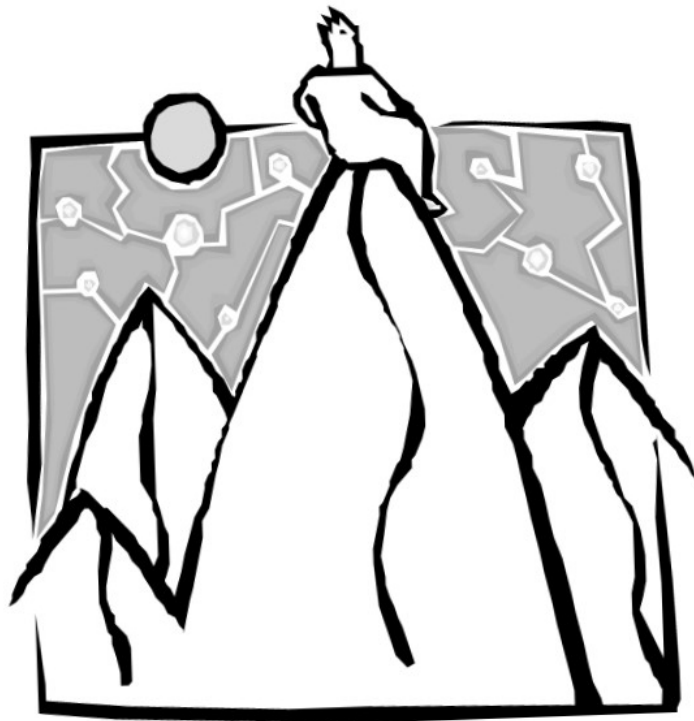


AWESOME ADVENTURES TEEN CAMP



ADMIN MODULE

Glastonbury Parks & Recreation Department
Staff Manual

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1. STRUCTURE & RESPONSIBILITIES

The success of the Summer Camp program depends on the daily performance of the staff. As Director/Assistant Director/Group Leader, the decisions you make and judgment you use on a daily basis are essential to the safe and smooth and operation of the program.

This manual serves as a reference with regard to basic policies and procedures to be followed within. It will not address every situation you may encounter. You are encouraged to consult with the Recreation Supervisor whenever you need help in interpreting or applying a policy and/or procedure.

Roles May Include

- Supervising Staff
 - Staff Recognition & Discipline
- Scheduling
- Staff Evaluations
- Planning Camp Activities
- Field Trip Management/Coordination
- Medical intake on first day of sessions
- Camper Paperwork for each session (contact parents for those missing)
- Address behaviors and special needs of campers
- Communication needs and issues of campers and staff in group
- Do what it takes to ensure program runs smoothly!

Confidentiality

In your role you will have access to information and conversations about your campers and staff. Specific camper information is available ONLY to paid staff. Discretion is sacred. Do not share or discuss personnel issues regarding any staff member with anyone other than your supervisor. Supervisors don't always have the ability to share everything with employees. Staff will respect and trust you more if they understand confidentiality won't be broken.

Expectations

1. Professional
 - It's your job to make sure your staff do their jobs
 - Lead by Example = Be A Role Model to Staff
2. Planning
 - Timely
 - Creative
 - Well thought out
3. Communication
 - With your supervisor
 - With your staff
 - With parents
4. Consistent
 - Discipline
 - Schedules/Activities
 - Expectations
5. Knowledgeable
 - Be aware of all camp procedure/policies
 - Ask questions when you are unsure
 - Don't give an answer you're not sure of

The following is the chain of command for camp, as well as a general description of the responsibilities of each person.

Awesome Adventures Camp Director: The Director's primary responsibility is planning, implementing and evaluating the Awesome Adventures Camp program. Works under the general direction of the Recreation Supervisor and provides direction to Head Counselors and Counselors. Attends and oversees staff meetings as required. Is responsible for the in-service training of camp staff and makes sure all activities are conducted in a safe manner so as to prevent injury to program participants. Adheres to and enforces all established Town and Department procedures and performs related work as required.

Awesome Adventures Head Counselor: Head counselors work closely with the Camp Director on the planning, implementation and evaluation of the Teen Camp program. Works under the general director of the Camp Director, provides direction to the Counselors and is responsible for the day-to-day operation of their assigned area. Completes program, accident and attendance reports; prepares weekly calendars, announcements and permission slips. Attends all required staff meetings. Makes sure all activities are conducted in a safe manner so as to prevent injury to program participants. Adheres to and enforces all established Town and Department procedures and performs related work as required.

Awesome Adventures Counselor: Counselors are directly responsible to the Head Counselor and also work under the general direction of the Camp Director. Are responsible for the supervision and safety of all program participants and for the planning, preparation and implementation of activities. Attends all required staff meetings. Makes sure all activities are conducted in a safe manner so as to prevent injury to program participants. Adheres to and enforces all Town and Department policies and procedures and performs related work as required.

2. STANDARDS & EXPECTATIONS

Working in a summer camp is a highly responsible position involving the safekeeping of children with a high standard of conduct expected from the staff. Failure to comply with the policies and procedures described in this manual is taken seriously and disciplinary action will result.

Camp Dress Code

Refer to the Glastonbury Parks & Recreation Dress Code in the General Module. Camp specific dress code includes:

- Staff shirts will be given to all staff. These shirts should be worn on all field trips days.
- Staff Name Badges must be worn at all times when working.
- Sneakers are recommended. Sandals may only be worn at the pool during assigned swimming duty.

Cell Phones

Personal phone calls and texting are not permitted during work hours. Cell phones are to be turned off or muted. Staff may use their phones throughout the day for camp communication/taking photos for the slide show only. All staff may bring their cell phones on field trips for communications and safety/emergency purposes only.

Program Overview

The program meets in six 1-week sessions. A maximum of 35 children/group participate each session. It is offered for 2 groups, Blue (Completed Grades 5-8); Red (Completed Grades 5-8). Field Trips and other off-site activities like swimming and special events are preplanned into the weekly schedule. Staff work together to plan on-site activities each week where needed.

