be taken not to damage camp property.
14. Campers should not place any writing or graffiti of any kind on any property that is not their own. This includes furniture, walls, and other people's belongings.
15. Noise should be kept at a minimum during night time and early morning hours
16. Campers are not permitted to hit or harm another individual in any way
17. Campers are not permitted to bring personal bicycles, skateboards, rollerblades, scooters or roller skates to camp. Any items brought to camp will be taken away and given back at the end of camp.
18. Campers are required to be in their bed at the designated lights out curfew for each cabin group.
19. Raids or pranks, of any kind, are not permitted.
20. Campers are to be respectful towards others. No putting-down, teasing, harassment or bullying will be tolerated. Remember to respected the "PONY!" (Property, Others, Nature Yourself)
21. Continued misuse of supplies, equipment, vehicles, or buildings will not be tolerated
22. Any activity out of accordance with the above will not be tolerated and may result in further action by the cabin counselor, unit head, or camp director. This list is not intended to be all-inclusive and is designed to set acceptable standards for our campers' safety and well-being. Prior to sending a child home, the Camp Director, Medical Director and Unit Leader will make a reasonable effort to resolve the problem including:
 - Completion of incident/accident report form
 - Talking with child about behavior
 - Loss of camp privileges (only after discussion with Camp Director and/or Unit Leader)
 - Phone call with parent/child (only to be made by Camp Director)

Some behavior may require immediate expulsion from camp – this will be decided on a case-by-case basis.

It is essential that all camp volunteers help uphold this code of conduct and act in accordance with it by notifying camp personnel of any behavioral issues.

Bunk Agreement Suggestions

We suggest you create an “Easy Bunk Agreement” after settling in to your group’s cabin to achieve cohesion within your group.

Instructions:

- Read over the suggested items to list in the agreement and, as a group, decide about what goes on the agreement. We will provide you with poster board for writing the agreement at the beginning of camp. Some cabins may write down everyone’s ideas, then choose the top 5 or 10 goals. Other cabins may vote each time a goal is suggested.
- Each camper should be made to feel like his or her suggestion is valued. Counselors may state that no one’s ideas should be ridiculed.
- Discuss and mutually decide fair consequences for noncompliance in regard to the bunk agreement. (This is something the counselor may want to think through on his or her own beforehand as to offer suggestions during the group meeting).
- Allow each camper to sign the bunk agreement and post it in an area where all campers can refer to it.

Suggested Agreement Items:

- Respect other camper’s belongings.
- Make decisions as a group.
- Have fun.
- Get along.
- Listen to other campers and counselors.
- Refrain from jumping on the bed.
- Keep our cabin clean.
- Keep ourselves clean.
- Use our words, not our fists.
- Work together as a team.
- Participate in all camp activities.
- Lights out by ___ p.m

Last thing:

Word your goal in positive and proactive terms.

Have fun while you make it!

Conversations & Interactions with Campers

WESTI

Warm smile: no one has ever invented a better way to make a connection!!

Eye contact: it must be one-on-one! If you’re talking to a group, make sure to take a second to really see each one of them individually.

Shake their hands, Stoop down if you need to: a REAL handshake!!!

Tell them how you feel: “I’m so glad to finally meet you!!” “I was hoping you’d come back this year, this is awesome!!”

Introduce them to someone else: help campers connect to each other by making introductions.

Stages of Youth Development

Please know that, while these traits are considered ‘typical’ of each age group, there will be campers are not a perfect fit to all characteristics listed. Each camper is unique and special in her/her own way. Age is also not a precise forecaster of maturity! This list it to guide you in understanding the age group you will be working with and give suggestions for being the best counselor you can be!

Ages 7-9 (Unit 1)

- Like to be physically active: running, moving, painting, etc.
- It’s OK for this age group to only work on a project rather than complete it.
- Need activities that bring focus to “we” instead of “me.” Provide opportunities that foster cooperation and teamwork, rather than competition.
- May have several “best friends.” Boys and girls may enjoy playing together. Vary activities so that youth are getting a balance of attention as individuals and in small groups.
- Concrete thinkers: use the 5 senses to help children experience and explore. This age is naturally curious.
- Like to try new things, but interest spans are short! Alternate high-medium-low energy activities.
- Need specific and clear instructions. May take longer getting ready and moving from place to place. Countdowns are a good tool to use... “in 10 minutes, the lights will be turned off, in five minutes...”
- Will need reminders about personal hygiene and cleanliness.
- Need plenty of rest and nourishment. Please be aware that children this age may be slow eaters and need help cutting food. Early to bed, early to rise!
- Routine and consistency are very important!
- Will need extra help with routine tasks like making beds and clean-up duties.
- Seek adult approval and are sensitive to criticism: need extra TLC, patience, and praise from their counselors.

Ages 10-11 (Unit 2)

- Love camp and are excited to do everything! This group has boundless energy and are eager to try new things, but they also have interests that change rapidly. They need to be active and involved. Provide a wide variety of brief learning experiences that are fun to do.
- Usually do best when information is presented in small “chunks”... Keep it short & simple!
- Many characteristics from the younger group are still true of many children in this age range. In general, they will be more self-sufficient and will need less help with basic tasks.
- May still need reminders about personal hygiene and cleanliness.
- Routine and consistency continue to be very important.
- Like group activities with members of the same sex.
- Eager to please counselor – will look up to you (and older campers). Campers of this age will observe and mimic EVERY thing you do and say!
- Are extremely curious and will learn by finding some answers on their own. PATIENCE is key!
- Don’t like to be compared with others; instead compare to past/present performance of the individual.
- Need ongoing praise and recognition from their counselor!

Ages 12-13 (Unit 3)

- Crave belonging to peer group and try hard to form relationships; they want to be included.
- Going through many physical and emotional changes at varying rates. Campers come in all sizes and shapes and can be painfully self-conscious and critical. They may be embarrassed to change clothes in front of others.
- Beware of drama and extreme feelings; validate the feelings they have.
- Are interested in activities involving boys and girls.
- Talk centers around the opposite sex. Creatively change the subject now and then!
- May have older or adult idols; create opportunities for older teens to work with this age group.
- Test independence but still want an authority figure. Usually are not “too cool for school.” Involve campers in deciding guidelines for the group.
- Usually enthusiastic about camp activities, especially those competitive in nature.
- Ready for leadership experience; give opportunities to plan activities with your guidance.
- Respond well to encouragement and honest praise.
- Sarcasm is easily misunderstood at this age!
- Tendency to tease and put-down... set expectations early! Tell them you will be reminding them not to do this if they forget. Find ways to use peer pressure as a positive influence.

Ages 15-17 (LITs)

- Emerging sense of self-identity and developing sense of philosophy.
- Peer group and strong desire for status within that group are often their primary concern. Establish an environment that is conducive to encouragement.
- Want leadership roles and a strong voice in planning own programs. Provide guidance and suggestions rather than step-by-step instructions.
- Reach high levels of abstract thinking and problem solving. Allow this age to make and carry out plans and then evaluate the results.
- Are restricting areas of interest; may need to suggest related areas to give a broader outlook.
- Want to be independent and treated like adults. However, don't be afraid to try things that are silly and fun (they're not as old as they look!).
- Suspicious of anyone in “authority” and like to test limits. There is a fine line between being a friend and a counselor. Be firm, yet respectful, regarding expectations.
- Are developing a sense of the greater community; service opportunities are a good way for this group to give back.
- Respond well to counselors/adults who show sincere respect.
- Have more “free time” than other campers; need supervision and their “space” at the same time!
- Your enthusiasm for camp activities is CONTAGIOUS!
- HUMOR works well!

