



# STAFF GUIDE

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*More To Do ..... More To Be*

# **W E L C O M E**

You are now associated with one of the finest day camps anywhere! We hope that this association will be a long and pleasant one.

Willow Grove Day Camp enjoys this enviable reputation due to the cumulative result of many years of planning and hard work by an active administration combined with the best efforts of an excellent staff.

This manual is designed to help you contribute to the preservation of this reputation.

## HISTORY OF WILLOW GROVE DAY CAMP

In 1954 “Uncle” Marv Domsy acquired several acres of the Lichtenstein Farm on Davisville Road in Willow Grove, PA for the purpose of operating a day camp. In the summer of 1955, Willow Grove Day Camp opened with one pool and 75 campers. The first season Uncle Marv’s former college roommate Howie Zeitz was employed as a counselor. The second season “Uncle” Howie joined “Uncle” Marv as an owner/director. Forty acres, Fifty years, and many improvements later Willow Grove Day Camp is still going strong under the same ownership at the same location. Uncle Marv and Uncle Howie still serve as executive directors and “Uncle” Larry Zeitz has filled the daily role as director.

Family ownership and involvement, along with the camp’s long history, produce two important factors affecting the overall environment at Willow Grove. First, there truly exists a family atmosphere throughout the camp. This atmosphere is sensed by our campers, their parents, and by the staff. Second, our long and successful history has provided us with the base necessary to evaluate all aspects of our curriculum, scheduling, and overall physical facility.

**Our objective is to help each youngster enjoy a happy and healthy summer while making new friends, developing new interests and acquiring new skills.** The Willow Grove Day Camp family welcomes all those individuals who join us as staff members for this summer’s camp season. We strongly believe that the camp is only as good as its staff and that it is through the active and creative participation of our counselors that our programs are successful. We are proud of our staff and we entrust them with the welfare and “summer fun” of our campers. Welcome to the Willow Grove Day Camp family tradition of camping.

## ARRIVAL & DISMISSAL

All drivers, Van Counselors, and Bus Supervisors are to report absentees, late arrivals and all other situations to the Director at the **Bus Stop** upon arrival. All drivers and vans must arrive no later than 9:15 a.m. Camp begins promptly at 9:20 a.m. If you will be late for any reason, contact the camp immediately at (215) 659-4393.

Staff must assist children as they get off the bus, car, or van. Drivers and van counselors will accompany campers from the arrival area to their designated group meeting area.

All vans and buses carry some identification. Lettering and a number are located in the front windshield to identify our vans and numbers identify the buses. All campers will arrive in camp on the first day with an identification badge on their shirt. This badge contains the camper’s name, group number and transportation assignment.

All staff, upon arrival at camp, must report directly and immediately to their cabins, specialty areas or their assigned area of supervision. Campers arrive at different times, and some will be waiting for you.

The end of the day dismissal is equally important in requiring your full attention. Just prior to p.m. assemblies, all campers must be cleaned up, taken to the bathroom; shoelaces tied and so on. After p.m. assembly, which must be attended by all, counselors should bring campers to the vans, buses and cars. All vehicles must wait for the departure signal. Order of departure is as follows; buses, vans and then cars. **No transportation changes may be made unless the camp office notifies the driver or bus supervisor. Permission for a transportation change must come from the office.**

The camp day officially ends at 3:45 p.m. It is our goal to have our buses leave camp promptly at 3:45 p.m., however sometimes delays occur. We realize that you may be eager to leave the camp, but staff may leave through the main exit only after the final van has left. Due to our staff parking area configuration, the first parked in the morning is the first to leave in the afternoon.

### **Late Arrival and Early Pickup of Campers:**

Anyone arriving at camp must check in at the guardhouse and be announced via intercom, at the office. Campers arriving by means other than their assigned transportation must **sign-in**, inside the office, along with the person who brought them. The camper will then be taken to his/her group by an office assistant.

Campers to be picked up early must be **signed-out** inside the office before being released. The person arriving for the pick-up will be announced to the office staff, via intercom, by the security guard. Arrangements for early pick-up should be made by 12 noon of that day so that the camper will be at the office at the needed time. Please send all notes regarding early pick-ups to the office as soon as you receive them. The pick-up must be made by 3 p.m. to avoid traffic congestion at dismissal time. A junior counselor must escort the camper to the office. The Senior Group counselor should not leave the group except in an emergency.

**Release Of Children:** Willow Grove Day Camp maintains a strict policy regarding the individuals to whom we will release a child. Advance written notice is required for an individual to be authorized to pick up a child. In the event of an emergency the camp director or office manager may be notified by phone as to the name, address, phone number, and brief physical description of the person who will be picking up the child. The camp director or office manager will inform the bus counselor or driver. Once this individual arrives at camp, a staff member will need to verify the individual's identify by reviewing two forms of identification. The authorized individual must then sign and note the time of the child's release. Should an unauthorized individual arrive to pick up a child, a parent or emergency contact person will be immediately notified by phone. If the camp director, or office manager is unable to reach a parent or emergency contact person, the child will not be released.

## **ASSEMBLIES**

Assemblies, which include **patriotic observances**, take place in the morning at 9:20 a.m. and in the afternoon at 3:30 p.m. A concerted effort on the part of everyone for attention is a must. Set a good example. Junior, Middle and Sr. Camp Boys and Middle and Sr. Camp girl's assemblies are held in separate areas. Important information is disseminated at assembly. Everyone including specialists are to attend an assembly. Roll is to be taken by all groups prior to a.m. and p.m. assemblies. Morning absentee sheets must be completed and turned in to the junior, middle and senior camp director prior to leaving morning assembly

## **CAMP CLEANLINESS AND MAINTENANCE**

**Nothing** in camp is more important than cleanliness. This includes our grounds, cabins, our campers and the camper's belongings. The schedule has been adjusted to end 8<sup>th</sup> period at 3:20 p.m. which will allow extra time for a more relaxed and thorough clean up. Additionally, we have included some suggestions and procedures, which should help us, achieve our goal of a clean, healthy and organized environment. All groups should be aware that they are responsible for the neatness and cleanliness of their cabin and surrounding grounds.

Assign each camper a cubby or shelf. Use the labels provided. It will be easier in the long run to keep losses down and cabins clean. Counselors should make sure campers place their belongings back into their **own** cubbies or shelves.

### **P. M. Cabin Clean-up Procedures**

1. 8<sup>th</sup> period will end at 3:20 p.m.
2. Each camper will be responsible for his/her own cubby or shelf and belongings.
3. Campers should be assigned additional responsibilities on a rotating basis.
4. Each group within a cabin will have their own waste basket (with trash can liners), broom, and dustpan.
5. Campers must be checked for neatness and cleanliness prior to p.m. assembly. For example...both socks should be worn, shoes tied and on the proper feet, shirts right side out, hands and faces washed, etc.

### **Inspection Sheet Explanations**

1. **Grounds** – grounds around cabins should be free of all debris and belongings. All wet clothing must be taken home. Found clothing and belongings with names should be sent to the administration building and items without names should go to the lost and found (Roller Skating Bldg.)  
**ALL GROUPS IN THE CABIN SHOULD SHARE RESPONSIBILITY FOR THE GROUNDS AROUND IT.**

2. **Toilets** – lights off, toilets flushed, paper and debris off floor, trash emptied. Nothing is to be flushed down toilets except waste and toilet paper. Dispose of all other items in the proper receptacle. **ALL GROUPS IN CABIN ARE RESPONSIBLE FOR BATHROOMS.**
3. **Waste Baskets** must be emptied daily. Replace trashcan liners daily and clean baskets when necessary.
4. **Cubbies and Shelves** – All clothing should be neatly folded. Towels and bathing suits go home daily and all clothing and camper belongings should be in a cubby on a shelf or hung on a hook.
5. **Floors** should be swept. Contact maintenance to mop when necessary. All clothing and belongings must be in the cubbies or on the shelves – **not on the floors.**
6. **Lights** must be turned off!

The directors of Willow Grove Day Camp view this clean up as a vital part of camp life. Cabin cleanliness will be an integral part of each counselor's evaluation. Groups that excel in clean up and inspection will be rewarded with special treats. Inspection will take place daily. Cabins should be ready to stand inspection at any time during the camp day.

### **Specialists**

We need your cooperation if we are to effectively secure camp at the end of the day. The maintenance staff will provide you with a broom, dustpan, and trashcan. Please help by:

1. sweeping your area.
2. emptying your trashcan into a larger can outside your building and replace the trash can liner.
3. turning off all power, lights, electronic equipment, (including radios & sound systems) etc.
4. closing all windows.
5. locking all doors.
6. reporting any maintenance concerns to the Main Office.

Our maintenance crew is overwhelmed with daily tasks. Without your help, we simply cannot keep up.

### **Maintenance**

Please report all maintenance concerns to your Jr., Middle, or Senior Camp Director or to the main office. This would include items such as burned out light bulbs, malfunctioning toilets and water fountains, stopped up toilets or drains, spills, accidents, and empty toilet paper or paper towel dispensers. **Of extreme concern** are risk management items that might pose a threat to the safety of our campers and staff. These items include, but are not limited to: broken glass, holes in the ground that require filling, wasp and hornet nests, poisonous plants (i.e. poison ivy), sharp edges, and benches and tables in need of repair.

## Snack

One area of particular concern is cleaning up after snack and dessert (when it is permitted to be taken from the dining hall). If you take a moment to organize, the camp can be kept free of litter.

