



CAMP H-TOWN

2022 POLICY MANUAL

POLICY MANUAL

I. ADMINISTRATION

A. Mission Statement

Our mission is to bring back the joys of childhood to a unique population of children touched by cancer through an urban camp experience at the Four Seasons Hotel Houston.

B. Philosophy

Our philosophy is that children living with cancer and their siblings, should have the same opportunity as healthy children to experience joy, meet new friends, and live as “normal” a life as possible, removing focus from their disease to the fun and carefree things in life. A summer camp, planned and administered with the special needs of these children in mind, provides the ideal setting for giving them this opportunity.

Camp provides opportunities to learn and acquire knowledge from other children who have undergone similar experiences. This shared experience improves coping skills and enhances their self-image.

Activities are planned with a focus on team building and achieving a sense of accomplishment, which boosts their self-confidence and sense of independence. Creativity is promoted with art projects, working with friends to write and perform camp songs and skits, and participating in art therapy. For children with cancer and their siblings, the camp experience is an important source of strength and support that is truly therapeutic, with benefits lasting throughout the year and beyond.

C. Objectives and Goals

1. To provide campers a safe camping environment supervised by a well-trained staff at no financial cost to their families.
2. To provide the medical expertise and close monitoring required, which is not generally available at regular summer camp programs.
3. To offer a wide variety of new and fun experiences with an emphasis on building life skills through activities that promote team building.
4. To provide each child the opportunity to develop a self-sufficient attitude and self-esteem derived from looking after oneself.

5. To promote an increased level of self-care or self-monitoring as recommended by their physicians that will give them a greater sense of responsibility for themselves as their ages and abilities allow.
6. To provide the opportunity to make friends with others who understand their situation, and the chance to learn from others who share similar experiences, thereby coming to understand ways to cope with their difficulties or limitations.
7. To assure parents that their children are in a safe, secure and well-supervised program by giving them all necessary information and support.
8. To treat the children with cancer the same as children without cancer, giving them the opportunity to play, sing, dance and just be a kid.

D. Organizational Structure

Camp H-Town is governed by a Board of Directors (the “Board”), with various standing and *ad hoc* committees established from time-to-time. The Board appoints the Officers to the camp, the positions for which are as follows:

- President;
- Vice President;
- Treasurer;
- Secretary;

All Board members and all Officers volunteer their time, with no paid positions. The responsibilities of these various positions are laid out in the camp’s Operating Agreement, which is available for inspection upon request.

In addition to the Board of Directors and the Corporate Officers, the camp’s day-to-day activities, especially while camp is in session, is overseen by a Camp Directors and related staff.

E. Anti-Discrimination Policy

Camp H-Town does not discriminate on the basis of race, religion, gender, age, ethnicity, nationality, disability, sexual orientation, gender identity, marital status, or any other protected status under federal or state law.

F. Harassment Policy

Camp H-Town recognizes that a person’s right to freedom from discrimination includes the chance to work in an environment free of harassment. Offensive speech and conduct are inappropriate and damage the positive relationships necessary to run our program. Harassment creates an intimidating, hostile, or offensive environment and may unreasonably interfere with a person’s performance, negatively affecting their camp experience.

Harassment includes all unwelcome advances, written or verbal innuendos, threats, insults, or disparaging remarks about a person's gender identity, sex, sexual orientation, national origin, race, creed, color, ancestry, age, sexual orientation, veteran status, physical or mental disability, or religious beliefs that are offensive to a person associated with the camp program. Examples include verbal harassment (derogatory remarks, demeaning jokes, slurs, or threats), physical harassment (assault, unnecessary touching, blocking movement, physical interference with movement), and visual harassment (derogatory or demeaning posters, cards, cartoons, graffiti, gestures). Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and conduct of a sexual nature. The victim usually believes, or is led to believe that they must let the conduct continue in order to remain at camp.

We encourage any camper or staff member who has questions about discrimination or harassment to speak with their immediate supervisor or the Camp Director. Anyone who is found to have harassed someone else will be subject to discipline, including termination. Disciplinary actions will be determined at the discretion of the Camp Director. We encourage anyone exposed to harassment to report it to an appropriate supervisor. Supervisors that become aware of unlawful harassment or inappropriate behavior must report the incident to the Camp Director. No retaliatory action will be taken against persons who make a good faith report of harassment. To ensure that reports are managed promptly and confidentially manner, uninvolved persons will not be told of such complaints.

