



Camp Koolaree

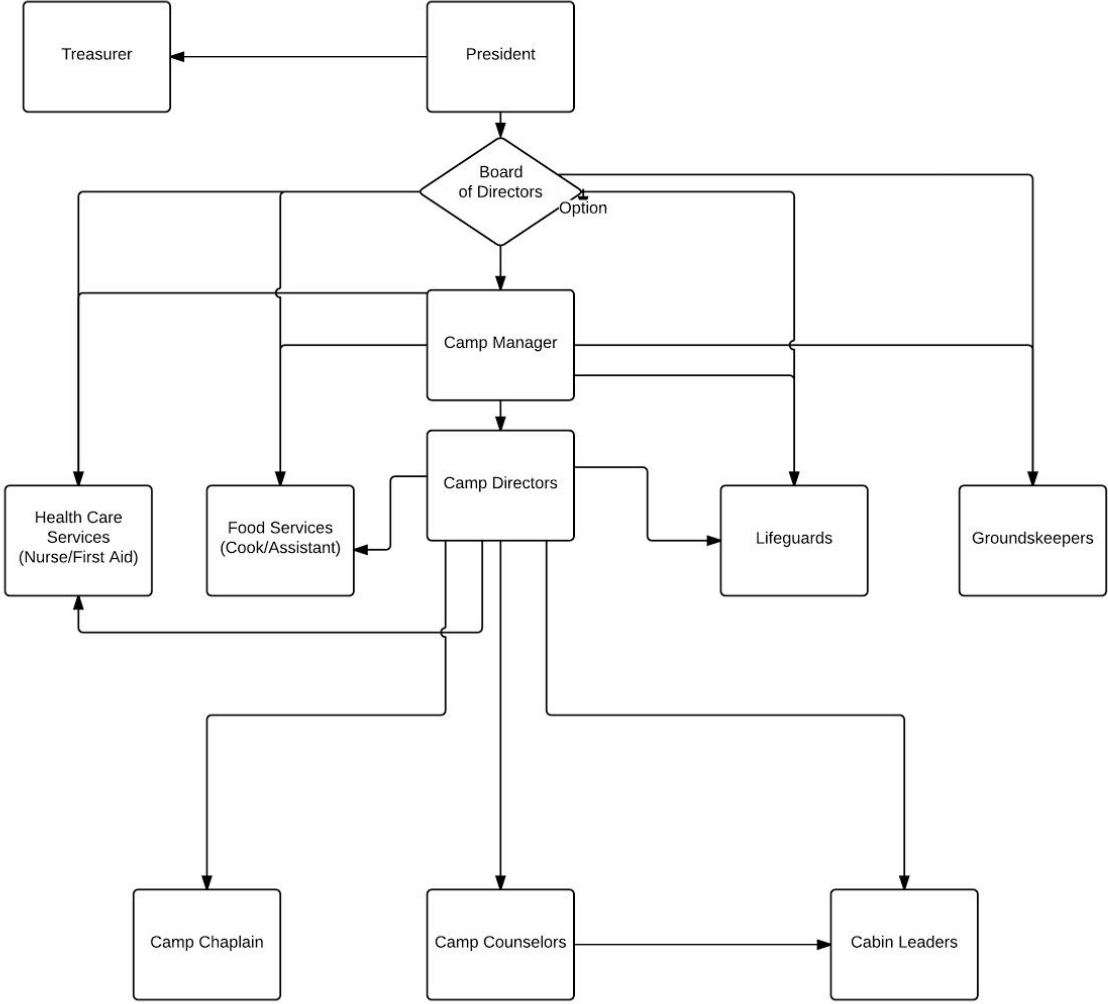
**POLICY & PROCEDURES
MANUAL
2019**

POLICY AND PROCEDURES MANUAL

TABLE OF CONTENTS

Accountability Flowchart	3
Personnel Policies and Procedures.....	4
United Church Camps Code of Conduct.....	5
Employee and Volunteer Code of Conduct.....	6,7
Code of Conduct- Resident Staff.....	8,9
Staff Duty of Confidentiality	10
Personnel Files	11
Employment Standards/Regulations (Working in BC).....	12
Worker Safety Sheet.....	13
Volunteers and the Law.....	14
Staff Policies.....	15
Termination and Discipline Policy.....	16,17,18
Drugs and Alcohol Policy for Staff.....	19
Smoking Policy.....	19
Personal Items and Valuables.....	20
Koolaree Curfew.....	21
Health and Safety Policies and Procedures.....	22
Emergency Telephone Numbers.....	23
Emergency Procedures.....	24
In Case of a Lost Camper.....	24
In Case of the Death of a Camper.....	24
In Case of a Fire.....	25
In Case of Water Shortage.....	25
In Case of an Earthquake.....	26
Earthquake Preparedness.....	27
Waterfront Policy.....	28
Telephone Rules.....	29
Universal Precautions.....	29
Assault.....	29-31
Bullying Policy.....	31-35
Camper Misconduct.....	35
Child Abuse.....	36-37
Sexual Abuse Policy.....	38
Disclosure.....	39
Homesickness.....	40-41
Intruders on Site.....	42
Camper Release Policy.....	43
Talking Privately with Campers.....	44
Lines of Communication.....	45
Incident Report.....	46
Camper Departure Form.....	47
Kitchen Clean Up and Safe Food Handling.....	48
Camper and Volunteer Health Plan.....	49-51

Camp Koolaree Accountability Flow Chart



PERSONNEL POLICIES & PROCEDURES

**United Church Camps
B.C. Conference**

The United Church of Canada

Code of Conduct

The United Church of Canada is committed to providing a safe, friendly and respectful environment for worship, work, study and play in all of its institutions, agencies, organizations, or other bodies that operate under its name. Abusive behavior will not be tolerated and complaints will be taken seriously and dealt with in a spirit of compassion and justice.

This means that employees, volunteers, program participants and others using United Church Camping Facilities are expected to treat others with courtesy and respect. Discrimination or harassment on such grounds as ethnic background, sex, religion, family status, disability, political beliefs, or sexual orientation are against the law, and are not acceptable in United Church Camping programs or on United Church premises.

Harassment may include (but is not limited to) such conduct as:

- verbal abuse
- repeated unwelcome sexual invitations
- harmful or humiliating comments, jokes or taunting about a person's race, color, anatomy, sexual attractiveness, attire, age, sex, marital status, sexual orientation, etc
- a display of racist or sexually explicit pictures
- intimidation
- unnecessary and unwelcome physical contact
- abuse of position of authority
- refusal to work with an individual because of ethnic background, religion, etc

If you feel you have been harassed, you are encouraged to tell the individual that you find their conduct offensive and it must cease. If this does not succeed, or you do not feel comfortable dealing with it in this manner, please contact the facility manager, or senior staff person for assistance. If you feel the need to file a confidential complaint please contact the Personnel Minister, BC Conference Office at 1-800-934- 0434. At your choice, they will investigate the complaint on a confidential basis, and pursue a formal or informal resolution.

Thank you for your assistance in making this camp a safe and respectful place.

EMPLOYEE AND VOLUNTEER CODE OF CONDUCT

The purpose of these policies is to ensure the safety of campers and to protect staff and Koolaree from abuse issues. Staff is defined as paid and volunteer.

- During the period of your employment with Koolaree do not initiate contact with campers outside work hours. This includes any child who is participating in a camp program or attending a program operated by a rental group at Koolaree. It's OK to greet campers you meet in public, but do not drop in for a visit or contact the family or the child to invite them to join you for an outing or other social contact. No matter how innocent the intent, it is important to recognize that social contact with children outside of work hours can lead to accusations of inappropriate behavior. Contacting children outside work hours is a common technique used by pedophiles to gain access to children. Do not give out your own or others phone number to a camper. All contact should be made through Koolaree Office.

Remember that participants in the Leadership Program are considered children in the eyes of the law and for the purposes of this policy document.

Between seasons, when you are not employed by the camp, it is still strongly recommended that staff do not have contact with campers, unless the camper's parents initiate the contact. (i.e. requests to baby-sit).

- Never change the sleeping accommodation assignments without checking with senior staff first. This applies to all persons at camp: staff, volunteers and campers.

- Avoid being alone with a child in a closed room. This can be difficult as circumstances can arise quickly that put you alone with a camper. Examples include changing into swimwear, administering discipline. Possible solutions include:

- inviting more children or adults to participate in the activity.
- leaving the door open or using a quiet, but public area of camp.
- always change quickly and wait for the last campers outside the change room.

- Never touch a child to satisfy your own emotional needs (i.e. anger, affection, comfort) striking, shaking or squeezing a child in anger or as discipline.

- touching a child in a way that may be interpreted to have sexual connotations.

- Never take part in or tolerate willful behavior that scares, degrades, humiliates or intimidates children, volunteers or other staff. This includes telling scary bedtime stories, making threats (even in humour) and jokes or comments based on:

- gender.
- ethnic origin.
- sexual orientation.
- religious belief.
- physical appearance.
- any other personal characteristic or distinguishing feature.