Program Dates

Session 1:	June 25-June 27	Session 4:	July 16-July 18
Session 2:	July 1-July 3	Session 5:	July 23-July 25
Session 3:	July 9-July 11	Session 6:	July 30-August 1

Hours & Work Shift

Program meets Tuesday-Thursday 9:00 a.m.-3:00 p.m. (Except for Session 2 which meets Monday, Tuesday, Wednesday). Theme park days are LATE days with a 4:00 p.m. return time. Head Counselors are scheduled 8:30 AM-3:30 PM for a total of 21 hours each week. Counselors are scheduled 8:45 AM-3:15 PM for a total of 19.5 hours each week. On the first day of each new session, ALL Staff are scheduled beginning at 8:00 AM.

There may be times that hours differ slightly depending on an extended field trip, special event, staff meeting etc. You will not be paid for arriving earlier or staying later except when special activities or situations require it.

Attendance & Punctuality

Staff is expected to attend each day, report on time, and follow their assigned work schedule. Any requests for time off should be submitted before the start of the program. Any request for time off once the program starts must be requested to the Awesome Adventures Camp Director and approved by the Recreation Supervisor.

Attendance & Illness

If you are unable to work, you are required to contact your Awesome Adventures Camp Head Counselor or the Awesome Adventures Camp Director at the earliest possible time. If you are unable to reach anyone, you should leave a message with the Recreation Supervisor to report you will be absent. If you have a contagious illness, please stay home. If you are taken ill while on duty, notify your Head Counselor or Director so that you are properly

relieved before leaving your station.

Attitude

A positive attitude is the best and most important thing that you can bring to camp with you each day. Enthusiasm goes a long way with kids, and your attitude will be infectious amongst the campers in your group.

When field trips or games are not what we expect, or a camper complains, do not sympathize! Get into the game—lead by example. Staff can make or break a child’s experience at camp. Remember that, and always strive to be the best role model that you can be for the children in your care!

Accountability

You must be accountable not only for yourself, but also to your co-workers and each and every camper under your watch. An accountable staff member:

1. Shows up to all scheduled shifts on time with a positive attitude, ready to take on the day.
2. Always knows the number of campers under their watch, and is able to report their attendance numbers and the locations of any campers not with the group whenever asked by the Camp Director or Assistant Director.
3. Leads their group to and from activities in a timely manner. Some transition times may be short, especially for the younger campers. Please help campers move quickly in order to not miss out on any activities.

Radios

Camp Director and Head Counselors will be assigned a radio to be used for communication amongst all staff throughout the camp day. You are personally responsible for keeping track of your radio and for turning it off and plugging it in at the end of the day. Uncharged radios will not be helpful at all the next day when other staff need to communicate with you. Please keep the radio on you at all times throughout the day and turned to a volume where you can hear it. It is of the utmost importance that you are reachable at all times!

Lunch

Staff eats lunch with the campers. Staff may sit together or with campers, but must remain alert and be able to monitor the area, beyond where they are sitting.

Campers have been instructed to bring lunch (that does not need to be refrigerated) on certain days and have the option to buy lunch/have lunch provided on other days. On days when lunch will be eaten off-site, staff and children are responsible for storing and transporting their individual bag/cooler.

Food Allergies

Because of food allergies, Staff will enforce strict “No food trading/sharing” rules. Please do not allow campers to trade or share food with anyone else! You will be made aware of any serious nut allergies by reviewing the “Teen Information/Emergency Consent” form completed by parents. This could vary session by session depending on campers enrolled.

3. ROSTER & CAMPER INFORMATION

You will be provided with Camper Information Forms during staff training.

DO NOT HESITATE TO ASK QUESTIONS ABOUT ANYTHING YOU'RE NOT SURE OF!

- Camper Information Forms are a very important!
- You need to make sure they are **readily available**.
- Forms should be placed in a binder that will go with the Head Counselor on field trips. All forms should be kept in alphabetical order and **with/near you at all times**.

Camper Information Forms Include:

CAMPER INFORMATION:	The name, address, date of birth and cell phone # should be filled in.
PARENT/GUARDIAN:	Make sure the information is filled in and includes phone numbers!
EMERGENCY INFORMATION:	Parents should list at least one but preferably two Emergency contacts with phone numbers. We will always try to contact Parents first.
MEDICAL CONDITIONS:	Make note of any medical conditions.
ALLERGIES:	Make note of any allergies. If asthma or other allergies are listed, there MUST be an accompanying Medication Administration Form. If not, parents must be contacted.
SWIMMING ABILITY:	Make sure the swimming ability has been indicated.
ADDITIONAL INFORMATION:	Make note of important information parents share.

Waivers

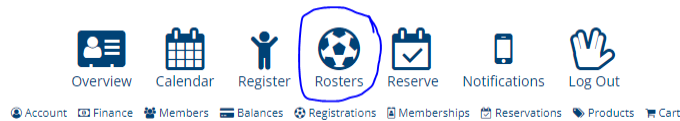
Some field trips may require waivers to be completed that are collected by the field trip facility. Waivers are required to be completed online. Waiver links are given to parents when they register. They are instructed to complete them prior to the start of camp. **Please remind parents to complete the online waiver.**

You will be provided with a list of campers that have completed waiver. If the child is dropped off without it, you should contact the Parent/Guardian and try to get them to complete it online. **Campers will be unable to stay and participate without a completed waiver!**

Logging into MyRec

1. Leadership staff will have access to rosters online if needed.
2. To get to your MyRec account, visit www.glastonburyct.myrec.com and click on "Log In". If you do not have an account, be sure to click on "Create Account" to complete your information.
3. Log into your account using the username and password created (check with Recreation Supervisor for login credentials)
4. Upon logging in, you will be brought to your account "household" where you will be able to access information.
5. To get to the different tabs, click on "Rosters" (pictured below). If you are on a mobile device, click on the "Utilities" button, and then click on "Rosters".