Case Studies of Language and Culture

Case Study #1 Blaine and Sam are best friends at camp. They have invited another 12-year-old camper, Josh, to play lacrosse with them. When they go to find Josh in his cabin, they find him putting on his pink “Double Bubble” T-shirt. “A pink T-shirt?” asks Sam. “Dude, that’s so gay.”

- What social dynamics are at play here?
- What cultural forces outside of camp contributed to this remark?
- Having overheard this exchange, how can you reshape camp culture?

Case Study #2 Jared and David are both leaders-in-training at Camp Driftwood. On their way down to the waterfront for lifeguard duty with their campers, Jared turns to David and points at his tank-top. “Sweet wife-beater,” he remarks. “Perfect for a hot day,” answers David, flexing a little to show off.

- What social dynamics are at play here?
- What cultural forces outside of camp contributed to this remark?
- What might be the effect on the campers in the vicinity?

Case Study #3 As you approach your cabin for rest hour, you overhear some of your campers talking to Pat, whose parents happen to be lesbian. “What do you mean you have two mothers?” asks one camper. “Everyone has *one* mother and *one* father. Didn’t you take *any* sex ed in school?” You pause, wondering how best to manage the conversation once you enter the cabin.

- What social dynamics are at play here?
- What cultural forces outside of camp contributed to this remark?
- What’s the message you’d like to convey? How will you do that?

Case Study #4 Robin and Chris have been spending a lot of time together, both at scheduled activities and at free time. They’re buddies during general swim, they sit together and draw after dinner, and yesterday they went canoeing together. Today, Robin came back to the cabin with a crafts project for Chris. “That’s so gay,” says one of their cabin mates. “Homo,” whispers another kid.

- What social dynamics are at play here?
- What cultural forces outside of camp contributed to this remark?
- Having overheard this exchange, how can you reshape camp culture?

Where is the Bright Red Line??

Appropriate:

Borderline Appropriate:

Clearly over the Bright Red Line:

Cabin Chats

Cabin Chat is an activity for the end of each day to allow all campers and staff an opportunity to share with each other. Each person around the circle is allowed to share or not to share. All campers should be allowed to express themselves freely; no one should be allowed to interrupt anyone else. You may need to review these simple guidelines before the first cabin chat and remind the campers during subsequent chats. You can ask them if they remember the guidelines in order to include them. You may want to talk to them about what is said in the cabin chats stays in the cabin chats- i.e. **Confidentiality**.

It is important that counselors do not try to make the decisions take on a “deeper” or more “meaningful” tone. Your experience may allow you to be empathetic with the group, but it is inappropriate to share in depth your own experiences. Answer honestly when it is your turn, but try very hard not to dominate or share in detail or length your own experiences. The chat will become exactly what it is meant to be with gentle guidance/ facilitation from you, not control.

Cabin chats may draw out the shy participant and allow all to become quiet and reflective. Because of the intimacy, cabin chats should be limited to the staff and campers assigned to a specific cabin chat.

You can use an object, “talking stick”, magic wand, the “ace”, “king”, “queen” from a deck of cards, or other item to pass around, and participant with the object should be the only one speaking. A flashlight may be used to provide special environment.

Suggested topics for cabin chats:

- The best thing about today was...
- My favorite thing about camp was...
- If I had 3 wishes it would be...
- Something good in my life right now is...
- If I were an animal, I would be ____
- The color that describes me best is...
- My favorite (sport, TV show, camp activity, movie, song, hero, etc) is...
- One of my most treasured possessions is...
- I am thankful or grateful for...
- The hardest thing about having a military family has been...
- The best thing about having military family has been...
- The changes that the military has made in my life are...
- The talent I am most proud of is...
- When I grow up, I want to be...
- Name three things you love.
- If I could do anything in the world...
- Most people don't know I...
- If I could go anywhere in the world, I would go to...
- People seem to like me because...
- When I look at the sky I think...
- Some things I like to think about when I go to sleep are...
- Someone I really admire is... because...
- These are the qualities of a good friend...
- The one special moment that stands out in my life is...
- I like to pretend...

Quick Games – Just In Case!!

These are some quick activities that can be played while waiting or during free time.

AhSoKo!

Process: Have the group get in a circle. Use hand gestures for the following:

1. Ah (hand under the chin palm facing the floor)
2. So (hand at forehead, in salute fashion), and
Ko (arm and hand out in front of you pointing at another player).

One person starts with “Ah” (hand to neck). The direction the hand is pointing, that person follows with “So” (hand to forehead). Similar, the direction of the hand signals that person to do “Ko”. And so on... If someone “messes up” or forgets to act they are “outta the game” and step out of the circle. The person to the right has a silent 3 second count to start the game again with “Ah”. This game continues until 2-3 people are left (up to you whether the last 2 compete for AhSoKo champion title!).

Variations: Continue to involve everyone. The people who get “out” can become “hecklers” whose job it is to try to get the others to mess up. Rules of being a heckler are, hecklers must stay on the outside of the circle, cannot obstruct vision, physically touch anyone, or be cruel.

Stare Down

Have everyone stand in a circle with their heads down. On the count of three they look up at someone in the group. If two people lock eyes, they stare into each other’s eyes. The first one to blink/ laugh etc. (whatever you decide) is out. You continue a new game by having all people put their heads down and start over.

Ninja Tag

To begin, have the group stand in a circle. Before you tell them to give you their best ninja move, be sure to go over the rules because they often get distracted with wanting to continuously do their moves! When in the circle, have each camper stand arm’s length away from each other. One person will begin with the ninja power and that is where the game starts. Your ninja power is only in your arms and the object of the game is to try and “knock out” the ninja power from the other campers. To do this, you try and tap their hand. For this game, each player is allowed one defensive move and one offensive move. You can only pivot and have one motion per turn such as an arm movement. Once you hit the camper’s hand, they must then put that arm behind their back because they have lost that power. In order to reach to tap their hand, you may have ONE move; either a step or an arm movement, but not both. The camper can play one defensive move, as well; so they can either take a step or move their arm. It is VERY IMPORTANT that once you have your ninja move, you must remain in the same ninja position at all times. This move will change throughout as you protect your arms and as your reach for others, but once a move is a made and you have a new position, you must remain in that position until your next turn. The last “ninja” left is the ultimate ninja and wins the “ninja power.”

LIT Job Description

Requirements:

- Must be ages 15-17 years old.
- Application process completed (including application, registration fee, and follow-up documents).
- Attend LIT Training.
- Acceptance to LIT program (decision based on completion of above requirements).

What does a LIT do at Kids Serve II Camp?

The primary duty of LITs at Kids Serve II Camp is to assist counselors in the implementation, direction, and maintenance of an excellent program of care and enrichment for children in a safe, healthy, and fun environment. This position requires the ability and desire to relate constructively to children and the practical know-how in providing a safe caring atmosphere.

LITs will:

- Work under the supervision of camp counselors to provide age and medically appropriate activities in designated areas.
- Provide support and encouragement to campers.
- Aid counselors in supervision of children, cleanliness, and safety of surrounding environment.
- Use positive reinforcement consistently for appropriate interaction and behavior with children and peers.
- Attend staff meetings during camp week when required.
- Communicate daily with camp counselors about needs, activities and issues of concern.
- Conduct him/herself in compliance with policies, practices, and procedures of Kids Serve II Camp.
- Stay with his/her group at all times.
- Work with campers and counselors to promote, encourage, and supervise health practices.
- Complete all necessary forms and evaluations before, during & after camp.
- Work with co-counselor and other staff members as a "team".
- Report to his/her assigned counselor(s), LIT Director, and Unit Leader.

LIT Rules and Regulation Contract

Violation of any of the below Rules & Regulations can result in immediate dismissal from camp.