G. Dress Code Policy

Our goal at camp is to create a community where everyone feels welcome and accepted. For this reason, Camp H-Town has a dress code for all campers and staff members. We ask that everyone dress modestly and appropriately. Please review your camper's attire each day for items that might offend or embarrass another camper in any way. In a large community, any offensive item can cause discord between campers. This applies to campers of all ages.

The following are general guidelines:

- Undergarments should be worn and covered appropriately.
- Shorts should be a reasonable length, so that camper may sit, stand, bend, and run comfortably.
- Shirts should be long enough to cover the midriff.

Clothing that is not accepted at Camp H-Town includes form-fitting clothing; see-through tops or bottoms; advertisements for alcohol or tobacco products; offensive slogans or symbols, or those that may offend ethnic, minority, religious, or other groups; shirts that show your belly button; or extremely low pants.

We ask both our campers and staff to keep attire tasteful, respectful, and appropriate for a children's camp. You will be asked to change your outfit if your attire does not meet these standards.

H. Reporting Child Abuse/Neglect

Camp H-Town creates a community that fosters emotional growth, tolerance, acceptance, and trust. Appropriate, non-sexual, welcomed touch is permitted at Camp H-Town, but inappropriate, sexual and/or unwanted touching is not.

Texas has both civil and criminal laws to protect children from abuse and neglect. If you suspect that a child is being abused or neglected, the law requires that you report it. [Texas Family Code Section 261.101 (a)]

Texas law requires any professional who suspects that a child is being abused or neglected to make a report to the Texas Department of Family and Protective Services or any local or state law enforcement agency within 48 hours.

We consider all Camp H-Town personnel to be considered “mandated reporters.” Thus, if you have reasonable cause to believe a child known to you in your professional or official capacity may be an abused child or a neglected child, you must immediately report or cause a report to be made to the Texas Department of Family and Protective Services (DFPS).

As a professional courtesy, we ask you inform the Camp Directors of your suspicions of abuse; however, this action does not satisfy or negate your responsibility under Texas law to make a report within 48 hours. The Texas Family Code states that “a professional may not delegate to or rely on another person to make the report.”

All Camp H-Town personnel must complete the DFPS training on recognition and reporting of child abuse and/or neglect prior to volunteering at camp.

If you are not sure whether a report is warranted, discuss the details with the Camp Directors, who will possess a copy of the DFPS’ Reporting Basics. Likely, a call will be placed to the Texas Abuse Hotline for advice. These workers have special training in determining what constitutes child abuse and neglect under Texas law. In some instances, this may be done before telling the child’s parent about the report, as this could endanger the child and/or hinder the response in some cases. For more information, visit <http://www.dfps.state.tx.us/>.

I. Safety

All camp personnel are responsible for the safety of campers and are empowered to make decisions in emergency situations to ensure safety.

Cabin Counselors are responsible for enforcing the following safety rules:

1. Campers should never be left alone or unsupervised. Volunteers must never be alone with a camper. Counselors must know where their campers are and what activity their campers are engaged in at any time during the camp week. See a camper alone? Stop and ask, “Where should you be and who is your counselor?”

