



# Hot Shot Camp Staff Manual

*Revised May 2022*

Welcome staff of Hot Shot Camp. Camp is all about having fun and helping young people living with diabetes. The manual includes general rules and regulations are staff is upheld to at DYS Hot Shots Camp. We hope that this information helps you succeed at Hot Shot Camp and help make sure that you and the campers have a lot of FUN too!

### **General**

Eight Simple Rules	3
Goals and Objectives	4-5
Diabetes Philosophy	6

### **Camp Health Care**

Diabetes Management	7-8
Equipment and Supplies	9

### **Working at Hot Shot Camp**

Expectations of Staff	9
General Responsibilities	10
Hiring & Personnel Policy	11-12
Personal Possessions	13

### **Working with Campers**

Supervision of Campers	14-15
Keys to Safe Supervision	15
Night Time Supervision	16
Staff/Camper Interaction	16
Common Behaviors of Concern	17
LGBTQA+ Campers	17
Dealing with Discipline	18-19
Child Abuse Policy	19

### **Camp Safety Rules**

Security	20
Release of Campers	20
Rules for Public Areas	20

### **Emergency Plans**

Emergency Communications	21
Notification of Parents and Guardians	21
Media Relations	21
Disaster Plans/ Emergencies	22-23
Missing Camper Procedure	23
Accident Report Form	25-26

## Welcome to Hot Shot Camp!

You have a very important role at camp. You are to make sure that every camper is safe, having fun, and learning about diabetes. How do you do that? It starts with these eight simple rules of camp:

1. **Follow instructions.** You may have been a counselor or staff member before, but you need to follow the rules of camp. If you have a question, see the Camp Director for program questions or the Medical Director for diabetes questions. The rules are set to make sure that you and your campers are always safe and having fun.
2. **Know where your campers are.** If assigned a group of campers, even temporarily, always know where they are. You are responsible for making sure your group is where they are supposed to be when they are supposed to be there. In an emergency, you will need to quickly account for every camper and report any camper you are missing.
3. **Know who your campers are.** You are not just responsible for the physical safety of your campers, but also that they are comfortable at camp and having fun. Learn their names, get to know them, and do your best to relate to them. You may not like every camper, but treat each one with respect and consideration. If you have a problem with an individual camper, make sure to alert the Camp Director.
4. **Set a good example.** Camp is a fun and exciting time of the year where the DYS family comes together, but you need to remember we are ultimately here for the kids. Being here for the kids means being a good role model. That means you need to act as though campers see every action you make. You need to manage your diabetes well and behave respectfully toward campers, each other, and authority at camp. We are not asking campers to behave any differently than we will behave.
5. **Communicate effectively.** If there is a problem or conflict, work it out. Effective communication with your campers and other camp staff will help to settle any concerns or conflicts quickly. Always ask, never assume.
6. **Respect each other.** If you show each other respect, the campers will too. Lack of sleep and mental exhaustion can cause us to forget that. Make sure that you always treat the campers and other staff with the consideration and respect that you would like.
7. **Take breaks.** You will get tired. You will get annoyed. To make sure that we do not take it out on the campers or each other, you can take a nap or time out occasionally. Work with each other to cover responsibilities. There will be extra staff on hand to help with this.
8. **Have fun!** You can have fun too. You are not a camper and the fun of the camper comes first, but you can relax and enjoy yourself too. We are at camp! How much more fun is that?

## Hot Shot Camp Goals and Objectives

1. **Ensure that each child has a basic level of knowledge about diabetes and that this knowledge grows.** *You'll know you're meeting this goal if you do these things:*
  - Observe and assess each child during the week regarding actual performance of skills and behavior related to diabetes knowledge.
    - Provide each camper with diabetes education and counsel based on observed skills and behavior as the opportunity presents itself during camp sessions.
    - Each camper must attend scheduled education sessions.
  - Each camper will be encouraged to participate in group discussions about diabetes management.
2. **Ensure that each camper will learn more about their individual case of diabetes over time and will apply this knowledge in self-management.** *You'll know you're meeting the goal if you do these things:*
  - Thoroughly consider each camper's diabetes management.
  - Each camper will participate daily in preparation for diabetes emergencies.
    - Based on their ability to do so, each child will participate in daily planning and implementation of their own diabetes care.
    - Campers will be encouraged to consider their individual experience at camp and adjust their diabetes management accordingly.
3. **Ensure that each camper is working to accomplish the goals they set for camp.** *You'll know you're meeting the goal if you do these things:*
  - Know what each camper's goals are for camp.
  - Discuss progress with each camper regularly.
  - Find experiences for the camper that will help them achieve their goals.
4. **Recognizing that Hot Shot Camp will be the first time away from home for many children, it is the goal of Hot Shot Camp to provide a positive away-from-home experience.** *You'll know you're meeting this goal if you do these things:*
  - Watch for homesickness and intervene early and often by extra attention and consultation with other staff.
  - Encourage friendships and a team dynamic in your group.
  - Watch for bullying and other behaviors that could detract from a positive camp experience.