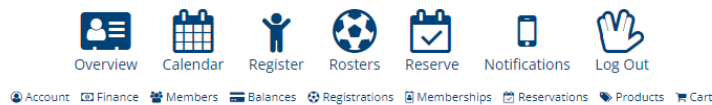
Emmanuel Household



Account Overview

Account	Account Members	Balances	Registrations	Other Purchases
Finance Logged In: Geordie Grade Roll Up: 06/01/2023 Last Update: 06/02/2022 Yearly Review: 09/15/2022 Account	Add Member Add Payer Geordie Emmanuel Test Emmanuel Account Members	No Balances Owed	Camp Sunrise 2022 - Camp Sunrise TEST Activities	Redeem Gift Certificate Congratulatory Staff Training Camp After Camp Camp After Camp Adult Softball League Reservations Point of Sale

Emmanuel Household



Rosters for Coaches & Instructors (Guide)

Music & Arts Camp - Camp After Camp

06/27/2022 - 07/21/2022

- [View Roster](#)
- [View Digital Sign In/Out Sheet](#)
- [View Dynamic Forms](#)
- [View Custom Forms](#)
- [Export Roster](#)
- [View Attendance/Sign In Sheet](#)
- [Email Roster](#)
- [Text Message Roster](#)
- [Email Coaches](#)

Accessing the Roster

1. Click on the “View Roster” tab
2. This will bring up all camper information including: age, birthday, grade, parent/guardian and their information, and emergency contact information. Printed copies of the roster will be made available.
3. Rosters can be sorted by first name, last name, age, grade and gender if needed.
4. Custom form information can also be viewed on the roster, by clicking on the “Show Custom Form Information”. This will **only** show the following:

- Camp Information (special needs information, allergies and medication information)
- Camp Permissions (T-Shirt Size, Walking/Biking permission to/from camp, and pickup contacts)
- Camp Swimming Information (level of ability child has swimming)

Accessing Custom Forms

1. Click on the “View Custom Forms” tab
2. This will bring up all custom forms for each child registered for the program. It is defaulted to list the participants in order by first name, but can be sorted by last name. To change this, look for the “Sort By: First Name; Last Name” options at the top of the screen.
3. If looking for something specific on a custom form, there is the option to only view specific a specific form for all children enrolled in the program. To change which form you are viewing, click on the “All Forms” button at the top of the screen and select which specific custom form you would like to view.

Forms are given to Parents when they register. They are unable to complete the registration process until all required forms are completed.

Camper Shirts

Each child gets one (1) camper shirt which is included in the registration fee. Some parents may have purchased additional shirts. Parents were asked to check of their child’s size at registration and you will receive a list of sizes. Do your best to provide the size they requested! **Use your Camp Calendar to remind kids to wear shirts on field trip days where shirts are required.**

Children with Special Needs

Parents may indicate information about special requirements their child may have in the additional information section. If you have questions about what the parent has written, discuss with the Camp Director/Recreation Supervisor.

4. ARRIVAL & DEPARTURE POLICIES

Sign-In/Sign-Out

Head Counselors and Counselors are responsible for sign in/sign out procedures. The parent/guardian IS NOT required to sign their child in and out each day, rather teens must sign themselves in and out each day. Additionally, Campers should indicate how they intend to get home. You will be provided with attendance forms to use for sign in/out. **Assign each staff member a group of campers they are responsible for making sure sign in/sign out each day.** If you find teens are forgetting to sign in sign out each day/you need to contact them and tell them we require that they follow this procedure.

If a child is walking or biking to camp or staying at the Youth & Teen Center after camp, the parent/guardian must provide a note that says the child has permission to walk and/or bike or go to the Teen Center. **“Note to Camp”** forms are available for parents to complete. Campers should also indicate that they are walking/biking/going to the Youth and Teen Center on the sign in/sign out sheet. A note for the whole session is sufficient and is not needed on a daily basis.

Sign in/out should not take a lot of time. Have your table set up to watch, accept any notes regarding pickups, answer questions about plans for the day etc. On the busy opening day for new sessions, make sure you have enough staff present and available for questions. **Station some staff to assist with parking/directing parents to the check-in area.** Be sure paperwork is out for anyone who needs it. Remember that each Tuesday of a new session is the first day of camp for some children and their parents....make a good impression!

- Split the table into two lines (Last Name A-M; Last Name N-Z)
- Keep the line moving, people will be trying to get to work.
- If someone has a lot of questions or paperwork to do, take them aside and keep line moving.

Be sure to provide calendars to any parents turning their forms in that day. If you already have a form for a child, it means they have already received a calendar for that session.

Group Poster/Posted Schedule

A decorated poster that highlights the group name and staff names should be displayed each session. Additionally, a calendar of activities should be posted at camp when campers are off-site.

Arrival Procedures

Arrival time is 9:00 a.m. Parent should not be allowed to drop off children any earlier! The parent of any child that arrives early should be contacted by the Head Counselor and told that supervision is not available until 9:00 a.m.

If a child is going to be dropped off at a time other than 9:00 a.m., remind the parent/guardian that they are responsible for knowing your schedule, as there is a lot of off-site activity. They will not be able to drop off late if the group is off-site on a field trip and late drop-offs or early pick-ups are not permitted at field trip locations. **“Note to Camp”** forms are available for parents to complete.

Assign each staff member a group of campers they are responsible for making sure sign in/sign out each day.

Dismissal Procedures

Campers should be at their assigned table with their Counselor and ready for dismissal at the end of the day. **DO NOT** dismiss from the bus! Counselors must make sure that each child in their group has all their belongings together and is ready to go!

If a camper is going to be picked up at a time other than 3:00 p.m., remind the parent/guardian that they are responsible for knowing your schedule, as there is a lot of off-site activity. They may not be able to pick up early if

the group is off-site on a field trip. “Note to Camp” forms are available for parents to complete.

Assign each staff member a group of campers they are responsible for making sure sign in/sign out each day. They are expected to greet/make eye contact with each teen on the list and watch them depart camp so they know that they have left.