Collect all wrappers and put them in the box when passing out treats. You may wish to save your popsicle sticks, as we will have a popsicle stick contest. Point out the nearest trashcan to your campers. Then, before leaving, have your campers police the area of all wrappers, cups, napkins, spoons, and other items.

## CHILD ABUSE

Child abuse is a subject that we all hear and read about frequently. It is a term that encompasses mental, physical, and sexual victimization of children.

### Precautions against Accusations of Sexual Abuse or Exploitation

Child abuse is a serious criminal offense. As a camp counselor with the responsibility of caring for children, you may be placed in sensitive situations making you vulnerable to charges of child molestation. If you take these simple precautions, however, you need not be afraid of groundless accusations:

- Have other staff members present when supervising campers changing into bathing suits or other circumstances in which the child may be dressing or undressing.
- Respect the privacy of the child. Do not become intrusive or curious more than is necessary to monitor the health and safety of the child.
- Children have the right to reject displays of affection if they feel uncomfortable about them. Not every child comes from a background in which affection is openly displayed. Respect the child's wishes.
- Protect your own privacy. There will be a natural curiosity about boyfriends or girlfriends, personal relationships and, with some of the older campers, sexual activity. You should use common sense in discussing sensitive subjects with your campers, and **you should not go into the details of your private life.**

**Sexual exploitation should not be confused with physical contacts that are true expressions of affection. A warm and healthy relationship can exist between the campers and camp staff if staff members respect the child and place reasonable limits on their physical interaction.**

### Detecting Sexual Exploitation

Some forms of abuse may not leave obvious physical evidence. There are, however, behavioral signs that may indicate victimization. This is especially true of children who have been sexually molested. You should be alert to these signs of sexual abuse.

- Changes in behavior, extreme mood swings, withdrawal, fearfulness, and excessive crying.
- A sudden acting out of feelings or aggressive, rebellious behavior.

- Regression to infantile behavior.
- A fear of certain places, people, or activities, especially being alone with certain people. Children should not be forced to give affection to an adult if they do not want to.

A desire to avoid this may indicate a problem; or parents have cautioned the camper against such behavior.

**What to do:**

Follow the guidelines below if a child indicates that he or she may have been a victim of abuse or exploitation:

1. Don't panic or over-react to the information disclosed by the child.
2. Don't criticize the child or claim that the child misunderstood what happened.

Do respect the child's privacy. Take the child to a place where you cannot be overheard. It is important that you discuss the child's situation only with the Director and Nurse. It should not become the topic of conversation amongst staff. Camp is a difficult place to keep information confidential. Your campers should not have to pay the price of your indiscretion and become the subject of camp gossip.

Do encourage the camper to tell the Camp Director or Camp Nurse. Make sure that the child feels that he or she is not to blame for what happened. Tell the child that no one should ask him or her to keep a special secret and that it is okay to talk with adults about what happened. Try to avoid repeated interviews about the incident; this can be very stressful for the child.

We all want the experience at Willow Grove to be a happy, carefree one for our children; one where boys and girls experience independent living, develop an appreciation for nature and work on their social skills. In order for us to provide our children a carefree environment, we as adults must act responsibly and face the fact that child victimization and sexual abuse are harsh realities. You are not being a "friend" when you protect someone who is an abuser. **Your responsibility is to the camper.** A realistic approach to child safety is essential to protect those for whom we really care.

**A final reminder on this topic:**

1. Never put yourself in the position of being alone with a fellow staff member, CIT, or camper in a room, a building, or motor vehicle, or an area removed from the vision of others. Don't give anyone the opportunity to say, "he did this" or "she did that!"
2. Corporal restraint and/or punishment are strictly prohibited. Someone may be restrained with reasonable force to protect that individual and/or others from injury.
3. Campers are not to be exposed to abusive language under any circumstances.
4. Please – Please – Please report any and all unusual incidents and unacceptable behavior to an administrator immediately.

**Don't put yourself in the embarrassing position of having to answer a complaint.**

**CONFIDENTIALITY**

The names, addresses and phone numbers of our entire list of campers and staff are confidential. If a parent would like to send an invitation to someone in their child's group, tell them to call the camp office. If the invitations are sent to camp, (with postage affixed) we will address and mail them. Please keep in mind that some parents may have asked to have their address and phone number remain confidential. In the event of an emergency, or when dealing with outsiders or the media, only the Lead Director is to be the contact. Facts will be made available as deemed appropriate.

**COUNSELOR OBLIGATION**

Counselors and specialists are expected to be present at camp every day during the 39-day camp season. Counselors must remain with their groups or at their assigned areas at all times. Staff members may be asked to assist in capacities other than their primary assignment. Counselors will be paid bi-weekly. Make every possible effort to have all personal matters (i.e. doctors and dental appointments) attended to either before the beginning of the camp season or after its closing. We must have your cooperation in this matter.

All staff members must attend important pre-season sessions dealing with policy, programming, and grouping. Van routes, car routes, and group lists will be distributed along with other vital information. Attendance at in-service meetings scheduled during the camp season is also required.

**Absences from Camp**

Consistency and continuity are two key factors in the success of Willow Grove Day Camp. Attendance is no exception. We trust that we will see you each of the 39 days of the camp season. However, if due to an emergency or medical situation you must be absent from camp, please do the following:

- Notify the camp office (215) 659-4393 as soon as you know you will be absent. A 24-hour answering service is available in the event that the office is closed. The earlier we receive notification of your absence, the better we can prepare for it.
- Make every effort to arrange to have your car route "covered" to transport your "passengers" to and from camp.

**Note:** Whenever possible, the camp will attempt to cover the group without having to employ a substitute at the counselor's expense. Extended absence will be cause for a discussion between the directors and the counselor concerning, but not restricted to, salary adjustments and/or dismissal.

**Use of Camp Grounds**

The campgrounds and all facilities are off limits for personal use at all times. Participation at scheduled activities is encouraged and permitted with the

consent of the activity specialist and only during the period that your group is assigned. This is an insurance liability consideration.

There can be no exceptions made for any reason whatsoever.

### **Time Off**

All group counselors and junior counselors are to be with their groups or at their club assignment at all times.

Specialists may, after assuring that their facility is secure and that scheduled activities are covered by mature responsible members of their staff, take a short break (for a swim...etc.). Please limit these breaks to one per day.

### **Fraternization**

Expressions of a close inter-personal relationship between male and female staff during the camp day are inappropriate. We understand that camp is a social environment, but appropriate behavior is expected at all times. Your attention should be focused on the camper's needs and interests **not** on yourself and other staff.

We appreciate and approve of the friendships that our staff bring with them and develop during the camp season. Please call your camp friends at home after the camp day and arrange meetings on evenings and weekends.

### **Sexual Harassment Policy**

It is a violation of the law and camp policy to engage in sexual harassment. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when:

- Submission to such physical conduct is made either explicitly a term or condition of an individual's employment.
- Submission or rejection of such conduct by an individual is used as the basis for employment decisions affecting such an individual.
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

It is a violation of the law and camp policy to create a hostile environment by making sexual slurs or innuendo, using vulgar or demeaning language, displaying pornography, making sexual jokes or engaging in unwelcome touching of another person.

Any work-related complaints should be filed with the Lead Director. All reports will be kept confidential and be thoroughly investigated. The Directors of Willow Grove Day Camp will take appropriate action to deal with any violation of the law or camp policy.

## **DISCIPLINE**

It is our policy to keep disciplinary issues minimized and to help campers monitor their own behavior. You should present & model age-appropriate behavioral guidelines and reflective communications to encourage children to express their emotions.

We encourage self-control, self-direction, responsibility, and cooperation. When practical and safe, logical or natural consequences should be presented to your camper.

Throughout the summer, occasions may arise where your group, or individuals within your group may require discipline. At Willow Grove Day Camp the following important basic policies exist concerning discipline.

- Corporal punishment or abusive language as an answer to a child's misbehavior is strictly prohibited. This is an inviolable rule. Child abuse is on everyone's mind.
- No staff member ever touches, shakes, pokes, slaps, pinches, bites, or hits a camper. Verbal reprimand in the form of discussion and "time out" are the only forms of discipline allowed at Willow Grove Day Camp. This does not mean **screaming** at campers.
- Please use the process of positive discipline. Positive discipline instructs a camper as to what they should do. For example, "We walk inside the building," versus, "No running!" This philosophy of discipline is in accordance with our belief that children learn best in an environment where love guidance, and encouragement promote the development of self-esteem. "Time-out" may be used selectively for younger children who are at risk of harming themselves. This period of "Time out" will be just long enough for the child to regain control of him/herself and will never be longer than 1-2 minutes per each year of age. During the "Time out" a staff member must visually observe a child.
- When a group counselor has asked a camper or group of campers to refrain from acting in a certain unacceptable manner and the counselor's request is not followed, the group counselor turns to the Jr., Middle or Sr. Camp Director for disciplinary assistance. The general rule that we follow at Willow Grove is that we want campers to go home each day loving their group counselor. If there has to be a "heavy" or "bad guy" because of a disciplinary situation, it is to be the Camp Director.
- Keep in mind that good judgement is the key to good discipline. Choose the proper place and time to speak with a camper. Don't embarrass any child in front of his/her peers. Remember that when a reprimand is necessary...
  - Enforce rules consistently.
  - Make certain that actions correct a situation, not punish.
  - Be alert to the opportunities for giving credit when due.
  - Be firm when necessary, a vacillating counselor does not command respect.