5. **Provide an opportunity for campers to understand their own diabetes and receive mutual support.**  
*You'll know you're meeting this goal if you do these things:*
  - Help campers bond at camp.
  - Help campers discover connections with others.
  - Encourage shared problem solving.
    - Encourage campers to talk about living with diabetes and mutual experiences with the family, school, and everyday situations.
  
6. **Develop teamwork among campers.** *You'll know you're meeting this goal if you do these things:*
  - Point out each individual's contribution to the team effort.
  - Make sure all play is fair and inclusive.
  - Lead group projects with your cabin/activity group such as participating in games and activities together.
  
7. **Provide campers with positive role models: adults with diabetes and adults who care about children who have diabetes.** *You'll know you're meeting this goal by doing these things:*
  - Treat children in a responsible, empathetic way.
  - Let the campers see you take care of yourself and your diabetes.
  - Manage your diabetes the way we are asking them to manage theirs.
  - Share your diabetes experiences in a constructive way.
  
8. **Provide each child the opportunity to find the limits of physical activity of which he or she is capable: to try new things and to be active.** *You'll know you're meeting this goal by doing these things:*
  - Provide a variety of physical outdoor activities.
  - Encourage participation in activities including guidance and adjustment in insulin and nutrition.
  - Recognize that some children with diabetes have been restricted in their activity level and provide individual encouragement to reach beyond these limits.
  
9. **Encourage development of new skills and work toward improved performance.**  
*You'll know you're meeting this goal by doing these things:*
  - Encourage campers to try things they have never done before. For example, offering support to: try a new craft, play a new game, do the tree climb, pass the swim test, etc. One of our main goals at Hot Shot Camp is to build the campers confidence not only in their diabetes but also in themselves.

## Hot Shot Camp's Diabetes Philosophy and Health Practices

Hot Shot Camp is a traditional summer camp that serves children and teens with diabetes. The purpose of camp is to promote friendship and be a fun, safe environment. As adults with diabetes and adults who care about children with diabetes, staff members strive to be great role models. We want to help campers establish diabetes care practices that allow them to lead long, healthy, and productive lives.

Our camp staff includes a minimum of one physician or nurse practitioner, several registered nurses, a registered dietician, other medical support staff, and counselors. Nearly all of our staff has diabetes or specializes in the care of children with diabetes.

Each camper's diabetes management plan is reviewed prior to camp and at registration. DYS will make every effort to adhere to this plan and the wishes of the family and their physician. At the request of parents or campers, the camp medical staff will evaluate the diabetes plan and make suggestions for better control. In general, Hot Shot Camp recommends tight control by frequent testing, carbohydrate counting, multiple insulin injections, and avoidance of low blood sugars.

We support diabetes self-management with careful supervision; campers will participate in their own diabetes decisions. The child does not have to be completely independent to attend camp. Careful consideration of the individual child's age and development is always necessary.

Food is always a concern for people with diabetes. We do not measure the food but we watch to make sure the camper gets enough to eat. On the other hand, we teach carbohydrate counting by demonstrating serving size and encouraging portion control. Each camper will calculate their carb intake at each meal under the supervision of staff. Low blood sugars are one of our biggest concerns. Staff always carries glucose and testing equipment. Extra snacks are always available. Medical staff is prepared to give glucagon if necessary.

For severe illness or injuries, we may transport a child to the nearest health care facility. We will make every effort to contact parents or guardians as quickly as possible.

We will always try to practice and teach the best and most current diabetes techniques in hopes that our campers and staff will live long, healthy, productive lives.

## Diabetes Management: The Role of the Counselor

All of the campers will have type 1 diabetes with rare exceptions. You need to take an active role in making sure your campers are following the camp routine for diabetes management. Whether or not you have diabetes, it is beneficial to the campers for the counselors to follow the same routine as our campers are. For example counting carbs and frequently testing your blood glucose.