- Do not permit physical aggression, especially with older children. This can include willful shouting or threats. Everyone has the right to feel safe from physical intimidation. Avoid using profanity in the presence of others that could be offended, especially children. Never use or discuss personal use of drugs, alcohol or tobacco in the presence of campers. Alcohol and drugs are not permitted on the campsite. All prescription drugs must be housed in the first aid with the nurse/first aid attendant when there is a camp in session.
- Do not ask children to keep secrets. This is a common method used by abusers to hide inappropriate relationships with children.
- Never promise to keep a secret for a child. Our duty to report suspected abuse situations is far more important than maintaining confidentiality. If a child asks you to promise not to repeat what they are about to tell you, inform them that there are some situations you would have to report to authorities (i.e. if you found out someone was going to get hurt).
- Do not borrow or lend money to children. It can be interpreted as yielding power or giving payment for dubious reasons. If a camper has lost his/her bus fare ask the office to issue replacement money.
- Avoid treating children and youth as peers. We are in a position of trust and authority over campers and have an obligation to conduct ourselves in a manner that meets the camper's needs -not our own. Staff that consistently spend their free time with children (as opposed to their peers) can raise concerns about the age appropriateness of their socialization pattern.
- We are important role models. Our actions must reflect healthy values around: - personal hygiene - dealing with conflicts in a mature manner - relationships between: staff & campers, men & women, employee & employer. - Inclusiveness
- Avoid public displays of affection in front of campers. Continuous holding hands, hugging and kissing in public can make others feel uncomfortable. Disclosure It is possible that sometime during your employment a camper may tell you about abuse he or she is suffering at home or elsewhere. You will probably find this a very disturbing experience, but there are some steps that we must follow.
- We are legally obligated to report any suspected abuse to the Ministry of Social Services. You can talk to your supervisor, or you can contact the Ministry directly. If you do contact the Ministry yourself, please inform your supervisor or the camp director ASA
- Listen to the child, be supportive, but do not start questioning or investigating the circumstances. This is best left to specially trained social workers.
- As soon as you can, make written notes of what you were told or heard. Keep these in a secure locked place until you can pass them on to the authorities or senior staff at camp.

CODE OF CONDUCT FOR RESIDENT STAFF

The purpose of these policies is to ensure the safety of campers and to protect staff and Koolaree from abuse issues. Staff is defined as paid and volunteer.

- During the period of your employment with Koolaree do not initiate contact with minor campers outside work hours. This includes any child who is participating in a camp program or attending a program operated by a rental group at Koolaree. It's OK to greet campers you meet in public, but do not drop in for a visit or contact the family or the child to invite them to join you for an outing or other social contact. No matter how innocent the intent, it is important to recognize that social contact with children outside of work hours can lead to accusations of inappropriate behavior. Contacting children outside work hours is a common technique used by pedophiles to gain access to children. Do not give out your own or others phone number to a camper. All contact should be made through the Koolaree Office.

Remember that participants under the age of 18, in all the programs operating at Camp Koolaree, both rental and Camp Koolaree sponsored, are considered children in the eyes of the law and for the purposes of this policy document.

Even when you are no longer employed by the camp, it is still strongly recommended that staff do not have contact with campers/clients, unless the contact is initiated by the campers/client or their legal guardian. (i.e. requests to baby-sit).

- Never change the sleeping accommodation assignments without checking with senior staff first. This applies to all persons at camp: staff, volunteers and campers.

- Your private residence is considered out of bounds to clients and campers, other than to request and/or complete camp related business in a prompt and courteous manner.

- On-site visitors to your private residence are your responsibility. When the camp is in use by camp sponsored or rental programs, visitors are restricted to your residence only. We expect all visitors to be courteous and considerate of on-site groups.

- It is expected that as a member of the staff of Camp Koolaree, your behavior will, at all times, reflect and be appropriate for a United Church facility. (See Code of Conduct for the United Church). It is expected that the area around your residence be properly maintained.

- Avoid being alone with a camper/client in a closed room. This can be difficult as circumstances can arise that put you alone with a camper/client. Example: When entering washrooms to clean while camps are in session. Entering a cabin or building to do minor repairs. Possible solutions include:

- waiting until washroom or building is clear, announcing your entrance and temporarily closing the building until your task is completed.

- Informing the group leader or camp director of the job you will be doing, how long it will take you, and where you will be doing it.

- Never touch a camper/client to satisfy your own emotional needs (i.e. anger, affection, comfort) striking, shaking or squeezing anyone in anger or as discipline. -touching a camper/client in a way that may be interpreted to have sexual connotations.

- Never take part in or tolerate willful behavior that scares, degrades, humiliates or intimidates campers, clients, volunteers or other staff. This includes telling scary bedtime stories, making threats (even in humour) and jokes or comments based on:
 - gender.
 - ethnic origin.
 - sexual orientation.
 - religious belief.
 - physical appearance.
 - any other personal characteristic or distinguishing feature.
- Do not permit physical aggression, especially with older children. This can include willful shouting or threats. Everyone has the right to feel safe from physical intimidation.

Avoid using profanity in the presence of others that could be offended, especially children. Never use or discuss personal use of drugs, alcohol or tobacco in the presence of campers. Alcohol and drugs are not permitted on the campgrounds. Smoking is not permitted in any camp buildings.

- Never promise to keep a secret for a child. Our duty to report suspected abuse situations is far more important than maintaining confidentiality. If a child asks you to promise not to repeat what they are about to tell you, inform them that there are some situations you would have to report to authorities (i.e. if you found out someone was going to get hurt).
- Avoid treating children and youth as peers. We are in a position of trust with campers/clients and have an obligation to conduct ourselves in a manner that meets the camper's/clients needs -not our own. Staff that consistently spend their free time with children (as opposed to their peers) can raise concerns about the age appropriateness of their socialization pattern.
- We are important role models. Our actions must reflect healthy values around:
 - personal hygiene
 - dealing with conflicts in a mature manner
 - relationships between: staff & campers, men & women, employee & employer.
 - Inclusiveness
- Avoid public displays of affection in front of campers. Continuous holding hands, hugging and kissing in public can make others feel uncomfortable.

Disclosure

It is possible that sometime during your employment a camper/client may tell you about abuse he or she is suffering at home or elsewhere. You will probably find this a very disturbing experience, but there are some steps that we must follow.

- We are legally obligated to report any suspected abuse of persons under the age of 18 to the Ministry of Social Services. You can talk to your supervisor, or you can contact the Ministry directly. If you do contact the Ministry yourself, please inform your supervisor or the camp director ASAP.
- Listen to the person, be supportive, but do not start questioning or investigating the circumstances. This is best left to specially trained social workers.

- As soon as you can, make written notes of what you were told or heard. Keep these in a secure locked place until you can pass them on to the authorities or senior staff at the camp.

I have read and understood the above Code of Conduct, and agree to adhere to it while I am employed by Camp Koolaree.

Name: _____ Signed: _____

Date: _____

STAFF DUTY OF CONFIDENTIALITY

Staff have an obligation to keep information confidential. Staff must be very careful about what they repeat to others, and should not repeat sensitive, private information without the permission of the person who confided in them. Private information that staff may discover in the course of their duties, such as information written in a file, should also be kept confidential.

Staff who release confidential information may receive disciplinary action up to and including termination. Staff who release confidential information may be liable for any loss or injury that results. Staff may be exposed to suit for breach of confidentiality if it is demonstrated that:

- The staff learned the information under an expectation of confidentiality and
- The person suffered a loss or injury because the confidential information was revealed.

It is important to keep the confidentiality of clients we serve. Staff owe a duty of confidentiality to the participants they serve. Staff owe a particular duty to ensure that records about participants and staff are kept confidential. Staff who have access to files with confidential information should be aware of the policy regarding confidentiality. Information of an extremely private nature should not be kept in a file that is easily accessed by others.

It is important to note that there are some occasions, when information contained in files must be provided to appropriate authorities under provision of the law. In some situations staff may have to break a promise of confidentiality. For example, staff that suspect a child is being abused have a legal duty to report this information to child protection services or the police.

PERSONNEL FILES

A separate, confidential file for each personnel and staff person should be formed and kept in a secure place accessible only to the Personnel Committee. These files would contain such documents as copies of position descriptions and contracts, resumes, references and Police record check results. The files would also contain notations re: remuneration, copies of annual reviews, and reports and recommendations brought to the Official Board (or equivalent). Records of rumours, accusations and innuendos should not be kept in the file of any employee.

Properly presented concerns or conflicts should be documented and this file should contain a paper trail of that process. This would include the concern as presented, the goals set to deal with the concern, and whether or not those goals were met.

Personnel and Staff should have access to the entire contents of their own personnel file on request to the Personnel Committee.