2. Footwear should be worn outside of cabins, except at the pool.
3. On an off-site trip, campers must always gather as a cabin group, and leave “camp” and board buses together with their counselors. Counselors will check their campers onto the bus with a member of the transportation team. Buses will not leave until all cabins have reported. For the duration of the field trip, counselors are responsible for head counts at regular intervals and maintaining appropriate behavior on and off buses.
4. If an activity requires safety equipment, this will be properly fitted and supervised by the person directing the activity.
5. Campers are not allowed out of cabins after “lights out” unless a counselor grants permission and are escorted appropriately.
6. Please use common sense safety and precautions with bunk beds.
7. Photo identification cards will be issued to all campers and personnel at the beginning of the week. Counselors are charged with the responsibility to ensure that campers in their cabin have and wear their identification card.
8. Volunteers are not allowed to leave “camp” without the permission of the Camp Directors or their designee.
9. Visitors are only allowed at camp with the Camp Directors’ approval. They will be escorted by a volunteer at all times. If you see a stranger at camp without an accompanying volunteer, please politely ask them to come with you so you can make introductions to the Camp Directors.
10. All campers are expected to exhibit appropriate behavior and cooperation during all activities, and all volunteers are responsible for helping campers maintain that appropriate level of behavior. If camper behavior is inappropriate, it is the responsibility of the volunteer present to take corrective action.
11. Under most circumstances, campers are expected to participate in all camp activities. If persistent problems along these lines exist, please inform the Child Life Specialist.
12. If it is necessary to discipline a camper – never physically – try to do so with the support of other personnel. Never issue a consequence to a camper out of anger; rather, the goal is to ensure cessation of the inappropriate behavior and encouragement of appropriate behavior. If possible, redirect the camper and calmly address the issue(s) in private, but with the support of other Camp H-Town personnel, using appropriate and acceptable language. Physical restraint may be used only as reasonable to prevent a camper from hurting oneself or another, and not as a disciplinary measure. The Camp Directors, Child Life Specialist and other personnel are available resources to address persistent problem.

J. Confidentiality

All camp personnel must respect the confidential nature of all campers' names, addresses, diagnoses and other medical information, and telephone numbers before, during, and after camp. During camp, the camper's medical information will only be discussed as needed. All personal and medical records will be kept in the possession of the medical staff.

At the beginning of the week of camp, the Camp Director and Medical Director will verify that all campers have a parental consent on file to allow photographs, video and/or interviews used for publicity through various media outlets. For those campers whose parents have not granted consent, the Camp Director shall so inform the Counselors and appropriate personnel to ensure protection of the camper from the exposure. Only the Camp Director has the authority to introduce any camper to the media.

Campers will be informed that they are under no obligation to discuss their medical or any other personal information with the media. They may do so if they desire and their parent or guardian have signed the appropriate consents.

K. Out-of-Camp Relationships with Campers

A special bond forms between campers and counselors and other volunteers. Camp H-Town discourages personal relationships with campers outside of camp; however, the camp also recognizes that sometimes these out-of-camp relationships are healthy, satisfying, and productive for all participants. Therefore, Camp H-Town's policy with respect to establishing and/or maintaining out-of-camp relationships with campers is to obtain written permission from the camper's parent or guardian, with a copy to the camp's office, before any out-of-camp communication is made. The following is what we share with our families:

The camp staff members (volunteers, counselors, leaders-in-training) provide an important service to our campers, giving their time and energy to make camp fun and safe. Campers and staff often develop friendships during camp. While at virtual camp, Camp H-Town makes every effort to ensure these friendships are appropriate by providing supervision within the limits of the program, conducting personal interviews with staff, conducting criminal background checks, and training staff about appropriate relationship boundaries. However, we cannot supervise these friendships after camp ends. Outside of the virtual camp program, Camp H-Town cannot regulate contact between campers and camp staff, or guarantee that such contact is appropriate. Caregivers should always know their child's friends and supervise their child's friendships, whether in person, on the telephone, or via Internet.

L. Internet Communication/Social Media Policy

Camp H-Town generally views social networking websites (i.e. Facebook, Instagram, Twitter, TikTok, Snapchat), personal websites, and blogs positively. As an organization, Camp H-Town aspires to maintain a positive and respectful online presence, which protects the interests of the organization and complies with all applicable laws and regulations. Camp H-Town has an official presence on Facebook, Instagram and an organization website, www.camptown.org, which are

maintained and updated by approved members of our organization. Camp H-Town does not host or sponsor any other social media sites or internet blogs at this time. However, we respect the right of individuals to use these venues as a medium of expression. If individuals identify themselves as part of our organization on such venues, those reading the website, social media, or blog may view that person as a representative of Camp H-Town. Because of this possibility, we require that all individuals express themselves in a positive, respectful, and appropriate manner when referring to our organization in any website, blog or social media. This includes any references to our organization, programs and activities, campers, or staff members. The following behaviors are NOT acceptable when referring to Camp H-Town:

- Posting pictures, videos, or tape recordings of others (campers or staff members) without their written permission.
- Using the name of any camper or minor staff member under the age of 18.
- Using obscenities, profanity, or vulgar language.
- Disparaging or “putting down” Camp H-Town, our staff members, or our campers.
- Talking about engaging in activities that are prohibited by camp policies, such as using alcohol or illegal drugs, smoking, sexual behavior or harassment, or bullying.
- Harassing, bullying, or intimidating others (campers or staff members). This includes, but is not limited to: making derogatory comments about race, religion, gender identity, sex, sexual orientation, age, or disability; making sexually suggestive, humiliating, or demeaning comments; threatening to stalk, haze, initiate, or physically injure another person.
- Otherwise acting in a manner that is unbecoming of the individual’s position with the organization.
- Posting pictures of the individual wearing Camp H-Town gear (eg, shirts, hats, jackets) while engaging in any of the above activities.
- Using our copyrighted name or logo without Camp H-Town’s written permission.

Any person who violates any part of this policy will be subject to immediate discipline, up to and including termination. In addition, failure to follow this policy may affect future involvement with our organization, including being barred from participation in camp programs.

M. Insurance Coverage

In consultation with its insurance advisor, and as may be required by vendors, it is the policy of Camp H-Town to purchase insurance to cover its exposure to risk in a variety of contexts and circumstances.

II. FINANCIAL POLICY

Funding for Camp H-Town comes from donations received from individuals, corporations, service clubs, foundations, and fund-raising events. Funding may be in the form of cash donations or in-kind donations from vendors.

Camp H-Town is provided at no cost to the families of the children attending – it is completely free to them.

The tracking of revenues and expenditures shall be the responsibility of the Treasurer, with oversight and coordination from the President. Camp H-Town may employ certified public accountants or other tax professionals in the preparation of financial statements and tax returns. Once year-end financial statements have been prepared, with projected revenues furnished by Camp H-Towns' Fund-raising Committee, a budget for the following year's camp will be developed by the Programming Committee, with final approval of material expenditures for camp approved by the Board.

III. PROGRAM POLICY

A. Camper Admission Criteria

1. Campers will generally be from seven (7) through thirteen (13) years old. Campers will be limited to attending Camp H-Town for a maximum of two (2) years. After two (2) years of attending Camp H-Town, campers will be placed on a waiting list.
2. Campers will be children who have been diagnosed with cancer, whether or not under current treatment and their siblings.
3. The Medical Director, in consultation with the medical staff, will make selection determinations.
4. Campers that have not adhered to an acceptable code of conduct may not be invited to return to camp for a second year, at the discretion of the Camp Directors.

B. Parental Consents

1. A parent or legal guardian must complete the camp application and sign the indicated waivers for activities, publicity, and emergency medical treatment for campers.
2. If a camper does not arrive at camp, the Camp Directors or his/her designee will attempt to contact the camper's parent or legal guardian to verify the absence.
3. Campers are not released to persons other than those named by the parent or legal guardian on the Camper Application unless:

- a. the parent or legal guardian has made prior arrangements with the Camp Directors;
OR
 - b. a parent or legal guardian makes a telephone arrangement at camp and someone from the staff can verify the authenticity of the caller.
4. Parents or legal guardians are responsible for prompt pick up of their children after camp.

C. Accidents and Illness

1. All accidents and illnesses are called to the attention of the medical staff. The Medical Director or designee will determine the level of medical care needed and take all appropriate steps to ensure that such care is given and received, which may require the use of a local hospital. (*See* Section XII. Medical Policy below).
2. The Medical Director will determine whether the camper's parent and/or legal guardian should be notified (depending on the severity of the accident or illness), and whether attendance at camp should continue.
3. The Crisis Management Protocol and the medical practices contained therein will be used as a training guide for all campers and staff.
4. An Incident Report Form (*see* Appendix A) will be utilized to report all accidents and injuries. The Programming Committee will annually review and analyze all incidents, make recommendations to reduce risk at future camps and modify procedures and implement changes as recommended. Outside advisors who have expertise in the topic may be utilized to advise the Programming Committee in reducing risk and maintain the safety of campers and volunteers at Camp H-Town.
5. Staff witnessing accidents or incidents that threaten the safety and well-being or danger to campers or staff are required report to the Camp Directors, who will determine whether the level of seriousness and take appropriate action.