If someone other than the parent/guardian will be picking the child up, a written permission note with the person’s name must be given. “Note to Camp” forms are available for Parents to complete. Ask the teen to identify the person at pick up time. Make sure it is the one listed on the note! Staff will under NO circumstances, release a child to anyone other than the parent/guardian or individual authorized on the paperwork as a pick up. The Parent/Guardian must be notified if someone comes to pick up the child and you do not have a permission note with their name on it.

Communication with Parents

Head Counselors should maintain open communication with parents at drop off and pickup. Be sure to inform them of any upcoming events or announcements and especially anything they need to know about their child’s day. If you need support working with a specific parent or discussing a sensitive topic, always seek guidance and assistance from your Camp Director.

Greet parents with courtesy and enthusiasm. Point out permission slips, schedules, details about lunch and shirts that give important information about the program. Answer questions correctly and/or refer the person to someone who can give correct answers. If you don’t know the answer to a question, ask for help. Complaints must be taken seriously.

- Always handle complaints out of earshot from the campers.
- Remain calm and courteous regardless of the customer’s demeanor.
- Actively listen, address the person by name, acknowledge you hear what they are saying by paraphrasing or taking notes, ask questions to demonstrate a sincere desire to understand the issue, apologize for the inconvenience and thank the person for bringing it to your attention.
- Allow an angry person to explain his/her anger and calm down before you respond to the complaint. Avoid being defensive.
- If insulting language is used, or if the situation becomes a personal confrontation, simply walk away from the person. To trade insults will only make a bad situation worse.
- If the complaint concerns something within your control, take action immediately. If not, refer the person to your supervisor. Do not make promises you cannot keep, and inform your supervisor of the situation as soon as possible.
- Complete an incident report when appropriate.

Late Pick Up

A late fee will be charged to Parent/Guardians picking their child up after the set pickup time for camp. A 10 minute grace period will be given and then a fee of \$15 will be charged for every 15 minutes late that a child is picked up. This fee may be paid in cash to the staff members waiting with your child or you may choose to be billed in MyRec. Children who have not been picked in a timely manner may need to be brought to the Youth and Teen Center. Every effort will be made to notify Parents/Guardians or Emergency Contacts. **Remind parents that the Teen Center is an option for them and is open until 6:00 p.m.**

No Show Pick Up

In the event a parent/guardian does not arrive at pick-up time, you are required to stay with the camper. Never leave a camper unattended and always have a minimum of two staff wait with the camper. A staff and camper should never be alone at any given time.

If a parent/guardian has not arrived by 3:10, try to contact them. If you can’t reach them, start calling the other emergency contacts listed on their form. If one of the contacts will pick up the child, leave a message with the

parent/guardian that includes the name of the person the child is going home with and the time that you are calling. Also make sure the Camp Director has the name of the child and who they went home with.

If someone is not on the way by 3:30 p.m. or you are unable to wait with the child, contact the Camp Director or Recreation Supervisor and bring the child to the Teen Center. Leave a message with the parent/guardian that the child has been taken to the Youth and Teen Center at 2143 Main Street and include the time.

5. TIMESHEETS AND PAYCOM

All Employees are responsible for keeping their information up to date in PayCom. Timesheets are the responsibility of each individual staff member. You are required to fully and accurately complete your time sheet at the end of each shift and to verify that all information regarding date, and hours worked are correct. Falsification of time sheets is grounds for dismissal.

- Your timesheet must be **COMPLETED** and **APPROVED**.
- Please enter your time in actual time in and time out times.
- Select the correct allocation/project code for the program you worked (if you work more positions).
- The code for entering hours for Awesome Adventures is 25073 40430 R4510. Your PayCom account should automatically default to this code, but double check before submitting hours.

It is on the employees to input their time correctly. Employees will no longer submit paper timesheets, and only Recreation Supervisors have the ability to approve/view timesheets. In lieu of approving timesheets, Admin Staff are required to do the following:

- **Be sure to remind staff to fill out their timesheets!** For the most accurate record keeping, all staff should fill in their time directly after their shift is over.
- If an employee has a question about their timesheet, assist or refer them to the Recreation Supervisor. **If you don't know the answer, ask a Recreation Supervisor!**
- Assist the Recreation Supervisor with accurate timekeeping by keeping paper attendance records for a way of double checking when payroll is being approved.
- **Only employees have the ability to edit their timesheets.** If a mistake is noticed, the Recreation Supervisor will alert Admin Staff to have staff adjust timesheets as needed.
- Paper timesheets are **not** an option in lieu of Paycom.

The payroll period is bi-weekly with paydays on the Friday following the completion of the period:

Hours in PayCom

Friday, June 14
Friday, June 28
Friday, July 12
Friday, July 26
Friday, August 9

Work Performed

Preseason Training
Week #1; Week #2
Week #3; Week #4
Week #5; Week #6
Week #7;

Paycheck Date

Friday, June 21
Friday, July 5
Friday, July 19
Friday, August 2
Friday, Aug. 16

[Please use this link to access the PayCom Training](#)

6. STAFF EVALUATIONS

Employee Performance Evaluations

Supervisors will be responsible for completing an Employee Performance evaluation on each of the staff assigned to them. Depending on the length of the program a midpoint evaluation should be done half way through. Midpoint evaluations can be verbal or done on paper. A formal evaluation will be done at the end of the summer. Please keep this in mind throughout the summer. A copy of the evaluation is given out at staff training so all staff know the areas they will be evaluated on.

Fill out form completely – including first and last name that you are evaluating. All evaluation are official documents and should be completed in pen.

Utilize handouts given during training when doing performance evaluations.

Performance Issues

As a Director/Assistant Director you will likely be the first one to recognize a performance issue. The summer season is very short. It is important that you verbally acknowledge a problem as soon as it occurs. The Director and Recreation Supervisor are available to assist you. Do not hesitate to ask for help and be sure to communicate with your Supervisor about any performance issues. If you delay in handling what seems to be a minor problem, it will get more difficult as time goes on. It is necessary and important you follow the proper protocol.

Disciplinary Procedures

The following disciplinary protocol will be followed when an employee's performance, attitude, work habits or personal conduct, at any time falls below a desirable level.