- A child shall not be deprived of food, isolated or subjected to corporal punishment or abusive physical exercise as a means of punishment either by staff or another camper.

**What to avoid**

1. Sarcasm
2. Loss of Temper
3. Humiliating a Camper
4. Public Reprimands
5. Threats and Bluffs
6. Showing Favoritism
7. Delay Tactics
8. Inconsistent enforcement

**What to do**

1. Consider feelings of camper
2. Cool down, analyze each situation
3. Show confidence in the camper's ability to make necessary changes
4. Always reprimand in private
5. Outline specific consequences of future violations, and follow through
6. Give every camper fair treatment
7. Give prompt attention to violations
8. Treat all campers evenly when dealing with violations of rules

**ELIGIBILITY REQUIREMENTS FOR PROGRAMS AND ACTIVITIES**

1. Eligibility Requirements for participation in activities are:
  - Based upon the group roster, all campers in a group that is scheduled for an activity are eligible to participate in that activity. Campers unable to attend activities for any reason (i.e. – injury) will be rostered to an appropriate activity by the program director.
  - Campers in Senior Camp are eligible for the Senior Camp elective club program.
  - Campers in Middle Camp are eligible for the Middle Camp elective club program.
2. Each “specialist” activity has at least one qualified specialist and assistant along with the bunk counselor and junior counselor(s) who must attend and assist the specialist(s). Camper/staff ratios will be at least:

<b><u>Camper Age</u></b>	<b><u>Staff</u></b>	<b><u>Day Campers</u></b>
4-5 years	1	6
6-8 years	1	8
9-14	1	10

3. Safety regulations and emergency procedures are to be followed as detailed in this staff guide and in-service training.

**EMERGENCIES (Drills and Procedures)**

**An emergency is defined as a threatening situation such as a fire or missing camper.**

1. The person who discovers an emergency is to immediately notify the main office or nearest director (who will notify the office). The main office will contact the police and other authorities.

2. One long blast on the horn will be sounded over the PA system.
3. All counselors and campers go to the general assembly area at Barnside Theatre.
4. When campers arrive at the assembly area the procedures listed below are to be followed:
  - a. Campers line up beside their counselor
  - b. Counselors take attendance of their group
  - c. Counselors report all missing or absent campers to their Jr., Middle, or Sr. Camp Director
  - d. Camp Directors report information to the Lead Director
  - e. When attendance is complete, campers are to sit quietly beside their counselor.
5. Camp Directors report missing camper(s) via walkie-talkie to the Administrator, Nurse and office.
6. Specialty staff: check your own areas and bathrooms to make sure all campers have left. Proceed to assembly area and report to Athletic Director.
7. Directors report any problem situations to the Lead Camp Director.
8. Directors will notify the staff when drill or emergency is over. Drills are performed prior to and during camp

### **Lost Camper Plan**

1. Senior Group Counselors must account for their campers using their group lists.
2. Constantly take attendance throughout the day to ensure all campers are accounted for. Attendance is taken at the beginning of the day, after every activity, at the end of the day, and after the children are escorted to their buses, cars, and vans. If a child or staff member reports a child unaccounted for, the Senior Counselor, driver, or bus supervisor contacts a Camp Administrator immediately to begin the search. The search party is comprised of all the administrators. The Senior Counselor remains with the group to supervise the remaining children. Searchers will utilize the camp's hand held radios and vehicles (golf carts).

### **The search is directed to:**

- a. Check the activity area and all areas frequented by the camper.
- b. If the camper is not found, the Camp Director and Administrative Staff meet to discuss information of the camper's last whereabouts. The entrance and exits to the property and surrounding area are searched while additional staff check and re-check all activity areas.

- c. Make public address announcements describing the missing person and ask that the person either be brought to or report to the Administration Office.

**Administrators check the following areas:**

Junior Camp Director – Cabins 1 through 7  
Middle Camp Director – Cabins 8,9, and 10  
Senior Camp Director – Barn and Surrounding Areas  
CIT Director – CIT Buildings, Assembly Areas, Parking Lots  
Athletic Director – Athletic Fields, Driving Range, Target Sports and Golf and Tennis  
Program Director – A.V. Studio and Ropes Course  
Riding Director – Horseback Riding and Stable Area  
Pool Director – Pool Areas and Lake  
Food Services Director – Kitchen & Dining Hall  
Maintenance Director – Maintenance Shop, Garage, Storage Areas, Bathrooms  
Willows Camp Director – Willows Campus: Computer, Cooking, Nature and Woodcraft  
All administrators that have staff members under their supervision should utilize them to search for the lost camper

- d. If, after a reasonable time, the child is not accounted for, the Lead Camp Director notifies the child's home and/or emergency contact and Upper Moreland Township Police (215-659-1600), gives a full description; e.g. height, weight, clothes worn, last place seen, and any additional information that may aid searchers.
- e. Camp Director follows police instructions for forming search parties to search areas outside camp property. Search groups are equipped with first aid kits, walkie-talkies, and provisions for transporting an injured camper.

**Communication in the event of an Accident or Emergency**

If an accident or emergency occurs during normal camper transportation or an out-of-camp trip, please follow these communication guidelines:

Notify the camp office immediately after dealing with injuries requiring either immediate or heroic first aid

Call (215) 659-4393  
(215) 657-5859

- At the same time, contact emergency assistance in the geographical area where the incident occurred.

Willow Grove – Second Alarmers (215)674-2541  
Police and Fire Depts (215)659-1600 or 911

- Notify parent, guardian or emergency contact immediately and give as much information as possible and the name of the hospital (if child is being taken there).
- When dealing with outsiders or the media, only the owner/director or lead director is to be the contact. Facts will be made available as deemed appropriate.
- Complete accident report upon arrival back to camp.

### **Evacuating the Property**

In the event of an emergency where evacuation is necessary, the following procedures are to be followed:

- The Upper Moreland Police (215-659-1600) and Willow Grove Fire Department (215-657-1100) will be notified.
- Laidlaw Transit Co. will be contacted requesting that all drivers return to camp.
- The evacuation signal and announcement will be made over the public address system.
- After taking roll, counselors will dismiss their campers to their cars, vans and buses. Wherever possible, campers are to go home with their regularly assigned driver. Each group counselor and Camp Director has either a complete or group specific transportation list.
- Those campers and staff that normally ride with professional drivers will be assigned to a bus.
- P.M. extended hours campers will be assigned to a bus.
- Directors, maintenance, kitchen, and other ancillary personnel as per their assignment will drive buses.
- Dismissal is to be as normal as possible. Buses, then vans, and finally cars in that order.
- All cars and buses are to proceed to our primary destination, the Upper Moreland Middle School on Orangeman's Road. Turn left onto Davisville Road – go to first traffic light, Byberry Road, and turn left. Go approximately ½ mile to Orangeman's Road on the right and turn right. The Middle School entrance is on Orangeman Road on the left hand side.
- If necessary, designated vans and buses will make repeat trips.
- A designated member of the administrative staff will remain in camp until all campers and staff have been evacuated.

### **EQUIPMENT**

Any athletic equipment that is required for a given camp activity should be acquired from our "athletic equipment shed" located outside the field office next to Field A. When checking out equipment, the staff member or CIT will record

his/her name, title, group number, time taken and the equipment being used on the sign-out sheet. We ask that all equipment be returned to the equipment shed **immediately** upon completing the activity. Never keep equipment owned by the camp in your cabins. **Remember, camp equipment is never borrowed for personal use or taken out of camp for any reason whatsoever!**

If a staff member feels that there is a need for purchasing more of a certain type of equipment, this should be brought to the camp director's attention. Do not purchase any item for campers without prior approval. We encourage our staff to be creative. All equipment should be appropriate to the size and ability of the user.

If the policies regarding use and return of any equipment are not being followed, it is the campers who will be affected in the long run! Please cooperate!

**Personal Sporting Equipment** such as hockey sticks, bats, tennis racquets, and fishing rods can be hazardous. Please be sure that these items are properly stored to prevent injury during transportation to and from camp. During the camp day, personal sporting equipment should be stored in counselor/camper cubbies, and used only during scheduled activities.

**Note:** Fish hooks are to be covered and secured at all times. Barbed hooks are not permitted. The camp will not be responsible for any personal items lost, damaged, or stolen.

### **FIRST DAY**

1. Select a name for your group. Let the suggestions come from the group. Name must be of a positive nature. Avoid negative inferences.
2. Decorate the bunk with drawings on paper, posters, reproductions, progress charts, etc. All items must be appropriate for children. Use safe adhesive available in the main office. Affix each camper's name label on his/her shelf or cubbie.
3. Unpack camper's bags.
4. Make frequent checks to see if campers' clothing and belongings are labeled.
5. All groups should go on a tour of the camp. Middle and Senior Camp Counselors should point out club locations. Please see your lists.
6. Middle and Senior Camp Groups are to select camper's clubs. Turn in club choices to the middle or senior camp director. Hang club selections in the bunk for campers to see.
7. Tell campers what you expect of them.
8. Talk about the importance of applying sunscreen after each swim.