### **Blood Sugar Testing:**

- Campers will bring their meter they use at home. We will label their meter at check-in and verify it is theirs and the time and date is correct. At the time of check-in, their lancet device will remain with the parents for them to take home. Back up and extra meters are available, but should be a last resort. Counselors will carry an extra meter at all times for this purpose.
- **Campers must have their meter wherever they are at all times.** Their meter should be stocked and ready to go.
- Campers should never share a meter unless they are using the one you carry. Keep your meter clean at all times, and be careful of cross contamination.
- **At camp, we only use “single use” lancet devices.** There is no exception to this rule for both the benefit and health of everyone at camp.
- **Campers should always be under observation when doing their testing.** The number should be shown to either a counselor or nurse for tracking purposes. Campers may try to show false readings. If you cannot directly watch the camper, double check the date and time of when they last checked their blood sugar. Write it down in your notebook/ blood sugar cards.
- Provide opportunities during the day for your group to **restock their kits** with alcohol pads, strips, gloves, and single use lancets. As a counselor you should also carry extra of these incase a camper forgets. If you need assistance with any of restocking or have questions, ask any of our medical staff personnel.
- Campers must **always use an alcohol wipe** before testing. Make sure the site is completely dry before testing.
- If you are helping a camper with blood sugar testing or injury of any sort, you **must wear protective gloves.**
- Keep all tables where testing is done clean. Wipe down with bleach or alcohol wipes. Keep a plastic bag in your backpack to help the campers clean up their strips and wipes.

### **Insulin Administration**

- **The medical staff is always in charge of insulin dosage.**
- Encourage campers to rotate injection and pump sites. Continued use of the same spots can cause buildup of scar tissue, which can be harmful to campers because it can cause insulin to not deliver properly.
- Always use alcohol to clean an injection site.

### **Nutritional Management**

- **A.M Snacks:** Have campers check their glucose levels to decide if a snack is necessary. Most campers will not have an AM snack since it is so close to breakfast.
- The dieticians will go over the carbs of each meal with the campers but may need help at times. Help the campers pick what foods they like and help them add up the amount of carbs.
- **Mealtime:** everyone will eat “cafeteria style.” It’s important we have counselors in the line with campers to ensure counselors are eating with the campers. Please have counselors at each table to monitor carb intake and model good behavior for the campers.
- Crystal Lite is only for meals NOT their water bottles. Water will be provided for their water bottles during activities.
- **Food Allergies:** We have campers that have food allergies. You will be advised if your camper has food allergies and dietary staff will make sure you have appropriate foods. Always remember what snack was given to campers to make sure it will not make them sick by recording in your notebook. If there is ever a question about the content of a snack, check with the dietician. If they are unavailable, ask medical staff.

### **Treatment of Low Blood Sugars:**

This is only a guideline for treatment. Medical staff may make adjustments for individual campers. If you have any questions ask the medical staff.

- If blood sugar is <70
  - Treat with ½ cup of juice, 4 glucose tabs, or 1 juice box
- If more than 30 minutes until next meal also give them crackers or pre-serving of a bagged snack
  - Re-test in 15 minutes
- If blood >70 but camper is still experiencing symptoms, continue to monitor until resolved.
- If low occurs right before a meal, treat with juice, and dose for meal accordingly.

### **After 10pm in Cabins**

- If blood sugar is <150 give 15 grams of fast acting carbs and a protein.
- If blood sugar is <100 give 30 grams of fast acting carbs and a protein.

**\*\* Always keep track of numbers and treatments in Campviews to communicate with medical staff. \*\***

### Health Care Equipment and Supplies:

Hot Shot Camp provides materials necessary for diabetes care at all camp activities. Each medical staff carries a box stocked with emergency diabetes and first aid supplies. Each camper group will be given a backpack stocked with a meter and low supplies and kept with a counselor.

### Counselor Backpacks Include the Following:

- Glucose tablets
  - Snacks
  - Alcohol pads
  - Test strips
  - Meter
  - Tissues
  - Ziploc for trash
- 
- Flashlight
  - Band-Aids
  - Pen
  - Hand Sanitizer
  - Sunscreen
  - Bug Spray
  - Gloves
  - Lancets

## Expectations for All DYS Staff

### Fit for Duty

Hot Shot Camp protects the health and safety of campers and staff by insisting all participants are fit for duty.

“Fit for duty” means that you are able to perform that job for which you have been assigned in a safe and effective manner, unimpaired by any medical conditions (we recognize that you have diabetes), personal problems, medication, alcohol or drugs. By claiming you are “fit for duty”, you specifically endorse that you would test clean on a drug test, do not currently abuse alcohol, aren't currently using any drugs (illegal or prescription) that have a potential to alter your mental status, or suffer from any personal problems that have the potential to interfere with your ability to care for campers.

Sleep: Being fit for duty includes adequate rest. Hot Shot Camp expects that all staff get adequate sleep during their time at camp.

Diabetes: Please maintain good diabetes health and practices. Set a good example for the campers and other DYS staff.

We have great responsibilities for the wellbeing and safety of children and each other. Please maintain a high sense of professionalism, good moral character, and strong personal integrity.