1. **Verbal Acknowledgment:** In minor incidents such as the first time an employee is a few minutes late, a verbal acknowledgment is sufficient. No documentation is required.
2. **Verbal Warning:** In instances where the employee's performance, attitude, work habits, or personal conduct falls below a desirable level, a verbal warning with some consultation of how to improve his/her performance is warranted. A verbal warning can be given by the immediate supervisor. The person issuing the warning will complete a Report of Verbal Warning to be submitted to the Recreation Supervisor.
3. **Written Warning:** In situations where a verbal warning has not resulted in expected improvement or in situations where more severe initial action is warranted, a written reprimand provided by the Recreation Supervisor may be sent to the employee.
4. **Suspension or Termination of Employment:** If significant improvement after a written warning is not accomplished, or in situations where appropriate, the Recreation Supervisor may recommend to the Director of Parks & Recreation that the employee be suspended without pay or dismissed.

7. DELEGATING DUTIES

Keeping your Staff Involved

Keeping your Staff involved will help contribute to the success of your program! In addition to working with children, be sure you **delegate duties to your staff**. It is a good idea to list, post and rotate your duties/assignments so that each member of your Staff knows how to do the things that need to be done. It keeps them involved and makes them better leaders!

The following are some general ideas for breaking down duties. You will need to develop your own.

MORNING DUTIES: Have staff check outside areas for hazards, trash, broken glass, etc.

Make sure staff have activities out for the kids

Assist with Sign in; Collect Notes, Meds, permission Slips etc.

LUNCH DUTIES: Get kids ready for lunch (groups, seated, quiet etc.)

Watch kids during lunch and take care of any problems.

Make sure all trash is picked up, lunch boxes and coolers put away etc.

FIELD TRIP DUTIES: Get kids ready to go. Make sure they have everything they need (bags etc.)

Choose kids to help bring cooler on the bus if necessary

Check area before leaving to make sure things are picked up, kids have their stuff etc.

Before kids get on the bus, start the Trip Planning Form and have Driver Sign

Load kids orderly onto the bus. Get a Head Count before we leave and again before we return.

After kids are off the bus complete the Trip Planning Form and have Driver Sign

AFTERNOON DUTIES: Pass out anything that needs to go home.

Make sure kids take everything they need to take home

Make sure everything is cleaned, picked up and neatly put away

8. CAMP ACTIVITIES

Program Plans

All of the off-site trips are preplanned and built into your weekly schedule. Staff is responsible for planning activities for on-site time. Plans should include activities for arts & crafts, sports, games, special events etc. Make the most of your planning time during staff training to plan activities and back-up activities. Always have alternative plans in case of rain or heat.

Session Calendar

A calendar will be prepared and given to parents that will include all of the off-site field trip information and any highlighted on-site activities planned for the session. It should also include important reminders about when to wear your camper shirt and socks, bring a water bottle etc.

Repeated Activities

Every camp/camper has their favorite activities, those activities are an important part of camp and should be planned for each session but be careful not to repeat the same activity too much. Camp is also a time to try new things and all staff should be challenged to introduce new and exciting activities to camp!

Leading Activities

Once the schedule for the session is reviewed by the Camp Director, the Coordinator will notify Leaders of the activities they will be responsible for. Leaders should be prepared to lead activities and take it as an opportunity to introduce new and exciting activities to camp!

9. PURCHASING SUPPLIES

Purchasing Supplies

Activities planned may require additional supplies that are not available on site. As part of the planning process, staff must submit a list of supplies needed to the Director with a minimum of one week's notice. Someone will be sent out to go shopping at one of the towns "preferred vendors". Camp staff may not purchase supplies and seek reimbursement without permission from the Director or Recreation Supervisor.

Tax Exempt

The town is a tax-exempt organization. When possible, we try to get the tax removed from our purchases. If you are sent out shopping please be sure to bring along a tax-exempt certificate and see if the store/vendor is able to remove tax from your purchase.

Coupons

Our budgets only have so much money in them so any way we can save money leaves us more money for another projects or activity.

Tips/Donations

If you are making a purchase on behalf of the town you cannot "round up" for a charity. We can only pay for the actual item you are purchasing. Please consult your supervisor before using town money to tip on a purchase.

Receipts

Receipts are required for all purchases. If you are making personal purchases at the same time you are picking up camp supplies please get separate receipts.

Petty Cash

With the Recreation Supervisors approvals purchases may be made with petty cash. A maximum of \$50 may be spent with petty cash.

10. BEHAVIOR MANAGEMENT

Dealing with Behavior Management

One of the biggest obstacles Staff face each summer is maintaining a well-behaved group. Your summer can be awesome or miserable, based solely on your campers and how well they listen and behave. When dealing with behavior issues, consistency is key. If a verbal warning or time out is given to a camper, make other staff aware so that the camper does not counselor hop.

How well your group behaves is often a reflection of the approach you use with them. Taking an *"I'll be tough with them and then loosen up"* approach will definitely fail with many kids today. Another approach that is very likely to fail is the *"I'm your buddy, not your parent or school teacher - let's go nuts"*. A much better approach is to start friendly and be firm. Children need structure and consistency.

On the first day of each new session (and as often as needed) review the camper expectations with campers. Discuss rules and expectations:

- Respect: Have respect for self, others, and their property.
- Cooperation: Work together as a group.
- Caring: Adhere to all camp safety, check-in and behavior guidelines.
- Compassion: Exhibit good sportsmanship and kindness to others.
- Honesty: If you see something happening that shouldn't be, talk to a staff person.

When the expectations are not followed, use the following Discipline Steps:

- 1st time: Verbal warning
- 2nd time: Time Out (Sit out 15-30 minutes of a field trip)
- 3rd time: You call your parents - *You are responsible for your actions!* (Or Staff sends home a home a Behavior Form)

When the rules are broken you will be dealing with a problem. It is very easy to get heavily involved with who did what to whom and why. This is very counterproductive. If you allow it, one difficult camper can isolate 90% of your time. This isn't fair to the other campers you have in your group. In effort to help staff and campers, use the following steps when handling camper problems:

- Be Clear - Be Consistent - Be Calm - Be Fair
- When a problem arises: Intervene right away
- Find Out the problem - What is going on?
- What is the rule?
- What should the camper be doing?
- What are the camper's choices/consequences?
- What's going to happen now?
- **MOVE ON....**
- You can find out Who, What, When, Where, How.
- Don't Waste Your Time with "why" - Children really can't answer that one!