9. Make sure staff/campers wear shoes/sandals to the pool area.
10. Post the following items in your bunk: Schedule, Club List, Riding Schedule, and Camper Club Selections.
11. Follow the camp schedule beginning 3<sup>rd</sup> period.
12. At the end of the day, send home wet towels and bathing suits.
13. After arrival and prior to dismissal on the first day of camp, general assemblies will be held at Barnside Theater. Please escort your group to Barnside in a safe and efficient manner. Take roll when you arrive, as general assembly is part of our emergency/disaster evacuation procedure. This procedure is of extreme importance and may be viewed as a drill.
14. At dismissal, staff escorts campers to their respective vehicles before going to their own vehicle. Divide the group amongst your staff. Be aware of the location and line up position of our vans and buses.

### **GRATUITIES**

There is no official camp policy on gratuities. We neither encourage nor discourage this practice. Since, however, many of our parents do show their appreciation in this manner (and our staff is thankful), we offer the following suggestions to our parents. Any gratuity should be put in an envelope that is sealed and labeled with both the camper's and staff member's name. These envelopes should be given to your child's driver or bus supervisor for safekeeping. Older more responsible campers may give their envelopes directly to the appropriate staff member. Furthermore, nothing of value should be left in a camper's bag or cubbie at anytime.

Staff; please leave **nothing** of value in your cabins at any time especially the last few days of camp. Please lock all gratuities and gifts, belonging to you, your JC'S, and CIT'S in the trunk or glove compartment of your vehicle. **Please** acknowledge gratuities with a note or phone call to the thankful parents. Do not discuss gratuities with or in the presence of your campers.

### **GROUP ARTICLES**

- Write a short article about your group.
- Include all campers, CIT'S, JC'S and Assistant Counselors (include first 4-week, last 4 week, and 6 week campers).
- Turn in the article to the Junior, Middle or Senior Camp Director
- Article should be brief and typewritten.
- Avoid sarcasm: be positive and point out strengths of campers when mentioning them in your articles.
- Please check and double check spellings and names. Be sure to include everyone.
- The article could be related to the group's name (please be sure to clear name with Program Director).

- Group plaques are presented to camp on the last day of camp.

### **THE HEALTH ROOM (INFIRMARY)**

The camp health room must be run efficiently to be effective. There is absolutely no room for error in a camp's infirmary. The Willow Grove Day Camp health room is staffed by two nurses throughout the camp day.

When you bring a camper to the infirmary, please enter using the **rear** door of the administration building and make sure he/she is recorded in the infirmary logbook. Then, unless told otherwise by the nurse, please wait on the bench outside the infirmary until your camper has been treated.

The infirmary is sometimes a busy place and we try to keep the congestion down as much as possible. ***Never send a camper, no matter his/her age, to the infirmary without being accompanied by a staff member.***

Remember your actions and emotions are communicated to your campers when a medical situation arises. It is important that you remain calm and reassure the child. A minor injury can become a major "catastrophe" if a counselor becomes hysterical. So, stay calm and seek medical assistance.

As a general guideline, all staff should note any change in a camper's physical being. Specifically:

- |                                  |                                   |
|----------------------------------|-----------------------------------|
| a. Skin rashes, poison ivy, etc. | e. Lacerations                    |
| b. Fatigue                       | f. Itching of head                |
| c. Sunburn                       | g. Redness or discharge from eyes |
| d. Bruises                       | h. Any unusual behavior           |

#### **Procedures**

- Enter the infirmary **only** via the door at the rear of the administration building.
- The infirmary must not be used as a thoroughfare.
- Bathrooms in the Administration Building are for infirmary and emergency use **only**.
- Patients are to be accompanied by **one** Junior Counselor (or another staff member).
- Patients are to remain seated until called upon.

**Counselors are reminded not to judge the severity of a medical complaint.**

**Send the child to the nurse. DO NOT PLAY DOCTOR!**

**(The above is vital and critical in that there may be legal implications)**

#### **Camper Injuries**

If a camper complains of not feeling well or indicates any situation involving a medical problem, immediately bring the camper to the infirmary to be checked out by the nurse. No matter what your feelings about the validity of the complaint, never take a chance; bring the camper to the health room. Please do not attempt to make a diagnosis. The only person to diagnose a medical situation will be the Registered Nurse. When in doubt, bring the child to the

nurse. Remember, always “check out” a medical situation no matter how minor it appears to you.

### **Procedures for Health and Accident Emergencies**

Safety is our number one priority! We must never let our guard down and become careless. Remember, one accident can destroy all that we work so hard to achieve. An innocent area like the playground involves many accidents that might be prevented with better supervision and camper/counselor communication. But accidents **do happen**. If a camper is injured and registers a complaint involving his/her head, neck, back, or the slightest possibility of a broken bone. **DO NOT MOVE THE INJURED CAMPER**. Here is what to do:

- Do not judge the severity of any injury.
- Do not move the injured person. Keep him/her calm and perfectly still.
- Secure the area around the injured person. Do not leave the injured person unattended.
- Send someone to get the Nurse and/or Director to attend to the injured and call medical personnel if needed.
- Be certain that uninjured campers are supervised and moved to a secure location.
- Try to keep the situations as calm as possible.

Have someone who witnessed the accident available to give details to the Nurse. The Nurse will determine if a doctor or First Aid Squad is to be called. The main office or the Nurse will notify the parent(s). The nurse will file an Accident Report

Please be aware that you are to assume that all body fluids (i.e. urine, vomit, feces, blood, and saliva) may be infectious for blood-borne pathogens, HIV, etc.).

Do not place yourself or allow campers to place themselves in contact with the above-mentioned body fluids or with any medical waste (Band-Aids, syringes or dressings). Please notify the proper personnel (Nurse, maintenance, Director) when such circumstances arise.

All medical personnel and maintenance staff are to use universal precautions consisting of barriers (gloves and masks) and hand-washing/sanitizing procedures when dealing with such fluids and wastes. Medical wastes are to be disposed of in accordance with local regulations.

### **Medication and Restrictions**

You will be notified in writing, at the staff meeting, in regard to any medical conditions, medication schedules, allergies, and activity restrictions concerning the campers in your group.

If the group counselor receives a note from a parent involving a medical situation or medication, the information should immediately be turned over the Camp

Nurse. Any medication, whether prescribed or “over the counter”, or medical treatment of any type must occur in the health room and be administered by our Registered Nurse. Likewise, if a camper in your group is receiving medication, please bring the camper to the Nurse at the prescribed time.

The child is not to transport his/her own medication. All medication, whether prescribed or “over the counter” is to be dropped off or picked-up by the parent; or sent via a Willow Grove staff member (driver/bus supervisor). If a camper is absent from camp for more than 3 days, the main office will place a call to inquire into the camper’s well being. If a camper returns to camp from a medical situation and requires some modification to the camp program, we will provide these modifications (e.g., a camper returns to camp but cannot swim).

Never allow a camper with long term activity restrictions to just sit quietly by the pool or watch an activity. Rather, provide an activity that is appropriate for the camper’s restrictions. Consult the Nurse, your camp director, and or the program director for advice and schedule modifications.

### **HIRING POLICIES**

All persons applying for a position at Willow Grove Day Camp must fill out an official job application form. Personnel Directors (junior and senior) must interview all acceptable applicants and check all references. Willow Grove Summer Day Camp does not discriminate on the basis of race, sex, age, disability, sexual preference or any other reason. Employees will be considered based upon their ability, certification, skills, area of residence (for transportation purposes), salary requirements, and availability for the camp season, their willingness to drive a camp vehicle or car route, and a safe driving record.

Additionally, any applicants that have obtained police/security clearances and/or child abuse clearances should present these at the time of the interview or earliest convenience. All applicants must complete the voluntary disclosure statement on the staff application.

### **Equal Employment Opportunity Policy**

Willow Grove Day Camp will provide equal opportunities to all employees and all applicants for employment without regard to race, religion, color, sex, national origin, age United States military veteran’s status, and/or mental or physical disability, so long as the essential functions of the job can be performed with reasonable accommodation.

The policy extends to, but is not limited to, recruitment and employment, promotion, demotion, layoff and termination, rates of pay and other forms of compensation, education and training, and other working conditions.

### **HOME-CAMP COMMUNICATIONS**

Communications between Willow Grove Day Camp and our camper families are a vital part of the camp process. All Senior Counselors **must** call the parents of

the campers in their group no later than one week prior to opening day. Parents will have your phone number. Discuss all problems at this time. Ask for suggestions that will assure the “**best time**” for their child. Plan to call parents several times during the camp season to let them know how their child is progressing. **All calls should be of a positive nature.** The Jr., Middle and Senior Camp Director will make calls regarding serious matters when necessary. Please conclude the season with a phone call close to the end of camp. If a camper is absent for several days, please call to find out how he/she is doing. If you send home written material such as a newsletter, please clear all of the material with your Jr., Middle or Sr. Camp Director. If you do receive gratuities of any kind, please **write a thank you note.**

Any communications received by Group Counselors should be shared with the Jr., Middle and Sr. Camp Directors. If the Jr., Middle or Sr. Camp Director has any doubt as to whether the Director’s Office should be notified, the rule of thumb to follow is to notify the office. You will never be criticized for supplying the office with too much information. You might receive criticism for withholding information that the office should see.

**Note:** All transportation requests must be brought immediately to the main office. No changes are to be made without written consent from the office.

Willow Grove encourages Group Counselors to initiate positive communications with the home. If a camper has realized success in a given area, as in finally placing his/her head underwater or successfully overcoming a particular athletic challenge, we encourage Group Counselors to notify parents of the “**good news**”. **Good News Post Cards** are available in the office to relay good news to parents.