*To help make this happen, there a few general guidelines for counselors and staff to follow.*

### General Staff Responsibilities

1. For camper safety and medication security, **staff will turn medications, herbals, and supplements into the medical staff along with the campers.** Access is available to these medications upon request. Exceptions to this must be discussed with the Medical Director.
2. **Participate** actively in daily counselor meetings and camp activities.
3. **Keep necessary records.** Maintain logs of any diabetes care for your campers on Campviews.
4. **Rumor control.** Rumors can get out of control very quick. Please bring them to the attention of the Camp Director promptly so the record can be set straight.
5. **Personal Appearance.** Be a role model to the campers. No cut off shirts (mid drift) allowed. Please keep length of shorts mid-thigh length. Athletic shoes or sandals with a back strap must be worn for both safety and practical reasons. No spaghetti strap or low cut tank tops and t-shirts. On check in/check out days, staff are expected to wear their DYS shirt.
6. **Staff Bathing Suits:** During swim time, all staff members are required to wear a one piece bathing suit (no exceptions!) that is appropriately fitted.
7. **Tobacco/Alcohol/Drugs:** Tobacco, alcohol, or drugs of any kind are strictly forbidden on the camp grounds and in front of campers. You will be sent home if you are found in possession of tobacco, alcohol, or drugs or if you are under the influence of alcohol or drugs. Camp Director reserves the right to use a breathalyzer and/or urine drug test on staff at any time.
8. **Phone calls/Cell phones:** There is no personal use of cell phones in front of campers. Please limit texting/ calls to when you are on your break and away from the campers. If you see a camper who has a phone, confiscate it from the camper and bring to the Camp Director.
9. **There will be no leaving of camp.** DYS year round staff will be the only ones permitted to leave. If you need something from the store, they will be happy to get it for you. Come to camp prepared!
10. **Visitors:** Visitors are not allowed at camp. Everyone at camp had to undergo a background check and visitors have not been screened. Camper's families are relying on us to keep their children safe.
11. **Camper Contact:** Hot Shot Camp does not allow one-on-one staff/camper contact except in emergencies. This includes travel to and from camp and at all camp

activities. Two (2) staff members over the age of 18 must be present when a child is alone in a room with camp staff. Hot Shot Camp also does not allow any harmful physical contact of a camper. This is grounds for dismissal.

12. **Social Networking:** There will be no social media from or about camp until you get home. Do not take photos of campers unless directed to do so. Use of photos from camp will only be from DYS staff and board members for DYS use. Parents have only given DYS the rights to photograph their children, no one else. Please see the Social Media Policy for further instructions.

13. **Bottom line: Use common sense.**

## Hot Shot Camp Personnel Policy

DYS provides equal employment and volunteer opportunities to staff and applicants without regard to race, color, religion, national origin, gender identity or expression, age, disability, or veteran status—except in limited instances when age or gender considerations are bona fide occupational requirements (for example, for cabin counselors or to meet minimum age requirements).

The camp counselors and staff are the primary instruments through which the objectives, goals, and philosophy of Hot Shot Camp is transmitted to the camper. The counselor must be aware of and abide by the following personnel policies:

1. Dismissal and Resignation

Dismissals and resignations will be managed by the Camp Director. Grounds for dismissal may include, but are not limited to, gross misconduct, neglect of responsibilities, endangerment of campers, staff or camp property, use of drugs, alcohol, tobacco, or conduct that reflects negatively on Hot Shot Camp.

2. Sick Leave and Emergency Leave

The Camp Director will manage leave. Special attention to individual needs of the staff will be given.

3. Health

DYS's medical staff is also available to the staff. The cost of prescriptions, doctors, or hospital visits outside of those in the Camp Health Center must be covered under one's personal insurance unless the injury/illness is work related.

4. Insurance

DYS maintains general liability insurance. Policy is available for review on request.

5. Use of alcohol and/or controlled substances is grounds for dismissal.

6. Bullying Policy

Diabetes Youth Services does not tolerate bullying or harassment, including on the basis of all abilities and disabilities, experiences, races, ethnicities, socio-economic backgrounds, sexual orientations, gender identities or expressions, religion and non-religion, citizenship or immigration status, and any other category people use to define themselves or others. We strive to create inclusive environments that celebrate diversity and foster positive relationships.

7. Harassment

Diabetes Youth Services recognizes that a person's right to freedom from discrimination includes the opportunity to work and play in an environment untainted by harassment. Offensive speech and conduct are wholly inappropriate and intolerable to

the harmonious relationships necessary for the operations of the camp program. Harassment has the potential to create an intimidating, hostile, or offensive work environment and may unreasonably interfere with an individual's work performance at Hot Shot Camp. Harassment may include all unwelcome advances, written or verbal innuendos, threats, insults, or disparaging remarks concerning a person's gender, 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 but are not limited to verbal harassment (derogatory comments, demeaning jokes, threats, etc.), physical harassment (assault, unnecessary touching, physical interference, etc.), and visual harassment (derogatory printed material, gestures, etc.).