D. Public Relations

1. Publicity directly related to the execution and administration of camp or requested during the week of camp shall be referred to the Camp Directors or their designee. Media representatives are allowed at camp only at specified or pre-arranged times and at the discretion of the Camp Directors.
2. Photographs or videos of campers should only be used for personal purposes and not shared publicly or on social media absent consent from the camper's parent or legal guardian.

IV. PERSONNEL

A. Camp Directors and Administrative Staff

In addition to the Board of Directors and the Corporate Officers, the camp's day-to-day activities, especially while camp is in session, is overseen by a Camp Directors and related staff. These positions are as follows:

- Camp Directors;
- Hotel General Manager;
- Medical Director;
- Child Life Specialist;
- Program Director;
- Arts & Crafts Director;
- Music Director;
- Administrator;
- Staff Nurses/Medical Team;
- Counselors; and
- Support Staff (both full- and part-time).

B. Personnel Policies and Procedures

By establishing policies and procedures, the camp can communicate expectations of volunteers so that all personnel will know how to conduct themselves. At bottom, the policies are designed to ensure that the camp runs smoothly with little administrative friction, thereby enhancing the experience for the kids.

1. All volunteers (full or part-time) are required to complete and return by the published deadline:
 - Volunteer application, completed in its entirety;
 - Volunteer Health Information;
 - Background check form; and
 - Review and indicate agreement by returning signed copy of these policies, procedures and rules.
2. Selection of volunteers and their positions within the camp is the responsibility of the Camp Directors based on the applications, interviews, personal references, qualifications and past oncology camping experience.
3. All volunteers are required to commit to service for the entirety of the planned camp, which includes arriving early for training and camp set-up. Fifteen hours of training will be provided and required for all volunteer staff. Exceptions to this will be rare and based on a written request. Acceptance of an alternate training program as outlined by the Camp Directors may be required.

4. A limited number of part-time volunteers may be invited, at the discretion of the Camp Directors, to assist with camp activities. These part-time volunteers will be required to complete the application in its entirety, have a background check and complete the mandatory training. Exceptions (for example, special guests at one event) will only be approved at the discretion of the Camp Directors.

C. Staff Rules

1. Staffing
 - Camper/Counsel Ratios:
 - Activities at Camp: 3:1
 - Transport and Activities Outside of Camp: 2:1
 - Campers Needing Close Supervision: 2:1
 - Campers Needing Constant Supervision: 1:1
 - Transportation: Medical Staff on every vehicle transporting campers
 - Medical Team
 - Physician and Two Staff Nurses on Day Duty
 - One Staff Nurse on Night Duty (lights out to wake up)
2. At meal times, every counselor assigned to a cabin is required to sit with their campers.
3. Campers must never be left alone at any time. No counselor is alone with a camper at any time.
4. Volunteer is never allowed to use, possess, be under the influence or provide minors any illegal drug, alcoholic beverage, smoking or tobacco products during training or while camp is in session. Volunteers are held responsible for unacceptable and unlawful behavior. Any violation of this policy will constitute immediate dismissal.
5. No volunteer is allowed to leave the Four Seasons without notifying the Camp Directors.
6. Volunteers must follow and enforce the camper discipline policy.
7. Volunteers may not allow any camper to make telephone calls or use any electronic devices. Any camper needing to use a telephone should be directed to speak with the Camp Directors.
8. Volunteer cell phones and all other electronic devices must be shut off and kept away from campers. Volunteers may use their cell phones during their downtime and away from the presence of campers. An emergency contact number will be given to you before camp so your loved ones can reach you in the event of an emergency. This policy does not apply to Administrative Staff who needs a cell phone and/or other communicative device as part of their duties, as determined by the Camp Directors.
9. Personal vehicles may not be used for camp business or to transport campers.