Return them to office for postage and those cards will be mailed for you. You are not to leave your assignment during the camp day to make calls except for extreme discipline problems and emergency situations.

The camp will send home a newsletter /lunch menu every Friday afternoon. Newsletters can be viewed on our website: [www.wgcamp.com](http://www.wgcamp.com)

### **IMAGE**

We are very proud of the reputation that Willow Grove Day Camp has earned in our community, which is that of a premier, day camp providing the finest in summer recreation for children. The wholesome appearance and attitude of our staff reflects an image, which evokes a feeling of confidence and security among our campers and their parents.

With these considerations in mind, we have established guidelines for dress and personal grooming.

### **Hair**

Both men and women should have hair that is neat. Keep long hair tied back for safety. Any extreme look is not permitted. No extremes in dyeing, bleaching or tinting hair.

### **Aftershave/Perfume**

The use of heavy colognes/after shave lotion is discouraged. We are outside most of the day and any scent will attract bees and other flying insects.

### **Jewelry**

It is suggested that jewelry be kept to a minimum. For safety reason, **no** large dangling or hoop earrings may be worn. Watches should be waterproof.

### **Body Art**

Tattoos and other body art should be covered wherever/whenever possible. Inappropriate graphics and/or language are unacceptable.

### **Shoes**

Sneakers or athletic footwear should be worn at all times. No open-toed sandals or shoes are to be worn in camp (except when travelling to or from the pools).

### **Staff Shirts**

Staff shirts are to be worn on Fridays, picture day, visiting days, out of camp trips and during inter-camp contests involving your group or teams that you sponsor. You will receive one shirt at orientation. Additional shirts may be purchased at the main office for a reasonable price. Please do not cut-off, fringe, or alter the official staff shirt in any way.

### **Bathing Suits**

Bathing suits must be one-piece for woman. Bikinis or thongs are not permitted for men or women. No shoes are allowed on the pool deck. Staff members must always be ready to enter the water.

## **LUNCH AND SNACK**

A well-balanced meal will be served to all campers and staff. Each group is assigned to designated tables. Each group is to appoint **one** junior counselor to set up for the day's meal five (5) minutes prior to the start of your lunch. Food is served family style. The junior counselors and CIT'S act as servers. Every group is scheduled for a picnic lunch once each week.

### **Dining Hall Reminders**

- Make sure campers visit the bathroom and wash their hands prior to lunch.
- Shirts and shoes must be worn in the dining hall.
- Be aware of special diets and allergies at all times.

- Never force a camper to eat anything against his/her will.
- Be prompt.
- Report any eating problems to the directors immediately.
- Counselors and JC'S are to eat with their groups.
- A junior counselor is to pick up the group's food tray at the serving window. CIT'S and campers are **not** permitted at the window.
- Be aware of all campers and encourage each camper to eat something during lunch.
- All food is to be eaten in the dining hall (except when assigned to picnic lunch). This includes dessert.
- Help to maintain a calm, wholesome atmosphere in the dining hall. Good manners should be encouraged.
- If a camper does not care for the day's meal, we offer a variety of substitutes including peanut butter and jelly, bagels and cream cheese, cheese or cold-cut sandwiches, and Kosher hot dogs for our campers who keep Kosher.
- Clean up is the responsibility of each group. **Your eating area must be left ready for the next lunch period.** Please dispose of all trash, wipe all tables and benches, and return all trays, utensils, and pitchers to the return window.
- Staff members and campers are **never** to enter the kitchen area.
- Counselors will leave with their groups only when the entire group is ready and permission has been granted.
- Specialists are also responsible for cleaning their places and tables.

### **Snack**

Snack for all groups and specialists may be picked up from the snack windows outside the kitchen at the assigned times. Please check your schedule. Be sure that each camper in your group is offered a snack. Clean up the area where your group ate snack. Return unused portions, juice jugs, and tops to the snack window.

Campers and staff celebrating birthdays during the official camp season are given a special birthday treat during snack. Please redeem your birthday card(s) at the snack window.

### **OUT OF CAMP ACTIVITY POLICIES**

1. Trips must be lead by a person/persons who is responsible for that group during normal camp operations.
2. The leader will:
  - a. Enforce established safety regulations as per camp policy and in-service training.
  - b. Provide necessary instruction for the activity attending.
  - c. Identify and manage environmental and other hazards related to the specific activity and locale.

- d. Institute appropriate action in the case of emergency health care situations as per camp policy and in-service training.
3. Campers in groups that are scheduled for out of camp activities are eligible to participate.
4. Camper/Staff ratio is the same as previously mentioned in the Eligibility Requirement section of this guide.
5. The designated group leader will have a roster of participants, departure and return times, inclement weather contingency plans, route, and contact information (i.e. phone and fax numbers) at trip locations and the camp office.
6. Prior to departure, groups will receive orientation from the Directors regarding schedule, safety regulations, health and sanitation practices to protect the environment, safe procedures for walking on public streets, location and use of public bathrooms and proper conduct. In addition, campers are to be instructed never to go anywhere (including bathrooms) alone. They are always to travel in groups of three (3) or more.
7. In the event of an emergency, the Lead Camp Director is to be contacted at the camp office for health history information, insurance information, and emergency treatment consent forms that will be faxed to the location for necessary treatment. Also, the Camp Director will attempt to reach the parent and/or legal guardian for consent to treat the camper.
8. During all trips outside of camp, a central location and designated time will be established for all campers and staff to gather. Campers are to be instructed not to panic if they become separated from the group. They are to report to the designated location at the proper time.
9. Any site of a trip where water facilities are being used (i.e. Wild Water Kingdom, Sea Side Heights Beach) must provide certified lifeguard(s). In addition, Willow Grove Day Camp will send an American Red Cross Lifeguard, A.L.S or equivalent personnel with current first aid or CPR certification.
10. All campers and staff must wear their official camp uniform shirt.
11. During lengthy trips of one hour or more, it is the responsibility of the leader (not driver) to provide programming during transit. (See Bus Counselor idea sheet for options.)

### **PERFORMANCE EVALUATIONS**

In accordance with our ongoing commitment to excellence, the performance of all senior staff, junior counselors, and CIT'S will be evaluated throughout the camp season. Counselors are asked to evaluate their JC'S and CIT'S. Additionally, camper swim progress will also be evaluated with reports sent home on a regular basis.

You will also have an opportunity to complete a self-evaluation and to evaluate the camp season and program. Campers and their families will also complete a camper survey at the end of the camp season.

If you are concerned about the performance of a Junior Counselor, CIT, or the behavior of a camper, please do **not** wait until the end of the season to let us know. Notify the Jr., Middle or Sr. Camp Director immediately.

Sample Evaluation Form(s) are included in this manual (see table of contents for page number).

### **Alcohol and substance Abuse Policy**

Alcoholic beverages and illegal drugs are not permitted on campgrounds, nor are counselors permitted to be under the influence while at camp or while transporting children. Inability to follow this policy will lead to immediate dismissal.

### **Termination of Employment**

The "At Will Employment Agreement" shall continue only as long as the employee complies with its terms. If said employee and employer agree that for their own best interest, or for the interest of the camp the employment shall be terminated, the employee shall be paid to the end of the time worked. Should the camp session be shortened, the employee's salary shall be pro-rated. Hitting a camper will result in immediate dismissal.

Willow Grove Day Camp reserves the right to immediately discharge a staff member when deemed necessary or when it is in the best interest of the camp.

## **PERSONAL ELECTRONIC DEVICES**

Personal electronic devices such as radios, CD Walkmans, MP-3 players, pagers, electronic games and cell phones, are not to be brought into camp by campers or staff. **Staff:** please lock your personal electronic devices (cell phones and pagers) in your vehicle. Willow Grove Day Summer Camp, Inc. cannot be responsible for any personal property that is lost, damaged or stolen.

## **PROGRAMS**

Each group will receive a schedule. Be prompt for all activities. Always be prepared! Encourage participation through motivation. Confer with your Jr. Camp, Middle Camp, Sr. Camp or Program Director concerning all schedule changes. There are to be **no** changes without permission. You **must** follow your schedule to ensure coordination of all group activities. Be prepared with an activity for rainy days. Most of your day has been scheduled with specialists and clubs.

## **Clubs**

Will be elected by campers in Middle Camp (7-9 yrs. of age) and Senior Camp (10-12 yrs. of age). Each counselor and specialist will sponsor a club related to their talents and abilities. The club program allows the child to get more of what he or she likes best. Counselors with expertise in an area will sponsor clubs involving that interest.

## **Rainy Days**

Children are to report directly to their cabins. Counselors are to meet them. All counselors must have rainy day activities prepared in advance. See that the children are covered, wearing proper rain gear when they are out-of-doors. Be sure your brakes and windshield wipers are in good working order. A formal program will be in effect on rainy days with scheduled activities. Special trips are planned during extended periods of inclement weather.

## **Visiting Days**

Parents are permitted to visit camp once during the season. Welcome parents who come to visit your group. Try not to interfere with the normal activity program. Please tell parents to call you in the evening to speak about their child. Please wear your staff shirt. Follow your regular schedule on visiting day. Be well prepared on visiting day. Counselors should strive for maximum participation and awareness of all campers. Many of our families have more than one child in camp. For this reason, you may be visited on a day that is not your group's assigned visiting day.