8. Child abuse/sexual abuse/ sexual harassment are grounds for dismissal.

The first responsibility of each staff member is the health and wellbeing of the campers. Each staff member is expected to take every precaution to protect the privacy of each camper. Physical punishment or any sexual contact between staff and campers is inappropriate and will be grounds for dismissal. A staff member **should never under any circumstances be alone with a camper** (outside of the view of other staff members). This is for the protection of the camper and the staff member.

9. Staff and Facility Relations

DYS staff must be respectful to the Recreation Unlimited Staff and the camp facilities. Each staff member represents the camp in his or her dealings with members of Recreation Unlimited. Conflicts with the rented facility should be reported immediately to the Camp Director or Executive Director. In addition, we expect staff to maintain a high level of respect and care for other Hot Shot Camp staff members.

10. Grievances

Should there be a disagreement over the interpretation of camp policies, a grievance related to one's duties, or relationships with fellow staff members, report it to the Camp Director promptly. Should the Camp Director be the source of the grievance, the staff member should report the grievance to the Executive Director or Medical Director.

11. Staff/Camper Interaction

Hot Shot Camp does not allow one-on-one staff/camper contact except in emergencies. This includes travel to and from camp and at all camp activities. Two (2) staff members over the age of 18 must be present when a child is alone in a room with camp staff. This also includes times when small children are using the bathroom and changing, even if the child is alone in the stall.

12. Camper/Staff Ratios

These **minimum** camper/staff ratios will be maintained:

- 5-9 years of age 6:1
- 10-18 years of age 8:1

**Usually** staff ratios per camper ratios will be:

- 5-9 years of age 4:1

- 10-18 years of age 6:1

## 12. Facilities

Staff is responsible for the care of the camp's personal and rented buildings and equipment. Unauthorized use of the camp or camp's equipment and supplies is prohibited.

### Policy Regarding Camper and Staff Personal Possessions

- Each person will be sent a list of required personal gear to be brought to Hot Shot Camp with a request that additional belongings be very limited.
- We ask that all personal items be labeled prior to camp and kept in each person's personal possession during camp. This includes but is not limited to personal sports equipment and personal electronic devices.
- Hot Shot Camp is not responsible for damage, loss, or theft.
- All persons will be encouraged to be respectful of other's property.
- Tobacco, alcohol, drugs, and weapons are prohibited by anyone at Hot Shot Camp.
- Smoking, vaping, e-cigs, and other tobacco products are prohibited by anyone at Hot Shot Camp.
- Hot Shot Camp will assume responsibility for any items loaned to the camp. Care of these items will be specifically assigned to camp staff and will be limited in use to specific camp programs.
- No dogs, pets or other animals are allowed at Hot Shot Camp except by specific permission of the director and those animals will be the responsibility and liability of their owners.
- Each individual is responsible and liable for his personal vehicle except as covered by agreement with Hot Shot Camp.

## Supervision of Campers

Tips to supervising and mentoring campers.

1. Spend time **listening and getting to know** your campers
2. Calm their fears with a **positive attitude** and encouragement
3. **Encourage proper hygiene**
  - a. Wash hands frequently
  - b. Shower daily
  - c. Brush teeth at least once a day
4. **Use discretion and empathy** when dealing with sensitive issues. Maintain as much privacy as possible.
  - a. Bed wetting
  - b. Special needs/disabilities
  - c. Feminine hygiene/body odor/physical development issues
5. Help campers get enough **sleep**
6. **Include everyone.** Make sure no camper feels left out or homesick
7. Encourage and assist all campers to meet their **personal goals**
8. **Call your campers by name** or nickname
9. Use language that is **easily understood**
10. Speak with campers at **eye level**
11. **Explain** what you are doing or what is happening next
12. **No foul language**
13. **Do not intentionally embarrass or ridicule** anyone
14. **Be friendly** and polite
15. Treat everyone **fairly**
16. Be available. Let them know you or other staff are always around if they have a problem or a question.

**Remember:** You are **not permitted** to do the following:

- Hit or touch ever
- Yell or humiliate
- Meet in seclusion with a camper



## **\*\*A Note About Homesickness\*\***

Homesickness prevents the camper from making a positive adjustment to camp. Encourage a camper to talk about their feelings, but do not dwell on the issue. Distract the camper with an activity or another discussion. Give your camper something to look forward to for the next day. Keep these campers busy and involved with other campers, projects, and activities.

