



# Hot Shots Resident Camp Staff Manual

*Revised April 2024*

## **Camp Mission**

Hot Shots Camp transforms the lives of campers by giving them the ability to engage in independent diabetes management, connect with a unique community of peers, and develop in mind, body, and spirit through our camping programs.

## **Camp Vision**

Hot Shots Camp aims to promote positive human development in a safe atmosphere. We welcome young people from diverse backgrounds to grow together and continue to become the best version of themselves.

Dear Hot Shots Camp Staff and Volunteers,

Welcome to Hot Shots Camp 2024: Olympics! Our signature DYS program is back for our 40<sup>th</sup> year of fun, laughter, learning, and setting the stage to make friends for life. This could not be possible without the hundreds of people who come together every year to make camp a success; from the year-round office staff to volunteers who spend 2 hours at check-in, from the people who do bag searches to the camp staff who make our meals. *You are a crucial and greatly appreciated part of what makes our camp so special!*

In this manual, you will read about expectations, updated guidelines, an overview of what to expect at Hot Shots Camp 2024, and much more. *Please read this manual carefully!* Be prepared with any questions for the Camp Director during your staff orientation session. The Camp Director's job is to support you to do your best at camp, your job is to make the Hot Shots Camp experience a safe, fun, and memorable one for our campers!

We look forward to seeing you soon 😊

Best,

*Cindy Presser*

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# Welcome to Hot Shots Camp!

## Expectations for All DYS Staff

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?

1. **Follow instructions.** Even the most seasoned staff at camp need to follow the rules. 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 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. Before you move from one location to another, each camper must be accounted for. In an emergency, you will need to quickly account for every camper and report any camper you are missing.

**Pro Tip:** At the beginning of the camp session, have your group make their own fun roll call. Whether it be a simple song, a count off, or a group anthem, your campers will learn to respond and also look after one another.

3. **Know who your campers are.** You are not just responsible for the physical safety of your campers, but also knowing 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 when 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.

**Pro Tip:** If you are not used to the same activity level as at camp, prepare to adjust your insulin dosing to prevent lows. The medical staff can help you do this at any point during camp, just ask!

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. If you leave your group, make sure you let other camp staff know where you are going and when you will return. Always ask, never assume.

**Pro Tip:** If you are having issues with another counselor, camper, medical staff or anyone else at camp and you have already tried to solve the issue by yourself, let the Camp Director know, sooner rather than later! They cannot do anything until you let them know what is going on and what steps you have already taken.

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 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 we do not take it out on the campers or each other, you will have scheduled break times throughout the camp session. 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?

### 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. **Rumor control.** Rumors can get out of control very quickly. Please bring them to the attention of the Camp Director promptly so the record can be set straight.
3. **Personal Appearance.** Be a role model to the campers. No cut off shirts (mid drift) allowed. Please keep the 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 or t-shirts. On check in/check out days, staff are expected to wear their DYS shirt. During swim time, all staff members are required to wear a one-piece bathing suit (no exceptions!) that is appropriately fitted.
4. **Tobacco/Alcohol/Drugs:** Tobacco, alcohol, or drugs of any kind are strictly forbidden on the campgrounds 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. The Camp Director reserves the right to use a breathalyzer and/or urine drug test on staff at any time.
5. **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 an unlocked phone, confiscate it from the camper and bring to the Camp Director.
6. **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!
7. **Visitors:** Visitors are not allowed at camp. Everyone at camp had to undergo a background check and visitors have not been screened. Campers' families are relying on us to keep their children safe.
8. **Camper Contact:** Hot Shots 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 Shots Camp also does not allow any harmful physical contact with a camper. This is grounds for dismissal.

9. **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 for 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.

10. **Bottom line: Use common sense!**

#### Fit for Duty

Hot Shots 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 the job for which you have been assigned in a safe and effective manner, unimpaired by any medical conditions (we recognize that you may 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 the 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.

#### Hot Shots Camp Goals and Objectives

1. **Ensure each child has a basic level of knowledge about diabetes and that this knowledge grows.** *You'll know you're meeting this goal if:*
  - o You observe and assess each child during the week regarding actual performance of skills and behavior related to diabetes knowledge.
  - o You provide each camper with diabetes education and counsel based on observed skills and behavior as the opportunity presents itself during camp sessions.
  - o Each camper will attend scheduled education sessions.
  - o Each camper will be encouraged to participate in group discussions about diabetes management.
2. **Ensure 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:*
  - o You thoroughly consider each camper's diabetes management.
  - o Each camper will participate daily in preparation for diabetes emergencies.
  - o Based on their ability to do so, each child will participate in daily planning and implementation of their own diabetes care.
  - o Campers will be encouraged to consider their individual experience at camp and adjust their diabetes management accordingly.
3. **Ensure each camper is working to accomplish the goals they set for camp.** *You'll know you're meeting the goal if:*
  - o You know what each camper's goals are for camp.
  - o You discuss progress with each camper regularly.