Behavior Form

Some behaviors will immediately result in a Behavior Form being issued which must be signed and returned by the camper's parent. Every attempt should be made to speak with the Parent/Guardian first. This can be done at drop-off/pickup or by calling them during the day. **Communication is just as important as the written form!** Often times the Head Counselor will fill these forms out, but they will rely on the Counselor who witnessed the incident to help with recounting the events that occurred, and the names of all campers involved.

If at any time you feel uncomfortable dealing with a situation or are unsure of how to proceed, please ask the Head Counselor or Camp Director for assistance. In many cases, having a different or neutral staff member step in will go a long way in helping a camper to calm down and explain what happened.

Please use the forms correctly. It is important they are complete and include an explanation of the problem. **Keep copies of all signed and returned forms in your notebook/file box.** In the event of continued problems and/or the need to remove a child from the program, the forms will need to be turned into the Recreation Supervisor.

11. ACCIDENT AND INCIDENT REPORTS

When an incident happens, it is **required** by staff to document what happened. This is either done on an Accident Report or an Incident Report, dependent on the nature of the incident. **These are legal documents that can be used in a courtroom if a situation results in that course of action.**

Accident Reports

- Used when there is an *injury* and first aid has been given to a program participant.
- These **must** be turned into the Recreation Supervisor as soon as possible, but maximum of 24 hours after the incident happened.
- For more serious accidents, a follow-up will be made by the Recreation Supervisor.

Incident Reports

- These should be used for unusual circumstances (vandalism, locked facility, angry parent, etc.) occurs.
- You should complete the incident report and turn into the Recreation Supervisor as soon as possible, but maximum of 24 hours after the incident happened.
- The written report will help us to be aware of the incident and respond to any calls Parks and Recreation or Town Hall may receive.

Expectations of Accident and Incident Forms

- They must be COMPLETELY filled out! Make sure to check that all the following information is included:
 - Location, Date and Time
 - Name, Address, Date of Birth and Phone Number of participant
 - Description of the incident – **As much detail as possible**
 - Witness Information
 - Follow Up information
- List names rather than titles
- If the incident or accident happens with no witness, or information cannot be verified by a staff member, it is crucial to put that the child is stating the information that is being given.

Employee Injury

If one of your staff are hurt or injury while at work:

- Provide First Aid and immediate care.
- If further medical attention is required speak to supervisor about referring them to the Town's participating medical provider. If life threatening call 911.
- Notify the Recreation Supervisor as soon as possible.
- Complete an Employee Report of Injury before completing your shift for the day.

12. MISSING CAMPER SITUATIONS

Staff is responsible for knowing where campers are at all times! Take attendance at strategic times throughout the day to ensure all campers are properly accounted for. If staff are not able to account for a child for any reason, immediately implement the following procedures:

On-Site

Staff should immediately notify the Camp Director if they suspect they have a missing camper

- Check the area where the child was last seen.
- Take attendance and confirm your head count
- Camp Director radio all staff to bring their groups inside and await further instructions.
- Camp Director assigns staff to do a sweep of the area (gym, café, bathrooms, hallways, outside grounds)
- If child isn't located within the initial sweep, contact the Recreation Supervisor
- If child is not located within 15 minutes, Camp Director or assigned staff must call 9-1-1
- Call the parent to alert them of the situation
- Follow any instructions from the police
- Continue to assign some staff to search
- Complete an Incident Report when camper has been found.

Field Trips

- Have a plan in place in the event of a missing child.
- Know where any lost child, first aid, management offices etc. are located.
- Tell your kids what to do in the event they become separated from the group.

A planned meeting place should be agreed upon in advance in the event that a camper becomes separated from the group. If the meeting place is staffed by a facility employee make them aware of your lost camper plan and give them the phone number of the Camp Director.

A Counselor who cannot account for a child should be told to immediately notify the Head Counselor with the following information:

- The last place the child was seen
- Child's name, age, description of what they're wearing and any information that may be helpful.
- Upon notification of a missing child, check the planned meeting place and have an announcement made as soon as possible.
- Complete an Incident Report when camper has been found.
- Inform the parent about the situation

Swimming

- Immediately notify the Lifeguard if you suspect you have a missing camper
 - Be prepared to give a description of the child (gender, hair, swimming ability, bathing suit, last seen)
 - Lifeguards will take charge of any water search
- Get all campers and staff out of the pool.
- Counselors should stay with campers and keep everyone calm and on their towel
- One Staff check the bathroom
- One Staff check the ice cream truck area
- One Staff check the Beach/Pool grounds, parking lot etc..
- If the camper is still missing, contact the Recreation Supervisor/Parks & Recreation Office

13. SWIMMING

Awesome Adventures Camp will swim at local pools and on field trips. Staff is not allowed to swim with campers. On very hot days it is ok to jump in quickly to get wet. It is also ok to stand in the shallow water areas. Your staff shirt must be worn at all times so that you are visible to campers.

You will be working in cooperation with the lifeguarding staff and are expected to actively supervise campers in and out of the water. It is not a time to socialize! Staff should be stationed around the swimming facility as follows:

Addison & Grange Pool: Shallow End Only Swimmers: On the deck at the 4 foot marker
 Proficient Swimmers: On the deck in deep water area (near slide @ Grange)

Swimming Ability

Parents will indicate their child's swimming ability on the Camper Information Form. There are to be no exceptions to the following:

- All children, regardless of swimming ability, who do not indicate a swimming level are to be designated a shallow end only swimmer.
- Kids identified as shallow end swimmers are not allowed in the Deep Water Area.
- Only kids identified as proficient swimmers are allowed in the Deep Water Area.