### *Keep in mind:*

- It may accompany physical illness like fever or nausea.
- Can occur when people surround a camper and/or when they are alone.
- Homesickness can spread easily, try to catch it early and redirect the camper.
- Homesickness can happen to a first year camper or returning camper.

### Keys to Safe Supervision

- Focus your attention primarily on campers' needs and interests rather than on other staff and yourself
- Know where your campers are and stay with them. If you must leave your campers make sure another counselor is willing and able to watch them.
- Always stay engaged with your campers
- Stay on task. Supervising campers is hard work
- Ask for more help from another staff if your attention is divided
- Stop any activity which you cannot safely supervise
- Intervene early in fights, bullying, practical jokes, or other problems
- Inform and/or get help from fellow camp staff for serious or persistent problems.
- Ask someone to relieve you if you need a break beyond those scheduled
- Take care of your own diabetes
- Watch for diabetes problems in campers and others
- Be on time
- Pay particular attention to the homesick child
- Pay particular attention to campers not actively involved
- Coordinate with Camp Director for help if needed
- Remember and enforce the safety rules
- Use common sense, the rules won't cover all situations so you have to think and act safely
- Have Fun yourself!

### Night time Supervision of Campers

- Before you leave the cabin, make sure the nurse knows that you are leaving and that all campers are safely in bed and accounted for.
- Bedtime is a particular time to watch for homesickness and teasing. Be aware of your camper's interactions.
- If you are alone during a crisis, send your two most responsible campers to the next cabin for help.
- Listen for crying and thrashing in the night; these may be diabetes problems.
- Let campers know they can wake you up if they need help in the night.

### Staff/Camper Interactions: How to Talk With Your Campers

#### Positive Behavior Strategies for Hot Shot Camp Campers and Staff

- Provide explanation for actions taken and use Contain, Discuss, Plan method.
- Clearly state the behavior you expect or the behavior you expect to stop.
- Discourage and correct behaviors that belittle or intimidate other campers.
- Show respect for campers by calling them by their name.
- State the consequences for continued behavior.
- Offer lots of praise when a camper does something good (verbal or nonverbal).
- Model appropriate behavior.
- Ignore attention-seeking behaviors.
- Directly address behaviors that put others at risk.
- Ask for help before you need it.
- Use eye contact and stand close to the camper when discussing serious issues.
- Do not intentionally embarrass or ridicule campers or groups.
- Don't lecture---keep it short and direct and give brief, logical consequences.
- Get assistance from another staff member.
- Use peer support when appropriate---ask for feedback.
- Treat the campers and staff as you would like to be treated or as you would like to have your child treated.
- Always respect confidentiality. Keep private things private.

### Common Behaviors of Concern

- Bullying, badgering, belittling, teasing, tormenting, and harassing are serious problems and should be addressed immediately.
- Watch for practical jokes that are out of control or when it could potentially create hurt feelings or cause injury.
- Watch for unwanted or inappropriate romantic advances or touching between campers, between counselors, and between camper-counselor. Just because it is consensual, does not make it appropriate.
- Ask for help if behavior is dangerous or repeated. Contact the Camp Director or a member of the medical staff for directions.

### LGBTQA+ Campers

When working with campers who are LGBTQA+ remember these steps if a camper chooses to share how they identify with you:

- Thank them for sharing this with you. Camp is oftentimes a place where kids come to explore who they are and we want them to feel relaxed and in a safe environment.
- Ask what that title means to them. Listen closely as different terms might mean something different to them than what you assume.
- Ask how confidential this is. Is it a secret? Do other people know?
- Show interest and curiosity in this part of them.
- Ask how you can best support them during their time at camp.

#### DO NOT:

- Say “I always knew” or downplay the significance of them sharing.
- Adjust your behavior around this camper because of how they identify.
- Tell anyone. This is between you and the camper unless they say otherwise.
- Ask probing questions or cross barriers you would not have crossed earlier.
- Assume you know why they came out to you.

#### If you are not comfortable with discussing the topic:

- Thank them for trusting you.
- Gently explain that you are not the best person to talk to about this topic, and ask if they would be more comfortable talking with another staff member. Let them give you permission to approach someone else together.

## Dealing with Discipline

Proper discipline is an important part of camp. As much as we hope there will not be any problems, they will arise.

Most problems can be resolved by reasoning with a camper. Use common sense and be firm and consistent.

