



Empowering Children, Families  
& Community Since 1896



## Parent/Guardian Policy & Procedures Manual

Summer 2023

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# GENERAL CAMP INFORMATION



## Introduction

This manual has been prepared to provide Camp I Am! parents/guardians a full understanding of the expectations, standards, and conditions of employment. All parents/guardians are expected to read it thoroughly prior to the first day of camp.

## Camp Goals

In its continued effort to educate children, strengthen families, and build community, Kingsley House is committed to addressing the needs of families by providing a safe, educational, and engaging youth summer program. *Camp I Am!* also commits to:

- place safety first, last and always
- provide organized and structured instruction and activities that contribute to intellectual, social, emotional, and physical growth
- design experiences that increase campers' self-esteem and self-confidence
- introduce new activities and ideas
- have fun!

## Camp Overview

*Camp I Am!* incorporates best practices for youth development and engagement through the following program components:

**Academic enrichment** focuses on grade-level instruction in English/Language Arts, and Math.

### Computer coding

**Field trips** that will inspire campers to think critically and explore their interests and community.

**Financial literacy** emphasizing the importance of sound financial decision-making and the impact it can have on one's quality of life.

**STEM exploration** introduces STEM careers to build interest in innovation within young people.

The 8-week camp is offered from June 6 – July 29 at the historical site of Kingsley House. Campers will meet daily, Mondays through Fridays, from 9am to 4pm with optional before and after care. Eligible campers will attend field trips on Fridays to reinforce camp components.

The success of Camp I Am! requires a team effort. Camp staff are expected to work collectively to provide an experience where campers feel accepted and supported.

## Camp Personnel and Responsibilities

### Camp Director

The director is responsible for facilitating and overseeing program activities of the camp including the supervision, guidance, and direction of camp staff and campers. The director reports to the Strategy and Impact Officer.

### **Assistant Director**

The assistant director is responsible for planning and coordinating camp activities associated with the day to day operations of the camp and assists the camp director in providing direction and guidance to staff. The assistant director reports to the camp director and acts as the director in his/her absence.

### **Team Lead(s)**

Under the supervision of the camp director and assistant director, team leads assist with all program activities and serve as chaperones on field trips. Each is assigned a cohort of campers for which they are responsible throughout the day. Team leads report to the assistant director.

### **Instructors**

Instructors must have a minimum of three years teaching experience, possess a demonstrated ability to teach individuals, and manage a class with multiple learning styles. Camp instructors report to the director.

# CAMPER BEHAVIOR GUIDELINES



## Behavior Management

Campers and parents/guardians will be provided with information regarding expectations at the onset of camp. Camp staff will work cooperatively to create a positive climate which minimizes the potential for inappropriate behavior. If inappropriate behaviors occur, based on the circumstance, appropriate action as identified by the agency's policies will be taken.

## Camper Behavior Guidelines

The following behavior guidelines have been established to ensure a positive experience for campers:

- Campers and parents/guardians will be provided with information regarding expectations at the beginning of camp.
- Staff will work cooperatively to create a positive climate which minimizes the potential for inappropriate behavior.
- Parents/guardians will be contacted either in person, in writing, or via phone regarding inappropriate behavior.
- If the inappropriate behavior persists, *Camp I Am!* reserves the right to limit, suspend, or dismiss a camper when the experience, health and/or safety of the individual, other campers, or staff is threatened. Decisions of this nature include, but is not limited to:
  - Repeated and unresolved behavioral situations that require staff to intervene and take time away from other campers
  - Use of inappropriate language, bullying of another campers, fighting, or use of any object with intent to cause physical harm.
  - Behavior that prevents the safe operation of a vehicle, e.g., inappropriate use of a seat belt, moving around while the vehicle is in motion, throwing of any objects.
  - Physical harm or contact with others.

## Camper Rules of Conduct

The following behavior will not be tolerated from campers:

- Bullying.
- Interference with staff duties.
- Harassment and/or inappropriate or indecent conduct or language.
- Use of illegal drugs, intoxicants, or weapons (anything that can be used to cause bodily harm).
- Altering or defacing the agency's or anyone's personal property.
- Any other conduct that may jeopardize the safety and well-being of others.