Adapted from the United Church Ministry and Personnel Handbook

B.C. EMPLOYMENT STANDARDS/REGULATIONS

Regulation, Part Seven, Variances and Exclusions Section 34: Exclusions from hours of work and overtime requirements

34. 1) Part 4 of the Act does not apply to any of the following:

- r) any of the following who are employed by a charity to assist in a program of therapy, treatment or rehabilitation of physically, mentally or otherwise disabled persons (see also Camp below):
- v) an instructor or counselor employed by a charity at a summer or seasonal camp for persons under 19 years of age
- y) a live-in camp leader.

Camp

Under Section 34(1)(r)(v), a summer or seasonal camp includes camps for the general population as well as for the disabled.

"Otherwise disabled" is undefined. The Director notes that there is a difference between a disability and an injury or illness, and will take into consideration the views of WCB and the medical community on this issue.

CAMP KOOLAREE WORKER SAFETY SHEET

It is our mission to provide a safe environment for renters, campers and staff at Koolaree. Please read through and sign this sheet. Any person(s) who do not read and sign, or who create an unsafe work environment will be asked to leave the property.

First Aid/Medical:

First aid supplies are located in the First Aid Cabin. All staff and volunteers have access to the supplies. Full-time staff and part-time staff have had first aid training. All first-aid treatments are to be documented with a name and objective description of treatment. The decision to seek further medical assistance for illness and or injury and when parents are to be notified regarding treatment is at the decision of the designated first-aid provider.

Medication:

Medications are to be locked in the hospital and dispensed at times as prescribed. Any medication given must be documented in the first-aid log with the individuals name, drug name, a unit of measurement of the medication and the reason for administration.

Serious Communicable Disease or suggestion of food poisoning:

When cases of serious communicable disease(i.e respiratory, gastrointestinal or skin symptoms) or food poisoning are suspected, contact the local Medical Health officer immediately for further direction.

Work Clothing:

Workers are required to provide proper work clothing. The minimum requirement will be: long pants, a long sleeved shirt, boots or closed toed shoes. Persons working with, or around, powered equipment will need steel-toed boots. Gloves, ear, and eye protection will be provided by the camp. Rain gear and other clothing for the elements are recommended.

Work Environment:

Everyone employed at Camp Koolaree has read and acknowledged the Code of Conduct. These standards will be adhered to at all times. If you have not read, or if you have any questions about proper conduct, ask your supervisor. If you see any unsafe or inappropriate behaviour taking place on the work site, it must be reported immediately.

I have read and understand the Code of Conduct and agree to work in a safe and responsible manner at Camp Koolaree.

Signed: _____ Date: _____

VOLUNTEERS AND THE LAW

Liability- When a person is liable for something, it means that they are responsible for their actions and all of the consequences relating to those actions. So basically, people are responsible for their own behaviour. Volunteers are not protected from lawsuits, and therefore must be aware of their legal responsibilities and any instances in which they may be liable for someone else's injury or loss.

Negligence- Negligence is an unintentional wrong or injury which happens because of someone's carelessness. It is the most common basis for lawsuits that involve volunteers. A volunteer is considered negligent if their conduct is below the standard that a reasonable person in similar circumstances would use. However, as a volunteer that is supervising children, the level of care is somewhat different. Instead of being compared to a reasonable person, the volunteer in charge of children must live up to the standard of a reasonably careful parent. This is a higher degree of care, as the volunteer must stand in the place of a parent who will take great care to protect a child against any foreseeable risks. As a volunteer, you have an important duty to take care not to injure or harm anyone whom you can reasonably foresee is likely to be affected by your actions. Volunteers, of course, are not obliged to volunteer in the first place. But, once having volunteered, you have an obligation to these people who rely on you, and to those people who will be affected by the actions of the clients who are in your care.

Confidentiality and Privacy-Volunteers may be in a position where they will receive personal or private information about a camper or other person. Volunteers should avoid revealing any private or confidential information, but in some situations they have a legal duty to report information that may break a promise of confidentiality (for example, child abuse). Volunteers, however, may be liable for invasion of privacy or breach of confidence if they reveal private information about a person without a legal excuse (for example, GOSSIP!)

Your Duty to Rescue- Volunteers supervising children have a duty to rescue them, should it be necessary. Volunteers are not required to place themselves in great danger in order to save another, only to do what a responsible parent in similar circumstances would do.

The Use of Force- Volunteers who work with children may wonder what legal rights they have to discipline them. A volunteer who uses force against a child may be liable for both civil and criminal assault. It is best for volunteers to refrain from physically disciplining children.

Abandonment- Abandonment is the criminal offense of leaving a child under the age of 10 alone without proper care and supervision. Once having assumed the care and supervision of children, the volunteer has a duty to continue the supervision during the time promised. A volunteer has a legal obligation to ensure that the children are properly cared for the entire time.

Adapted from Volunteers and the Law

**All staff are expected to follow
the policies as outlined below:**

Behaviour - Staff must ensure that their behaviour, including speech, personal appearance, quarters, and care of equipment, are worthy of being copied by campers.

Daily Schedule - Counselors are expected to come with their cabin, as a group, ready to participate in all activities and meals on time. During the activities, Counselors are to assist the program specialist with leadership and by cooperatively participating. Below is the daily schedule, which all directors should follow.

Dining Hall - Order in the mess hall is everyone's responsibility. At least two staff members are assigned to a table in the dining hall. It is up to those staff members to get to know each camper at his/her table and be able to detect if a certain camper is missing or is not eating properly. Campers are not to leave the table with the exception of gofers. Staff at each table are responsible for making sure the campers are behaving appropriately. Good manners should also be encouraged for and demonstrated by the counselors.

During camp activities - your role as guardian is still in effect. Thus, it is your responsibility to participate in the activities and help out the specialists when needed. During campfires, vespers, or special events, staff must be supervising the campers.

Camp Koolaree - - - Discipline and Termination Policy

1. Termination/Discipline relating to employee performance:

Termination can be a responsible way of dealing with employee situations in which the needs of the organization are not being met. Such situations exist when:

- the employee is not performing satisfactorily and has not demonstrated the capability to perform the functions laid out in the job description at a satisfactory or acceptable level;
- the position has been discontinued and reasonable alternate work is not available in the for which the employee is considered suitable;
- working relationships with other members of the staff are inadequate to a degree that they hinder the effectiveness of the staff;

When termination is for performance inadequacy of working relationship problems, documented effort must have been made to communicate the inadequacy, to specify the level of performance required, to assist the employee to improve and achieve the desired level of performance.

2. Termination/Discipline relating to employee misconduct:

Termination or discipline may be necessary in the event a parent, camper or volunteer feels that the employee has conducted himself/herself in an unacceptable manner.

If a parent or visitor to the camp feels the employee has not conducted themselves in a manner which is acceptable to the United Church of Canada, BC Camping Association, the campers themselves, or the parent/visitor, they are asked to speak immediately to a member of the Board of Directors in order to resolve the situation. The complainant may be asked to put their concerns in writing, or meet with the Board, depending on the severity of the situation. The Personnel Committee of the Board will then address the situation with the employee.

If a camper or camp volunteer feels the employee has not conducted themselves in a manner which is acceptable to the United Church of Canada, BC Camping Association, the campers themselves, or the parent/visitor, they are asked to speak immediately to the Camp Director. The Camp Director will then relay the concerns to the Board of Directors, who will take action as necessary. If the employee has performed in an illegal manner, they will be terminated without further notice. If the employee has performed in a manner which may have been deemed unsafe, or unethical, the Board of Directors may choose to work with the employee to rectify the situation, suspend the employee until such time as the Board feels the situation is rectified, or serve the employee with written notice, depending on the severity of the action.

General

The Personnel Committee will provide guidelines in the communication process to ensure compliance with government regulations.

Notice of termination and severance will general follow provincial case law standards, with consideration given to such factors as length of service, career relocation prospects, reason for the termination, and other circumstances prevailing at the time.