10. Use of volunteer's personal equipment, such as sports equipment or musical instruments, is permitted on the condition that volunteers assume the risk of loss or damage, with the camp assuming no such responsibility.
11. All medications of volunteers, whether prescription or over-the-counter, must be stored with the medical staff. Exception granted by the medical staff if sufficient assurance is provided that medications are kept in a locked or otherwise safe location if a volunteer is not lodging with campers. It is the responsibility of the volunteer to follow through with the agreed arrangement.
12. There is a time and place for romance, and camp is neither the time nor place. Inappropriate intimate behaviors between volunteers or campers will not be tolerated and will be grounds for immediate dismissal.
13. Evaluations of volunteers shall be done with this information remaining on file and accessible to the interview/selection committee in following years.
14. Camp H-Town hereby agrees to indemnify and hold harmless any volunteer from and against any and all claims, losses, liabilities and expenses, including reasonable attorney's fees, suffered or incurred by the volunteer (collectively, "Claims") if the volunteer is named in a legal action or threatened with legal action arising out of or related to the volunteer's actions while attending Camp H-Town. Notwithstanding the foregoing, the Camp H-Town, shall not indemnify or hold harmless any volunteer for any reckless, willful, or wrongful acts or omissions by the volunteer which give rise to such Claims.

D. Volunteer Discipline Policy

It is the responsibility of all volunteers to be informed of the program policies and rules as outlined in this Policy Manual and their respective job description. As a condition of participating at camp, all volunteers will indicate their personal integrity and agreement by signing the Camp H-Town Volunteer Personnel Policies and Procedures and Camp H-Town Harassment, Dress Code and Social Media Policies.

All discipline matters concerning staff are handled by the Camp Directors. Infractions are handled in a discreet manner, with a thorough explanation of why the inappropriate behavior is unacceptable.

A camp volunteer may be terminated for, but not exclusively, the following reasons:

1. Use of alcohol, tobacco, and recreational or illegal drugs.
2. Abusive behaviors or language.
3. Inappropriate physical contact with campers or other camp staff.
4. Gross insubordination.
5. Any action that endangers the health and safety of campers or staff.

If termination is being contemplated, the volunteer's conduct will be evaluated by a small, select team consisting of the Camp Directors and others who directly supervise the volunteer. If the volunteer is asked to leave, the volunteer must gather his or her property and will be escorted from camp immediately.

E. Other Guidelines and Policies

The camp and its campers are visible to others throughout the City of Houston, so please be aware that our volunteers – you – represent our camp and serve as role models for our campers. Be helpful and courteous to visitors and the public at all times. If you feel camp operation or policies are being jeopardized, report the situation to your supervisor or the Camp Directors. Avoid gossip and report your concerns to Administrative Staff directly without discussing it among peers.

1. *Name Tags:* All volunteers and campers will wear their name tags throughout the week.
2. *Laundry:* All campers and volunteers should bring enough clothes to last the week. There is no washer/dryer available to the staff. Counselors should notify their supervisor in the event laundry services are needed in the cabins.
3. *Appearance:* Personal appearance should be neat. Casual clothes are certainly acceptable, but “not too casual and not too bare.” If you have any question about whether any clothing is acceptable, it probably isn't. Keep in mind the urban environment of this camp and dress accordingly. Inappropriate tattoos must always be covered.
4. *Visitors:* Relatives or friends are not to be invited to visit camp.
5. *Camp Maintenance:* Please report any maintenance issues to the Administrative Staff.
6. *Timeliness:* Please be on time to everything. We stress the importance of this to our campers. A smoothly run program depends on the cooperation of everyone.
7. *Cabin and Camper Appearance:* Take responsibility for your campers' personal cleanliness and appearance, especially daily showers and clean-up before meals. Encourage campers to take responsibility for their personal self-care, but maintain a supervisory role. Keep your sleeping quarters clean. Instruct your campers to properly care for their belongings, to keep floors and bunks neat.
8. *Appropriate Relationships:* All staff and volunteers will maintain friendly, supportive and professional relationships with the campers and other volunteers. We will have zero tolerance for inappropriate intimate behaviors or sexual relationships between volunteers and campers (or other volunteers) while at camp. The focus of all staff should be directed towards the well-being, needs and interests of the campers rather than on other staff or themselves. Remember, “camp is for the kids.”
9. *Thanks:* We appreciate your willingness to volunteer. You are making a difference in the lives of children living with (& beyond) cancer and their siblings.