### WHAT NOT TO BRING

Campers should leave the following items at home: •

Cell phones • Cash/coins • Toys • Music streaming devices • Electronic games • Video cameras • Makeup

• Trading cards • Tablets/electronics • Firearms •

Fireworks • Matches/lighters • Tobacco products •

Sports equipment • Balls • Any expensive items that

could get lost or broken

*Clower is not responsible for lost, stolen, traded, or*

*damaged personal items.*

## Documentation

*Camp I Am!* operates under the general premise of if it isn't written down it didn't happen. Basic rules for documentation include: who, what,

where, and when.

- Who was involved? If more than one camper is involved interview each camper separately.
- What was happening prior to the incident? What were the circumstances that led up to the incident?
- Where did the incident take place, e.g., inside, outside, playroom, van.
- When did the incident happen?
- Always include as many facts as possible.

## **Documentation Forms**

### **Behavior Incident Report**

Documents any minor offenses such as, but not limited to, wandering away from the group, causing disruption, and not following directions.

### **Medical Incident Report**

Completed whenever there is an injury e.g., scrape, cuts, bug bites, or suspected allergic reactions. One copy is provided to the parent/guardian and another copy is maintained by the camp.

### **Medication Log**

Used to document medication disbursement at the time medicine is released.

### **Parent/Guardian Complaint Form**

Completed when a parent wishes to document a concern or a formal complaint about the camp in any regard.

### **Permission to Dispense Medication**

Authorizes camp staff to dispense medication and serves as a medical/liability release waiver form that no claims will be filed against camp staff and/or *Camp I Am!*.

### **Pick up Authorization**

Provides written permission from parents/guardians allowing others to sign their child in/out of camp.

## **Inappropriate Behavior Procedures**

Should inappropriate behavior be observed or reported the following procedures are to be followed. Inappropriate behavior should be documented and communicated to parents as well as the Camp Director.

- Minor offenses should be discussed with the camper/campers involved in the situation. An understanding for the inappropriate behavior should be attempted.
- Behavior which is disruptive and causes staff to take time away from their duties will be documented on the [behavior incident form](#). A copy will be given to the person who picks up the child at the end of the day. If someone other than a parent/guardian picks up the child, a phone call should be made to the parent to ensure the information was received.
- If inappropriate behavior continues a parent/guardian conference may be necessary. The parent/guardian conference will include the parent/guardian, camper, and camp director. The discussion will include possible outcomes should the behavior continue, e.g., initiating an in-house behavior plan, short term suspension, etc.



- On occasion, a camper may need to be dismissed because of continual behavioral issues. Staff should work closely with the camp director to ensure all avenues for resolution have been explored prior to dismissal, except in extreme situations.
- For severe offenses, such as but not limited to, fighting/hitting, theft, vandalism, bullying, possession of weapons or drugs, severe verbal threats, sexual misconduct, or any other safety related behavior, the camper may be suspended or dismissed from the program immediately.

### **Behavior Management Tips**

- Clearly define rules and standards of conduct with campers
- Review rules at appropriate times, e.g., before swimming, field trips.
- Establish and communicate to campers the consequences for breaking rules and be consistent when enforcing them.
- Try to understand the reasons for the camper's behavior before drawing conclusions.
- Try to determine what triggered the behavior. Was it a sudden change in routine? Did you explain what would be taking place or where you would be going? These things are very important when working with campers. Giving them a 5 minute, 3 minute, 1 minute warning before moving on to the next activity may help with fostering a smooth transition.
- Remember to talk to campers on their level and listen to what they have to say.
- Recognize and reward good behavior. "Good job," "high five", or new privileges leaves the camper feeling good about themselves.
- Address the specific behavior only; do not include behaviors from the past. Adjust the time out based on the child's age, one minute for every year of life.

# CAMPER SAFETY



## Introduction

The most important responsibility for all camp employees is the safety of campers. The following standards and practices are important in maintaining a safe environment.

## Bathroom Protocol

- Male staff may not assist female campers with bathroom activities or vice versa.
- Staff may not change or otherwise be unclothed in front of campers.
- No child, regardless of age, should ever enter a bathroom alone on a field trip.
- Always send children in pairs, and/or with staff.
- Staff must monitor bathrooms to prevent campers from being alone for extended periods of time, particularly between activities.

## Camper-Counselor Contact

Abuse of any form will not be tolerated and is cause for immediate termination. *Camp I Am!* is obligated to inform staff of our concerns and the laws regarding child abuse, including but not limited to, sexual, physical, verbal, mental, or neglect of an individual.

