



Volunteer Preparation Booklet
Summer

Preparing to Play: A Volunteer's Guide to Camp

Welcome to Camp!	p. 3
A Day in the Life	p. 4
Departure Day Schedule	p. 7
Understanding Our Campers: The other 51 weeks	p. 8
Behavioral Levels of Response	p.14
General Safety Guidelines	p.26
Medical Policies	p.26
Helpful Bits of Information	p.31
Emergency Procedures	p.33
Glossary of Campy Terms	p.36

Welcome to camp!

We are so excited you've come to join in the fun of our summer here at The Center for Courageous Kids!

Your First Day:

11:00 Volunteer Arrival: When you arrive, our year-round volunteer recruiter will be there to welcome you and check you in.

12:00 Camp Tour: After getting all settled in, you will gather in the courtyard for a camp tour.

12:30 Lunch! This is a time to get to meet your co-counselors and leadership staff. Use this time to mingle and join in with your assigned lodge.

1:00 Orientation Begins: Orientation will consist of introductions, group games, schedule overview, and camp policies and procedures.

4:00 Lodge Meetings: You and the other members of your lodge will gather with your lodge leader to cover a variety of topics. Including norm behaviors, coverage in program areas, morning and evening routines, etc.

6:00 Dinner

**Refer to page 33 and 34 for more details on the listed topics.*

A Day in the Life here at CCK:

Counselor (refers to CCK staff and volunteers) & Camper

Wake Up- Every den will determine their own routine for waking up the campers and getting them out the door for Early Risers.

Hint: This means that counselors will need to wake up earlier to get themselves ready for the day.

7:30- 8:20 Early Risers-These are optional pre-breakfast activities for campers that are excited to get the day off to a fun start! Campers will choose which activity they want to attend the night before, but pending coverage, it's okay for them to change their minds! Counselors will make one attempt to wake up the camper- if they don't get up, that's their body telling them they need the rest! If you have concerns for a child's health, please speak to your Lodge Leader. Campers should always be given the option of an early riser- withholding this option due to poor behavior or counselor fatigue is not allowed. If all campers leave the den, one counselor should check for any wet beds and sanitize and remake the beds as needed.

8:30- 9:25 Breakfast -We eat for the first half an hour and then dance or sing for the second half. Dancing and singing should be camper focused- this means that if some campers don't want to participate, a counselor should stay with those campers at the table. When you are dancing, look around you, you should be surrounded by campers! You have a whole week to teach these dances, so keep encouraging campers to give it a try! It is ok for campers to visit other lodges and, counselors should tag along. Camper and staff medicine will also be distributed at meals.

9:30-9:55 Lodge Clean-Up-This applies to campers, volunteers and staff! All beds should be made, garbage should be taken out regardless of how full it is, and any used towels that are not

reusable (on the floor, dirty, from the pool, etc.) should be brought out in clear plastic bags. Clean Lodge Awards are given out each evening at dinner, so aim high! After clean-up, this is also the time that you need to ensure that all the campers are dressed appropriately for the morning rotation, are wearing sunscreen and have water in hand!

10:00- 11:10 Morning Rotations Part 1- The two oldest lodges will travel to their chosen track program areas. This will be a track that they will select on opening day and a program area that the camper will go to each morning. The youngest lodges will head to the pool as a group. Program Staff will facilitate the activities, while den counselors assist the program staff and campers with the activities. Please keep it camper-centered! Track program areas include:

- Cooking
- Equestrian
- Archery
- Nature
- Music

11:15 Morning Rotations Part 2- All lodges will have an assigned set of program areas that they will then have the option to choose from. Together Den counselors and the Lodge Leader will work together to ensure that coverage is coordinated appropriately.

12:30-1:25 Lunch- This meal is a mellower version of breakfast in which we prepare to transition campers to siesta. During this time, please don't cheer, unless the cheer is camper initiated. After singing songs lead by the music counselor or other staff, we will have a chance for campers, volunteers and staff to recognize each other with a "pat on the back." This helps build community and encourage thankfulness. What we role model

during this time is a key component of the camp culture we strive to establish. Kids will ultimately follow in your lead.

1:30-3:00 Siesta- Campers may not be used to the active routine and exertion of camp. Rest is an important factor in keeping kids able to participate throughout the entire day. There will be staff on duty along with two counselors (who are awake!) per den on the camper side during Siesta. The remaining staff and counselors are welcome to rest on the counselor side or in the common room. In the event of an emergency, staff and counselors who are not on duty will be asked to assist.

All dens should follow a consistent policy on Siesta based on the age and cognition of their lodge. It is important that each lodge is consistent with the routine. Be mindful of the noise in your den.

The general rule is that campers are expected to lie down on their bed for the first half of siesta. Campers can sleep, write letters home, read or listen to soft music. Campers have to stay in their dens. The common room is off limits.

3:10-5:50 Afternoon Rotations- Free Choice: Each day at Lunch an announcement will be made explaining the different free choice program options. Campers will pick their top two choices and inform their counselors.

6:00-7:00 Dinner- After the meal is complete, we will clean up and dance. During announcements, evening programming will be announced; followed by the announcement of Clean Lodge Awards.

7:30-9:00 Evening Program- This could be a themed event or a campfire depending on the day of the week- these include a Campfire, a Carnival, Lodge Night, Messy Games, etc. Camper supervision and clear expectations are crucial during this time.

9:00 Campers return to Lodges- Younger dens will take the next 30 minutes to do their evening routine before bed. This includes hygiene routines, figuring out interest in early risers for the next morning, as well as den-specific quiet or reflective activities such as quiet den chat.

9:00-10:00 Older Camper Evening Program -The older campers are treated to additional programming as a reward for their leadership on camp.