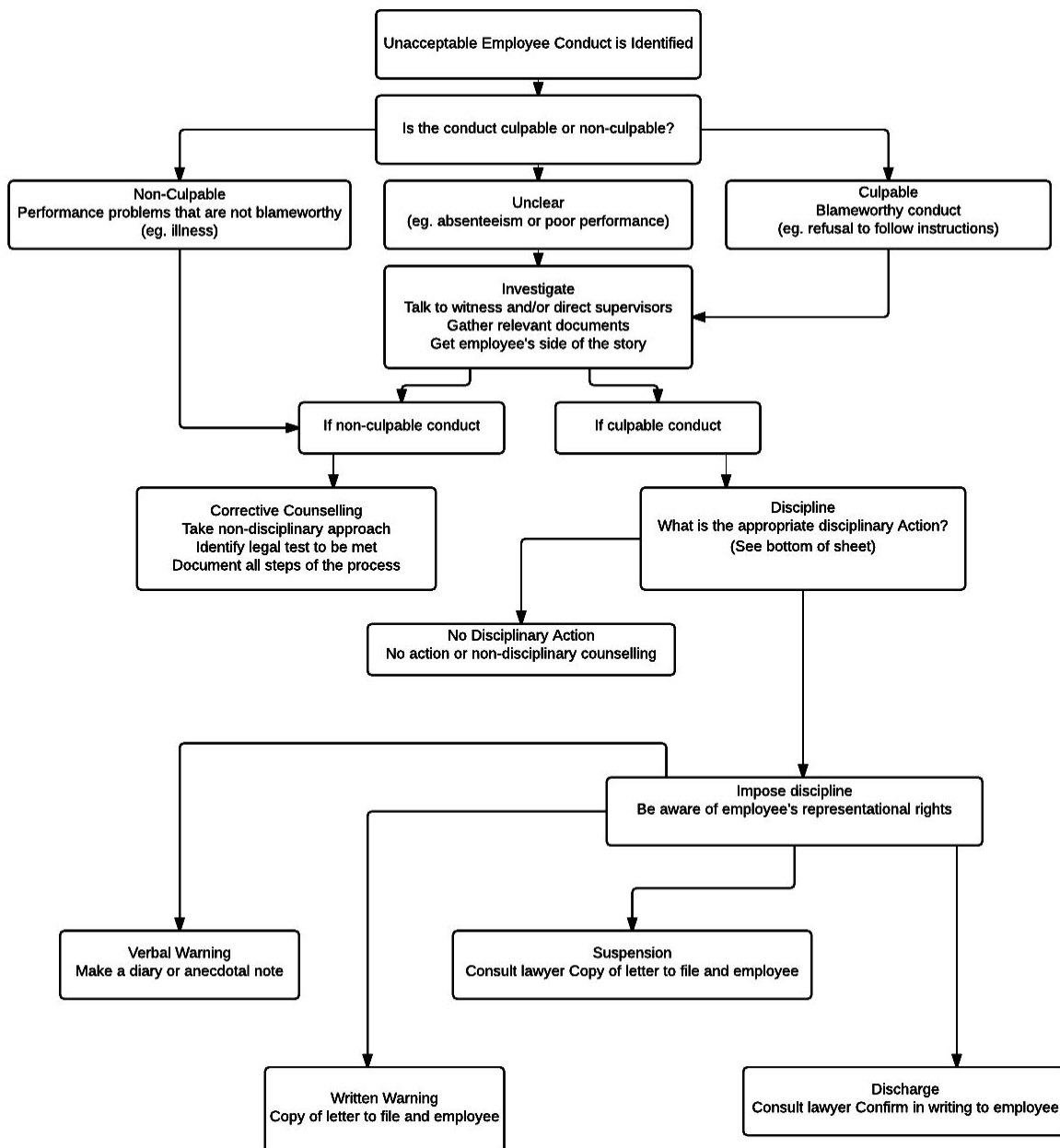
The amount of severance provided shall be determined on an individual basis in consultation with the Personnel Committee, which shall be responsible for getting advice from legal counsel, whenever necessary, in order to arrive at a reasonable settlement, depending on current labor relations trends.

When notice of termination is given, it is expected that the employee will work through the notice period. If the employee elects to leave prior to the expiration of notice given, no payment shall be made.

Payment in lieu of notice shall follow government regulations. Such payment is subject to the usual government deductions and will be reported on the record of Employment for the Unemployment Insurance Commission.

This policy does not apply to termination for cause with respect to which notice or severance allowance would not be required. Termination for cause could occur in cases, for example, where the employee is guilty of willful misconduct or disobedience, willful neglect of duty.

Employee Discipline Roadmap



Discipline

What is the appropriate disciplinary response? Past treatment of similar incidents, Seriousness of offence, Employee's premeditation, Employee's prior similar conduct, Employee's prior disciplinary record, Employee's mitigating factors (e.g. long service, personal problems)

POLICY FOR DRUGS AND ALCOHOL - STAFF

Drugs and alcohol are not allowed on site at Camp Koolaree. The use of these substances is also strictly forbidden.

Staff have a responsibility to those around them, and a job to perform while on site. The influence of drugs and alcohol can seriously interfere with their performance, and may be a danger to those around them on site.

Paid staff who live on site during the summer are expected to abide by the camp rules, even though it is their residence. What they do off-site on days off is their business, but if at any time drug or alcohol use conflict with their job performance or disrupt the programs being run on site, management may step in and take action.

Paid staff residences are out of bounds to all campers and leaders, at all times. This should be made clear to all campers and leaders at the start of camp, and involves issues of boundaries and personal space.

KOOLAREE - SMOKING POLICY

Campers are not permitted to smoke at Camp Koolaree if under the age of 19. It is the collective responsibility of all staff to enforce this policy. Campers must not slip into the forest to smoke because of fire hazards, so leaders must know where their campers are at all times.

Among staff, smoking is strongly discouraged at Koolaree for the sake of fire prevention and health. Not only that, but it is important to keep in mind that we are here for the benefit of the campers; not to sit around smoking, socializing, and slacking off. Smoking is permitted among staff members only in the designated area and NEVER in the presence of campers. The designated smoking area is at the beach or at the tracks. Leaders/staff must be off duty or on a break to smoke. Do not sit where campers might see you. To minimize the fire hazard at camp at all times, cigarettes must be extinguished in ashtrays/cans, never on the ground. Through their smoking habits, smokers are expected to demonstrate respect for non-smokers and the camp environment. Strictly, only two people at a time are permitted in the smoking area- NO EXCEPTIONS.

PERSONAL ITEMS/VALUABLES

Staff and campers are encouraged not to bring valuables to camp.

The camp office provides a place for these items to be kept while at camp. Leaders can suggest this to campers who do bring valuables or money to camp.

Leadership trainings should include a discussion of boundaries with leaders. Brainstorm ideas that will promote community and trust within the camp.

Encourage one another not to bring valuables to camp. At the start of each camp, discuss trust and boundaries with campers as a group. Leaders can reiterate these ideas in the cabin. Make sure that everyone is aware of other people's boundaries, and relate them to other people's personal items, cabins, and staff cabins.

If items are reported missing:

- help the camper look for the items, in case they were misplaced
- notify the directors
- announce to the camp that items are missing, and allow for an anonymous return of the items if someone in particular is suspected of taking personal belongings:
- this situation must be approached carefully, for they too have their own personal space
- be careful that campers do not start accusing anyone, and be mindful of your own thoughts, actions and suggestions toward the person in question
- inform the directors of the suspected person
- a private and personal discussion with this person, due to strong suspicion, may occur

Adapted with permission from "Prickly Pickles 2000" by Wendell White

KOOLAREE CURFEWS

The following camper curfews are to be observed:

All campers must be in their cabins by 11:00 pm unless previously approved by a Camp Designate. This is only a guideline and campers will most often be sent to bed earlier than this.

Although directors are responsible for overseeing the enforcement of this policy, counselors are directly responsible for enforcing it on a daily basis with their own campers. Each night, one counselor in each cabin is required to be on duty throughout the night; with counselor meetings in the morning, this all-night duty is possible. The other counselor has time off after the campers are in bed and settled for the night; if there are Counselors-in-training assigned to the cabin, they may be included in the duty rotation but they will be on duty the same number of nights as a counselor.

The following staff curfew is to be observed:

All staff members are required to be settled in their cabins by 11:00p.m., every night of every session unless previously approved by a Camp Designate. Directors have discretionary authority to send any staff members to bed earlier than 11:00p.m.on any given night.

One of the most difficult aspects of working at camp is pacing your energy throughout the week and/or summer. This policy is designed to give you a framework within which to accomplish this. Camper Night-Watch Team/Spook Patrol. A few counselors must stand watch until curfew. These counselors are not responsible for putting all campers to bed. After the campers are drowsy in the bunks, staff are permitted to leave. At this point, the staff members who are on WATCH are responsible for the well being of cabins. If an emergency arises on this shift, a staff member must notify the camp director at once. General responsibilities include: bed checks, bathroom trips, and maintaining minimal noise in the cabins. The director/program director should ensure that the Watch schedule is followed as assigned, although it is sometimes wise to allow exchanges. The same observation must be in place during Free Time and "toes-up".

Camp curfew is also 11:00pm. Although this is expandable under the circumstances of each program, anyone on site after this time must be quiet. There are to be no exceptions to this rule.

HEALTH AND SAFETY POLICIES & PROCEDURES

Camp Koolaree
1300 Pine Ave
Trail, BC
V1R 4E6

EMERGENCY TELEPHONE NUMBERS

Fire & Rescue.....	911
Police.....	911
Ambulance.....	911
Non-Emergency Police.....	250-352-2156
Fire.....	250-352-3103
Ambulance.....	250-354-6816
Koolaree Cell Phone.....	250-777-1499

EMERGENCY PROCEDURES

IN CASE OF LOST CAMPERS

1. Director to be notified when camper missing.
2. Sound air horn for all campers to gather at flagpole.
3. Each cabin leader counts their campers and report to the Director.
4. If camper is still missing Director will ascertain who is missing and do some fact-finding.
5. Director will organize search of all buildings.
6. A sweep search of the grounds will then be done. The Director at this time may call Police and Search & Rescue.
7. Board Liaison Person to be notified.
8. Full report of the incident and procedure to be written by Director.