If and when touching campers, the following guidelines should be followed:

- Only on the hand, shoulder, or upper back
- Only in the company of other adults
- Never against a child's will (unless in the case of clear and present danger of the child)
- Never in violation of a child's comfort level, whether expressed verbally or non-verbally
- Never when it would have the effect of over-stimulating the child
- Never in a place on a child's body that is normally covered by a bathing suit, unless for a clear medical necessity, and then only with supervision from another adult

Appropriate displays of affection include:

- Side hugs
- Shoulder to shoulder or "temple" hugs
- Pats on the shoulder or back
- Handshakes
- "High-fives" and hand slapping
- Verbal praise
- Pats on the head when culturally appropriate
- Touching hands, faces, shoulders, and arms
- Holding hands with younger campers in escorting situations

Inappropriate displays of affection include:

- Full frontal hugs
- Kisses on the mouth
- Touching bottoms, chests, or genital areas
- Showing affection in isolated areas of the building, such as closets, staff only areas, or other private rooms
- Touching knees or legs
- Wrestling with campers
- Piggyback rides
- Tickling
- Allowing a camper to cling to a counselor.
- Any type of massage given by a camper to a staff member
- Any type of massage given by a staff member to a camper
- Any form of affection that is unwanted by the camper or the or

- counselor
- Compliments that relate to physique or body development
- Campers sitting on counselors laps
- Staff writing romantic or provocative letters to campers

Additional guidance to prevent stress, accusations or uncomfortable situations:

- Watch for signs of stress in yourself and others as a way of maintaining a safe environment.
- Provide assistance to other staff who seem at risk for hurting campers or abusing campers.
- Alert the director for more careful supervision, intervention or support or to report risky behavior
- Seek help if you feel at risk for hurting, over stimulating, or abusing a camper.

### Daily Attendance

Parents/guardians must sign campers in and out upon arrival and pickup. The only exception is if written permission has been received from a parent/guardian for campers who walk/ride bike to/from camp and upon approval from the Strategy and Impact Officer or designee.

### Displaced Campers

Team Leads are responsible for monitoring campers' whereabouts at all times, both onsite and on field trips. If for any reason a camper's location is unknown, the director and/or assistant director are to be notified immediately. In addition, the following procedures are to be followed:

Missing 0 to 5 Minutes

- Check the area where the camper was last seen.
- Conduct a thorough roll call and head count to ensure accurate accountability.

Missing 6 to 10 Minutes

- Expand the search area.
- Assign additional staff to conduct the search while ensuring that other staff continue supervising the remaining campers with minimal disruption or alarm.
- Simultaneously, check attendance records, bus records, or any other daily record that might shed light on the situation.

Missing 11 to 15 Minutes

- In-house security protocol
  - Contact front desk and have receptionist issues a Code Adam via radio to Lead Security Officer (In the absents of Lead Security Officer, the Director of Facilities Operations will be contacted).
  - Lead Security Officer will proceed to Summer Camp area to meet assigned Team Leader (please have descriptive information for the missing child's name, age gender, race, weight, hair and eye color and a description of child's clothing, time he/she was last seen and the last known location).
  - Lead Security Officer will direct other security personnel and maintenance staff to assist in interior and exterior search of the expanded area.
- Follow instructions from agency and security team.
- Conduct another roll call and head count.
- Continue to expand the search area.

### Missing Beyond 15 Minutes

- Lead Security Officer will call 911 to alert the police.
- The camp director will contact the parents to alert them of the situation.
- Continue supervision of the other campers and activities.
- Lead Security Officer will conduct an incident report. Complete an incident report when the camper has been found.

### Within 24 hours

- Conduct a CQI session to determine recommended procedures

### Late Pick-Ups

Unless campers are enrolled in after care, parents are expected to pick up campers by the 4:00 pm dismissal time as stated in the parent/guardian policy handbook. If for any reason, parents are unable to arrive on time, the camper will automatically go to aftercare and the parent will be assessed the aftercare fee which is due with the following week's camp fee.

### Unauthorized Person(s)

Unauthorized persons are not permitted to visit the camp and should be asked to leave the premises. Any person refusing to adhere to this request for any reason must be reported to the agency's security. Staff should contact the front desk receptionist to share the general location of the unauthorized person(s).

### Child Abuse Guidelines

#### Definitions of Child Abuse and Neglect

To better understand this issue and to view it across States, download the [PDF](#) (587 KB) of this publication.