9:30 Younger Camper Lights Out

10:30 Oldest Camper Lights Out

12:00 All Staff in Dens- Lights Out

***That is how a "Day in Life" at CCK goes during our AMAZING Camp Sessions. ***

Volunteer Departure Day Schedule:

Note: After campers depart, you will go back to your dens to start cleaning. Ideally cleaning will be finished in time for the closing meeting in the Dining Hall.

12:00 Closing Meeting- Staff and Volunteers meet in the Dining Hall. We will get a chance to close out the week and thank everyone for an amazing week.

12:30 Volunteer Meeting with Volunteer Recruiter-Volunteers meet in the gym. This is a chance for the volunteer recruiter to thank each volunteer hitting the road.

Important notes for you as the Volunteer:

It is important to know who your team members are. The staff around you serve as your support system. We work as a team here at CCK. Your team members provide assistance, advice, support and insight.

- **Utilize the help of your co-counselors**
- **Seek advice, support and instruction from your Leadership Staff**
- **Seek medical assistance as needed from our Medical Team**
- **Trust the process. Where many expectations and routines may differ from previous experiences, a great deal of planning and intentional thought went into them, and without a team approach, the experience of the camper is ultimately affected.**

Understanding our campers:

What happens the other 51 weeks of the year?

School: A child's job is to go to school. This is how they learn about their environment, their peers, and the fundamentals of interaction. School is also a foundation for learning the concepts of routine, rules, expectations and guidance from individuals outside of their guardians. When a child is sick or hospitalized over a short or long period of time, this important element is lost. Where the intensity of this effect may vary, most of our campers will have been affected by changes in their school routine due to hospitalizations, medical routines, or clinic appointments. As a result, they may have missed out on learning important social skills like sharing, taking turns,

patience, and basic conflict resolution. *It is important to remember that where these behaviors can be frustrating to you, with only six days, we can role model and reinforce these skills in the hopes that the child will be empowered to change.*

Loss of Control: Kids need to feel that they have control over their environment, or that someone is controlling that environment for them. The brain function that controls the assessment of risk and safe decision making does not fully develop in a child until well into their late teen years. Though they may not admit it, they rely on the adult and the environment to help them feel safe by establishing rules and structure. Loss of control for kids with chronic illnesses can not only be frightening, but it also impacts the relationships these kids form with peers (lack of trust or the desire to secure control of the environment through any means), interactions with adults (expecting instant gratification or an inability to trust), and their maturity level (making the child either precocious or possibly socially delayed). This is where a pro-active approach can come in handy! Assisting campers in creating the weekly den code of living helps them gain a sense of control and see value in a give and take approach to setting up structure. Allowing a child choice of programs to attend and having a copy of their schedule provides a realistic sense of control and routine. From a re-directive stand point, "two positive choices" is an important element in a child controlling the situation's outcome. We can also help our campers gain basic social skills through having them assist in resolving an issue or conflict. Statements like, "Where do we go from here?" is a great way to include campers in the discussion and resolution process.

Creating a Structured Environment: A common challenge that staff will face is the reality that caregivers (counselors and parents, alike) feel conflicted over setting limits with children who are seriously ill.

The conflict lies in wanting to treat the child "normal" while also wanting to help that child avoid struggles and moments of unhappiness. Though it may feel challenging, establishing clear expectations and enforcing them from day one is an integral key to providing a child with success and clarity and maintaining a sense of mental well being for the staff member. "Here at camp...." is a great phrase that helps to normalize our environment and expectations for the campers.

Different Illnesses, Different Protocols: Remember that each illness brings its own set of challenges to the child and their family. Some children were born with their illness. Some were diagnosed later in life- until this point they were "normal." Each camper will have their own perspective on their illness, shaped by their own understanding of the illness, their families reaction, and how the illness impacts or doesn't impact their daily life. *Most often, camp is an opportunity to get away from the expectations and limitations the child has acquired at home and school and push their own self-concept to new heights! Our goal is to find their "Island of Confidence" and allow them to shine as individuals and as a part of a team. Though it can be frustrating, it is a natural part of the camp and life experience to attempt new challenges, cope with the frustrations that arise, and celebrate small and large accomplishments.*

Family Systems and Illness: When a child is critically or chronically ill, priorities within the family dynamic shift. The relationship between the parents is often the first thing to be compromised, making divorce a common occurrence. Also with certain illnesses, it isn't uncommon for the child to be cared for by other family members, especially grandparents. *It is a good practice to ask, "Who do you live with at home?" Rather than referring to "Mom" or "Dad".*

Here are some specific considerations for different age groups of campers and how we, as counselors, can encourage a normalizing and healthy environment for our campers:

Considerations for Campers:

- May have limited experience with peers, due to interruptions in schooling and lengthy hospital stays. As a result social skills may not be developed. Basic concepts like give and take and tolerance may have to be prompted by staff members.
- May have delayed or heightened maturity, based on medical experiences (regression versus excessive bravery).
- May focus on instant gratification due to family's/community's desire to avoid conflict and lack of limit setting by family and medical system.
- May have high level of comfort with medical terminology and procedures.
- May demonstrate "learned helplessness" due to an overly supportive community.

Promoting Healthy Development:

- Be aware of non-verbal requests for support.
- Use age appropriate language- use simple terms and language-take cues from the kids of what they understand- they will show you how to be the person they will listen to.
- May have established coping techniques for medical procedures. Ask campers what they do at home, let them teach you.
- Be supportive of regression or excessive bravery: it is *always* okay to cry when something is scary or hurts. Statements like "see that didn't hurt!" are very common as they fulfill the caregivers need to make themselves feel better, but are never helpful. Statements about a child's successes "you are doing such a great job holding still" focus on what the child is doing well.