IN CASE OF THE DEATH OF A CAMPER

1. Director and Nurse called to the scene.
2. Remove Campers from the scene.
3. Call Ambulance and Police.
4. Gather Campers in front of the Lodge and inform campers of the essential details. Assure them Director and Nurse are in attendance and that the Ambulance and Police will be arriving. Use Clergy if on site. Occupy campers and avoid panic at the scene.
5. Board Chairperson or Liaison person to be notified.
6. Parents to be notified. Use clergy if possible. If parents called to the hospital the Director should be there to meet them.
7. B.C.C.A. to be notified within 24 hours. They can give good counsel.
8. Support people called in from community resources.
9. DO NOT speak to the press.
10. Director is required to write a full report of incident and procedure followed.

IN CASE OF FIRE ON CAMP PROPERTY

1. Sound the air horn three times- one in each direction. The Air Horn is located in front of the administration hut.
2. Evacuate campers and staff from cabins, dining hall, bathrooms, lodge and ad hut.
3. Director or appointee phone Fire Department and Ambulance if necessary. Someone must be sent to wait at gate to direct Emergency Vehicles.
4. Gather campers at flagpole in cabin groups (campers, leaders, crew camp). Each cabin leader makes a head count and reports to Director. Director counts staff.
5. Notify Groundsperson. They, or appointee, should prevent further hazards by shutting off gas lines, etc.
6. When head count is complete, campers with leaders and staff proceed to the waterfront.
7. Nurse/First Aid Attendant will be responsible for care of any injuries until emergency help arrives.
8. Director or Groundsperson will phone Committee Liaison person or the Board Chairman.
9. Director/Groundsperson is responsible for a full written report of the fire and procedures taken.

NOTE: Only CAMP DIRECTORS or LIAISON PERSON speaks to the press. The Fire Chief or Police will likely respond to call.

IN CASE OF WATER SHORTAGE

In the event that the creek runs dry and the water treatment shed is not operational, fill pots of water directly from the lake and bring to a full boil for 5 minutes and leave to cool over night covered on the counter. Water may be purchased from a store as required as well.

IN CASE OF AN EARTHQUAKE

BASICS TO DO DURING AN EARTHQUAKE.

1. Stay calm.
2. Inside: Stand in doorway or crouch under a desk or table, away from windows or glass dividers.
3. Outside: Stand away from buildings, trees, telephone and electric lines.
4. On the road: Drive away from underpasses/overpasses; stop in safe area; stay in vehicle.

BASICS TO DO AFTER AN EARTHQUAKE.

1. Check for injuries - provide first aid.
2. Escort all campers to the West-end by the baseball field.
3. Check for safety check for gas, water, sewer breaks, check for downed electric lines and shorts; turn off appropriate utilities; check for building damage and potential safety problems during aftershocks such as cracks around chimney and foundation.
4. Clean up dangerous spills.
5. Wear shoes.
6. Turn on radio and listen for instructions from public safety agencies.
7. Do not use the telephone except for emergency use.

EARTHQUAKE PREPAREDNESS BEFORE THE SHAKING STARTS

- know the safe spots: against inside walls, under sturdy tables, desks or supported doorways
 - know the danger spots: windows, mirrors, hanging objects, fireplaces and tall, unsecured furniture
 - learn first aid and CPR
 - know emergency numbers BE PREPARED
 - know how to shut off gas, water and electricity
 - Gas shut off valves are located on the east side of the Dining Hall
 - Water shut off for entire camp is in wooden box at ground level by main (east) gate entrance $\frac{3}{4}$
- Only turn off the gas, water and electricity if you suspect (smell or hear) a gas leak. Leave the gas on otherwise.

DURING THE SHAKING

- if indoors: stay there. Duck, cover and hold. Get under a desk or table, or drop to the floor against an interior wall. Protect your head and neck with your arms. Avoid exterior walls, windows, hanging objects, mirrors and tall furniture.
- if outdoors: get into an open area away from trees, buildings, walls and power lines.
- if in a kitchen: get away from the stove, refrigerator, and cabinets with heavy objects inside. Leave the kitchen if need be. Get under a table, duck, cover and hold.

AFTER THE SHAKING STOPS

- check for injuries. Apply first aid. Do not move seriously injured people unless they are in immediate danger.
- check for fires, gas and water leaks, broken electrical wiring or sewage lines. If you suspect there is damage, turn off utility at the source. If there is no damage, do not turn off the gas.
- if you smell gas, douse all fires, do not use matches, candles, etc. and do not operate electrical switches. Open windows, leave the building and shut off gas valve. -check buildings for cracks and damage, including roof, chimney and foundation. If you suspect there is damage, turn off utilities and leave the building.
- check food and water supply. Emergency water may be obtained from water heaters, toilet tanks, swimming pool and canned vegetables. -purify water by straining through a paper towel and boiling rapidly for 6 minutes.
- do not use BBQ's, camp stoves or unvented heaters indoors.
- do not flush toilet if sewage line damaged. -do not use the telephone unless there is a serious injury or fire.
- Pay phones are usually operating during or very soon after an earthquake -turn on your portable radio for instructions and news reports. Cooperate with public safety and emergency officials.
- do not use vehicles unless it is an emergency. Roads need to be kept clear for emergency vehicles. -be prepared for aftershocks provided by Provincial Emergency Program

WATERFRONT POLICY

Section 16 of the BCCA Standards describes the requirements for waterfront operation. Camp Koolaree has to ensure that these standards are upheld, and all staff, whether employees or volunteers, should be familiar with the Guidelines.

Below you will find the Waterfront Rules as well as a brief summary of the BCCA Standards of which you should be aware.

The waterfront is open for use only when a lifeguard is present.

Camp leaders are expected to lead by example and to respect the rules at all times. Leaders are also responsible for informing the lifeguard of any concerns or special circumstances, should they arise. Do be aware, however, that while guarding, lifeguards cannot be looking after other duties. As such, if a lifeguard asks you to do something, assume that you have a duty to assist.

Waterfront Rules

- do not run on the dock
- you must pass the swim test and wear your wristband to swim off the end of the dock
- diving is not permitted
- rough play is not permitted (no pushing, shoving, hitting, etc.) *Please be aware that they lifeguard has the right to revoke any or all waterfront privileges if your behaviour is inappropriate*

For the Family Camp

- children under the age of 7 must be within arm's reach of a parent at all times
- NOTE: Camp leaders are not appropriate substitutes for parents.

The BCCA Standards list some of the following requirements.

Supervision

- All swimming activities must be supervised by a certified adult lifeguard
- A single guard may supervise up to 30 swimmers. If there are more than 30 swimmers, a second lifeguard is required. There is at least one lifeguard for every 40 swimmers
- Campers must be evaluated as to their swimming abilities
- At the start of each new session, the emergency procedures must be explained to each camper
- Swimming alone or from dusk to dawn is forbidden
- Lifeguards must be free of all other duties while life guarding
- There is at least one "backup" for the lifeguard at all times (at least 16 years old, and available to respond immediately in an emergency)

Equipment

Site

- The swimming facilities are clean and safe of debris and hazards
- Known hazards are minimized with warning signs at all times
- The swimming area is clearly marked as open or closed

BCCA accreditation standards

Telephone Rules

1. No calls unless an emergency.
2. No long distance calls without permission.
3. No visiting on the phone - time limit is short.
4. Staff will receive and get messages for individuals as they come in and will allow return calls within reason.

UNIVERSAL PRECAUTIONS

Always wear gloves in the event of contact with body fluids (ie: vomit, blood, urine), and wash hands following. In the event of contact with skin, wash area with warm, soapy water as quickly as possible to reduce possibility of transmission of diseases.

Wash hands thoroughly for at least thirty (30) seconds with soap and warm water, and rinse well.

ASSAULT

Definition: A person commits assault when:

- without the consent of another person, they apply intentional force to the other person, directly or indirectly
- they attempt or threaten, by an act or a gesture, to apply force to another person
(taken from Criminal Code of Canada C.C. 265 (1)a.b.)

Prevention: Everyone is justified in using force to defend himself or anyone under his protection from assault, if they use no more force than is necessary to prevent the assault or the repetition of it.

- This does not include willful infliction that is excessive, in terms of the assault it was meant to prevent
(taken from Criminal Code of Canada C.C. s.37.(1) & (2))

Intervention: If assault occurs at camp, either between two campers, two leaders, or a leader and a camper, it must be dealt with immediately.