#### Physical Abuse - Citation: Ch. Code art. 603

Abuse' means any one of the following acts that seriously endanger the physical, mental, or emotional health and safety of the child:

- The infliction, attempted infliction, or, as a result of inadequate supervision, the allowance of the infliction or attempted infliction of physical or mental injury upon the child by a parent or any other person.
- Exploitation or overwork of a child by a parent or any other person.

#### Standards for Reporting Citation: Ch. Code art. 609

A report is required when there is cause to believe that a child's physical or mental health or welfare is endangered as a result of abuse or neglect.

#### Persons Responsible for the Child Citation: Ch. Code art. 603

The term 'caretaker' [caregiver] means any person legally obligated to provide or secure adequate care for a child, including a parent, tutor, guardian, legal custodian, foster home parent, an employee of a public or private daycare center, operator or employee of a family daycare home, or other person providing a residence for the child.

#### Mandatory Reporters of Child Abuse and Neglect

To better understand this issue and to view it across States, download the [PDF](#) (763 KB) of this publication.

#### Professionals Required to Report Citation: Children's Code Art. 603(15)

Mandatory reporters include any of the following individuals:

- Teaching or child care providers, including public or private teachers, teacher's aides, instructional aides, school principals, school staff members, bus drivers, coaches, professors, technical or vocational instructors, technical or vocational school staff members, college or university administrators, college or university staff members, social workers, probation officers, foster home parents, group home or other child care institutional staff members, personnel of residential home facilities, daycare providers, or any individual who provides such services to a child in a voluntary or professional capacity
- Organizational or youth activity providers, including administrators, employees, or volunteers of any day camp, summer camp, youth center, or youth recreation programs or any other organization that provides organized activities for children

Reporting by Other Persons Citation: Children's Code Art. 609

Any other person who has cause to believe that a child's health is endangered as a result of abuse or neglect may report.

Inclusion of Reporter's Name in Report Citation: Children's Code Art. 610

The report must include the name and address of the reporter.

Disclosure of Reporter Identity Citation: Rev. Stat. § 46:56(F)(8)(b)

The identity of the reporter shall not be released unless a court finds that the reporter knowingly made a false report.

If an active suicide attempt is made:

- Call 911 immediately and administer first aid.
- Do NOT leave the participant alone.
- Isolate area and get other campers out of the area as discreetly as possible. > Contact Recreation Director to come directly to the area for an emergency that cannot be discussed over the phone.
- If camper is being sent to a medical facility, Recreation Director will contact the parent/guardian make them aware of the situation and facility the camper is being transferred to as per law enforcement/EMS staff.
- The law enforcement agency personnel dispatched by 911 is the only official who can determine the camper's next step. As soon as the authorities arrive, provide them with your report and they will take over the situation.
- Only the Camp Director will be communicating with parent/guardian and/or authorities.
- The Camp Director will review all documentation and complete an incident report under the same guidelines as Level I.
- If abuse is suspected, follow Level I procedure.

# EMERGENCY PROCEDURES



*(Personal Injury, Property Damage, Weather Events)*

## Introduction

All accidents causing bodily injury, property damage, or loss must be reported to the camp director/designee. A *Camp I Am!* [Medical Incident Form](#) must be completed and submitted to the camp director/designee as soon as possible.

## Camp Director Responsibility for Reporting Employee Injuries

Unfortunately, despite our best efforts, there may be times employees are injured at work. The first and primary concern of the camp director is always for the welfare of the injured party. The seriousness of the injury will dictate the immediate actions that should be taken. In the case of a life threatening injury, 9-1-1 should be called immediately. In the case of less severe injuries, contact the camp director.

Do not allow any injured employee to drive himself/herself to receive medical care. He/She may have unnoticed injuries that may render him/her unconscious.

In all cases when an employee reports an injury, the camp director, not the employee is responsible for documenting the information concerning the incident. If the injured employee is available and able to assist in completing the form, he/she should ensure the incident is properly documented.

The camp director should exercise sound judgment in assessing the severity of an employee's injury. Obviously, if the injury can be treated with first aid on site, the incident should be recorded and the employee allowed to continue to work. However, if there is any concern about the injury, the employee should be transported to the emergency room in order to be professionally assessed.

## First Aid Kits

*Camp I Am!* will purchase first aid kits. It is the camp director's responsibility to periodically check to ensure they are well supplied.