- Encourage independence in personal hygiene and activities to help combat "learned helplessness".
- Be aware of group dynamic: campers with little experience with peers may exclude themselves or cling to adults, whom they are more comfortable with. Encourage peer interaction when a child needs it, and provide companionship when a child struggles to find a way with a group initially.
- Provide opportunities for each child to shine in a group setting by letting their natural talents (Islands of Confidence) shine.

Considerations for Teen Campers:

- Some teens may have grown up with an illness, while others may have just been diagnosed and to this point have lived a "normal" life.
- There is the need for freedom and independence.
- Their identity is still undefined, and they seek that definition.
- Brain development is occurring in this phase, but not the ability to assess risk.
- Strong desire to fit in, create a peer group, have teen experiences.
- Camp often becomes an idyllic place: they feel a part of a community for the first time.
- Puberty and a lack of social interaction, combined with a lack of social experience can be a dangerous combination.

Promoting Healthy Development in Teens:

- Privacy: teens care most about having a safe and private space. Camp complicates this slightly as all campers are supervised, regardless of age.
- Camper initiated conversations about their illnesses or conditions are normal and help with finding commonalities and shared experiences.

- Be aware of how you supervise: don't hover, explain why we supervise, give space when possible. We call this "Unsupervised Supervision."
- Show with demeanor and words that you are there to listen and help without judgment: this means embodying our culture of safety, respect, and love.
- Help them see that they are in control, but we are in charge.
- Building rapport is important: teens know when someone honestly wants to know more about them and genuinely cares about their responses.
- Be aware of language and tone of voice: teens are aware when they are being "talked down to."
- Be aware of the cultural reliance on technology. Transitioning campers to relying on the group for socialization is difficult, but important!
- Allow for choices in the camp experience. Working with other lodges, facilitating activities and evening social events empowers campers and increases their investment in camp.

Behavioral Levels of Response:

Proaction

What is Proaction? Many problems that occur at camp can be prevented if we utilize the proactive techniques when approaching potential camper issues. It takes more of an effort for the staff member to be proactive rather than reactive in the beginning, but the investment will be well worth it. *Think, "Pay me now or pay me later."*

Children will come to camp with various levels of energy and interaction, and ability to independently create friendships. Mixing a group of children together from various home environments can provide the potential for conflict. **Our role is to provide caring and interactive relationships with our campers from the moment they arrive to minimize the likelihood of such occurrences.** Children will always be more likely to follow the direction and leadership of an adult they trust, care for, and with whom they feel safe.

Volunteers that choose not to play with campers or who interact as minimally as possible will feel the effects of having to intervene when inappropriate behaviors arise.

Invest in campers the moment they arrive! When a camper arrives, be welcoming. From helping them with their luggage to starting a conversation, campers will feel valued and respected when they see an adult that will actively listen to them and get on their level in an appropriate fashion. In those moments where intervention may be needed, a child is more likely to respond to and communicate with a counselor whom they already have a connection with.

- Wondering what to speak to a child about? Remember that it is always easy to talk about topics you enjoy. That adage goes for children as well. Is this their first time at camp? What do they know about camp? What is their favorite color? Do they like sports? Keep in mind, for many of these kids, school may be a subject to avoid- the camper may not be at age level or may have had to miss significant amounts of school due to their medical routines.
- Match the child's excitement about a topic. If you don't know what they are talking about ask for an explanation!
- Draw commonalities with other campers. The best way to stimulate conversation and engage the campers is to discover what they have in common. A game of "All My Friends," can quickly lead to knowledge about the group, and open up campers to realize that there are other children that have the same interests.

Read the camper! Children will show you how to be the person to whom they will respond. Gauge the child's behavior and use the appropriate approach. A shy camper may respond poorly to a high energy counselor that is loud; a high energy camper may respond well to someone that can match their energy without over stimulating them. If a child displays inappropriate behavior that is not acceptable at camp, then a patient and firm counselor that role models appropriate expectations may be a good fit.

Establish a code of conduct. Children will always be more effective at following the expectations of camp when they are clear from day one. Each den should take the time on the first day as a group and establish a code of conduct that will be followed by *everyone* (campers and staff) living in the den during the week.

Play with your campers! Play with your campers even when you don't have to, especially during unstructured times! **Your main role**

as a counselor is to provide entertainment and engage your campers, not watch them have fun without you.

You will be expected to use your resources and creative juices to engage children in play at all times. What, you may ask, are the benefits of playing with your campers as often as you can?

- They will be less likely to find inappropriate methods of entertainment on their own.
- Relationships are created during play. Children will respond more positively to a counselor with whom they have established a positive connection.
- Times that can normally be stressful or rife with the potential for poor camper behavior (den time, transition to a new area of camp, waiting for meals or new activities) can become fun moments where cheers are taught, new games or jokes are tried out, stage day routines are created and laughs are shared by all.

Be a unified front. Children are extremely adept at figuring out if counselors are not on the same page and do a wonderful job of taking advantage of it. As a den, create a daily routine and establish norm behaviors. Work together, communicate, and find a system that works effectively for your den. Everyone will benefit from it.

Be a great role model. Children will mimic action before they will respond to instruction. What we expect from campers we have to emulate as adults. Children also have a strong sense of what is fair and can lose investment in a counselor or camp when rules are inconsistently enforced.