- You find experiences for the camper that will help them achieve their goals.
4. **Recognizing that Hot Shots Camp will be the first time away from home for many children, it is the goal of Hot Shots Camp to provide a positive away-from-home experience.** *You'll know you're meeting this goal if:*
    - You watch for homesickness and intervene early and often by extra attention and consultation with other staff.
    - You encourage friendships and a team dynamic in your group.
    - You 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 help campers bond at camp.
    - You help campers discover connections with others.
    - You encourage shared problem-solving.
    - You 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 point out each individual's contribution to the team effort.
    - You make sure all play is fair and inclusive.
    - You 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 if:*
    - You treat children in a responsible, empathetic way.
    - You let the campers see you take care of yourself and your diabetes.
    - You manage your diabetes the way we are asking them to manage theirs.
    - You 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 if:*
    - You provide a variety of physical outdoor activities.
    - You encourage participation in activities including guidance and adjustment in insulin and nutrition.
    - You 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 if:*
    - You 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 Shots Camp is to build the campers' confidence not only in their diabetes but also in themselves.

## Supervision at Hot Shots Camp

**Supervision is a verb!** That means it is something you are actively doing. If you are in a cabin with your campers during downtime and using your phone in your bed, you are not supervising your campers. Supervision means you are actively engaging and paying attention to what your campers are doing.

What can we do to properly supervise our campers?

- Know the Difference between On Duty and Off Duty. Camp Staff are considered 'On Duty' unless you are taking an assigned break, meaning you are expected to maintain a layer of supervision at all times! Just like an onion, there are multiple layers of supervision at camp.
- Recognize the areas that require more supervision and plan accordingly.

Areas at camp that require more supervision:

- Dining Hall
- Bathrooms
- Cabin Wings
- Transition time from one activity to another

**The number one place parents report their children having issues at camp is in the cabins.**

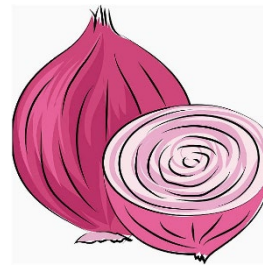
Maintain camper/staff ratios.

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



- Ask for more help from another staff member if your attention is divided.
- Stop any activity which you cannot safely supervise.
- Intervene early in fights, bullying, inappropriate practical jokes, or other problems.
- Inform and/or get help from fellow camp staff for serious or persistent problems.
- Take care of your own diabetes.
- Pay particular attention to the homesick child.
- Pay particular attention to campers not actively involved.
- Remember and enforce the safety rules.
- Ask someone to relieve you if you need a break beyond those scheduled.
- Use common sense, the rules won't cover all situations, so you must think and act safely.
- Coordinate with the Camp Director for help if needed.

## Nighttime 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 campers' 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-related problems.
- Let campers know they can wake you up if they need help in the night.

**DO NOT let your campers be alone without supervision. EVER.**

### **\*\*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.

## 2-way radios at Camp

Radios at camp are meant to implement effective communication by lessening the need for cell phones. It is important that every camp program has a radio in case of emergency. These are not DYS property and are expensive to replace! Please remember these guidelines when using a radio at camp:

#### Please **DO**:

- Keep your radio charged. Overnight, during downtime, and during breaks are great times to charge your radio.
- Keep your radio in a safe dry place. If it is raining, place it inside your backpack. Do not let it sit close to the pool or go on out on the boat with you.
- Talk slowly when using the radios. Recreation Unlimited Staff have their own radios, and when hearing fast talking will assume there is an emergency. Make sure you are speaking clearly when using the radios.
- Use alternative channels to discuss private matters/longer conversations. All Staff are expected to be on Channel 1 unless this is the case, then move to channel 3. Channel 2 is meant for Medical Staff ONLY! Never assume you are not being listened to when on channel 2.



Please **DO NOT**:

- Use your radio past 11PM/Lights Out. After 11PM, use your phones as main modes of communication to let your radio charge and not bother campers when sleeping. You can turn your radio back on as campers are waking up for the day.
- Let a camper use your radio, except in an emergency. If you need additional support via radio and are unable to reach it, ask a responsible camper to get help.
- Leave your radio alone unsupervised.
- Use radios to have unimportant conversations. Not everyone can use the radios at once, and if you are not using radios properly this can prevent someone else from getting support.