## Personal Injury

### Serious Injury/Life Threatening

These situations call for immediate positive action to prevent the loss of human life or some level of permanent damage to the victim. Examples are:

- Severe bleeding
- Head wound
- Suspected spinal injury
- Heart attack
- Exposure to toxic chemicals
- Poisoning
- Drowning

### Serious Injury/Life Threatening Procedures

- Assess the situation.
- Call 911
- Contact a parent
- Continue first aid

As soon as the situation is under control, complete and submit a *Camp I Am!* [Medical Incident Form](#). Be sure to get the name of the victim and any witnesses.

### Minor Injury/Non-Threatening

Some examples of situations that may require advanced medical treatment or on-site first aid are:



- Cuts
- Bruises
- Muscle strains
- Epileptic seizure
- Tired swimmer

### **Minor Injury/Non-Threatening Procedures**

A non-life threatening injury may become life threatening if not handled properly.

- Administer first aid if necessary.
- Depending on the severity of the injury, call 911 or camp director so he/she can contact and advise parent to seek further medical attention for their child.
- Fill out and submit *Camp I Am!* [Medical Incident Form](#)
- Be sure to get the name of the victim and any witnesses.

***Please contact the front desk in the event 911 is called so security can direct emergency personnel to the specific location.***

### **Property Damage**

#### **Agency Property**

- Secure the area so there are no safety hazards.
- If damage is the result of vandalism or theft, contact the front desk who will contact security via radio.

#### **Personal Property of Staff or Public**

- If damage is the result of vandalism or theft, contact the front desk who will contact Security via radio.

### **Weather Emergencies**

*Camp I Am!* will adhere to the agency's guidelines and decisions regarding weather emergencies. Notifications will be posted to the website.

### **Tornadoes**

It is the policy of *Camp I Am!* that when a tornado watch is issued all recreational staff involved with outdoor activities will monitor conditions that may affect them. When a tornado warning is issued all outdoor recreational activities will cease and all activities will be moved indoors. All persons are to stay away from windows, doors, and outside walls. Always go to the most interior section of a building at its lowest level. If caught outdoors, with no shelter, lie flat in a nearby ditch and shield your head with your arms.

### **Fire Emergencies**

The telephone number of the local fire department is posted in the camp areas. Camp Directors, Team Leads, and staff should know the locations of the nearest fire pull stations and fire extinguishers. The camp director shall plan for emergency procedures to be used in case of fire including the sounding of the fire alarm (pulling the nearest fire pull stations which automatically notifies the fire department), provisions for access for firefighting (nearest fire extinguisher), evacuating, and instructing campers on procedures to be followed when the fire alarm sounds (routine fire and tornado drills will be conducted). Report all smoke or fumes of undetermined

origin to the Fire Department.

**In case of fire**

- Assess the situation.
- Use one fire extinguisher.
- Report the emergency and activate the nearest wall mounted fire pull station.

**In case of a fire alarm**

- Evacuate the building (even if you suspect it is false) to the predetermined area.
- Do not re-enter the building until told it is safe by Fire Department.

*Please contact the front desk in the event Fire Department is called so they can radio security to direct emergency personnel to location and assist with evacuation.*

# FINANCIAL OBLIGATIONS



## Payments

- Payments will be collected via a credit or debit card. VISA, MasterCard, and American Express are all accepted. No cash is accepted.
- Camp deposits are non-refundable.
- All four weeks must be paid in advance of the first day of camp for each session.
  - No refunds or credits will be issued for a withdrawal once the first day of the session has begun.
- No adjustments will be made to the weekly fee for partially attended weeks. Camp tuition will not be prorated or refunded for any missed days due to camper non-attendance, illness, or removal from the camp.
- In the event of a natural disaster, no refunds will be given for missed days.

# MEDICATION



## Medication Guidelines

The agency recognizes that some campers may require medication. *Camp I Am!* staff may dispense medication using the following procedures: (dispensing medication refers to giving medication to campers, but not actually administering it).

- Under no circumstance will *Camp I Am!* staff dispense over the counter medication, such as Aspirin, Tylenol, cough syrup or any other over-the-counter, non-prescription drugs to a camper, unless the [Permission to Dispense Medication/Waiver and Release of All Claims](#) has been completed and is on file.
- If a camper requires medication to be administered a [Permission to Dispense Medication/Waiver and Release of All Claims](#) must be completed by the child's parent/guardian and be on file.
- As *Camp I Am!* does not administer medication, the participant must be able to do so themselves. This includes all forms of medication administration, including oral, injection, and external medications.
- All medication(s) will be signed in by the parent/guardian and will be taken from the camper as they arrive on site. Camp staff will place the medication in the assigned location. All medication must be labeled with camper's name and with the original prescription label.
- Non-Prescription medications must have the child's name clearly written on the label. Non-prescription medication will be administered in accordance with the instructions on the label or per doctor's orders. A [Permission to Dispense Medication/Waiver and Release of All Claims](#) will also be required for non-prescription medication.