Supervise your campers at all times! The most basic and stressed expectations at camp will be that **all campers are to be supervised at all times!** Not only will consistent supervision prevent the majority of behavior issues, when campers are left unsupervised, they are at a greater risk for physical or emotional harm. The types

of coverage that we utilize at camp are:

- **Zone defense**- most often used in the dining hall, zone defense allows campers to navigate in an independent state while still being observed by a counselor. This works well in large buildings with multiple exits.
- **Rolling den or lodge**- with a counselor in the front and back of the group, this rolling blob ensures that campers are in a zone where they can be accounted for and noticed if they wander away for any reason. This is a great time to engage kids in "back pocket" games!
- **"One on one"**- for children that may struggle to interact with other campers, or need direct care to navigate camp, a counselor is assigned in shifts to be the camper's "buddy."
- **3:1**-the common ratio for dividing a group due to behavioral purposes or to go to separate areas of camp. ***A 3:1 cannot be used if it leaves a counselor in an isolated moment with a camper.***

Provide consistency: Consistency of routines and expectations creates a safe environment for campers and provides a sense of control over the camp experience.

- Children respect and follow the lead of someone that they perceive to be fair. Practicing a consistent approach to behavior regardless of the camper avoids feelings of resentment or favoritism among campers.
- Children will be empowered to practice the routine without being prompted by the adult. This will not only allow for greater investment in the process by the child, but will allow the adult to refrain from having to direct campers through daily tasks.
- When a camper knows when they do and don't have choices, especially in the schedule, campers feel safe and in control.

- Morning & bedtime are important times to have a routine. Explain and stick to a routine regarding taking turns in the bathroom, getting changed, choosing early riser options and preparing for the day ahead. With staff taking an evening off during most sessions, it is important you and the campers understand what is expected and how the routines will flow each evening.

Make cues a way of den life. *Cues work best if used frequently and consistently!* When using a cue, it needs to be established with the children before being used. "Five more minutes," is a great cue for staff to use to prepare campers for the end of an activity. "Huddle up," or, "take a knee," is a great cue to use when you want to gather your campers before transition or instruction.

Catch a camper doing something good! When you take the time to recognize a positive contribution by a camper they will continue to do things to produce further praise.

- The best positive reinforcement is specific and personal!
- Give feedback personally while walking to an activity, sitting in the dining hall, or as you give your campers a high five before saying good night.
- Praise campers in front of other campers when they are doing something well. It raises the bar of behavioral expectations and campers will recognize the benefits of great behavior.
- Group praise can be powerful for bonding as well. Star charts, stickers, and marble jars allow for group recognition; not just by counselors, but by other campers as well!

Redirection

Why redirection? A child can typically focus on one task at a time. With this in mind, we make an effort to redirect a child's attention from a topic or action that is not appropriate at camp to an activity that is acceptable. Redirection, though easier than intervention in the long run, requires the counselor to be an entertainer, a comedian, and maybe even a musician, dancer or singer!

Think: It's easier to alter momentum than to stop it.

This method of management exists with the premise that rather than confronting a camper with the verbal insistence of stopping their behavior, we can "intentionally distract" them into following a path of action that is more suitable for our camp. If the behavior is not severe and does not require intervention, it is more effective to offer an interesting replacement.

- There are several manners in which you can redirect a child's behavior: A child that is whining may be redirected to learn a camp cheer or get excited about the upcoming evening activity. Instead of telling the child to "stop," the attention has been refocused on the new subject.
- A counselor making themselves the focus of a conversation using humor and silliness is a great way to redirect negative attention. Two children arguing may see more value in watching a magic trick or being told a funny joke than remaining focused on the argument.
- The best forms of "intentional distraction" occur without the child knowing it happened. The child chooses a behavior without being aware that a redirection has occurred.

Proximity control: This technique allows a child to “save face” in front of peers. Standing near a camper will often times draw their attention to your presence, and the negative behavior will cease (think about the teacher that would stand next to your desk as you tried to pass notes in school). In addition, that quiet touch on the shoulder or whispering in the ear allows for that needed refocus.

Give two positive choices: Children love to feel in control. When they are given the opportunity to control their own destiny, they feel empowered and make the best choice allowed.

- Whenever the situation allows, make both choices win/win. A win/lose scenario runs the risk of a child choosing the negative choice to see if you can enforce the outcome. For example, say to a child that doesn't want to put a bow away at archery, “you can hang the bow on that post, or this post. The choice is yours.”
- When giving choices, using positive phrases will produce more positive results. For example, instead of saying, “If you don't stop running on the pool deck, we're going to leave the pool.” Try, “you can either walk on the pool deck alone, or we can walk together. The choice is yours.”
- Never use the phrase, “or else!” in any choice giving situation.

Nonverbal cues: Children can be redirected by an adult's body language or eye contact (known as “the look”) at the right time. The look, when practiced and used sparingly may have more of an impact than words.

Hurdle hopping: Tasks that are unfamiliar or physically difficult at camp may lead to confusion or frustration for a camper. To avoid this, offer to assist the camper with tasks that can create a

negative behavior, like making a bed, starting an arts and crafts project, or packing up luggage at the end of the week.

Friendly challenge: When a camper is hesitant to be a part of an activity or to take on a new task, a friendly challenge can lure the camper into engaging. This is great for keeping campers hydrated, "Let's drink our drinks as fast as we can when you say go!", getting a child to help with cleaning, "who can make this bed faster, you or me?", or participating in an activity, "If you participate in Fun and Games, I'll sing a silly song in the dining hall today".

Using a fresh face: When needed, shifting the dynamics of a group can severely alter camper behavior for the better. Changing the pairing of people going to an activity, or changing the staff member assigned to a camper may eliminate inappropriate behavior.