I will fully participate in all camp activities and will respect and follow the rules of Kids Serve II Camp including:

- LITs are not allowed to possess or use any tobacco products, including cigarettes, cigars, snuff and chewing tobacco. They may not drink or possess alcoholic beverages or use or possess illegal drugs
- LITs are not to bring guns, knives, or any kind of weapon to camp.
- Do not bring iPods, radios, CD players, video games or other sound devices to camp. Any items brought to camp will be taken away and stored until the end of camp.
- LITs are NOT permitted to bring cell phones to camp. Cell phones will be taken away and stored until the end of camp.
- Girls are not allowed in the boys' cabins and boys are not allowed in the girls' cabins.
- LITs are not allowed to be in cabins without a staff member present.
- LITs may not leave camp unless on planned activities with counselors.
- Clothes should be modest, inoffensive and should be appropriate for a children's camp. Shoes are to be worn at all times. Do not bring clothing or products that advertise alcohol or tobacco. Don't bring clothing or products that have messages that are offensive to ethnic, minority, religious or other groups.
- LITs should help keep the camp clean and care should be taken not to damage camp property.
- LITs should not place any writing or graffiti of any kind on any property that is not their own. This includes furniture, walls, and other people's belongings.
- Noise should be kept at a minimum during the nighttime and early morning hours.
- LITs are not permitted to hit or harm another individual in any way, whether physical or emotional harm.
- LITs are not permitted to bring personal bicycles, skateboards, roller blades, scooters or roller skates to camp.
- LITs are required to be in their cabins with lights out by 11pm. LITs may only leave their cabin for a break after all campers are in bed, and counselor gives permission.
- Raids or pranks, of any kind, are not permitted.
- Language at camp must be free of profanity. No cussing or dirty words are permitted.
- LITs must respect all staff and other campers. This includes following directions and being quiet when someone else is talking to the group. LITs are not to put down, tease, harass, or bully anyone. Remember to "Respect the PONY"! (Property, Others, Nature, Yourself)
- LITs must stay with the cabin group.

Volunteers at Kids Serve II Camp are responsible for reporting any violations of the above rules to their Unit Leader or Camp Director immediately.

Supervising Junior Leaders

Coaching the Transition from Camper to Counselor

Talented camp staff come from every part of the world, but those cultivated from the camper ranks are a unique asset because they understand the camp's culture and mission. They lived it as campers. However the junior staff at your camp are selected—from the ranks of senior campers or by application and interview—those young leaders will face challenges transitioning to this new set of responsibilities.

Who are your “Junior Staff”?

Junior staff have various titles, depending on the camp. They may be known as Junior Counselors, Counselors-in-Training, Leaders' Corps members, or Leaders-in-Training. They are close in age to the oldest campers and it's their first year handling staff responsibilities. What are the junior staff called at your camp?

What mistakes do Junior Staff commonly make?

- **Acting immaturity.** Junior Staff are young, so they may say or do things that seem immature, compared to how you would act. For perspective, think back to how you acted when you were that age.
- **Befriending instead of leading.** Junior Staff are close in age to senior campers, and may have friends who are still campers, so they may want to hang out with campers instead of doing their job.
- **Over-sharing.** Junior Staff are often impressed with staff privileges and may share things about those privileges, such as day-off exploits and staff lounge goodies, that they really shouldn't.
- **Neglecting enforcement.** Junior Staff may have trouble enforcing rules and setting boundaries, especially with peers. It may be hard for Junior Staff to tell campers when enough is enough.
- **Becoming bossy.** Junior Staff are in a position of power for the first time at camp, and may abuse that role by becoming bossy or authoritarian.
- **Taking little initiative.** Junior Staff may become intimidated in the presence of older, wiser, more experienced staff and so retreat into the background or fail to take initiative.
- **Behaving unsafely.** Junior Staff sometimes lack an appreciation for the magnitude of responsibility they have taking care of other people's children. In an effort to be liked by the campers, they may break rules or act in unsafe ways
- **Getting defensive.** Junior Staff are not used to being supervised and hearing constructive criticism from senior staff. They may get angry or defensive when offered feedback.
- **Forming cliques.** Junior Staff are often more uncomfortable in their new role than they let on. As a source of comfort, a sign of immaturity, or maybe as a byproduct of the competition they feel with other junior staff, they may form cliques
- **Repeating mistakes.** Junior Staff may continue to make mistakes, even after you've corrected and coached them. But everyone at camp makes mistakes. If you can create a supportive culture at camp where leaders are encouraged to take initiative and learn from their mistakes, then you can harness all the youthful honesty, optimism, energy, creativity, and connection with campers that your junior staff bring to camp.



Leadership *e*ssentials

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Is it even fair to hold Junior Staff to the same high standard?

Junior Staff aren't the only ones who make some of the mistakes above (and depicted in the video training module entitled "Supervising Junior Staff," but these are the kinds of things that happen more frequently with inexperienced staff.

It's a bit paradoxical that we hold our youngest leaders to the same high standard as ourselves, but keeping the professional bar high for all leaders is best for our campers... and best for the Junior Staff's own professional development. Naturally, supervisors should be extra patient with Junior Staff. They need a patient mentor who sets a sterling example for them to follow.



How can experienced staff help Junior Staff transition out of being campers and into the role of a full-fledged staff member?

1. **Be patient.** Reviewing this video and reflecting on your own youth will sensitize you to what's developmentally normal. And when you recognize a leadership mistake as normal, you'll be able to keep your cool and provide just the right guidance.
2. **Supervise effectively.** Use all the management techniques that I describe in the set of modules called "Advanced Staff Supervision: PEEPL Power". The principles of Prepare, Encourage, Evaluate, Participate, and Learn are especially important for working with new staff. You might also want to watch the video training module entitled "Providing Feedback."
3. **Anticipate your young staff's needs.** Older staff are especially effective mentors when they can predict some of the problems their apprentices will make. For example, if you predict that junior staff are likely to have trouble enforcing certain rules or taking criticism well, talk with them ahead of time about these challenges. Suggest specific solutions that you know from experience will work at your camp. Keep the lines of communication open and flowing. Observe, question, and reflect.
4. **Set a good example through your own behavior.** The things you think and do—both during time on and time off—are what your young staff will imitate. Lead the way you would like them to lead, with kindness, maturity, and discretion. Avoid the temptation to talk to Junior Staff the same way they talk with each other. When experienced staff at camp try to "act cool," it feels forced. Remember your role.
5. **Provide real responsibility.** Help young leaders successfully navigate the transition from camper to counselor by giving them significant responsibilities with campers. You have lots to teach young staff, but most of their training is experiential. If junior leaders at your camp are only given manual labor, they won't be having the kinds of experiences that actually train them. The most effective internal leadership development programs offer junior staff a supervised, structured apprenticeship that includes leading groups, supervising campers, co-running activity periods, and coming up with creative solutions to daily challenges.
6. How else do you anticipate being able to support your Junior Staff this summer, as they make the transition into leadership? Take a few minutes to note your own supervisory goals and methods below:



Leadership essentials

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Counselor FAQs

What do I do if I miss an activity?

If one misses an activity due to an emergency or weather conditions, it is not guaranteed that we can reschedule. It is imperative that one of the counselors contacts their camp director and the CTL program office (ext. 200) regarding the missed activity and the possibility of rescheduling. If you are attending to a single camper's needs and cannot get the rest of the group to an activity, please notify the program office and they will assist you.

What if I show up late for an activity?

If one is late for an activity, it may be continued as long as there is a significant amount of time to complete the activity as planned, camp time is not always exactly on schedule! Camp programs are typically cancelled after 30 minutes of no one showing up. Please call the office if you are going to be late.

What if there is a discrepancy between my schedule and CTL's schedule when I arrive at an activity?

Please follow the instruction of the CTL staff member and their schedule. If there is a schedule conflict, the CTL staff member will contact the CTL Program Director and relay the message and decision regarding the discrepancy.