## **Playground**

Playgrounds are high-risk areas for camper injuries. Even though we have a playground supervisor, all staff members must recognize the unique challenge of a playground area. Generally speaking, playground equipment is self-directing in its use. When taking a group into a playground area, instruction and direction from Counselors is usually not necessary. Here in lies the problem. It is easy for a staff member to look upon playground use as a break period or at least a time to sit down and relax. The playgrounds require increased supervision. It is imperative that Counselors are on their feet, stationed throughout the playground area and employing the maximum in risk recognition and safety supervision. Falls from playground equipment or running behind or in front of a swing are guaranteed causes for a trip to the infirmary. Playground equipment is to be used in accordance with its design (e.g., slides are for "sliding down" not "running up").

There is a term in gymnastics called spotting. This is the procedure of placing your hand or hands on or near a certain spot on a campers body so that if they fail to successfully carry out the gymnastics move they will not be hurt (e.g., if a camper is attempting a dive forward roll, the procedure would involve placing your hand in a location so that the child will not land on his/her head, injuring their neck). We are asking all staff members to approach the playground area as

if you were a spotter in gymnastics. Place yourself under or near playground apparatus that appears to possess potential danger for a camper. When scheduled to the playground, you may run organized games or activities (e.g. Relay races or whiffle ball games).

We urge all groups to keep playground areas from becoming overcrowded. Use the playground only when your group rostered and when you have received permission from a Director. If there is a fairly large group already using a playground when your group arrives, seek out another activity. Finally, as in all areas if equipment needs repair, or appears potentially dangerous for campers, please bring it to the attention of your Camp Director.

## **ROLE OF JC'S AND CIT'S**

### **We would like to highlight the roles of Jr. Counselors and CIT'S.**

**Junior Counselors** – must remain with the group or at their assignments at all times. Junior Counselors are assistants to the Senior Counselors. They must give their full cooperation in all matters concerning the welfare of the campers. During Lunch, they are to serve as waiters and waitresses for their groups. Junior Counselors are never to set policy, discipline, or reprimand a child. They should bring problems to the immediate attention of the Senior Counselor or Specialist. If a Senior Counselor is having a problem with a Junior Counselor or vice versa please inform your Camp Director immediately. Do not allow the problem to escalate and ruin your summer.

When Junior Counselors arrive in camp they are to escort arriving campers to their cabins, **sign in** (in front of the lower pool) and help to supervise the playground and cabin areas. Remember that junior staff is **not** in camp to socialize, but to do a job. While we recognize and approve of the social contacts that camp fosters, supervision of children is our priority. All J.C.'S must present an American Red Cross Community Water Safety or Lifeguard Training Certificate for qualification.

### **CIT'S (Counselor in Training)**

The position of the CIT combines the roles of a camper and junior counselor. The CIT serves as a junior counselor during all periods he or she **ELECTS** to stay at his or her assignment. The many choices on the CIT roster, inter-camp competition, and a variety of special CIT activities and trips allow for involvement in activities as a camper.

CIT'S will be at their assignments or with the CIT Director (for a special program) 1<sup>st</sup> and 2<sup>nd</sup> periods each day. Second year CIT'S that successfully complete the CIT program will be awarded a CIT Diploma. CIT'S will be evaluated throughout the camp season. Future Staff selections are based, in part, on these ratings and completion of the CIT Diploma Program.

Please be aware that these 13 and 14 year olds are full paying campers. If you have any problems or concerns with the CIT'S that have been assigned to your group (or activity) please report the situation to your junior, middle or senior camp director, or to the Director of CIT Activities. As is the case with Jr. Counselors, CIT'S are never to set policy, or reprimand a child. CIT's are never to be left alone with or placed in charge of a group. They are to bring all problems to the immediate attention of the group counselor.

The unique role of Counselor In Training is certain to provide each individual with a challenging, exciting and rewarding experience this summer at Willow Grove Day Camp.

## **SAFETY GUIDELINES**

### **Activity Safety**

**Safety is our number one priority.** We must never let our guard down and become careless.

### **Senior Specialists**

It has been the practice for all specialists to prepare a written description of their program for the current camp year. We are asking that the following format be followed as suggested by the American Camping Association.

- |                              |  |
|------------------------------|--|
| 1. OPERATING PROCEDURES      | operating guidelines for conduct of the Program activities.  |
| 2. SAFETY REGULATIONS        | made known to campers and staff.   |
| 3. ACTIVITIES OFFERED        | ages of campers  |
| 4. RISKS AND HAZARDS         | pertaining to program, program site, and natural environmental hazards. Identify and indicate methods and techniques employed to prevent accident and/or injury. |
| 5. EQUIPMENT USED IN PROGRAM | maintained in good repair, safe and adequate storage, safety check immediately prior to use.   |

### **WE MUST BE ABLE TO SAY:**

**“THERE IS NOTHING I COULD HAVE DONE DIFFERENTLY THAT WOULD HAVE PREVENTED THE ACCIDENT FROM HAPPENING”**

Please submit a copy of your program to the camp office prior to the first day of camp. While we recognize the burden of this task, it must be completed. If you have any questions about this, please contact the lead or program director.

### **At Specialty Activities**

Our specialty activities offer opportunities for joy, learning and self-actualization. These also involve associated risks. The Specialists and Directors have compiled Risks and Hazards lists, operating procedures, and safety regulations for each specialty activity in camp (i.e. Arts and Crafts, Ceramics, Marksmanship, etc). These are kept in the A.C.A. Standards notebook in the main office and are available if you wish to see them. When your group is at a specialty activity, please make yourself aware of all posted rules and regulations.

Group Counselors and Jr. staff surrender their authority to the specialist and become support staff for the activity. Specialists direct the session explaining safety procedures and skill information. Counselors need to closely observe the specialist's presentation as they will assist the campers and provide safety supervision. It is **mandatory** that counselors and Jr. staff attend all specialty activities.

### **Safety at Counselor Directed Activities**

If counselors use good "common sense" at field and court activities, most injuries can be avoided. Listed below are some "pointers" that can help us to remain safe.

### **Fields and their proper use**

- Do not cut through the center of a field that is in use. Lead your group around an activity that is in progress.
- Avoid straying too close to or entering wooded areas to prevent exposure to plant poisons, venomous animals, and disease carrying parasites (deer ticks).
- All campers on the "batting" team are to be seated in their dugout except for the batter and one on-deck-hitter. The on-deck-hitter must be safely behind the backstop.
- All hitters and runners must wear batting helmets. (Do not allow them to throw the helmets.)
- All equipment (i.e., balls, bats, and helmets) is to be returned immediately upon the completion of an activity. Equipment that is left on the fields can be quite hazardous and an unattractive nuisance.
- All participants must wear proper footwear.
- Catchers must wear masks.
- Campers must be taught not to throw the bat.

## **Courts**

- Do not allow other campers or staff to play on a court that is scheduled to your group.
- Provide safety rules and instruction prior to playing a game.
- Supervise or “coach” the activity. Do not engage in a “staff game” while your campers play unattended.
- When playing hockey, the goalie must be properly protected (helmet, mask, and pads).
- Please emphasize that we will not tolerate any “high sticks”. Any sticks raised above waist level will result in a “penalty”.

## **Intrusion of Unauthorized Persons**

- All authorized visitors to camp will enter through the main entrance and be issued a visitor’s pass from our security/crossing guard(s).
- Unauthorized entry onto the grounds is possible via the Willows parking lot or from the railroad tracks.
- If any unfamiliar person is seen on campgrounds and is not wearing a visitor’s badge, please notify the nearest director or the main office.

## **SMOKING**

Willow Grove Day Camp is a smoke-free camp! There is no smoking in camp buildings, pool areas, or during activities. If you must smoke, do so in a discrete manner, away from campers, not in groups, and dispose of your cigarettes properly. Do not use the campgrounds or parking lot as your ashtray.

## **SPECIAL EVENTS**

In an effort to enhance our outstanding regular program, a series of special events and special activity days have been developed. These programs are designed to enhance the program. On a few occasions, the regular schedule will be modified.

The Group Counselors will receive specific information regarding the particulars of each special event in advance to allow ample time for preparation. Special events are designed to provide an atmosphere of excitement and spirit above and beyond the regularly scheduled activities. The cooperation and enthusiasm of all staff will ensure success in all aspects of camp. All special events are prepared by the program director. Every counselor will be asked to sponsor a special event, i.e. Carnival, Puttin’ on the Hits, Color War, etc.

## **STAFF ROLES**

The responsibilities of senior group counselors and specialists have been detailed in the pages of this Staff Guide. If you have any further questions or concerns, contact your camp director. Formal job descriptions can be found in the ACA Standards Notebook that is kept in the main office.

### **Staff who have children attending camp:**

**Parents should not and may not visit** their children during the normal camp day. If in passing your children during the day, certainly acknowledge them, and keep going. Your children must not be made to feel any different or more privileged than any other child. Special visitations are, at times, upsetting to the counselor and not fair to the other children in the group.

Visit on visiting days like any other parent. (First making sure that your group/activity is supervised). Your children will be the better for it. If you have concerns, speak with the counselor in the evening or with one of the administrators. Please do not put us in the position of having to deal with this matter in an uncomfortable manner. This policy is based upon many years of experience and in the best interests of you, your children and the camp.

Finally, while we are all concerned about the welfare of our children and grandchildren, the job that we are assigned to do must never be compromised.