Activity restructuring: Especially effective with younger children, this is the ability to recognize that an activity may have started out successfully is no longer effective. When an activity is pushed beyond a camper's interest, deterioration in behavior can be expected. When these moments occur, consider changing the activity to renew the child's interest. Use this technique with an entire group or individual campers as needed. *Note: the activity chosen can also lead to behavior deterioration if it is too challenging for the group or camper. Choose an activity that matches the appropriate skill level.*

Incentive structuring: The practice of giving campers a reason to comply with a request or need. "If we quietly listen to the rules, the lifeguard can cover the rules more quickly and we can get into the pool faster." This can be used to encourage a child to pay attention to a facilitator. *Be sure not to use this technique as a sole source of*

redirection. You'll run the risk of this being the only technique your campers will respond to.

Planned Ignoring (P.I.): Some behavior needs to be addressed because it presents harm or ridicule to others. Some behavior has no value whatsoever, and can be ignored completely. Those behaviors may be annoying to you and providing reinforcement may continue the action (pouting, not engaging in a group activity because he/she is not the focal point, etc.) When using the P.I.:

- Use the P.I. hand signal to alert other staff
- Don't say anything to or look at the camper
- Provide no emotional reactions
- Do not address the behavior later with the camper
- Give the camper praise and specific attention during those times when the child is demonstrating the appropriate behavior you need to see.

Tolerate some annoying behaviors: Learn to draw a distinction between behaviors that will escalate as the week goes on and those that are just annoying. It's okay to have a base line of behavior you expect from campers and realize that some behaviors may be a way for a camper to release energy, tension or anxiety. Just be sure the behavior is not unsafe.

Intervention

At this stage in the behavioral model your co-counselors and lodge leader should be involved.

Despite your best efforts at staying a step ahead of your campers and despite your attempts at redirection, your campers may demonstrate behaviors that need to be directly addressed. If there is a time when a behavior creates a situation that is emotionally

charged or physically unsafe, it is our role as adults to intervene in a decisive fashion. *Think: Here at camp, this behavior is not acceptable.*

The main goal of intervention is to disrupt the behavior that is leading to the harm of others by helping a camper control his/her behavior. It is unrealistic to expect us to change the personal habits or characteristics of a child in just six days. We can give them tools to offset the instincts that create these moments. We practice behavior management, not behavior changing.

Behaviors that require intervention:

- ⊗ Dangerous, risk-taking activities like throwing rocks, climbing or scaling unsafe areas, etc. that can lead to reckless injury.
- ⊗ Physical aggression towards others.
- ⊗ Verbal abuse or threats made to others.
- ⊗ Failure to follow any of camp's safety rules, like wandering from the group, pushing other campers and consistently mean statements.
- ⊗ Sexualized behavior: *inappropriate touching, kissing or fondling.*
- ⊗ Violation of personal boundaries: *stealing and destruction of property.*
- ⊗ Failure to follow directions from adults.

Behaviors that don't require interventions:

- Negative interpersonal behaviors like crying, bragging, clinging, or being bossy (planned ignoring may work better).
- Refusal to participate in camp activities (challenge by choice).
- Refusal to cooperate with the group (reinforce the positive group behaviors, and this camper may follow suit).

- Picky eating or poor table manners (role modeling may work best).
- Behaviors we would deem gross or inappropriate like burping, nose picking or nail biting.
- Indirect use of profane language (If a child curses in a moment of frustration, calling out the action may transfer the anger to you)

Unsafe Situations

If a camper runs away:

- *Do not chase after a camper* as it gives a menacing impression. Instead, follow the camper by walking and giving the child space.
- If a camper looks over his/her shoulder, it is likely that they want you to follow.
- Tell the camper that for their own safety you have to keep them in eyesight. If they calm down, slowly approach them.
- If a child is walking towards the entry to camp or towards the main road, notify a counselor to get assistance. If someone with a walkie-talkie is nearby, have him or her announce that there is a "package moving towards the main road."
- If possible, and without running, try to get between the camper and the main road. Most times the child will turn back towards camp.

If a camper is agitated or hostile:

- If you are unable to keep yourself calm, or if you are the trigger (the person that the camper is angry with), then seek assistance from another staff member if possible. A change of face can sometimes deescalate the camper.

- Be wise about your physical approach. **Never ever touch an angry camper.** If possible, get lower than the camper, but don't sit down. *This will help the camper feel the needed sense of control.*
- Do not block any exits.
- Use a slow, calm voice when addressing the camper. Use short statements like, *"Bobby, I need you to calm down."*
- Keep an open body language for the camper (hands exposed and out of pockets or behind back).
- It is okay to recognize that a camper is angry; offer the child some time to calm down before making any attempt at discussing the behavior. *"Take all the time you need." No camper can be debriefed when they are in a negative state of mind, especially if there is to be any sort of consequence necessary.*

If you encounter a fight:

- The campers need their attention drawn from each other. The best way to do so is to startle them. Call their names out loudly or yell, "Freeze!" The first one to look at you is the camper who no longer wants to be in the conflict.
- If there are two counselors present, simultaneously grab the campers by the hips and spin them 180 degrees so that the two staff members are back to back.
- Use your body to block any verbal or visual exchanges. When you are comfortable, redirect the children away from each other.
- If you are alone, and can safely separate the two children, take the camper losing the fight with you. This is the one that will typically want to come with you. While walking away, continue to look over your shoulder to ensure the other camper is not coming at you.
- Instruct the other camper to move to a place not in the immediate vicinity, but within eyesight.

- Send a camper to get another staff member immediately.
- *Seek a member of the leadership team once the situation has calmed down.*

General Safety Rules: Have Safe Fun!