- discuss separately with each person the issues surrounding the incident
- have a third party present (i.e. a director)
- fill out an Incident Report

- inform the parents of both parties, if under the age of 19 (those 19 and older are adults and it is not as important to involve their parents, but it's certainly an option)

Consequences: Staff and leaders can be charged in incidences of assault. Campers can be sent home.

Force is the course of last resort and never use more force than what is reasonable and necessary

Discipline:

- know what is acceptable, what is reasonable, and what is assault
- various situations will result in different levels of discipline, so discuss and know appropriate types of behaviour management beforehand
- if ever concerned about your own actions in a situation, remove yourself, leaving children in another responsible persons care
- DO NOT discipline a child when angry- you cannot be objective and you do not exhibit control

Communication:

- know and discuss expectations for behaviour with the group
- make instructions clear, concise and simple
- make eye contact when speaking with children
- be aware of the tone and words of your language- speak to people with respect
- be consistent in your communication, across all situations
- speak to the child, not at the child Body Language:
- do not be verbally aggressive, use threatening language, or suggest the use of physical punishment to child -includes swearing, ultimatums
- be non-judgmental-"you're dumb, you're an idiot" are unacceptable phrases to use
- keep a comfortable distance between yourself and the child
- be aware of personal boundaries and inappropriate touching

Disruptive Children:

These children are a constant challenge, and some force/restraint may at times seem or be necessary. Consider the following ways to deal with them, and discuss others as well:

- is there a medical history related to the behaviour (discuss this with Nurse)
- ask parents/guardians for help and explanation of the behaviour you are dealing with
- develop a contract with the child (age pending) that lets them suggest ways to deal with their behaviour
- be consistent when dealing with the child
- follow through on actions when inappropriate behaviour occurs
- remove the child from the group if necessary, for periods of time
- work one-on-one with the child, in order to provide support and care -arrange for relief from this duty from director as well

- give opportunities for child to lead, express themselves positively and build self esteem
- provide specific tasks for child to complete, and acknowledge the achievement right away
- recognize the small steps and positive behaviors child exhibits

If nothing changes the behaviour, and child leaves the program, at least more than adequate care was demonstrated and intense efforts were made.

Praise and acknowledgement of positive, expected behaviour will result in more of that behaviour from the group, or an individual. Immediate praise works best- why wait to tell someone what a good job they are doing?

Instead of telling children the things they do wrong, tell what they do right, and encourage them to build on these. At the same time, diminish bad behaviors, or turn them into good ones.

Model positive behaviors for your campers. Do this through actions and words, and they will respond to your example.

Adapted with permission from "Prickly Pickles 2000" by Wendell White

KOOLAREE BULLYING POLICY

Definition:

Bullying is an act of violence. It can be physical, social or emotional in nature. It represents a power imbalance. Bullying, in its truest form is comprised of a series of intentionally, often very subtle, intimidating, cruel, and/or diminishing acts.

Identification:

When determining if an incident can be classified as bullying, one or more of the following conditions must be present:

- a difference in social power and status (real or perceived)
- negative intent, a desire on the part of the person who is bullying to inflict physical, social or emotional trauma on a victim
- repeated aggressive or antisocial behavior.

Prevention:

- anti-bullying training during leadership training, to be attended by all volunteer and paid staff.
- workshop will include; definition, identification, intervention, consequences.
- Letter to parents and campers prior to camp stating: code of behavior for campers, zero tolerance of bullying behaviors, possible interventions and consequences.

Intervention:

Children are not sophisticated enough, nor do they have the skills required to handle true bullying situations. Research has shown that the single most effective deterrent to bullying is adult authority and intervention. Consistent, clear intervention is the best deterrent. Each episode of bullying not only reinforces the behavior, but also induces escalation.

Refer to "Levels of Intervention Flow Chart".

- Level 3 indicates referral, this should, if possible, be designated to a staff person with specialized training. If no such person is available, refer incident directly to the Executive Director of the Camp.
- Intervention may require: mediation, counseling, and/or behavior modification through contracts, removal of privileges, restriction of activities, or assigning special duties.
- mediation and counseling require specialized training and should not be attempted without such.

Consequences:

Bullying has many variations and degrees (see Bullying Behaviors Chart). Deciding upon a consequence must take into consideration the following:

- all perspectives of the situation; person bullying, victims, peers/witnesses
- intention, particularly in a camping situation, there are times when games, skits, or simply playing crosses the line. Prior to labeling an incident as "bullying", intent must be determined.
- history, of the person bullying, of the victim, of prior incidence leading up to the event.
- impact on victim, children have varying levels of tolerance and sensitivity which must be considered on a per case basis.

Intervention is preferable to sending a camper home as bullying is a learned behavior and most often arises from the home environment. As a learned behavior, intervention can help to "unlearn" it. If, however, it is determined that the individual's behavior is a significant risk to any person, his/her removal is necessary. Safety is a determining factor.

Statistics on Bullying:

These statistics are based on Canadian surveys of 4,743 children Gr. 1-3.

- 6% of children admitted to bullying others more than once or twice during a six week period.
- 15% of children reported being victims at the same rate above.
- 2% of children reported being both bullies and victims
- 70% of children identified bullying as a problem in their schools.

- 85% of bullying occurs in the context of a peer group

Note:

Peers assume many roles in the bullying episode: joining in, cheering, and passively watching. Bullying can be reduced when peers refuse to support the activity by their presence. Peer intervention is somewhat effective.

Researcher's observations of children on playgrounds confirm that bullying occurs frequently; once every 7 minutes on the playground, once every 25 minutes in a structured environment.

Levels of Intervention With Those Who Bully

Level 1	Level 2	Level 3
What to do at the first sign of bullying:	What to do when the bullying behavior is repeated:	What to do when the bullying behavior is frequent or serious:
1. Describe	1. Describe	1. Describe
2. Respond	2. Respond	2. Respond
	3. Confront	3. Confront
	4. Prohibit	4. Prohibit
		5. Report
		6. Refer

Bullying Behaviour Chart MILD MODERATE SEVERE PHYSICAL AGGRESSION - pushing - kicking - defacing property - physical acts that - physical violence - threatening - shoving - hitting - stealing are demeaning and against family with a - spitting humiliating, but not or friends weapon bodily harmful (e.g. de-panting) SOCIAL ALIENATION - gossiping - setting up to - ethnic slurs - publicly humiliating - maliciously excluding - threatening - embarrassing look foolish - setting up to take (e.g. revealing - manipulating social with total - spreading rumors the blame personal information) order to achieve isolation by about - excluding from group rejection peer group - social rejection - malicious rumor mongering VERBAL AGGRESSION - mocking - teasing about - teasing about - intimidating phone - verbal threats of -verbal threats of - name calling possessions appearance calls aggression against violence or - dirty looks property or inflicting bodily - taunting possessions bodily harm INTIMIDATION - threatening to - defacing property - taking possessions - extortion - threats of using - coercion reveal personal or clothing (e.g. lunch, clothing, coercion against - threatening with information - playing a dirty toys) family or friends a weapon - graffiti trick - publicly challenging to do something NOTE: The terms Mild, Moderate and Severe are relative and are dependent on variables such as the diversity and frequency of the behaviour and of the victim's perceptions. Adapted with permission of authors. Copyright 1992 Garrity and Baris (Vancouver School Board)

DEALING WITH CAMPER MISCONDUCT

As there are a variety of situations and populations which will dictate how discipline issues will be dealt with by the camp, camper misconduct is dealt with on a case to case basis.

Behaviour that puts any person on site in danger is not acceptable, and will not be tolerated.

Depending on the severity of a camper's misbehaviour, consequences may be:

1. camper 'grounded' to leader
2. camper removed from activity
3. some creative work detail (ie: cleaning washrooms, picking up garbage)
4. camper is sent home*

*in the case where a camper is sent home, a Camper Departure Form must be filled out by the Director and parent/guardian.

The severity of misconduct which could call for a camper to be sent home include, but is not limited to, repeat misconduct after consequences have been given, misconduct that compromises the safety of any person on site, use of illegal drugs or alcohol, etc.

CHILD ABUSE

Child abuse can be physical, emotional, and/or sexual. It involves the misuse of power, such as when someone takes advantage of the power they have over a vulnerable person. A child, someone who is under 19 years of age, is a vulnerable person.

- Physical Abuse- Using physical force that could and/or does result in injury to a child.
- Emotional Abuse- A pattern of hurting a child's feelings and damaging their self-respect. Includes verbal attacks, insults, rejection and/or humiliation.
- Sexual Abuse- When a child is used for sexual gratification or stimulation. Sexual activity between children can also be sexual abuse because of age or power positions.