## **SUNSCREEN**

Sunscreen should be applied to your campers before they leave their home in the morning. Parents may leave sunscreen in camp for their child. Please label all bottles. Sunscreen will not be shared. Children must be taught how to apply lotion. Campers may assist one another where one cannot reach (the back). It is, virtually, impossible for a counselor to apply lotion to a group for children 2 or 3 times a day. Please remind your campers to reapply sunscreen after each swim.

## **SWIMMING**

Swimming is probably the single most important activity at Willow Grove Day Camp. It is the only activity that we do twice each day. We field more questions and phone calls from parents concerning our swim program than all of our other activities combined. With our outstanding facilities, excellent instructors, and attention to detail, our swim program has been highly successful. With swimming being the most important part of our camp's curriculum, it must also be noted that the swimming pools present the greatest potential for camper danger. Therefore, all staff members when at the pool must follow procedures and rules with their group.

There is a standard dress code that must be adhered to at poolside. **All staff members must be in a bathing suit while at the pool.** Shoes and socks must be removed. All staff members must be ready, at all times, to enter the pool to assist a camper. When at the pools, staff members are either in the water assisting, swimming with campers, or standing at poolside facing the pool providing the maximum in safety supervision. Rules such as **No Running** at poolside, **No Horseplay** at pools, and **No Pushing** campers or counselors into the pool will be explained by the swim staff at orientation and again on the first day of swim. These rules are posted at the pool areas. It is your job as a counselor to learn these rules and diligently help to enforce them.

Swim staff must wear a bathing suit for both instructional and recreational swims. A Willow Grove pool staff shirt may be worn over the bathing suit. A rescue tube must be worn or be in a lifeguard's hand at all times while guarding the pool.

**Additional rules are as follows:**

- No one is allowed in pool area until members of the pool staff are on duty.
- No one may swim alone.
- Gates are kept closed at all times when swimmers are not entering or exiting pool area.
- Rescue equipment is to be used only in emergency situations, safety instruction and professional drills.
- Pool must be cleared of all swimmers before swim staff may leave the pool area.
- **Staff** may not use aquatic facilities (pools and lake) except during times when regular aquatic activities and guards are scheduled. There will be no exceptions!
- Never force a camper into the water. Encourage them to participate. Campers are only allowed to miss instructional swim if they present a note from their parent, or the main office. All campers must report to the pool area.

**Discipline at the pool**

It is paramount that proper decorum be demonstrated at the pools at all times. When infractions occur, campers (and staff) may:

- Receive verbal warnings
- Be removed from the pool for a brief interval
- Removed for the remainder of the period for serious or repeated violations.

**NOTE:** Please notify the pool director and your camp director of all serious or repeated offenses.

**Instructional Swim (morning)**

- All counselors must be in bathing suits every day and ready to assist in the water.
- All counselors are to escort their campers to the pool area. Campers must remain seated at the edge of the pool until the Instructor is present and has taken attendance.
- Group Counselors will inform the Swim Instructor of camper absences.

### **Recreational Swim (afternoon)**

- All counselors and JC'S will guard every day. Please be prompt. Campers will not be permitted to swim until all counselors are present.
- Staff must stand within 1-1/2 feet of edge of pool. You must remain at your assigned spot.
- Do not socialize while guarding. Always watch the pool and remember camper safety comes first!
- If you have campers not swimming and you are guarding, your campers must be in the pool area.
- No swimmer may leave the pool area without a staff member during recreational swim. If he/she is finished swimming, he/she must remain inside the gates.
- One guard is stationed at the gate to prevent unauthorized persons from entering or leaving the pool area.
- When the whistle blows, swimmers are to be kept quiet until the all swim signal is given.
- Whistles:
  - One short blast – to get the attention of a swimmer.
  - Two short blasts – occurs after a safety check, indicating to swimmers they may swim.
  - Three long blasts – All out! Sit on the sides of the pool for a safety check.
- Swimmers are not allowed in deep water until they have passed a deep-water test. Names of campers passing the deep-water test must be recorded on a clipboard and kept in the pool area during recreational swim.

### **Missing Swimmer**

A guard is posted at the gate to prevent campers from leaving the pool area. If a camper is supposed to be in the pool area and cannot be located, the following procedures are put into effect:

Step 1 -Three long blasts of the whistle, All Out! Sit on the sides of the Pool.

Step 2 –Visual search of the pool and pool area.

Step 3–If missing swimmer is not in pool area, report immediately to the Waterfront Director or designated assistant then to Jr., Middle or Sr. Camp Director so a missing camper search can be initiated.

## Swimming Ratios

- Ratios of 1 lifeguard per 25 participants and 1 lookout per 10 participants must be maintained.
- Lifeguards and lookouts must be readily available in guard chairs, and near the spots on the deck.

## Aquatic Emergencies

In the event of an emergency or major accident at one of the aquatic areas, the following procedures are to be followed:

1. The pool director or designated assistant is to immediately assume control of the situation.
2. After determining the nature of the incident he or she will:
  - a. In the most severe case involving a near drowning, severe wound, possible spinal injury or stoppage of breathing, administer appropriate first aid:
    - (1) control bleeding
    - (2) resuscitation
    - (3) CPR
    - (4) immobilization
  - b. Notify (through another staff member) the camp director to call The Second Alarmers for emergency aid. Dial 9-911 from the pool telephone.

## TRANSPORTATION

### Automobile Safety

All cars must be **state-inspected before the opening of camp**. Drivers are to routinely check their lights, tires, windshield wipers, emergency flashers, horn, brakes, mirrors, and fluid levels for proper functions and safety, a minimum of once each week.

Daily inspections are suggested. When arriving at camp, you will be directed to park. At dismissal, walk to your automobile and meet your group. No car is to leave until all cars are loaded and a signal is given. Pick up children at their door and escort them to their door at the end of the day. Always keep the car doors locked when the car is in motion. Turn the motor off and take the key whenever leaving the car. When you arrive at camp, walk the children to their counselors. Set and carry out a safety policy for your car. Be consistent. Drive carefully. Do not stop to buy treats for your riders. Please try to maintain as regular a schedule as possible (dropping off and picking up at the same times daily). Notify the parents of any expected deviation. Carry a few paper bags for children who may become carsick. In an emergency, where you must leave the car, take the keys and appoint a captain while you are gone. "Crack" the window to provide ventilation for remaining passengers. When possible, avoid re-fueling

when transporting children. If you must fill-up while campers are in the car, follow the above emergency procedures. Whenever possible, avoid **“Backing Up!”** If absolutely necessary, do so with extreme caution. All cars must be equipped with a first aid kit, reflectors and a fire extinguisher. The speed limit on camp roads is 5 m.p.h.

Vehicles used to transport staff and campers are to be loaded within seating capacity limits established by the manufacturer. In vehicles that are equipped with seat belts a general rule to follow is:

**Do not load the vehicle beyond its seat belt capacity.**

There should be no more than one passenger per seat belt (including driver). All passengers are to wear seatbelts in vehicles that are so equipped. All passengers are required to remain seated at all times. When multiple vehicles are used on trips, vehicles should travel in convoy formation. There should be a lead vehicle and all other vehicles should follow in order with the intent to stay together on the road and at stops.

**First Day**

On the first day of camp, please orient all of your passengers with your safety regulations and procedures. These should include procedures for emergency evacuation, and rules such as talk quietly, remain seated (in seat belts) at all times, no horseplay, etc.

Please be certain to follow state and federal passenger air bag laws. No one under 13 years of age or under 100 lbs. may sit in the front passenger seat if the vehicle is equipped with a passenger side air bag.

**Transportation Ratios**

When transporting campers to and from camp or on activity trips, the following minimum supervision ratios must be met. These ratios are for children 4 through 14 years of age.

**\*In Cars** - 1 Supervisor per 6 campers

**\*In Vans** - 1 Supervisor per 14 campers

**\*In Buses** - 1 Supervisor per 25 campers

**\*In cars and vans, the driver may be considered a supervisor.**

**Pennsylvania Booster Seat Law**

In February 2003, Local law enforcement officials began enforcing the state booster seat law passed by the State Legislature and adopted by the Department of Transportation. The law reads as follows: “Children from the ages 4 and up to their 8<sup>th</sup> birthday are to be placed in a booster seat in all seating positions that allow for the safe use of a seat.” “Children under 8 who are 4’9” or taller or who weigh more than 80lbs. may be placed in an existing seat belt system without the use of a booster. Parents are to contact the camp concerning a medical exemption. The camp has made arrangements to provide these seats at a cost to our parents of \$15.00 each.

Parents may provide their own booster seat if it does not exceed 14 inches in width and is approved for use with a shoulder harness. These booster seats are to remain in the camp vehicle for the duration of the camp season.

All Willow Grove Day Camp Van Drivers will receive a Van Drivers Handbook prior to the camp season.

### **Transporting Equipment**

Personal sporting equipment such as hockey sticks, bats, tennis rackets, lacrosse sticks, and fishing rods can be hazardous. Please be sure that these items are properly stored to prevent injury during transportation to and from camp. **Note:** Fishhooks are to be covered and secured at all times.

Animals and family pets are not permitted in camp. Any child wishing to adopt a pet from the nature program must have their parents contact the directors in writing. The Director will then give final approval.

### **Insurance (automobile)**

All employee vehicles, at vehicle owner's expense, must be insured. \$100,000/\$300,000 liability coverage is required on all cars. The camp is completely insured in every way. All drivers must present their certificate of insurance to the camp at least two weeks prior to opening day. A camp bus endorsement policy will be provided through the camp and paid for by the camp. You are, thereby, completely protected. This policy permits you to drive children to and from camp. If you are driving one of the camp's leased vans, you are completely insured by Willow Grove Day Camp.