### **When a child is acting difficult, remember:**

- Behavior is a consequence of feelings and needs. Address those or the behavior will not change. Try to find out what the camper really wants or needs.
- Explain and discuss exactly what kind of behavior you expect and why it is important for everyone to cooperate with these standards.
- If the behavior is unacceptable in school or the workplace, make it unacceptable at camp too.
- **They do not have to like your decisions.** An effective strategy does not have to have a child's approval. Respectful behavior on everyone's part is essential but does not require that everyone likes each other all the time.
- **If you want respect, be respectful.** The only way to receive respectful behavior is to model respectful behavior. You must both teach and model the behavior wanted from campers.

### **How you handle it matters.**

- **Keep your cool**
  - Take deep breaths.
  - If you are getting angry, tell the camper you will discuss the issue later instead of now to help you respond effectively. Do not feel you have to react instantly to a situation. If you feel you are about to lose your temper, find another staff member to watch your campers while you take a few minutes to cool down.
  - Consult with Camp Director or medical staff if you are unsure how to handle a negative camper or specific situation.
  - Remind yourself the goal of the camper's behavior could be to make you angry so try your best not to react with anger and be patient.
  - Do not raise your voice, speak in a normal tone
- **Preventing behavior problems:**

- Make sure the rules and expectations are clearly understood as well as the reasons behind them
- Be consistent
- Address a potential issue before it gets out of hand

### **Unacceptable Means of Dealing with Discipline Problems**

**DON'T MAKE THREATS OR PHYSICALLY PUNISH/RESTRAIN ANY CAMPER.** Physical punishment is never acceptable. If you feel yourself becoming angry with a camper, STOP, take a time out, and get help from another staff member.

Demonstration of any of the following behaviors is grounds for immediate dismissal from camp.

- Don't ridicule
- Counselors **do not punish**, only directors and medical staff
- **Do not physically restrain or do any physical harm to a child** (ex: slap, spank, punch)
- Don't use personal attacks
- Do not threaten physical violence
- Don't lash out- get another staff member to take over if you feel yourself starting to lose your temper

### Hot Shot Camp's Child Abuse Policy

Child abuse is a serious issue. Any concerns must be brought to the immediate attention of the Camp Director. The Camp Director will report to camp licensed personnel (physician, RN, psychologist, social worker). Licensed personnel are required by law to report within 24 hours abuse or suspected abuse to the Ohio Department of Health and Welfare or to law enforcement.

Abuse is defined as injuries inflicted upon a child by another and may include neglect, bruises, cuts, welts, burns, fractures, sexual contact, or other harm. These issues must be brought to the attention of camp licensed personnel and the decision to report will be at their discretion. Confidentiality will be maintained at all times.

Camp policy strictly forbids corporal punishment. Sexual contact of any kind with a camper is strictly forbidden and such behavior would be cause for immediate dismissal from the staff and appropriate authorities will be notified – regardless of the age of the camper, with or without consent. These policies are thoroughly discussed at camp staff orientation.

### Camp Security

*If you see a person you do not know in the camp:*

1. Look for a nametag on their person. Do not approach if they are not wearing one.
2. If the person is looking for someone in camp or is there for business reasons, escort them to the main office and locate RU Staff.
3. If there are any problems, stay near the person and send for Camp Director/RU Staff.

### Release of Campers

1. All campers are to be released only to a person identified by the custodial parent/guardian.
2. If a custodial parent/guardian request that a camper not be signed out to a noncustodial parent, such a request must be in writing. These questions should be directed to the Camp Director or Executive Director.
3. Identification is required for anyone picking up a camper.
4. When a last-minute change occurs in who will be picking up a camper, the new instructions are to be verified with the camp director or designee from an authorized person.
5. No camper may leave camp at any time without prior authorization from the custodial parent and the Camp Director.

### Rules for Campers in Public Areas

- Staff should make sure campers know what to expect and what the rules are in general, include expectations for unusual circumstances. Define the area in which campers are to stay unless specific permission is obtained from their assigned staff member.
- DYS staff will be in direct contact with campers at all times. Each counselor will be responsible for their campers by either direct supervision or delegation to another staff member.
- Public restrooms: Instruct campers to tell staff before going to the bathroom and to check back in when they return. Staff should accompany younger campers. Bathroom trips require heightened attention by staff.
- When using public streets, campers will stay together under staff supervision. Hot Shot Camp does not use public transportation.
- Keep belongings with the group OR have someone stay with them.
- Take a head count every 15-30 minutes, before and after moving from one area to another, or more often if the activity or situation involves crowds or other distractions.

### Emergency Actions and Communications

This is the line of communication for all campers and camp staff in the event of an accident or emergency.

The first responsibility in any accident is to care for the victims and maintain the safety of the other campers and staff. Persons on the scene of the accident should initiate first aid, and then seek the help of a camp staff member, counselor, nurse, or doctor.