What do I do if there is a maintenance problem with my cabin?

Report your maintenance problem to your Unit Leader or Camp Director, who will file a maintenance request. Verbal requests sent to Camp Twin Lakes staff are not as reliable and may take longer to address the issue.

What if not everyone in my cabin wants to participate in an activity?

Your cabin should come as a whole to all activities unless one is feeling sick. We strongly encourage everyone to participate in all activities. However, one should never be forced if they do not want to. It is the role of the cabin counselor to be enthusiastic and encourage participation among the entire cabin group. Building trust, teamwork, and community are all great values at camp that will require a group to stick together. If the whole group is not excited about an activity, tell them to give it a try and if their feelings do not change after trying, we can reevaluate what to do from there.

Am I required to go and participate in all activities with the children?

Counselors are required to go and participate with their cabin to every program that CTL provides. Remember, this week is for the kids, and you want to be there to encourage them to try new things, help them grow, and most importantly keep them safe. Most activities require at least 2 counselors to be there. Different activities require various levels of support from you, but all require you to help the CTL staff to create a fun, rewarding and safe experience. Please refer to the "Counselor Job Descriptions" for more on this topic.

Will I be able to do activities with the kids?

Counselor participation is encouraged throughout all of the CTL activities; however, the form of participation may vary among different programs. Active participation will most likely occur in programs like boating, waterfront, and group games and initiatives. In contrast, encouragement and enthusiasm is appreciated in activities like ropes, climbing wall, and horseback riding, but actual participation may not be likely due to time or equipment restraints.

What do I do if someone gets sick or if there is an emergency?

Contact the Med Lodge via camp radio. All program areas have a phone or call box for emergency purposes directly linked to walkie-talkies. This will inform CTL staff who can then alert the medical team.

Will someone from CTL always be available if I need them?

There will always be someone in the office from breakfast until 10 pm.

What are the radios in my cabin for?

These are for emergencies. You can call the med lodge or administration or we can call you if we need to let you know something.

Why don't the cabin doors lock?

It is a State Fire Code that the doors not lock, so that in case of a fire, everyone will be able to get out of the cabin safely. If the door lock does operate, please let your director know, as we need to fix it! there are small electric alarms on the front and back doors that you can activate to alert you if the door is opened in the middle of the night.

What is the relationship between Camp Twin Lakes and the partner groups?

CTL works together with a different partner group each week throughout the summer. The partner groups are responsible for providing cabin staff, medical staff, and sometimes different evening activities and educational programs. Camp Twin Lakes provides program staff for certain activities, kitchen staff to prepare and serve meals, maintenance staff to care for the facility and other staff to help facilitate the relationship between Camp Twin Lakes and their partners throughout the summer. Both Camp Twin Lakes and the partner camps work hard to raise money to send kids to camp. Camp Twin Lakes values each of its partnerships and we are made stronger by using our collaborative efforts to benefit the campers we serve.

What is my role during activities run by the Camp Twin Lakes staff?

During activity sessions, it is your job to help the Camp Twin Lakes staff make the activity fun for everyone. This can mean helping keep campers engaged and excited or helping campers participate in the activity. If you aren't sure how you can help during a session, ask the staff leading the activity how you can help them.

What can I do to make the camp experience more enjoyable for the kids?

Remember camp is about the kids having fun; they look forward to this week all year. Be sure to be there for them, have a positive attitude, and use encouragement! Campers are looking for a positive role model who cares about them. Take the time to get to know each and every camper you are caring for.

How many CTL staff members will be at each session?

This will depend on the activity. Most activities will have at least 2 staff there to lead the session. Horseback and the ropes course may have more.

Is the CTL staff just there to run activities?

No! They are full-time summer staff that is more than willing to help if there is ever a problem. If they cannot help with the situation they will contact someone who can.

What if it is raining or storming when it is time for me to go to an activity?

Most activities will continue if there is rain. However, if there is constant lightning and thunder, the activity will be cancelled. CTL staff will try to implement substitute activities in order to keep the campers entertained. In the case of bad weather it is important for the counselors to keep a positive, flexible attitude and be willing to help facilitate any substitute programs. CTL staff members or your Camp Director will inform you of any changes to the schedule and appropriate substitute activities.

What are proper dining hall procedures?

Counselors are highly encouraged to make campers an active part of the cleanup process. At the end of each meal, a Camp Twin Lakes staff member will call clean up time. Please do not start the cleanup process until 'clean up time' has been called. Each table will need to get a bin, rag, spray bottle, broom and dust pan. Please place all remaining liquids in a pitcher and neatly stack glasses, plates, and silverware in the bin. Finally, after each meal, please sweep under and around your table. This makes the end of the week clean up A LOT easier and quicker! Another important aspect of the dining hall is seconds. Everyone is more than welcome to enjoy seconds once they are officially called by a CTL program staff member, and please note that you do not bring your original plate up for seconds. The Camp Twin Lakes staff will issue another plate when campers and counselors go through the seconds line.

What are the rules regarding Camp Twin Lakes' equipment use throughout the week?

Camp Twin Lakes equipment can only be used during program times. If there is a specific equipment need outside of a scheduled program time, please contact your camp director and he or she will contact the Camp Twin Lakes staff if necessary.

Which activities require specific dress?

- Horseback requires long pants, closed toe shoes and a helmet.
- Biking requires closed toe shoes and helmets.
- Climbing wall requires closed toe shoes, harnesses and a helmet.
- Swimming and boating activities require a swimsuit and towel.

Helmets, harnesses and lifejackets will be provided at the activity where these items must be worn. Shoes must be worn at all times while at camp, except in the pool. Water shoes are recommended for pools or showers in the cabin.

Why do we do flagpole?

Meeting for flagpole is very important before mealtime. This gives the camp a chance to reassemble after activities. Campers and counselors participate in fun energizers and games as the dining host cabin helps set up the dining hall for meals. If your cabin is scheduled for dining host, please arrive at the dining hall 15 minutes prior to the meal. Your cabin buddy will be there to help you with this process.

Will there be water around camp for the campers in my cabin?

Water is essential during the summer heat. Make sure each camper has their water bottle for each activity. Water coolers will be set up around camp at each area for fill up.

Does Camp Twin Lakes recycle?

Yes! Recycling stations are set up around camp. Please recycle your plastic bottles and cans. Place cardboard materials next to any outdoor bin and CTL will pick it up. We need your help to keep camp clean!

Always feel free to ask camp staff if you have a question or need help. They are there to help you!

This & That...

Break Time for Counselors

Being a counselor is a hard job... and a 24/7 job!!! While the #1 priority of a counselor is camper safety & care, you do deserve a break! If you need a few minutes to 'tag out,' please make sure of the following...

- It is ONLY during a low activity time... i.e. NOT pool time, ropes course, etc.
- You let your co-counselor know!
- You ask for additional coverage from a med team member, logistics team member, or unit leader.
- You are taking minimal breaks, and giving the opportunity to your co-counselor to take a break as well!!
- If you need to make calls, this is great time... but remember, campers should NOT see or hear your cell phone!!!!

Nighttime Breaks

After ALL CAMPERS are settled & in bed, counselors may take turns taking a break. Under no circumstances may campers be in a cabin without at least one counselor. There will be snacks set up in the dining hall for break time. The only areas available to hang out are the dining hall and unit pavilions. ALL COUNSELORS MUST RETURN TO THEIR CABINS BY MIDNIGHT.

After Lunch Counselor Meetings

After lunch, one counselor from each cabin should remain in the dining hall for a quick staff meeting. This is just a time to check-in, ask questions, and chat about any problems or dilemmas. Counselors should take turns!