Note: if emergency medication must remain with a camper at all times (ie: EpiPen, asthma pump) the camper will give the medication to their team lead who will have available at all times.

- When dispensing the medication staff must record when, what, and how much medication was dispensed. The [Medication Log for Staff](#) must be completed and returned to the camp director at the end of each day. A copy will be available upon request..
- All [Medication Log for Staff forms](#) will be submitted to the camp director at the end of each week. Parent/Guardians can request it at any time.
- If emergency medication is administered, parent/guardian will be notified within 1 hour of the administration.

Parents/Guardians must:

- Complete and sign the [Permission to Dispense Medication/Waiver and Release of All Claims](#) form.
- Deliver all medication to the camp office in the original prescription bottle or in clearly marked containers which include the person's name, medication, dosage, and time of day medication is to be given.

**Written instruction will be required regarding specific instructions for medication.**

### **Administration of Medication in an Emergency Situation (i.e., Allergic Reaction)**

The procedures in this part relate specifically to an emergency situation of a severe allergic reaction requiring medical treatment.

- EPIPEN (Epipen Jr.) means a non-prescription automatic injectable antispasmodic drug used as an antidote for severe allergic reaction (anaphylaxis)

In response to a parent / guardian identifying a camper who may require emergency attention because of severe allergic reaction, the Camp Director shall:

- Prepare, in consultation with the parent/guardian, a written action plan;
- Make staff aware of the identity of the camper;
- Have an information session with staff about the camper regarding the written action plan and the administration of the ANAKIT or EPIPEN.

# PARENT/GUARDIAN INFORMATION





## COMMUNICATION

We will send camp e-mails throughout the summer. Emails will contain important information about the week and upcoming sessions. Please make sure to have a valid e-mail on file and to check your email regularly for updates

### Parent/Guardian Responsibilities

A close working relationship between staff and parents/guardians is the foundation of an effective summer camp experience for children.

The parents'/guardians' responsibility in establishing this relationship includes:

- Thorough and accurate completion of registration and supplemental information forms.
- Informing staff of any special needs the child may have, i.e., allergies.
- Dropping off and picking up child/ren on time.
- Signing camper(s) in/ out as requested.
- Making arrangements for a sick child to be picked up within the requested timeframe.
- Properly informing the designated camp personnel if child/ren will not be attending.
- Compliance with requested camp attire.
- Compliance with all camp guidelines.

### Parent/Guardian - Staff Communication

Communication between parents and the staff is essential to serve the best interests of families and children. The camp's responsibility in establishing and maintaining effective communication includes:

- A newsletter to be distributed to parents each week during drop off on Mondays
- Informing parents of any incidents as they occur.
- Introducing themselves to each parent/guardian during the first few days of summer camp.
- Saying THANK YOU often!

### Parent/Guardian Complaints

Complaints are to be taken seriously and given prompt and careful attention. Staff who receive any level of concern or a complaint from a parent/guardian are to notify the camp director/designee immediately.

Guidance for addressing parent/guardian concerns:

- Always handle complaints away from the campers
- Remain calm and courteous, regardless of the parent's/guardian's demeanor

- Good “customer service” techniques include:
  - Listen actively.
  - Address the person by name
  - Acknowledge that you hear what the person is saying by paraphrasing or taking notes.
  - Ask questions to demonstrate a sincere desire to better understand the issue.
  - Apologize for the inconvenience.
  - Thank the person for bringing the problem to your attention.
- Allow an angry person to explain his/her anger
- Avoid becoming defensive.
- If insulting language is used, or if the situation becomes a personal confrontation, simply walk away from the person and ask another staff member, preferably the director or assistant director, to step in.
- If the complaint concerns something within your control, take action immediately. If not, refer the person to the director or assistant director.
- Do not make promises you cannot keep
- Complete [Parent/Guardian Complaint Form](#) after the encounter and submit it to the camp director

# APPENDIX

## Available Forms

Behavior Incident Form

Camper's Injury Report

Medication Log for Staff

Parent Complaint Form

Permission to Dispense Form

Pickup Authorization Form