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

### **Bank Account of Respect**

When working with your campers (or anyone, for that matter) think of your interactions as deposits and withdrawals with that person. The more investments (positive interactions) you have with a camper, the easier it is when you have to make a withdrawal (negative interaction). For example, if you are able to get to know your camper and talk to them about their favorite band, you are making an investment in your relationship with them and showing you respect them. If later on you see that same camper talking during a presentation, you can respectfully tell them to pay attention- making a withdrawal in your relationship. Because you have gained their respect, that camper is likely to listen to you.



General ways you can talk with your campers include:

- Show respect for campers by calling them by their name.
- Use language that is easily understood.
- Model appropriate behavior.
- Include everyone. Make sure no camper feels left out as that can lead to homesickness.
- Treat everyone fairly.
- Tell campers you will be noticing their good behavior. Offer lots of praise when a camper does something good (verbal or nonverbal).
- Calm their fears with a positive attitude and encouragement.
- Encourage proper hygiene!
  - Wash hands frequently
  - Shower daily
  - Brush teeth at least once a day
- Use discretion and empathy when dealing with sensitive issues. Maintain as much privacy as possible.
  - Bed wetting (AKA “A Visit from Myrtle”)
  - Special needs/disabilities
  - Hygiene/body odor/physical development issues
- Help campers get enough sleep by giving time stamps and turning off lights on time.
- Explain what you are doing or what is happening next.
- No foul language! Correct campers who use foul language.
- Do not intentionally embarrass or ridicule anyone.
- Discourage and correct behaviors that belittle or intimidate other campers.
- Get assistance from another staff member. Use peer support when appropriate---ask for feedback.
- Be available. Let them know you or other staff are always around if they have a problem or question.

## Common Behaviors of Concern

### **Bullying**

Bullying is defined as any intentional hurtful act, committed by one or more persons against another. Bullying occurs when there is an imbalance of power between a bully and a victim. The main types of bullying include:

**Physical:** punching, hitting, stealing personal items, invading someone's personal space when asked not to

**Verbal:** name-calling, hurtful teasing, taunting, unwanted nicknames, gossiping

**Relational:** exclusion, humiliation, blackmailing, manipulating friendships

As a counselor your role is to ensure your campers are having fun in a safe environment. It's important to model the behavior you want to see them follow. Bullying usually occurs when counselors are not around, so it's important to make bullying a regular topic of discussion so they know you take it seriously.

When a counselor observes bullying of any kind, they must intervene by stepping in and separating the campers involved. Teach your campers to be a caring community and let you know when they see someone being bullied. Make sure they understand the difference between reporting- getting campers out of danger and into safety and tattling- telling on others with the intent to get someone into trouble. Continue to keep an eye on the situation just in case.

### **Attention-Seeking Behavior**

At camp, we want the attention to campers to be positive (smiles, praise, etc.) not negative (eye-rolling, scolding). If a camper is engaging in disruption to get attention, engage in strategic ignoring. No eye contact, facial expressions, or verbal responses. This applies only to behaviors that do not impact other campers (physical aggression, threats of violence). If strategic ignoring does not work, move to neutral responses like "I'll discuss more when you speak respectfully". Always use a calm tone of voice when this happens.

- o **Pro Tip:** Public displays of attention can also be effective in motivating campers to behave with positive attention. For example, calling out campers who are engaging appropriately instead of pointing out campers who are not. "Johnny, great job getting in line!" or "I love that Eva has everything she needs and is ready to leave the cabin!"
- 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.

## 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.

Hot Shots Camp utilizes a 3 strikes policy that is enforced by all staff. This is tracked in part by Camper Incident Discipline Reports that all staff have included in their folder. During counselor meetings, these slips will be collected and given to the Camp Director.

1. Discuss the inappropriate behavior with a staff member and clarify the rule.
2. Camp Director or DYS staff will discuss inappropriate behavior and give a "time out" or appropriate consequence. A yellow discipline card will be given. Camper's appropriate attitude and/or behavior will be discussed.
3. Camp Director or DYS Staff will call parents/guardians with camper present to discuss inappropriate behavior. A yellow discipline card will be given.
4. Camp Director or DYS staff will request parents/guardians to pick up camper to be taken home at their expense and camp fee will not be refunded.