- Campers are supervised at all times.
- There are no isolated moments with campers.
- Standing on benches, tables, and chairs is prohibited.
- Riding on the back of a wheelchair or running with one is prohibited. Wheelchairs are not toys - they are some children's only means of mobility.
- Shoulder rides are NOT permitted.
- We are a **Latex Free Camp** due to latex allergies in many of our campers. This means that all supplies that contain latex should be removed from camper areas. **Items which may contain latex include:** gloves, band-aids, chewing gum, rubber bands, pencil erasers, newsprint, handles on rackets or bicycles, some types of paint and art supplies, older plastic toys such as Barbies, and certain types of rubber balls.

Medical Policies:

Every staff member carries the special responsibility for the welfare of all campers during each session. Staff members should be alert to but not limited to signs of fever, cold, skin eruptions, breathing difficulty, constipation, diarrhea and fatigue. Staff members should always think "Accident Prevention".

Medical Emergency Procedure:

- **Call 911** for a victim who is not breathing, is unresponsive, or has no pulse.

- All phones can dial 911
- Say you are at The Center for Courageous Kids, 1501 Burnley Road, and in which building you are located
- Give the phone contact: 618-2900
- Describe nature of injury
- Have another adult **call the Medical Center (x 241)** at the same time.

Medical Information Confidentiality:

- Camper medical information is highly confidential and protected by CCK. Health records of both campers and staff are to remain confidential at all times. Sharing of this information is limited to those individuals who need such information to more effectively care for an individual. Counselors, for example, will have access to camper information such as behavioral issues, activity restrictions, special dietary needs, and treatment schedules for their specific camper(s).
- It is **ILLEGAL** to share camper information with other campers, family, or friends. Counselors not directly involved with the care of the individual/family should not have information regarding those individuals.
- Camper and family personal information are not a "topic of discussion" at mealtimes or during breaks. If you witness volunteers or staff inappropriately sharing information, please be the accountability partner and ask them to refrain from discussing privileged information.

Onsite Medical Information and Procedure:

- A member of the medical staff can be reached at any time via radio or at extension 241.
- The Medical Center staff is available at all times when campers are on site.
- The medical staff may not be in the Medical Center at all times but can be easily reached by radio or phone. **Before going to**

the Medical Center please notify a member of the medical staff via phone (x 241) or radio.

- Medical staff will often be able to provide "mobile clinic" services at your location preventing the child from having to leave the activity. Please call or radio the medical team as needs arise.
- If a child has an early morning or late night treatment, please plan ahead with the medical staff.
- Staff should bring campers to the Medical Center for:
 - Scheduled treatments (not provided in dining hall)
 - Procedures requiring privacy
 - Non-emergent medical problems (ear ache, sore throat, tummy ache, rash)
 - Medications that cannot be given in the dining hall

For urgent medical issues staff and volunteers may bring campers directly to the Medical Center during regular hours or staff may call the Medical Center at x241.

Examples of urgent medical issues:

- Joint bleed (hemophilia)
- Sickle cell pain crisis
- Bleeding injury
- Fever
- Seizure
- Your intuition tells you the camper needs to be evaluated by the medical staff

When you arrive at the Medical Center:

- Please go to the front desk and ask for assistance.
- Let the camper explain what is wrong, do not speak for the camper

Staff Medications:

- All staff living in lodges with campers must turn in their medications to the Staff Lounge for storage.
 - This includes prescription meds, non-prescription meds, vitamins, and herbal medications.
 - Medications must be turned in by **noon** on camper arrival day.
 - Staff medications will be available in the dining hall 24/7 in the staff lounge.
 - All medications will remain in a locked lodge specific cabinet and volunteers will be provided with the lock combination.
 - Staff members are required to obtain their personal night medications prior to evening lodge responsibilities.
 - All narcotics must be stored in the Medical Center.
 - The medical staff will be available to staff during camp sessions to respond to acute illness and minor injuries.

Universal Precautions

Defined: Techniques used to prevent exposure to blood borne pathogens. Blood borne pathogens are tiny germs present in human blood that cause disease in humans, including HIV, Hepatitis B virus (HBV), and Hepatitis C virus (HCV). HIV cannot spread by casual contact such as hugging, holding hands, or sharing utensils.

Application: Applies to ALL staff. This does not replace the need for hand washing. **This applies to any body fluid, but especially blood.**

Techniques:

- Use care to prevent injuries when handling needles, scalpels, or other sharp instruments. All needles/sharps should be placed in puncture resistant containers for disposal. There are small sharps containers in the medical center. Medical staff is

responsible for disposal of all sharps containers. **Non-medical staff should never touch a needle.**

- Wear gloves when it is likely that hands might be in contact with body substances (gloves found in first aid kit). Discard gloves and wash hands after soiling or contact with blood or body substances.
- Contaminated equipment, furniture or other surfaces should be disinfected by the medical staff. Please call ext. 241 for any blood spills. Wear gloves and use disposable paper towels to clean surface. Dispose gloves and wash hands when done.
- Contaminated trash (saturated with blood) should be placed in a red medical waste bag, tied, and placed in front of the lodge for disposal. The red bags will be located in each lodge in the closet and in each program area in a location accessible only to staff.
- CPR masks are located with the first aid kits and are to be used for resuscitation.
- If hands or other skin surfaces accidentally come in contact with blood or other body substances, they should be immediately washed with soap and water. Notify the Medical Center if there has been a blood exposure.
- If significant exposure (**needle stick, mucous membrane exposure, or contact with non-intact skin to blood**) occurs, report the incident to the Medical Center staff immediately. This is required by OSHA. You may need testing or medications with significant exposure.

Wash your hands!