Cabin Buddies

Each cabin will have 1 or 2 CTL staff member assigned as a 'Cabin Buddy.' The cabin buddy can be a HUGE help and friend to you & your campers!!! Cabin buddies will join us when they can— during meal times, down time, check-in day, etc. And sometimes they will bring fun games & activities! Please welcome them to the cabin and include them in the KSII family!!

Comment Box

Remember, your unit leader & Camp Director are ALWAYS available to talk. If you can't reach them or want to leave them a private or anonymous note, please feel free to make a note and leave it in the comment box in the dining hall!

Incident Reports

We are required to make a camp incident report anytime there is an incident of note at camp. If you witness an injury (even if minor), accident, altercation or even a 'near miss', please let your unit leader or Camp Director know. This is to protect campers AND staff members.

Meal Times

Cabins will sit together during meal times. This is NOT a break for counselors. This is an all-hands-on-deck time, and you should also have the help of a CTL cabin buddy. Meal times are a great time to work on socialization & conversation skills.

Bed Wetting

Bed wetting is a NORMAL part of camp & childhood. Please make sure that campers know it is OKAY to tell you if they wet the bed. Sometimes campers may not tell you. Please make sure to check every now & then!

If a camper wets the bed, please make sure of the following:

- You keep it CONFIDENTIAL & PRIVATE
- You make sure that they know it's okay, and camp staff will take care of getting them clean sheets
- You assist them in getting cleaned up & changing clothes
- You make a note of accidents on your cabin's nighttime report and turn it in at breakfast.

Nighttime Reports

Each morning, every cabin should turn in a Nighttime Report to the nursing team. These are found in your cabin notebook. Make sure to note if anyone wet the bed, had any nighttime concerns, or had to take any treatments during the night.

Opening Day Notes

- Remember friendly greetings & communication!!!
- Don't forget about Bunk Agreements!!!
- Go over the schedule so that your campers feel comfortable & well-prepared for the week.
- Make sure that campers know that if they ever want to tell the counselors something important, like they don't feel well, they're homesick, or they wet the bed, you always have a listening ear!!

Discovery Programming –

What is Discovery Programming? Discovery Programs are skill based programs that allow campers to choose an activity they are interested in and work on skills in that area. Discovery Programs offered during the week of camp can range from cooking or painting to swim lessons, archery, or outdoor survival. Campers will choose their activities on Sunday night and stay with the same discovery group all week. This gives campers a choice in what they see and learn at camp and also allows them to spend time and make friends with campers outside of their cabin group.

How does discovery programming work? On Monday, Tuesday, and Thursday after breakfast, each unit will meet in a designated location to divide up for discovery programs. Counselors will also divide up among the different tracks. Campers and counselors will stay in their discovery groups until lunch time and then meet back in their unit's designated location to regroup back into their cabin groups. CTL staff will be in each location to lead this process and assist in getting campers to the right groups.

Sample Day of Camp

7am: Rise & Shine!
 8:10am: Flagpole
 8:15-9am: Breakfast
 9-9:30am: Spirit Time
 9:45am-12pm: Discovery Programming
 12-12:30pm: Lunchtime Flagpole & Games
 12:30pm: Lunch
 1-1:15pm: Camp News
 1:15-2:15pm: Shoes Off/Rest Hour
 2:30-3:30pm: Activity Block 1 (with cabin)
 3:30-4pm: Snack
 4-5pm: Activity Block 2 (with cabin)
 5:15-6:15pm: Activity Block 3 (with cabin)
 6:30pm: Dinner
 7:15pm: Free Play/Evening Program Prep Time
 8pm: Evening Program!
 10pm: Lights Out

Evening Programs

Sunday – Opening Ceremonies & Spurple Hunt
 Monday – Unit Night
 Tuesday – Street Fair
 Wednesday – Unit 1: Pool Party, Unit 2 & 3: Dance
 Thursday – Talent Show

Camp Theme:
To be determined!!

EMERGENCY PROCEDURES

WHAT IS AN EMERGENCY?

An emergency is a life or death situation!! Emergencies include:

Severe weather conditions; severe injury to a camper or staff member; a camper or staff medical situation; a stranger on camp grounds after hours who will not leave on his/her own accord; a missing camper; a horse(s) out of the pasture or riding area, or broken water line.

The following do not constitute an emergency:

Ant or mice problems; lack of hot water or no water at all; air conditioners that do not work or are not properly adjusted, etc.

EMERGENCIES:

The CTL Camp Manager, Program Manager, and Manager of Site and Facilities all carry camp walkie-talkies. Information will be given to you as to how you can contact us during the day.

In the early evening the On Duty Staff Member should be contacted for all emergencies.

At night, after the CTL On Duty Staff Member is off duty, please then use the in-camp phones to contact the CTL Director or Program Manager for emergencies.

Medical situations should be handled 'at night' by your staff – informing CTL in the morning. As always, however, if you need our assistance or support, please do not hesitate to call at any time.

EMERGENCY WARNING SYSTEM

To alert all participants in camp of emergencies such as fires and severe weather conditions such as tornadoes, floods, and lightning storms an emergency siren can be activated. Once the siren has been activated, all staff and volunteers should make their way to an area with a telephone. An announcement on the all call intercom will explain the emergency.

The siren is located on the lodge building above the daily med area and is activated by a key switch located in the main entryway to the lodge.

Camp Twin Lakes' staff members who also have a key are the Camp Director, the Program Manager, and the Site and Facilities Manager.

At the start of the program week, the signals will be practiced when all participants are present. This will take place either Sunday afternoon or Monday morning. Please alert your staff to the time of the test so that they can explain the emergency process and the signals to their campers.

Emergency Signals are:

Fire "Code Red – Location"

Tornado Warning "Code Black"

Severe Lightning "Code Gray"

Bomb Threat "Code Blue"

Missing Camper "Code Yellow"

Intruder Alert "Code Green – location"

IN THE EVENT OF AN ACCIDENT ON SITE (Involving CTL staff or visiting camper or staff)

Activate the closest call box and contact the health hut to notify the medical staff of partner camp. They will decide whether to call 911. If you cannot get in touch with anyone in the infirmary and the injury requires immediate attention, call 911 and then notify CTL Director and visiting camp director.

A responsible adult should remain at the scene of the accident with the injured party.

While waiting for help, provide first aid/CPR as you feel is important and appropriate.

IN THE EVENT OF AN ACCIDENT OFF SITE (Involving CTL staff or visiting camper or staff)

Phone 911 immediately and camp to notify director(s) and crisis management team to go into action.

Give injured person(s) immediate attention. A responsible adult should always remain with the injured party. Any other staff should attend to campers.

POLICE, FIRE, OR EMERGENCY**911**

FOR HOSPITAL INFORMATION, PLEASE REFER TO THE HEALTH CARE PROCEDURES OR TALK TO THE CTL Camp DIRECTOR

MEDICAL STAFF should get directions to the hospitals.

PLEASE NOTE: 911 CALLS

- An ambulance, dispatched by the 911 call, will report to the Med Lodge. If the patient is in another area, the medical staff will ride with the ambulance crew to the site of the patient. The ambulance crew will stabilize and transport the patient to the ball field to pass the patient off to the helicopter crew
- All Camp activity should continue in as normal a manner as possible.
- If an incident should occur at night, a CTL Management Team member should turn on the lights at the Tennis Court. All procedures are then followed as in day time.

FIRE – “Code Red – Location Announced”

All cabins and the health hut are equipped with smoke sensors, and all buildings have fire extinguishers available. In case of a fire or any emergency, CTL Program Staff should remain with their activity group until responsibility is turned over to Partner Group staff. In case of a grass fire, move all children to the Dining Hall. Partner Group Counselors should take a head count and remain with their cabin group. The CTL Management Team will report the fire. All CTL staff without cabin responsibilities will report to CTL Camp Office for instructions.