**Camper will automatically be sent home if:** they are in possession of knives, firearms, fireworks, illegal drugs, matches or tobacco. If they are found gambling with money, overtly display affection between anyone else at camp and/or sexual harassment, engaging in physical violence or threatening abuse, stealing, tampering with emergency equipment, or any other action the Camp Director deems as being worthy of sending a camper home.

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.
- Use eye contact and stand close to the camper when discussing serious issues. 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.
- **Don't lecture**---keep it short and direct and give brief, logical consequences.

- **Consistency is key!** If another staff member appropriately disciplines a camper, do not contradict what the original staff member said.

### 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 the 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.
  - Address a potential issue before it gets out of hand.
  - Provide explanation for actions taken and use Contain, Discuss, Plan method.
  - Clearly state the behavior you expect or the behavior you expect to stop.
  - State the consequences for continued behavior.
  - Directly address behaviors that put others at risk.
- **Unacceptable Means of Dealing with Discipline Problems**  
*Demonstration of any of the following behaviors is grounds for immediate dismissal from camp:*
  - Don't intentionally embarrass or ridicule campers or staff members.
  - 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. Camp policy strictly forbids corporal punishment and such behavior would be cause for immediate dismissal and appropriate authorities will be notified.
  - Don't lash out- get another staff member to take over if you feel yourself starting to lose your temper.

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

Hot Shots Camp is a traditional summer camp that serves children and teens with diabetes. The purpose of the 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 specialize 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 Shots 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 the serving size and encouraging portion control. Please note campers are not allowed to fill their water bottles with anything other than water, although they can enjoy diet pop or Crystal Light at mealtimes.

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 are prepared to give glucagon if necessary.

As you can imagine, some parents are nervous about sending their child to camp and will attempt to sneak in additional snacks in case they have a hypoglycemic event. If you see this as a counselor, you may confiscate any additional snacks and let the medical staff know.

For severe illness or injuries, we may transport a child to the nearest healthcare 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 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. Backup and extra meters are available but should be a last resort. Counselors will always carry an extra meter 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 extras of these in case a camper forgets. If you need assistance with any 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 an 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 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 and 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 adjust 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 Shots 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 will be kept with a counselor.

#### Counselor Backpacks Include the Following:

- Glucose tablets and/or snacks for correcting hypoglycemia
- Alcohol pads
- Test strips
- Meter
- Tissues
- Ziploc for trash
- Flashlight
- Band-Aids
- Pen
- Hand Sanitizer
- Sunscreen
- Bug Spray
- Gloves

## Hot Shots 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 Shots 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 Shots Camp.

2. Sick Leave and Emergency Leave

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

3. Health

DYS 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. Diversity, Equity, and Inclusion (DEI)

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.

6. 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 Shots 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.).

7. 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 and appropriate authorities will be notified. **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.

8. 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 Shots Camp staff members.

9. 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.

10. Staff/Camper Interaction

Hot Shots Camp does not allow one-on-one staff/camper contact except in emergencies. This includes travel to and from camp and 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. Facilities

Staff are 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 Shots Camp with a request that additional belongings be very limited (found on the second to last page of this manual).

- 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 Shots Camp is not responsible for damage, loss, or theft.
- All people will be encouraged to be respectful of other's property.
- Smoking, vaping, e-cigs, and other tobacco products are prohibited by anyone at Hot Shots Camp.
- Hot Shots 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 Shots 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 their personal vehicle except as covered by agreement with Hot Shots Camp.

## Hot Shots Camp's Child Abuse Policy

Child abuse is a serious issue and at camp we are all mandated reporters. 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.

### **If you believe a camper is a victim of child abuse:**

- Ask open-ended questions and do not suggest answers. "That bruise looks like it really hurts, can you tell me how it happened?"
- Avoid leading questions and statements such as probing for answers or giving term definitions or statements. Remember the child may have to share their story with law enforcement later.

### **If a camper discloses abuse or neglect to you:**

- Take a child's report seriously.
- Thank them for telling you.
- Ask if they feel safe returning home.
- Manage your own reactions. Don't display shock or voice disapproval to the child or abuser(s).

## 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.

## Neurodiverse Campers

Neurodiverse campers will be present at camp. It is our responsibility to ensure their camp experience is just as great as everyone else's. Some conditions will be obvious, some will not. You will be notified of any campers in your group with any relevant conditions based on what information parents/guardians provided when registering their camper. Common conditions include ADHD, ADD, Autism, severe anxiety disorder, dyslexia, etc.