- **Wash with warm water and soap as friction greatly decreases the microbes**
- **Before and after every meal**
- **After going to the bathroom**
- **After assisting campers or other individuals with personal care**

All campers and staff:

- **Wear sunscreen every day!!** Put it on before going outside and reapply throughout the day, every 4 - 6 hours. It is not acceptable for us to send campers home with sunburns that could have been prevented with the liberal use of sunscreen!
- Remember to use **Universal Precautions** with everyone.
- Everyone needs to **get enough sleep** to have energy for long, fun-filled days - campers and staff!
- Adequate **hydration** is a vital part of camp life! Encourage fluids throughout the day.
- Apply **insect repellent** for all outdoor and evening activities. Bug-bitten kids do not make for happy campers. Be aware that **aerosol and pump bug sprays can trigger asthma attacks** in some people.

Remember.....You are a role model for your campers. You need to model good behavior. They will do what you do. That means **YOU** need to wear **SUNSCREEN**, get enough **REST**, drink plenty of **FLUIDS**, and use **INSECT REPELLENT**.

Illness groups here at camp: Each session at camp is targeted to one or two illness groups. At the onsite orientation, you will receive a medical overview of the prominent illness groups attending the session. The medical team will provide an explanation of the illness, the most common treatments that campers will receive at camp and how this will affect the camper's stay at camp.

Other Bits of Helpful Information:

Phones: We have a no cell phone policy during the daily camp activities. In the evening times or during rest hour, you are welcome to use your cell phone outside of the cabins. There are also phones available for you to make local calls or to use a phone card. If you need someone to get in touch with you throughout the camp week, please have them call the main camp number 270-618-2900 and leave

a message. Messages will be delivered once a day (or immediately for emergencies!).

Email: There is wireless internet in the dining hall, so please feel free to bring a laptop to be used during down-times (rest hours and evenings). If you don't have a laptop and must check your email, please ask a full-time staff member for help. They will do their best to help find a time for you to use an office computer. **(Camp staff will not be responsible for lost, stolen or damaged items.)**

Break time for Volunteers: You may start your camp session thinking, "Why would I need time off? I'm only here for a week!" But rest assured, the long days and intensity with which we play can tucker anyone out! During the week, if you are not "on duty" (see below) you will be given the opportunity to take a break during Siesta. The same goes for the time following evening activity, once the campers are settled in their beds.

Staff Lounge: This room is available to all staff and volunteers during your free time, in the evenings or rest hour. It is located in the dining hall. Please feel free to enjoy, but please help us keep it clean! **Campers are not allowed in the lounge.** (This is where you will find the soda machine!)

Duty/Curfew: During times in which the campers are resting, during Siesta, or after the evening activity, there is less need for 2:1 camper supervision, therefore 1 counselor per den, or 4 counselors per lodge, are assigned to watch over the campers. At the start of the week, you will have the opportunity to sign up for a number of Siesta and night duties. You will always be paired with at least one summer staff member. Duty involves staying in the camper room, or directly outside, helping to keep the campers quiet and resting.

The curfew for lodge row is 12:00am for counselors during the session. Please remember that you need rest just as much as the campers do to keep yourself energized and engaged. It is strongly recommended that once your duties are finished for the evening, you get to bed at a decent hour, as **Early Risers is just that... EARLY!!**

Emergency Procedures

Inclement Weather: In the event of fog, or smoke, the Assistant Camp Director or Program Area Coordinators will communicate with the individual outdoor program counselors to make a decision as what outdoor programs will be open. For asthma week, the medical team will be consulted as to the severity of the smoke in the air.

- In the event of rain (with no thunder or lightning), all activities may continue at the discretion of the program area coordinators.
- Den Counselors will be responsible for ensuring that campers have the appropriate garments (ponchos, rain jackets, etc.).

Thunder and Lightning: It is the responsibility of all program staff to report any lightning sightings immediately to the Assistant Camp Director. In the event lightning is spotted, all outdoor programming is suspended. All outdoor programs should seek shelter in the designated buildings immediately.

- "All clear" will not be called until at least 20 minutes after the last sighting of lightning. The Assistant Camp Director will determine if it is safe to transport any camper and staff to a different location on camp.
- If you are unable to get to any shelter, contact the medical center immediately and notify them of your location. The Assistant Camp Director will arrange for immediate removal of campers from exposed area.
- Be patient and utilize your free time fillers until "all clear" is called or transportation begins.

Fire: In times of drought, dry terrain provides a high potential for brush fires. The following steps are taken to assist in avoiding the occurrence of fires on camp:

- Smoking will only take place at designated places on camp.
- Any local burn bans will be complied with.
- Any approved outdoor fires will be thoroughly doused.
- Evacuation procedures are in place in case of surrounding fire that is not contained.

In the event of a fire alarm sounding, all staff members are expected to activate the appropriate fire procedures.

If a fire is discovered or the alarm sounds in an indoor program area:

- Calmly clear all campers from the building. One counselor should lead the campers out of the building, while another counselor ensures that all campers are out of the building.
- Sound the alarm if needed.
- If it is a safe option, attempt to extinguish the fire by using the fire extinguisher located in building or area. **Always factor your own personal safety in this scenario!**
- Proceed to the center courtyard if at the central program areas of camp. If at the horse barn, move to the parking lot. Keep roadways clear.

If a fire is discovered or the alarm sounds in a Lodge:

- Calmly clear all campers from the building. One counselor should lead the campers out of the building, while another counselor ensures that all campers are out of the building, checking showers, bathroom stalls, under beds and in closets.
- Sound alarm if needed.
- If it is a safe option, attempt to extinguish fire using the fire extinguisher located in the building or area.
 - **Always factor your own personal safety in this scenario!**

- Proceed to the center courtyard by using path between the Fun Center and Pool. If the roadway is inaccessible, proceed to front of the medical center.
- Keep roadways clear.