IF A CHILD IS MISSING: NOTIFY THE LIFEGUARD IMMEDIATELY!

- Immediately notify the Lifeguard if you suspect you have a missing camper
 - Be prepared to give a description of the child (gender, hair, swimming ability, bathing suit, last seen)
 - Lifeguards will take charge of any water search
- Call for all the campers to get out of the pool.
- One Counselor stay with campers and keep everyone calm and on their towel
- One Counselor check the bathroom/ice cream truck area/grounds, etc.
- If the camper is still missing, contact the Camp Director and Recreation Supervisor/Parks & Recreation Office

Before you Go

- Know the swimming abilities of the kids in your group!
- Make sure you know which campers have limited swimming ability.
- Be sure you have an accurate attendance headcount.
- Go over the Pond/Pool Rules and the role of the Lifeguards.
- Go over your Rules (Don't go anywhere without asking permission, boundaries, ice cream, lunch, trash, bathroom)

At the Swimming Facility/Pool

- On the first day of session, have the lifeguard get on the bus and talk to kids about the rules.
- Have all kids sit in the same area of the beach/pool.
- Clean up all trash before leaving.
- Be sure to have an accurate attendance count before leaving.

14. FIELD TRIPS

It is crucial that the safety of the campers is the top priority on all trips. Staff and camper behavior are a direct reflection on the Glastonbury Parks and Recreation Department and the expectation is for excellent organization and professional conduct at all times.

Calendars

Parents should have received a detailed calendar for the session(s) their child is attending. Calendars details what needs to be brought and what activities will be taking place each day.

Waivers

Some field trips may require waivers to be completed that are collected by the field trip facility. Waivers are required to be completed online. Waiver links are given to parents when they register. They are instructed to complete them prior to the start of camp. **Please remind parents to complete the online waiver.**

You will be provided with a list of campers that have completed waiver. If the child is dropped off without it, you should contact the Parent/Guardian and try to get them to complete it online. **Campers will be unable to stay and participate without a completed waiver!**

Reporting Attendance

Transportation to all off-site activities and field trips is by school bus.

Anytime you take children on the bus, you will need to call your attendance into the Parks & Recreation office (860-652-7678). This is to ensure that in case of an accident, we know who is on the bus. Parks & Recreation office staff will have a copy of your roster. Tell them which camp and group you are calling from. Give them the names of the children who are **NOT** attending. The office will cross them off the roster and we will have an accurate list of all the children on the bus. Try not to leave names on voicemail (you should only get voicemail when all lines are busy). Talk to someone when at all possible.

Develop Plans for the Trip

For each off-site activity, there must be a plan in place and known by staff and campers:

- Prior to departure, staff must form a group of approximately 15-20 campers and assign each group to a staff member. Once group has been assigned, staff should write name of each group members on their sign-in sheet and form “buddy” groups within the larger group with a minimum of 2 people in each “buddy” group. Names of “buddy” groups should also be written on the sign-in sheet.
- Prior to departing the bus for each trip, review with campers the importance of staying with their assigned groups/buddy. Remind campers that they must check-in with their “buddy” and what to do in the event that they get separated from their group/buddy.
- A planned meeting place in case of separation or emergency
- On small group trips, campers should stay within a defined area as defined by the staff with the staff spread out within the group, remaining visible, accessible, and attentive to the needs of the kids.
- On larger trips, like theme parks, staff must assign “check-in” times throughout the day for campers. Some staff should spread out within the facility while other staff stays at a designated location, remaining visible, accessible, and attentive to the needs of the kids. Determine locations and times in advance and make sure all the kids know the times! **If you have a campers that checks-in by themselves, require them to wait with you until their “buddy” checks in. Re-review the rules with them at that time.**
- If a phone number is available at the trip location, make sure all staff have it
- Remind campers:
 - Where they are going, what they are doing, etc.

- Stay with your buddy/group
- What to do if they become separated
- Avoid talking to strangers
- Always tell a Leader about any problem or concern you have
- We will follow the rules regarding use of facility

Make Preparations for the Trip

The Head Counselor should make sure all Camper Information forms are organized and easily accessible on the day of the trip.

Make sure you are familiar with the location and what the activity package includes.

Sit down and talk with kids ahead of time. Tell them where they will be going and what they will be doing. Make sure kids know what the rules are, including your expectations for any special activities, spending money etc. Make sure all campers know check in times and locations and where staff will be stationed in the event of emergencies. Explain to them how important it is to listen, stay with the group and not wander off, not to talk to strangers, and what to do if they get separated. Your regular behavior policies should carry over to field trips. Be prepared to answer questions from parents....they will have some!

Have a plan in case of an emergency.

Pack all of the needed equipment and supplies for the trip including, first aid kit, camera, radio's etc. Make sure all of the kids in your group have their belongings and anything they need to bring.

When Going off Site

The following materials must always be taken on any off-site activity

- Camp Roster/Sign-In Sheets
- Teen Information/Emergency Consent Forms (organized and easily accessible)
- First Aid Kit
- Authorization for Medication Administration Forms
- Medications

Day of the Field Trip

- Prepare an accurate roster of campers attending the trip
- Call attendance into Parks & Recreation Office (860-652-7678)
- Post a sign letting parent/guardian know where the group has gone and when they will return.
- Make sure kids have lunches, bags and belongings
- Complete the Trip Planning Form (before and after the trip)

Bus Procedures

Head Counselors should complete a Trip Planning Form before the group boards and again at the end of the trip when everyone has gotten off. Be sure to check that nothing is left on the bus!

Staff must be dispersed throughout the bus and be active in controlling behavior during each and every bus ride.

- Kids are to board and unload the bus in an orderly manner.
- Riders are to stay in their seats when the bus is in motion
- No standing is allowed
- Face forward with feet on floor. Kneeling on seats and/or looking backwards is not allowed
- Keep hands and other objects inside the windows at all time

- Do not throw any object in the bus or out the windows of the bus
- Eating on the bus is not permitted
- Talk quietly with their neighbor. Yelling and screaming will not be tolerated.
- Pushing or and/or shoving are not allowed
- Do not talk to the driver while bus is in motion.