How to help these campers succeed at camp:

- Be aware of the camper's disability before they arrive. The Camp Director will review any relevant information to you before campers arrive.
- Understand that the camper's maturity level and age might not always line up. By dropping expectations of timelines, we are taking the pressure off and giving them space to practice and develop their own skills in a safe space.
- Assume lagging skills, not bad behavior. Most disruptive behavior is not meant to be bad or create problems, but their way of communicating needs.
- Communicate about behavior in your group. By leading a conversation on how your group can function together, this takes some weight off you and puts responsibility on your campers. It's best to focus on what behaviors other campers might notice and what peer behavior can be most helpful, as opposed to talking about diagnosis.

For example: “Suzie is really interested in astronomy and has a lot she wants to share with us. Sometimes she has a lot to say on the topic, and she may not notice when others start to lose interest. Because it’s important to her that she shares, let’s give her time at each campfire to share some of what she knows. When you’d like to change the subject, Suzie responds positively when her friends kindly say, ‘Suzie, I’d like to talk about something other than astronomy now.’”

- Give campers an overview of the schedule each day with consistent, predictable structure. Many campers like to know what is expected throughout the day so that they can mentally prepare for what is to come. At mealtime, give your campers an overview of the day’s activities, meals, and insight from past experiences.
- Give campers time stamps before transition times.

For example, if you are going to archery after craft time, tell your campers during craft time when they have 30, 15, and 5 minutes left in the craft.

- Ask your neurodivergent campers what they need to succeed. These campers are well-versed in what is most helpful for them.

### 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

All campers are to be released only to a person identified by the custodial parent/guardian.

- If a custodial parent/guardian requests 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.
- Identification is required for anyone picking up a camper.
- When a last-minute change occurs in who will be picking up a camper, the new instructions are to be verified by the camp director or designee from an authorized person.
- 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, including 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 Shots 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

In the back of your staff folder is an overview on emergency procedures at camp. The Medical and Camp Director should be immediately contacted if an emergency occurs, preferably via radio.

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

Generally speaking, counselors should not have to nor need to be in touch with parents or guardians. If there is an emergency regarding a camper, the director will notify the appropriate parties of the accident. Parents or guardians will be notified by telephone. In extreme cases, calls may be attempted as frequently as each hour. Assistance from 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 Shots 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 checks 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 to 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 were 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. Call parent/guardian of missing camper. Have them provide a current photo of camper.
14. Implement Emergency Media Plan.
15. Contact Medical Director for information on medical history.
16. Gather information for incident report.

If camper is found and being uncooperative, 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, unless related, this person **should be of the same gender**. Be sure to give them a 2-way radio.

## 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.

***(This is BIG SHOTS list, please send similar items for MIDDLE SHOTS, just not as much.) ANY AND ALL PERSONAL ITEMS SHOULD BE MARKED WITH COUNSELORS NAME.***

- Diabetes supplies
- Any special snacks or drinks you may want throughout the week
- One piece of luggage (duffle bag is best)
- Flashlight
- pair of Tennis Shoes and/or sandals with a secure back strap| NO CROCS
- pair of Boots (for muddy, rainy days)
- pair of Flip Flops (for showers)
- 8 - 10 pairs of Cotton Socks
- Raincoat (Poncho preferred)
- 3 pairs of Long Pants
- Jacket
- 8 to 10 T-shirts
- 2 pairs of pajamas
- 2 Sweaters or Sweatshirts
- 5 pairs of Shorts
- 8 to 10 pairs of underwear
- Bathing Suit- One piece suit that is modest
- 2 Bath Towels
- 1 Beach Towel
- Sleeping Bag (some prefer just taking a set of twin sheets with a light blanket)
- Pillow (with pillowcase)
- Personal items (clearly labeled):
  - Pump Supplies, other Prescription medications
  - Toiletries: Soap, Shampoo, Toothbrush, Toothpaste, Deodorant, Tampons, Sanitary Pads, etc.
- Insect Repellent
- Sunscreen
- Tote Bag or backpack to carry meter at all times, and to take items to the pool
- Water bottle
- Outfit/ costume that goes with the theme:
- Big Shots will be traveling to a local ice skating rink (pants, gloves, warm socks)
- Middle Shots will have a toga party (you can bring a loose sheet to transform into a toga as well as any Olympics accessories)
- Optional: Bandanna, Hat, Sunglasses, Frisbee, Games to play with campers, speaker to play music

**Resident Camp Staff Manual Acknowledgement**

\*I, (please print) \_\_\_\_\_, have read and understand the above 2024 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:** \_\_\_\_\_