Tornados

A Tornado Watch indicates that a tornado can form based on the atmospheric conditions. In the event of a tornado watch, all programming will continue as scheduled. Weather radios will be located in the Medical Center and Administration Building.

Leadership team members will be informed of the watch and be kept updated of any changes. *Do not inform campers or cause distress.*

A Tornado Warning signifies that there has been a tornado reported in the vicinity. In the event of a tornado warning, the following procedures are to be practiced:

- Staff will be notified by radio or phone to move to a safe area on camp.
- Staff will calmly and quickly escort campers to the safest building available.
All bathrooms and the Lodge hallways are the safest locations on camp if time allows for that transition.
- Gather all campers in a seated position in the center of the room or in hallways- a window free area if possible. Instruct campers to protect their heads with their arms. Please stay inside until a leadership member navigates camp to announce the "All-Clear."
- If you are unable to get to any shelter in time, lie down in the closest ditch or depression and protect head with arms.
Avoid trees and any other objects that are not a permanent structure.

Norm Behaviors & Campy Nomenclature

- **1, 2, 3:** These cues are used to let other staff know where you are going when leaving the group with a camper. Holding up one finger lets someone know you are heading to Med Center (it's first because it's most important!!). Holding up two fingers means you are taking the camper to the bathroom. Three fingers mean that you are heading outside. (This is often used if a camper is overwhelmed by the noise in the dining hall or when they may just need a break from an activity area).
1: Patch, 2: Potty, 3: Porch
- **Always stay with a Counselor:** Campers must always be with a counselor (that's you!).
- **"The Bucket is Half Full"** - a verbal cue to signify that you or the person you are speaking with needs a break from a stressful situation.
- **"CA" or Camp Appropriate:** Keeping life at camp "CA" means being aware of topics of conversations, language and music that we use around our campers. When in doubt, ask yourself if you would say or do it in front of the child's parents.... This is especially important with regards to music- just because it says it's the "clean" version doesn't mean that the subject matter is....
- **Doesn't Want to Read Aloud:** Cue is making your two hands resemble a book. This is important for program areas when a facilitator may call upon a camper to read the rules or other information. Flashing this cue helps to avoid an embarrassing moment for a camper who may not be a confident reader.
- **Cheers:** Anytime a camper initiates a cheer, no matter how many times you have done the cheer that week, follow through! Be aware of the mental and physical abilities of your campers when teaching lodge cheers. (The blue train cheer is very complicated for adults, let alone kids!) As lunch is a more mellow and relaxed meal, we as a rule try to avoid doing cheers unless they are camper initiated.
- **Get Messy Games:** Similar to the Pan-Am Games, with regards to its inclusion of non-traditional sporting events, get messy

games features such friendly competitions as “throw pudding at your counselors,” “Chuck Chuck Fling” and the ever popular “ice cream pass.” This is the only way to do a food fight!

- **Ghost Stories:** Again, here at CCK we don't tell ghost stories- no matter how mature a den seems we don't want to inflict any emotional stress or pain on our campers. Ever.
- **Homesick:** Cue is a triangle- symbolizing a tent- this cue helps to keep extra attention from the camper, who most likely will be pulled aside from other campers (on the cabin porch or common area).
- **Latex Free Camp:** We are a latex free camp due to the allergies in many of our campers. We strive to check all supplies brought into program areas for latex before use. However, one must account for human error. Please keep your eyes peeled for items like: gloves, band-aids, chewing gum, rubber bands, pencil erasers, newsprint, handles on rackets or bicycles, some types of paint and art supplies, older plastic toys such as Barbies, and certain types of rubber balls. Also remember not to share personal items like gum with campers for this reason!
- **No Isolated Moments:** There are no isolated moments with campers: this means that staff work in pairs in the dens and activity areas.
- **“A Package is Moving”:** a verbal cue to signify a camper who has purposefully left the group (usually after being PI'ed or having quiet time away from an activity). This alerts leadership members to the situation and implies a request for help.
- **“A Pat on the Back”:** Our way of giving thanks and praise! We love to recognize a job well done- whether it's an example of good team work at the archery range or great manners at the lunch table.
- **Pillow Fights:** Due to the populations we serve, we don't do pillow fights. We do, however, believe strongly in a solid marshmallow fight! Just remember to get the approval of your Lodge Leader prior to starting!
- **Planned Ignoring (P.I.):** Cue is holding up a “gun” like Magnum P.I. This signifies to staff that we are purposefully ignoring a

camper. This may be due to the camper taking a quiet minute, needing space or using attention seeking behaviors.

- **Pranks:** A prank will always result in someone/something being negatively impacted. Here at CCK we don't do pranks, but we love random acts of kindness! There is nothing wrong with leaving another lodge a surprise gift or forking the courtyard!
- **Shoulder & Piggy Back Rides:** No shoulder rides should be offered by counselors. Piggy-back rides are your choice; just remember that what we do for one we do for all.
- **Sneaking Out:** Please include leadership members in any conversations about sneaking out. There are ways to make this work, but we do believe in the established curfew as a health and safety standard. Leadership staff loves to help with counselor hunts, ice cream raids and other activities to make the oldest campers feel special.
- **Standing on & Moving Furniture:** Here at camp we don't stand on benches, tables or chairs. Jumping on beds or off of furniture is also prohibited. For ACA reasons, please keep the furniture where you found it, this includes the common rooms.
- **Wear Yo' Shoes!** This phrase helps to explain when and where closed toed sneakers (no crocs!) are required in program areas- this is very important for the barn and fun & games activity areas.
- **Wheelchairs are not toys:** For some of our campers, this is the child's only means of mobility and independence. We do not run with or ride on the back of wheelchairs.