In case of a fire in the Dining Hall, have the cabin groups leave the building by cabin out the nearest available exit. Take campers to the Ball field and take a head count. Please note: Evacuation Plans are posted in every building at camp.

In case of a fire in a cabin, go to another cabin and call the Med Lodge by intercom and move everyone to the Dining Hall. The CTL Management Team should also be notified. There are fire extinguishers in every building at camp. Only after the campers and staff are safe should anyone attempt to douse a fire. The Med Lodge staff should inform other cabins through the intercom system to do the same. If the conditions are not conducive to the fire spreading, only the affected cabin and the ones on each side should be moved. If the conditions are conducive to the fire spreading, all should move to the Dining Hall or the Ball Field. Please take time to review the evacuation plans posted and locate closest fire extinguisher. Within the cabin, keep in mind that you will more than likely use the front door to evacuate. If this door is blocked, head toward the back door or go through the windows.

FLOOD

1. Prevention - semi-annual inspection.
2. Precautions:
 - a. Leave area if seepage is visible in either dam.
 - b. Leave area if water level is over either dam's spillway area.

INTRUDERS

Unfamiliar persons on the camp property may range from someone lost and looking for directions to a person with intent to do harm to persons or property. Some judgment must be made on the part of staff. Persons should be questioned to ascertain who they are and why they are here.

Do not antagonize an intruder. Be polite, give assistance if possible, accompany the person to the camp office, or ask them to leave. This is private property and is not open to the public. Observe to be certain that the person leaves the site. Be observant as to the make, model, and license number of the car.

If the appearance of the unfamiliar person makes you uncomfortable, approach with another staff member. Someone should always stay and with the campers, keeping them away from the situation. If the person seems threatening in any way, do not approach or take any chances. Remove yourselves and the campers from the area, notify the camp office, and observe the whereabouts of the person. If you see or suspect an intruder in camp at night, immediately notify the Partner Group Director and the "on-call" CTL Management Team.

In the event of intruder warning, gather your campers in the closest building (preferably a cabin) and lock or barricade doors until an all clear has been given.

KIDNAPPING

Staff members should refer all visiting persons (stranger or known) to the Camp Office and Partner Group director. All visitors must check in and obtain a visitor's badge. Under NO condition may a camper be removed from camp without the permission of the Partner Group Director. Strangers may come to the camp in search of potential victims. Custody disputes between parents can result in an attempt to remove a camper from camp.

The Partner Group Director has sole responsibility and authority to release their campers, volunteers and staff. The Partner Group Director will verify that the camper is released only to the legal guardian or their authorized designee. All requests to pick up campers or staff must be directed to the Partner Group Director. Should a camper be taken from camp without the direct knowledge and approval of the Partner Group Director:

Notify the Partner Group Director **IMMEDIATELY!**

MISSING PERSON/CAMPER – “Code Yellow”

The conduct and type of search depends on the set of circumstances surrounding the incident. The following steps are offered as general guidelines to follow in the event a person is determined as lost/missing.

Prevention: Within a cabin, each counselor should be assigned to and particularly aware of the presence of the number of campers. Adjustments should be made when a counselor is away from the group. Any staff member seeing a camper away from their group or activity without supervision should personally escort the camper to the group, activity or to another staff member who can do so.

Procedure: When a camper is discovered missing, the Partner Group staff member should notify the Partner Group Director immediately. The Partner Group Director will inform their Med Lodge Team and senior staff as well as CTL’s Management Team of this issue, and the following information should also be provided:

Camper’s name, age, cabin number, description of camper’s clothing, location last seen, length of time missing, what has already been done to find them and any other pertinent information.

The head counselor for the cabin of the missing person will send one of their counselors assisted by the management team to search in the most likely area for this camper: their cabin (maybe hiding under bed), the last activity area, and the dining hall, recheck the Med Lodge, etc.

If the camper is not found within 5 minutes, the Camp Twin Lakes’ Camp Director or Program Director will announce that the Lost Camper plan is in effect. There will be repeated announcements on the P.A., which means everyone, must go to the Dining Hall, except the Camp Twin Lakes program staff. Cabin groups should sit down at their regular tables; counselors should take a head count and leave one counselor in charge of the table (board games will be supplied, it is a good idea to keep the campers involved in something during this time). All other counselors should report to the Camp Office to help with the search. Explain to the group what has happened and ask if anyone has seen **camper’s name** or if they have any relevant information to share. Camp Twin Lakes’ program staff will spread out to search program areas. Aquatics staff will begin water search and rescue procedures. Camp Twin Lakes Maintenance Staff will begin a search of trails, outpost and maintenance areas. Partner Staff will search all cabins and buildings. After 15 minutes, 911 will be notified, and we will broaden the search for the camper with the aid of local emergency officials.

BOMB THREAT – “Code Blue”

Definition:

A device present in “camp” or on the premises, which may or may not have exploded.

Warnings to Staff and Campers:

Signal: Code Blue and evacuation location will be announced on the PA
 All staff and campers are to go to either the ball field – far end –
 Or to the village green. Location will be announced during all call.
 All staff and campers should be accounted for at the holding site.

The entire camp is to remain in this area until notified all is clear or other information is given.

Steps of Action:

1. If phone threat is made, person receiving the call should obtain as much information as possible. A checklist is provided for this procedure. Stay Calm!
2. Notification should be given to the Directors – by phone and/or walkie-talkies of code “blue.”
3. If determination is made to evacuate the area, the warning signals will be given.
4. All staff and campers will then be evacuated to the assigned areas. Role will be taken. All staff and campers will remain in their assigned evacuation locations until the all clear is given.
5. Staff should look for unusual or suspicious noises, devices, packages, or disturbances while evacuating the main areas of camp.
6. Protect face and head from flying debris with arms, backpacks, etc.
7. Once in the evacuation area – no walkie-talkies, cell phones or other electronic devices are to be used for any reason.

ROLES:

CTL Camp Director:

1. Will determine the need for evacuation and will notify all staff.
2. Will gather information from staff on anything suspicious.
3. Will, along with the medical staff, Assess injuries.
4. Will coordinate all efforts with the ‘visiting camp director’, when possible.
5. Will call 911.
6. Will get the checklist of information.

Camp Medical Team:

1. Will coordinate and administer any and all first aid.

Maintenance Supervisor:

1. Will (along with his staff) shut off the gas to the kitchen and lodge.
2. Report to the Camp Director for directions.
3. Meet the police bomb team at the gate.

Partner Camp Director:

1. Will coordinate the evacuation process.
2. Once this evacuation process is made, will determine that all staff and campers are present.
3. Will make sure all needs are met during holding time in the evacuation area.

FIREARMS

Staff, volunteers or campers may not bring any firearms or weapons on the camp property at any time.

This should be included in your staff manual or letter of employment.

Parents should also be advised of this camp policy.

In the unlikely event that a gun is found – as the campers unpack or through a tip from another camper or just by chance ----- the staff member should collect the gun (carefully) and /or ask for a supervisor’s assistance. The Partner camp director and the CTL director should be notified at once.

WEATHER EMERGENCIES

Tornado Watch: Weather conditions indicate that a tornado could be coming.

Tornado Warning – “Code Black”: A tornado has been signaled.

During a **tornado watch** an announcement over the intercom will instruct everyone that they need to end the activity immediately and head to their cabin. Groups on nature hikes, mountain bikes, and horses will be notified by walkie-talkies and will be given specific instructions.