### **Transportation/Accident Procedures**

If your vehicle or bus is involved in an accident:

- Be sure that uninjured occupants are moved safely away from the accident site and off the road. Have someone remain with them to supervise.
- Tend to the injured, but, **DO NOT MOVE** them.
- Notify the camp office, (215) 659-4393, Laidlaw Transportation (215) 886-4677 or Champion Car Rental (215) 676-6764.
- If possible, document information about the accident:
  - Witnesses – name, address, phone number
  - List names of injured
  - Location of accident
  - Proper insurance information of involved vehicles

- Camper and staff health histories and “consent to treat” statements are on file in the health room at the camp office and can be faxed to hospital emergency rooms if treatment is required.

### **Pickup Truck, Golf Cart and Other Vehicles**

Only authorized personnel are permitted to operate or ride in any camp vehicle on camp property. This includes the camp truck, golf carts, tractor, lawn mowers, automobiles, and vans.

At the discretion of the directors, other personnel may operate a vehicle, only in an extreme emergency and for a designated purpose. That individual must be of legal driving age with a valid and appropriate license and a safe driving record.

No camper or staff may ride on these vehicles (golf carts, pickup truck, etc.) without the permission of a director, or in an extreme emergency (i.e. injury), or for an approved designated purpose (i.e. parents waiting at office for an early departure). Golf carts may not be driven on public roads.

Think Safety!

### **OUT OF CAMP TRIPS**

Visually inspect any van assigned to you prior to leaving camp. Check the fuel gauge and tires for proper inflation. Please return the van to or as near as possible to its original parking space. Children who ride home in that van will expect it to be there! Make certain that the van is returned in as good or better condition than you found it, (free of debris, sufficient fuel, booster seats in proper locations...etc.

### **TWILIGHT PARTIES**

Our Twilight Party Program includes boys and girls in middle and senior camp. This exciting activity provides an opportunity for campers to fully enjoy both a “close to nature” experience and an evening of fun with their bunkmates. Campers with their counselors remain in camp for dinner and an evening activity. Parents pick up their children at 7:30 p.m.

### **Procedures:**

1. Twilight Party groups must assemble by the lower pool **after p.m. assembly. DO NOT PERMIT YOUR CAMPERS TO ENTER TRAFFIC AREAS TO SAY “GOOD-BYE.”**
2. Twilight Party counselors will instruct their campers about the following matters:

- a. There will be a free swim from approximately 3:45-4:45 p.m.
- b. Change and report for cookout dinner 5:00-5:45 p.m.
- c. Counselor directed activity 6:00-7:00 p.m.
- d. Cool off and clean up 7:00-7:15 p.m.
- e. Report for evening snack 7:15 p.m. on Administration Building porch.
- f. Campers may enter parents' cars as they pull up and direct them around camp road and out by the fire engine.

**NOTE:**

1. Counselors who have a twilight party will drive his/her normal car route. Please return to camp immediately after dropping off your last passenger.
2. Additional supervision for your group will be provided during your brief absence. Your JC'S will remain with your group as you run your route.

All Willow Grove Summer Day Camp, Inc. policies and procedures apply to staff and campers while they are attending the twilight party. A director will be on the premises in the event of an emergency or when a serious matter occurs.

The director on duty should call the home of any camper who is ill, wants to leave or who is having or causing a problem.

There will be no visiting by friends or other staff. Alcoholic beverages are not permitted in camp ever. Group counselors, JC'S, CIT'S, and campers are not to leave the campgrounds during the twilight party.

**USE AND STORAGE OF FIREARMS, FLAMMABLE LIQUIDS AND TOOLS**

1. Firearms and ammunition are **not** to be brought into camp by anyone for any reason whatsoever.
2. The Rifle Range is designated as off limits except during scheduled activities.
3. All firearms and ammunition owned by Willow Grove Day Camp will be locked and secured. Under no circumstances will these items be made available to anyone when not in use at a scheduled activity.
4. Gasoline, flammable liquids, explosives, and poisonous substances will be kept locked and secured (as per Township code regulations) by the management of Willow Grove Day Camp. No one is permitted to bring these items onto the campgrounds.
5. Hand and power tools are **not** to be utilized by anyone at anytime unless under the supervision of the proper director or specialist. Willow Grove Day Camp will keep all tools locked and secured except when required as part of maintenance operations. Willow Grove staff members and campers in accordance with safe practice procedures will only use tools. All tools will be provided, where necessary, with proper safety devices (i.e. safety glasses), and kept in good repair.

## IMPORTANT THINGS TO REMEMBER

1. Your responsibility to the camp begins when you pick up the first child in the morning and ends when you have dropped off the last child at the end of the day. When you enter camp, your day has already started. Consequently, you are considered as being on duty before morning assembly.
2. If you notice a stranger not wearing a visitor's pass walking on campgrounds, please ask him/her to report to the main office. Similarly, friends of staff are not permitted on the grounds to visit. Emergency phone messages will be taken in the office and delivered to you.
3. Needless to say, safety is our #1 priority. Proceed only if you are sure it is entirely safe. Rules that are set down by each instructor must be followed. Do not horseplay with campers. This is usually contagious and often leads to needless accidents. Guard against profane language and stories.
4. Senior Counselors are the staff entirely responsible for the safety and well being of the group. At no time will you completely relinquish that responsibility to a Junior Counselor. The JC is to serve as an assistant only. You are the leader.
5. At no time should you convey to the children your problems or discontents. The office door is always open for you to air your problems.
6. Corporal punishment or abusive language as an answer to a child's misbehavior is strictly prohibited. This is an inviolable rule. Child abuse is on everyone's mind.
7. Every accident or injury must be reported to the nurse immediately! Do not wait to see what develops. If a child appears to be ill or is acting in an unusual fashion – don't hesitate play it safe! Don't play doctor.
8. In all your contacts with parents, campers, staff, etc., we urge you to always adopt a positive attitude. Stress the positive aspects of camping. Playing down or deriding any facet of camp life will only tend to identify you as a malcontent. Use your mature good judgment at all times.
9. Willow Grove Day Camp is a "smoke-free, tobacco free" environment. No smoking or chewing tobacco is permitted.
10. Staff meetings are held periodically for the purpose of discussing camp situations, policies, activities and procedures. Your comments are welcome. Subjects discussed at staff meetings are for professional purposes only and should not be discussed with campers.
11. You must report to the pool area in a **swimsuit**. Keep a swimsuit available in camp. Though it may rain in the morning, it may clear in the afternoon. Don't be unprepared. Swimming is best taught in the water.

12. We heartily encourage any contributions that you may wish to make to the betterment of the camp and program. Feel free to discuss your suggestions with the administration. All counselors may consider themselves as being "on-call" to lead an activity or contribute to a rainy day program.
13. Report promptly to scheduled activities. While delays may occur, especially with younger campers, please make a concerted effort to be on time.
14. Take every opportunity to teach songs to your campers and sing with them. A happy camp is a singing camp.
15. All photocopying and distribution of written material must be brought to the main office for the director's approval.
16. Always speak and listen to campers in a manner that reflects individual respect.

# WILLOW GROVE DAY CAMP COUNSELOR OBSERVATION FORM

Counselor \_\_\_\_\_ Group # \_\_\_\_\_

Location \_\_\_\_\_ Date \_\_\_\_\_

Observer \_\_\_\_\_

1. What activity was observed?
2. Was the activity well planned and executed?
3. Were all of the campers participating? If not, WHY?
4. Were the counselors involved in the activity?
5. Did the counselor assist campers that required extra attention?
6. On the whole, was the activity fun for the group?

**Comments of campers:**

**Comments of counselor:**

## SENIOR GROUP COUNSELOR STAFF OBSERVATION

### SAFETY

1. \_\_\_\_\_ Counselors positioned well
2. \_\_\_\_\_ Campers organized and positioned well
3. \_\_\_\_\_ Used appropriate equipment for safety
4. \_\_\_\_\_ Appropriate distance from another activity
5. \_\_\_\_\_ Establishes rules for safety

### ORGANIZATION

1. \_\_\_\_\_ All campers involved
2. \_\_\_\_\_ Instruction given before activity
3. \_\_\_\_\_ Instruction given during activity
4. \_\_\_\_\_ Enough equipment used
5. \_\_\_\_\_ Equipment returned
6. \_\_\_\_\_ Counselor participates
7. \_\_\_\_\_ Uses assistants
8. \_\_\_\_\_ Controlled groups

### QUALITY OF ACTIVITY

1. \_\_\_\_\_ Used good techniques
2. \_\_\_\_\_ Showed enthusiastic
3. \_\_\_\_\_ Encouraged campers
4. \_\_\_\_\_ Allowed enough time for activity
5. \_\_\_\_\_ Campers seemed to be having a good time

### SWIMMING

1. \_\_\_\_\_ Cooperates with pool staff
2. \_\_\_\_\_ Wears appropriate pool attire
3. \_\_\_\_\_ In water for instruction
4. \_\_\_\_\_ Attention given to each camper

### SPECIALISTS ACTIVITIES

1. \_\_\_\_\_ Cooperates with specialists
2. \_\_\_\_\_ Participates in activities
3. \_\_\_\_\_ Assists specialists
4. \_\_\_\_\_ Encourages campers