Admission/Check-In

The Head Counselor or Camp Director should get off the bus and check the group in. In most cases you will be given a receipt from the vendor on the day of the trip. Check the Trip Planning form for details on payment, amenities and what is included for the price. Receipts are to be turned into the Camp Director the day of/after the Trip!

Staff Responsibilities During the Trip

Staff should have an accurate roster and head count of all attending. Know where everyone is at all times. Do constant checks to make sure everyone is accounted for. Keep track of your entire group.

Head Counselors should have Counselors check-in with them frequently. This will ensure kids are being counted regularly and that you can take immediate actions if a child is missing.

Staff should use excellent time management skills. Groups should be on the bus and at check-ins at designated times as specified by the Head Counselor or Camp Director. Make sure kids get on and off the bus safely and in an orderly manner. Be alert and ensure all campers are seated quietly and are being respectful of the staff and driver. Make sure the buses are clean and no items are left behind. Report any issues to the driver or Head Counselor

Use a buddy system and teach kids “why” it is used (to watch out for each other). Take a head count of your group during check-ins, before and after moving from one area to another, or more often if the activity or situation involves crowds or other distractions.

Keep belongings with the group or have someone stay with them.

Do not invite others to join the group. Report uninvited guests or suspicious circumstances to the Head Counselor immediately.

On small group trips, campers should stay within a defined area as defined by the staff with the staff spread out within the group, remaining visible, accessible, and attentive to the needs of the kids.

On larger trips, like theme parks, staff must assign “check-in” times throughout the day for campers. Some staff should spread out within the facility while other staff stays at a designated location, remaining visible, accessible, and attentive to the needs of the kids. Determine locations and times in advance and make sure all the kids know the times! The Coordinator should assign check in times and location throughout the day.

When walking, walk in pairs on the right to allow others to pass comfortably. A staff member should lead and another should follow in most instances. Set the pace to the slowest kids in the group.....Keep the group together! If you need to cross streets, do it as a total group at designated crossings only. Obey traffic signals. Count heads before crossing and at regular intervals.

Follow the payment procedures as indicated in the trip planning form and always get a copy of a receipt.

In addition to two way radios, cell phones are permitted for staff communication only. Misuse of cell phones or radios may result in disciplinary action.

15. SAFETY & MEDICAL

Safety Precautions

You are responsible for the health safety and welfare of children in our program.

Participants

- Know which campers are on medication and be alert to changes in behaviors or other physical indicators
- Be aware of the skill and general physical conditions of the campers at all times during their participation in an activity to avoid over-exhaustion.

Activities & Facilities

- Inspect equipment, supplies, facility and grounds daily and report any safety hazards to the Director
- Use common sense and safety consciousness when setting up and conducting activities. Stay alert to potential hazards related to the facilities, grounds and equipment. Before conducting an activity, explain the rules and proper procedures for using the equipment. Stop the activity if campers are getting out of control or not complying with the rules, making the activity unsafe.
- Make sure campers use supplies and equipment such as climbing bars, swings and slides etc. only as intended

Outdoor

- Watch out for bees, broken glass, etc.
- Be aware of the dangers of overexposure to the sun.
- Use sunscreen, hats, liquids, etc. Make note of shaded areas.

General

- Report any unusual or questions situations and/or persons to the Director.
- Emergency phone numbers are located on your name badge.
- Staff is not permitted to have visitors/guests without permission from the Director

First Aid

The Director and Head Counselors are certified in First Aid/CPR/AED and Medication Administration. All first aid/medical concerns should be handled by a certified staff member. Staff should be aware of any allergies or medical concerns amongst the campers in their class, but will not be expected to administer medication or intervene with medical situations. Please contact the Director or a Head Counselor with any medical concerns that arise.

Emergency Medical Protocol

In the event of a medical emergency paramedics/ambulance will be called. This decision will be made by certified staff, noncertified may be asked to assist by:

- Calling 911
 - State your name and location
 - Describe nature of the injury
 - Describe location of the injured person
 - Provide the phone number (camp cell phone is on the back of your badge)
- Meeting the ambulance outside
- Moving the rest of the campers to a location that they cannot see or hear what is going on and leading a game or activity until given the all clear to resume normal activities.

Medications at Camp

All camper medication will be handled and administered by Camp Directors and Head Counselors. All medication at camp should be safe and secured. Campers should not have any medication in their possession unless the Director has a signed form.

If a staff member has a medication they will need at camp, if possible it should be left in the locked office. If the medication is Emergency Medication (inhaler, epipen) staff may carry it on them, please be sure the Director is aware of any medications at camp.

Allergies & Asthma

All staff must be able to identify children with asthma and food allergies and follow the specific precautions in place for that child. Know where the inhaler and/or epipen is at all times!

Concussions

A Concussion is caused by a bump, blow, or jolt to the head. Concussions can also occur from a fall or blow to the body that causes the head to move rapidly back and forth. Even what seems to be a mild bump to the head can be serious. Tell a staff member immediately if you witness a camper suffer a bump, blow or jolt to the head, even a minor one, or if a camper reports such an injury to you.

Heat/Hot Weather

The Director will monitor the Heat Index daily and make decisions regarding time spent in spaces that are not air-conditioned spaces. The Heat index (HI) is an index that combines air temperature and relative humidity to determine an apparent temperature — how hot it actually feels.

Changes in weather require you to monitor the health and safety of both the children and yourself. Always adhere to the following basic precautions when the Heat Index is high:

- Clothing: Light weight cotton should be worn to help maintain body temperature.
Wearing a hat will provide shade and keep the head cool.
- Beverages: Help the body maintain a comfortable temperature.
Water or fruit juice is best (avoid high sugar content drinks like soda)
- Sunscreen: Look for sunscreen with SPF-15 or higher with UVB and UVA ray protection
- Shaded Areas: Shaded play areas protect from the sun.
Exposure to full sunshine can increase the heat index by 15°