During a **tornado warning** everyone must move to shelter immediately. An announcement over the PA will notify that such action will be taken. You will move immediately to the closest, strong inner structure, away from possible blowing debris. If you are at the pool, move to the gym; if you are near the cabins, move to the cabins as quickly as possible and get in the center of the bathroom areas. If time allows, grab mattresses and cover the group. If you are at the Arts & Crafts, move to the bathroom and hallway. If you are in any other building, move away from any glass, and into the strongest inner structure and cover your group with mattresses if available. The dining hall is not a recommended place to be due to the amount of glass, unless you go to the restrooms. If you find yourself and your group in an open area, move toward the best possible depression (trench, etc.) and lay down there. Keep in mind that you need to keep your group from panicking; keep track of who is in the group; use good common sense. Always try to anticipate rather than react.

Severe Weather - Severe Lightning “Code Gray”

Severe thunderstorms may occur. In case of lightning, swimming and all outdoor activities will be cancelled. Do not allow campers to go outside when it is lightning. If you are outdoors, seek shelter in a building. If severe weather comes and you are not near immediate shelter, seek a low-lying area and lie flat. Avoid large open spaces and trees. Lightning will seek tall objects, so stay away from lone trees, and hilltops.

Utility Failure

A power loss may occur from sources inside or outside the camp. Be sure everyone knows that the wires and electrical equipment substations and large green transformer boxes are dangerous and off limits. There are battery operated safety lights in all cabins. The intercom phone will not work if the power is off to the entire camp. Stay put. The administrative and maintenance staff will come to you with instructions. In case of an Electrical Fire, assemble and evacuate all campers and notify CTL Management Team. Never use water on an electrical fire. Use a fire extinguisher or baking soda. Downed power lines are extremely dangerous. Stay clear and don't touch them. Remove any campers from the area and notify the CTL Management Team.

Evacuation Plan

Elements of the Plan

- Notification of Evacuation
- Camp Emergency Response Team
- Call for Evacuation
- Accounting for Population
- Practice Assemblies
- Method of Evacuation
- Order of Evacuation
- Path of Evacuation
- Communication

Notice of Evacuation

The need to evacuate the campsite will be determined by the Fort Yargo Park Management and the Winder Police Department (770-867-2156). They will notify all occupants in the danger areas of the need to evacuate. Each year CTL will notify the Winder/ Barrow County Fire Department, Winder/Barrow County EMS, Barrow Regional Medical Center, Fort Yargo Department of Natural Resources and the Winder Police Department in writing of the anticipated schedule of use for the facility. Included in this annual notification will be the name(s) and contact telephone number for the facility in the case of evacuation.

Camp Emergency Response Team (CERT):

When the camp is notified that there is a need to evacuate, the CTL Camp Director will notify the CERT. This team will be made up of the following individuals with the following responsibilities:

Camp Twin Lakes Camp Manager: Evacuation Coordinator and communication with the Local Authorities.

Camp Twin Lakes Management Team: Implementation of evacuation procedures and accounting for all personnel.

Partner Group Camp Director(s)/Health Care Team: roster of all participants, mobile first aid, participant medications, staff and participant medical treatment authorizations.

If one member of the team is unavailable at the time of evacuation, the responsibility will fall on the next individual of responsibility, according to the organization chart and chain of command. Each year members of the CERT will be trained and/or review the Evacuation Plan and their respective roles.

Call for Evacuation

After the CERT has been notified of the need to evacuate, the camp director or his designee will make an All-Camp Emergency Announcement. If the system is found unusable due to lack of power, each member of the CERT will cover the facility to notify the camp population of the need to assemble.

Areas to cover if P.A./Intercom is disabled:

- Camp Director and Program Manager: meet with Partner Group management/health care team, and all CTL Staff in assembly area.
- Program Manager/Coordinators: cabins, retreat/staff housing and activity areas.

Accounting for Population

At the time an Emergency Assembly is called, all camp participants will gather at the designated location. The location usually most appropriate is in the Dining Hall. The Camp Manager will check with the CERT to determine if all participants and staff are accounted for. In the case that a participant or staff member is missing, the CTL Program Manager will organize a search using the Missing Person Procedure. Once the population is accounted for or, at the appropriate time, the Camp Manager or his designee will instruct the population on the situation and how to proceed with the evacuation.

Method of Evacuation

In cooperation with the Winder Police and Department of Natural Resources, the Camp Manager will determine the best location for the population to go. The CERT will execute the best and safest method of evacuation.

Use of Vehicles in Camp

The Camp Manager will coordinate the use of local transit services with the Winder Police Department.

Order of Evacuation

If the case arises that the entire population will need to be shuttled to an evacuation location, the following will be a guideline as to the order in which the population shall be evacuated:

- The Partner Group Health Care Team is responsible for determining evacuation priority status for their campers and staff. All effort will be made to evacuate by cabins to maintain supervision, care and order. Exceptions from cabin order would include: Medically critical with medical support personnel, Persons with limited mobility with attendants, Persons with special physical and/or developmental needs with attendants.

After all Partner Group campers and staff are evacuated, the priority continues with Non-essential staff and CERT.

Path of Evacuation

The path of evacuation will be determined by the direction(s) of the impending danger. The most viable path of evacuation would be via the site's main entrance. From this location, the evacuation can proceed in either direction to a designated safe area.

Communication

In the case of evacuation, communication methods will be essential:

- To site: The site has one main phone number to the Office (770-867-6123).
- On site: On site communication is provided by two-way radios. There is a radio located in the main office and all members of the CERT have walkie-talkies on the same frequency.
- Off site: As part of the evacuation plan, the CTL Camp Manager or designee will be responsible to inform the CTL Executive Director at the Atlanta office (404-231-9887) of the situation. The Camp Manager will also have cellular phone capabilities for communication with the CTL office (770-823-6922). The CTL Executive Director will be responsible for handling communication with the media as per the CTL Public Information Policy for Crisis Situations at Camp Twin Lakes.

The Partner Camp Director and the CTL Atlanta Office will serve as the communication link to the Partner Group Main Office to facilitate contacting the participants' families and responding to their inquiries.

CTL Camp Clean Up for Check-Out

Each table after lunch—Dining Hall

- Sanitize all tables for camp
- Stack all chairs on top of tables
- Thoroughly sweep underneath all tables
- On Friday after lunch, groups will be assigned areas for a speedier and more effective clean up. Go to your assigned area and begin working on the following tasks.

Unit 1- Grounds (Cabins set out to different areas around camp)

- Pick up all garbage and place in appropriate containers
- Return any lost items to campers or lost and found in the camp office
- Remove any remaining decorations and place in appropriate containers

Unit 2- Pool Pavilion, Creative Arts Cabin

- Stack all chairs and place them against the wall
- Sweep all bathrooms and floors
- Leave all garbage in appropriate containers
- Report any damage to Unit Leader or KSII Director

Unit 3- Gym

- Sweep all bathrooms and floors
- Leave all garbage in appropriate containers
- Set up benches set up for closing ceremony first
- After closing ceremony, stack all chairs and benches and place them against the wall
- Report any damage to Unit Leader or KSII Director

EVERYONE- Cabins

- Sweep out all cabins completely
- All beds must be returned to original orientation (should not have been moved in first place)
- Remove any leftover decorations
- Return any lost items to campers or lost and found in the camp office
- Leave all trash in cabins
- Remove any sidewalk chalk from porches or cabin
- Report any damage to Unit Leader

All Purpose- Luggage

- Take all staff luggage to front of gym according to cabin
- Assist med staff with re-packing all med items
- Load trailer with arts and crafts supplies, nursing supplies and decorations

Unit Leaders

- Follow groups to ensure all assignments have been completed
- Once assignments are complete, radio and see if any other group needs assistance
- Have all counselors take personal belongings from gym and put them in their cars
- Once everyone is finished, come to gym to check out before being dismissed

What Should I Bring To Camp?