### Notification of Parents and Guardians

After acting at the accident, the staff person will notify the Camp Director. At this point, communication about the accident will be the responsibility of the Camp Director.

In consultation with staff, the director will notify appropriate parties of the accident. Parents or guardians will be notified by telephone. In the extreme cases, calls may be attempted as frequently as each hour. Assistance of the telephone company or local police department may be requested. The camper's physician will be notified if medically appropriate. Only the Camp Director or Medical Director will decide if a parent will be called.

### Media Relations

The Executive Director, working closely with the DYS board president, will be responsible for media relations. The Executive Director will primarily be responsible for media activity on the camp premises, in conjunction with facility leadership. The interests of the campers and families will be paramount in relations with the media.

The media will deal only with the Executive Director or their designee in emergency situations. Protection of campers and staff from disruptions will be considered. Consideration of family wishes will be given. Legal implications will not be discussed. Health status of campers will be discussed only with close communication with the campers' parents or legal guardians.

### Disaster Plans and Emergency Procedures

It is the practice of Hot Shot Camp, in the interest of camper and staff well-being; to provide orientation and education about potential risks and hazards and the management of these situations should they arise.

Staff and camper orientation includes management of:

1. Fires and other natural disasters (earthquakes, electrical storms, wind)
2. Lost camper/staff

*In the event of any emergency, it is the role of a counselor to do the following:*

- Ensure the safety and well-being of all campers.
- Perform accountability check of all campers and report any missing children to Camp Director.
- Make sure your group stays together.
- Maintain a calm atmosphere. Keep activities going as normal and conduct diversionary activities.
- Connect with the Camp Director for additional responsibilities for the specific situation.

*The roles of every staff member are outlined in the Crisis Management Plan located in the Medical Room/Tables at camp. Pay attention for directions and participate as requested.*

### Missing Camper Procedure

1. Determine if camp staff is aware of any arrangements for camper to leave camp.
2. Check camper's bunk to see if personal belongings are still there.
3. Check where camper is supposed to be.
4. Check and determine if camper was at last activity.
5. Check and determine when camper was last seen. What was where they wearing?
6. Pull camper's registration and health form and have on hand for reference. Look for parent notes to explain disappearance.
7. Alert RU Staff.
8. Direct call to 911/local law enforcement.
9. Determine if search team needs assembled. Ensure search team has 2 way radios, and a specific plan according to RU procedures.
10. Ask staff, especially those in missing camper's cabin, for any information about missing camper.
11. Check missing camper's bunk for information.
12. Implement camper/staff accountability system to quickly confirm that no other campers are missing.
13. Determine if any of the camp staff is related to, knows, or bunks with the camper. If appropriate, ask that staff member to go to camper if safe and talk to them. However, this person **should be same gender**. Be sure to give them a 2 way radio.
14. Call parent of missing camper. Have parent provide a current photo of camper.
15. Contact Executive Director (Dennis Jones).
16. Implement Emergency Media Plan.
17. Contact Medical Director for information on medical history.
18. Gather information for incident report.

## Counselor Packing List

Please remember to properly label all personal belongings. Do not pack your entire room with you- just the essentials! Please adjust these numbers according to how many days of camp you are attending.

- Diabetes supplies-properly labeled with your first and last name
- Any other medications- **clearly labeled in the container they were provided in**
- Flashlight
- Face masks that properly cover both the nose and mouth
- 1 pair of tennis shoes, 2 pairs if possible
- 1 pair of sandals with secure backstrap (optional)
- 1 pair of boots (for muddy/rainy days)
- 1 pair of flip flops (for shower or pool use)
- 8-10 pairs of cotton socks
- Raincoat/poncho
- 8-10 t-shirts
- 5 pairs of shorts
- 8-10 pairs of underwear
- Pajamas
- 1 sweatshirt or jacket
- One piece bathing suit
- 1-2 bath towels
- 1 beach towel
- Sleeping bag (some prefer twin sheets and a light blanket)
- Pillow (with pillow case)
- Toiletries (soap/shampoo/toothbrush/deodorant/sanitary pads/ etc.) avoid perfumes/colognes- you are outside with bugs!
- Tote bag/backpack to carry meter at all times (DYS will provide backpack if needed)
- Extra snacks/caffeinated beverages- **to be hidden from campers**
- Cell phone and charging cable
- Optional: hats, sunglasses, Frisbee/ camp appropriate games to play with campers
- Props for the talent show
- USA-themed attire for the Rodeo!

**Resident Camp Staff Manual Acknowledgement**

\*I (please print) \_\_\_\_\_, have read and understand the above 2022 Resident Camp Staff Manual and agree to abide by its rules. I also understand that if I do not abide by these rules the consequences listed will be enforced.

**Staff Member Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_