Disclosure- It is your responsibility to report child abuse. These are the steps that should be taken:

1. Keep the child safe and in a supportive environment. Do not interview the child, as questions may be confusing and interfere with legal proceedings.
2. Immediately tell the Camp Director what has occurred. They will in turn phone the Ministry of Family and Children Services.
3. Do not inform parents or guardians of the alleged abuse. This is the responsibility of a social worker, not you.
4. Remove the accused person from the position of trust immediately.
5. All information about the alleged abuse, including who discovered it, who reported it, and who has been accused, should be kept confidential. Any employees aware of the situation must also respect this confidentiality, thereby protecting the child and their family.
6. Protect and keep confidential the person who reported the alleged abuse of the child.
7. If you see someone abusing a child, intervene but do not endanger yourself or the child. Reassure the child and tell the Camp Director right away.
8. Document all statements, conversations and observations as soon as possible, with details. Keep these documents private and confidential.
9. Employees and volunteers may need support and encouragement after child abuse has been revealed. Be aware of this and provide a suitable environment for this to take place.

Since it is your duty to report child abuse, it is important to listen and be supportive if a child comes forward to talk about abuse. Whether the abuse is physical, emotional, or sexual, all disclosures can be handled in the same way.

The following is helpful and important in dealing with disclosure:

When a child approaches you with information about abuse, be prepared to listen carefully, as you will have to document the discussion later on. Above all, do not ask any leading questions.

When a child approaches you with information about abuse, be prepared to listen carefully, as you will have to document the discussion later on. Above all, do not ask any leading questions - keep them neutral. For example say "Yes" or "and then?" not "and that's when the person touched you, isn't it?"

Do not lead the conversation, as it can jeopardize investigations.

Give the child your full attention and nod in understanding. Find a place where you will have privacy during the disclosure, but leave the door slightly open. Be prepared to put your own feelings and judgments aside during the conversation. You are there for the child at the moment, and can deal with your own feelings later on.

Belief in the child is very important, so trust that the child is speaking the truth. It is your relationship that has allowed the child to open up to you, so be supportive. Let them know that you believe what they have told you, but make it clear you cannot keep this a secret. Do not make promises you cannot keep, as the child has already been through a difficult time and will feel betrayed if you lie to them.

Assure them you will do your best to help. You can promise that they have your support and that you will try to get them help. Do not question, interpret, or try to solve the situation for them.

Immediately after the disclosure, when you have ensured the safety and comfort of the child, find a quiet place for yourself, and write down everything that happened, to the best of your ability.

The United Church of Canada developed and circulated a "**Sexual Abuse (Sexual Harassment, Sexual Exploitation, Pastoral Sexual Misconduct, Sexual Assault) and Child Abuse**" for the whole of the church in 1993 and revised in 1998.

The policy is based on the following beliefs:

- That human sexuality is a gift from God to be respected, valued and celebrated
- That power and authority is vested in leadership (both lay and clergy) to be exercised with the highest of ethical and moral standards
- That when these are breached the matter will be held with the utmost seriousness leading to the stopping of the behaviour. It may lead discipline of the member(s).

The "Sexual Abuse Policy" defines the following behaviors which breach these faith values:

SEXUAL ABUSE

Demearing/exploitative behaviour of a sexual nature ranging from jokes to unwanted touching to forced sexual activities. Primarily understood as an act of power.

SEXUAL HARASSMENT

Any attempt to coerce an unwilling person into a sexual relationship, or to sublet a person to unwanted sexual attention, or to punish a refusal to comply, or to reward compliance.

SEXUAL EXPLOITATION

Taking advantage of the vulnerability of the victim for one's own pleasure/gain.

PASTORAL SEXUAL MISCONDUCT

Sexual activity or conduct in which ministry personnel take advantage of the vulnerability of a person under his/her pastoral care.

What can you do if you think you may be experiencing sexual harassment or sexual misconduct....

- Believe and trust yourself and your feelings
- Know that the church through its consultants will honor and respect you. They will guide you through a confidential process to resolve the concerns.
- Contact a consultant with the "Sexual Abuse Policy" for an initial confidential conversation.

DISCLOSURE

1. Listen to camper - be supportive.
2. Do not ask questions.
3. Do not make promises.
4. Respect the confidentiality of the camper and do not discuss the incident with anyone other than the Director.
5. As soon as possible, write down what was said.
6. Report incident to Director for appropriate action

HOMESICKNESS

Homesickness will inevitably arise as an issue at camps, as many children have not been away from home before. Before camp, discuss ways to combat and prevent homesickness amongst campers, and be aware for signs of homesickness among your campers.

Possible Causes:

As a leader, you must ensure you do not make a child feel that you have contributed to their homesickness. A child may feel this way if:

- your actions suggest you are giving up on them
- leave the child to themselves, as though they are being punished
- blame the child for failure of the group (i.e. because they did not want to participate)
- name-calling
- overprotective parents; parents have low expectations of child
- first time away from home
- not child's decision to come to camp/don't want to be there
- personal baggage child has carried with them to camp
- program may not live up to their expectations
- staff is not making an attempt to involve child, isolating them further
- feels excluded, due to: culture, race, age, size, cliques, etc.
- may have a health problem
- overwhelmed by new, strange communal environment

Identification:

- withdrawing from group and activities
- wants to be alone often
- uncooperative with counsellors
- moody, listless, crying, with lots of excuses why not to participate
- appears to have no interest in what is happening around them
- child's mood can affect rest of group
- difficult to motivate group
- other children begin to get homesick as well
- child's leader(s) spend a lot of time dealing with this child, so other campers not given as much attention
- may work themselves into a bad state of physical health
- may not eat or sleep properly
- may spend a lot of time with the nurse

Intervention:

- identify homesickness early; deal with it immediately
- learn campers names quickly and use them often • keep program moving at an ideal pace
- make cabin inviting and cheerful
- reassure child of parent's confidence in them to be at camp
- let child know they are important to program; that their participation is significant
- be aware of how child fits in with other campers- they should feel just as important as everyone else
- reassure the child before bed
- reward the child, and the group, throughout the day for things they accomplish
- privately, let child know of their little successes, like getting through the night or participating in an activity
- spend one-on-one time with child to earn their confidence and to find out exactly what is wrong- but be mindful you have other campers to take care of
- if necessary, contact/inform parents of situation. They can offer support and ways to help combat the homesickness

Never ridicule, threaten, embarrass, force or humiliate a child, or allow others to do so.

The length of the program will affect the way in which you deal with homesickness, and the effect your intervention has on the child. As well, different age groups act out and respond differently.

If a child does go home due to homesickness, knowing you put adequate time and effort working with the child to change the behaviour.

INTRUDERS ON SITE

If there are trespassers on the property:

Notify Directors and Grounds Persons immediately

- it is the Director's responsibility to ensure the welfare of campers and leaders
- they will deal with the situation, while the leaders keep the campers occupied

Ensure camper safety

- stay calm
- make sure all campers and leaders are accounted for
- gather in a safe place as a large group if possible (i.e. Dining Hall, Sanford Hall) or in cabins
- do not tell the campers what is happening, keep them occupied and indoors until the situation is dealt with.

Call the RCMP

- can contact the police immediately at 911

Document the intrusion, including time, date and details on Incident Report form.

POLICY FOR CAMPER RELEASE

Every camper registration form specifies anyone the camper should not be released to while at camp and under your care. It is the leader's responsibility, in accordance with the director, to be aware of this information.

It is camp policy that all visitors report to the camp office. If you see an unfamiliar face on site and are unsure of the person's reason for being there, direct them towards the office.

Prevention is the best medicine

If a non-custodial parent, family friend or other person arrives on site demanding access to a camper:

- 1) Notify the director
- 2) Call the parent/guardian
- 3) Make every effort to prevent the child from being removed from the site with this person. Do not get involved in a physical confrontation with this person.
- 4) Remove the child, and other campers in the area, away from the confrontation and out of view of the person.
- 5) Call the RCMP if necessary
- 6) Document the situation on an Incident Report

If a camper leaves the program, you must fill out a Camper Departure Form.

Adapted with permission from "Prickly Pickles 2000" by Wendell White

POLICY - TALKING WITH A CAMPER

Whenever you find yourself in a situation where you need to have a private discussion with a camper (i.e. disclosure, dealing with a situation) or are alone with a camper (i.e. in the cabin), you must protect yourself.

Always leave a door open, and make sure someone else knows where you are and what is going on. If you can, sit in view of others, but far enough away to ensure privacy.

When necessary, have a third party present at the discussion. Most situations that arise will allow for this- either two directors, or a leader and a director may be present.

PROCEDURES FOR LINES OF COMMUNICATION

1. All staff will be informed to check in with the office if they require permission for something generally not allowed (i.e. washing clothes).
2. If you see something you are uncomfortable with:
 - Ask the individual who gave them permission, and what they were given permission to do
 - Check with the person who granted permission
3. Report to the Executive Director, Program Director, Caretaker immediately if the action is dangerous or unsafe.

Responsibility of program decisions falls with the Director who is accountable to the Board of Directors.

INCIDENT REPORT

This form is used to report incidents that could have been accidents. This report form will help the Camp Committee to “spot” potential accidents, sites or conditions and correct them before an accident does occur.