- 1 beach towel
- Washcloth
- Laundry Bag
- Sunscreen (**lotion only**)
- Bug Repellent (**lotion or wipes only**)
- Alarm Clock (one per cabin)
- A Smile!
- Shorts—1 for each day plus 2 extra
- Shirts—1 for each day plus 2 extra
- 1 pair of long pants
- Socks for each day of camp
- Underwear for each day of camp
- Swim Suit (tankinis okay)
- Pajamas
- Rain Jacket
- Sweat Shirt (cabins can get cold at night)
- Closed-toe shoes such as sneakers
- Shower shoes
- Sleeping Bag OR set of twin sheets (top and bottom) and blanket
- Pillow and pillow case
- 2 bath Towels
- Toothpaste and toothbrush
- Comb
- Brush
- Shampoo/ Conditioner
- Soap/ Deodorant
- Flashlight
- Wrist Watch
- Water Bottle
- Backpack

If you play a musical instrument, you are welcome to bring it if it is portable and does not require electricity or amplification.

Lastly, please remember to bring your Kids Serve II Camp Volunteer Manual :)

What Should I *Not* Bring to Camp?

- Food
- Matches
- Heelie shoes
- Knives (even pocket knives) or any kind of weapon
- Gameboys, portable Playstations, or other handheld electronic games
- **Discmans, iPods, mp3 players or stereos**
- Bikinis
- Radios or boomboxes
- Compact Discs
- Squirt Guns
- Shirts with objectionable messages
- Jewelry or other valuables
- Sports equipment (bikes, bows, skates, etc.)
- **Cellphones**—allowed to be checked only during staff breaks, must be hidden away otherwise
- Balloons— camp is Latex-free!

Directions to Camp Twin Lakes, Camp Dream

6135 Roosevelt Hwy, Warm Springs, GA 31830

If you have problems, please call Kate at 404-295-5295!

FROM ATLANTA

Take I-85 south towards Montgomery, AL. Exit south at Exit 41 onto Highway **27A** (Exit 41) and proceed south passing through Moreland, Luthersville and Greenville. Roosevelt Warm Springs Institute for Rehabilitation is on the right just before the City of Warm Springs. Turn into the first entrance which is somewhat unassuming. It's on the right after you drive over a small body of water. Once your turn on to the campus, follow the signs for Camp Dream or Family Warrior Weekend. You'll keep on the main road until it ends/veers to the right after passing Georgia Hall. Turn Left, then keep straight, which will take you to the entrance of Camp Dream! Driving time from Atlanta: 1 hour 30 minutes.

FROM MACON

Take Highway 74 west towards Thomaston and continue on Highway 74 to Woodbury. At Woodbury, take Highway 85A southwest to Warm Springs. Proceed through the City of Warm Springs and turn right onto Highway **27A**. Roosevelt Warm Springs Institute for Rehabilitation is approximately 1/4 mile on the left. Turn into the first entrance which is somewhat unassuming. It's on the right after you drive over a small body of water. Once your turn on to the campus, follow the signs for Camp Dream or Family Warrior Weekend. You'll keep on the main road until it ends/veers to the right after passing Georgia Hall. Turn Left, then keep straight, which will take you to the entrance of Camp Dream! Driving time from Macon: 1 hour 20 minutes.

FROM COLUMBUS

Take Highway 27A (Manchester Expressway) northeast to Warm Springs. Proceed through the City of Warm Springs and turn left at the traffic light, continuing north on **27A**. Roosevelt Warm Springs Institute for Rehabilitation is approximately 1/4 mile on the left. Turn into the first entrance which is somewhat unassuming. It's on the right after you drive over a small body of water. Once your turn on to the campus, follow the signs for Camp Dream or Family Warrior Weekend. You'll keep on the main road until it ends/veers to the right after passing Georgia Hall. Turn Left, then keep straight, which will take you to the entrance of Camp Dream! Driving time from Columbus: 45 minutes.

FROM LAGRANGE

Take Highway 109 east to Greenville and Highway **27A** South to Warm Springs. Roosevelt Warm Springs Institute for Rehabilitation is on the right just before the City of Warm Springs. Turn into the first entrance which is somewhat unassuming. It's on the right after you drive over a small body of water. Once your turn on to the campus, follow the signs for Camp Dream or Family Warrior Weekend. You'll keep on the main road until it ends/veers to the right after passing Georgia Hall. Turn Left, then keep straight, which will take you to the entrance of Camp Dream! Driving time from LaGrange: 30 minutes.

FROM ALBANY

Take Highway 19 north to Thomaston, and turn west onto Highway 74 to Woodbury. At Woodbury, take Highway 85A southwest to Warm Springs. Proceed through the City of Warm Springs and turn right onto Highway **27A**. Roosevelt Warm Springs Institute for Rehabilitation is approximately 1/4 mile on the left. Turn into the first entrance which is somewhat unassuming. It's on the right after you drive over a small body of water. Once your turn on to the campus, follow the signs for Camp Dream or Family Warrior Weekend. You'll keep on the main road until it ends/veers to the right after passing Georgia Hall. Turn Left, then keep straight, which will take you to the entrance of Camp Dream! Driving time from Albany: 2 hours 30 minutes.

FROM FT. GORDON & AUGUSTA

I-20 W / GA-402 W via the ramp on the LEFT toward ATLANTA. Take the I-285-BYP S exit, EXIT 67A, toward ATL AIRPORT / MACON. Merge onto I-285 W / GA-407 W. Merge onto I-85 S and follow directions from Atlanta to Warm Springs.

Camp Volunteer Pledge

Internet Safety and Privacy Policy

Camp exists to offer a safe, positive camping experience for children with parents in the military. Just as our campers' parents trust us to keep their kids safe during camp, they also expect us to protect their privacy and keep them safe even after camp ends. Therefore, camp volunteers should never post camper photos or identify campers by name on the internet.

This includes blogs, personal web pages, photo sharing sites such as SnapFish, SnapChat and Flickr, and social networking sites such as MySpace and Facebook. We know that our dedicated camp volunteers would never do anything intentionally to hurt a camper. Sadly, some people who use the Internet do not have the children's best interests at heart and might try to contact our campers through these types of sites.

Camp photos will be posted on our secure website exclusively for counselors, parents, and campers to view and share. If you would like to post your camp photos on this site, please send them to your camp director. They'd love to see them!

CONFIDENTIALITY

By volunteering for Camp, you have obligated yourself to carefully refrain from discussing any patient's condition or personal affairs. Do not pass on information to other campers and visitors unless you have been given permission to do so by the Camp Director. In addition, all information seen or heard regarding campers and their families, directly or indirectly, is completely confidential and is not to be discussed, even with your family.

Your job as a volunteer requires that you govern yourself by the highest of ethical standards. This includes not asking for clinical information about a camper, nor seeking free clinical advice for yourself or your family from doctors/ staff. Failure to recognize the importance of confidentiality is not only a breach of ethics, but could potentially involve legal proceedings.

It is my intention to volunteer and meet or exceed all standards and expectations outlined for me.

Signature: _____ **Date:** _____

Print Name: _____

In addition to the above, I agree to the following:

- To watch for signs of stress in myself and others as a way of maintaining a safe environment at camp.
- To help other staff who seem at risk for hurting or abusing campers.
- To alert a Unit Leader or the Camp Director promptly when more supervision, intervention, or support is needed.
- To seek help myself if I feel at risk for hurting, over-stimulating, or abusing a camper.

I am attesting to the fact that I have read, understand, and accept the guidelines, regulations, and standards given in this document. I also agree to abide by any other rules and policies of Kids Serve II Camp and Camp Twin Lakes that have been or will be given to me. It is completely understood that my failure to comply with any of these rules, guidelines, and regulations may subject me to disciplinary action up to and including immediate dismissal from camp, disqualification from further involvement with Kids Serve II Camp, and the filing of criminal or civil charges.

Signature: _____ **Date:** _____