Who was involved?

Where did the incident occur?

When (date and time) did the incident occur?

What happened and why?

Suggestions for the prevention of similar incidents in the future.

Signature of person responsible
at time of incident

Date

Signature of Camp Director

Date

CAMPER DEPARTURE FORM

This form is to be used any time a child is removed from the camp program prior to the intended departure.

Date: _____

Name of Participant: _____

Phone Number: _____

Program and Counsellor: _____

Departure from program is due to:

~Illness ~Homesickness ~Injury ~Discipline/Behaviour Issues ~Other

If other, please explain:

If for medical reasons, please explain:

This situation was first identified: _____ By whom? _____

This situation has involved:

Parents/Guardians:

Date:

Nurse/Medical Staff:

Date:

Agency:

Date:

Name of staff who handled the departure:

Name of person picking up the child:

If other than parent/legal guardian, include name, address, phone number and agency:

(you must have parent/guardian permission to release the child to anyone else)

Any comments or concerns related to the departure of this child?

Signatures Adult receiving the child:

Date:

Staff handling the departure:

Date:

Director:

Date:

Form adapted from material provided by Camp Quin-Mo-Lac

Kitchen Cleanup List and Safe Food Handling Practices

Guest Group: _____ Date(s): _____
 Person in charge of Food Service: _____ Phone: _____

Please initial each item to confirm that you understand and have complied with the following procedures:

Please Initial

• All dishes have been washed properly	
• Dishes have been air-dried, NOT towel dried.	
• Dishes have been returned to their proper location (i.e. coffee cups on trays), and stacked as per the labels inside the cupboards.	
• Large roasting pans have been dried with paper towel and lightly oiled. All other baking pans have been dried in the oven.	
• Counters, cutting boards and sinks have been sanitized with bleach and water solution (provided) after each use, and before leaving. Do not use straight bleach, as this will interfere with the septic system.	
• Griddles have been cleaned with hot water only	
• Refrigerators and have been wiped clean.	
• Recycling and garbage have been taken to recycle shed and dumpster.	
• Kitchen floor is washed daily and cupboard doors wiped clean before leaving.	

Food Safe Practices

- When In doubt, throw it out!
- If you are sick, or have recently been sick, do not handle food.
- Keep hot food hot, above 60°C (140°F).
- Keep cold food cold, below 4°C (40°F). Previously cooked food items must be rapidly reheated to 74°C as fast as possible.
- Do not leave hazardous foods out at room temperature. Frozen food must be cooked from frozen, or thawed in the refrigerator or microwave. Please do not thaw food under running water as this may result in low water levels.
- Wash hands thoroughly before handling food, after touching face or hair, and after going to the washroom.
- Protect foods from sneezes, coughs and unnecessary handling.
- Only use food from an approved commercial outlet.
- Use a separate cutting board and utensil for each menu item.

If there is a report of foodborne illness resulting from your group's visit, this document will be turned over to an Environmental Health Officer of the Interior Health Region

Call your local Environmental Health Officer for information on FOODSAFE Courses

Camp Health Plan

Camper Clothing

- Swimsuits and bare feet are fine at the waterfront, but shirts and shoes must be worn everywhere else.
 - Wearing shoes is mandatory when walking up the path from the beach.
- Hats are needed out in the sun, at the waterfront, in the boats.
 - Sun visors don't count as hats. Hoodies can count as hats in the woods, but not at the waterfront (where it's too hot).
 - If a camper does not have a hat...check the lost and found box.
- Good running shoes are needed at wide games (or anytime there's lots of running around). No sandals, shoes without good support or shoes that aren't tied up tight.
- Bathing suits are hung outside the cabin on lines, after each swim period.

Things to remember: Campers need to follow the clothing rules, so it's important that leaders do too.

First Aid/Medical:

First aid supplies are located in the First Aid Cabin. All staff and volunteers have access to the supplies. Full-time staff and part-time staff have had first aid training. All first-aid treatments are to be documented with a name and objective description of treatment. The decision to seek further medical assistance for illness and or injury and when parents are to be notified regarding treatment is at the decision of the designated first-aid provider.

Medication:

Medications are to be locked in the hospital and dispensed at times as prescribed. Any medication given must be documented in the first-aid log with the individuals name, drug name, a unit of measurement of the medication and the reason for administration.

Serious Communicable Disease or suggestion of food poisoning:

When cases of serious communicable disease(i.e respiratory, gastrointestinal or skin symptoms) or food poisoning are suspected, contact the local Medical Health officer immediately for further direction.

Water

- Campers (and staff and volunteers) should be encouraged to drink lots and lots of water each day to avoid dehydration. - Water bottles must be taken on out trips to the waterfalls or other beaches.
- Each day there will be a drink break both mid-morning and mid-afternoon, and evening.

Health and Hygiene

- If a Cabin Leader or Co-Leader needs assistance getting a camper to brush their teeth or wash they need to ask a senior leader, First Aid attendant or a director
- Campers should not share hats, brushes or combs, face cloths or toothbrushes.
- Individuals should not share make-up.
- Individuals should not share water bottles.
- Make sure campers (and leaders) all wash their hands thoroughly (with soap) prior to meals.
- Make sure campers reapply sunscreen and bug repellent several times a day. (Make sure to apply the spray varieties especially outside and not in the cabins).
- If a child has special needs and requires assistance with things like washing, or putting on dry clothes, the cabin leader can help ensuring the child's privacy and dignity.
- because we are encouraging environmental awareness, soap or shampoo should not be used in the lake. The showers are to be used at least 3 times per camper week by each camper.

Health Concerns

- If you have concerns about a camper's health, make sure to let the Camp Nurse/First Aid Attendant know about it.

In the Dining Room

- Campers are not allowed in the kitchen, except when invited by kitchen staff to get special diet meals.
- Make sure campers wash their hands before meals, and use utensils when getting food off communal dishes.
- If you have a concern about food in the kitchen, bring it to the attention of the Cook, camp Director or the Executive Director.
- When playing games in the dining room (like "Elbows on the Table," special meal theme activities, etc.) leaders must be extra vigilant for signs of choking.
- Leaders should be aware of the special dietary needs and allergies of their campers and help make sure their campers get the correct meals.
- Cabin Leaders eat with their own campers and pay attention to campers who may have poor appetites, feel unwell, as well as campers who need encouragement to be respectful and appropriate at the table.
- During our summer programs Camp Koolaree is a "peanut managed" camp. This means that when we are informed that a person at camp has an allergy to peanuts, we will not serve peanut butter or use products containing peanuts or peanut oil, to the best of our knowledge, at camp for that camp session.
- Camp policy is that campers are not allowed to bring junk food to camp. If a camper does bring junk food the Cabin Leader needs to take it away, but can tell the camper the office staff will hold on to it and they can ask for it back at the end of the day on Friday. Canteen is given to the campers each day.
- The Registrar will inform the Cook of camper dietary needs and allergies. The Cook may contact parents of campers with complicated dietary needs to discuss specifics. The Cook, upon request, can be available to talk with parents on the first day of each camp at check-in.

- The kitchen staff can only handle a limited number of participants with serious food allergies. The Cook will let the Registrar and Camp Chairman know if kitchen staff are unable to accommodate particular camper needs.

Leaders' Health

- Staff and volunteers must be sure to look after their own health. This means getting sufficient rest (ie. not staying up late after the campers are asleep), take proper precautions in the sun, and making sure to drink lots of water. Staff are encouraged to use their time off doing something that recharges or nourishes their energy.

Bed Time

- Make sure campers go to the bathroom before going to bed.
- If a child wets the bed, do your best not to draw attention to it. When campers aren't around, ask the Camp Director to take the sleeping bag into a laundromat in town.

Camp First Aid and The Hospital

- For the Camp Nurse/First Aid Attendant's job description, see the Staff Manual section on job and volunteer service descriptions.
- The Camp Nurse/First Aid Attendant(s), Lifeguard, Camp Director and Chairman will all have keys to the infirmary.
- The Chairman, or other designated as "on duty" WCB First Aid Attendant must be called whenever a paid staff member requires 1st Aid.
- It is the responsibility of the Camp Nurse/First Aid Attendant(s) to thoroughly clean the infirmary at the end of each week.
- Items needed replacing in the infirmary must be reported to the Camp Director or Chairman
- In situations where a parent is phoned regarding a camper's health or accident, the Camp Director must be informed.
- **General procedure for first aid:** All campers requiring first aid attention must be brought to the Camp Nurse/First Aid Attendant (or Waterfront Staff) for attention.

Procedures for the Infirmary

- Medications given and first aid administered must be recorded by the Camp Nurse/First Aid Attendant. All first aid administered by waterfront staff at the waterfront must be recorded in the log kept by the First Aid attendant. Anything more than a simple cut or scrape should be reported to the Camp Nurse/First Aid Attendant.