

Lakeland Academy of Arts Summer Camp Employee Policies and Procedures

CUSTOMER SERVICE COUNTS

1. Always behave in a mature manner. Watch how you talk. Absolutely no cuss words, shut up, this sucks, or any other derogatory words should not be used. No improper conversations, film, video, music, literature or pictures should be played, viewed or discussed at anytime around campers.
2. Dress neatly. No cut-off shorts, ripped or dirty staff shirts or sweatshirts.
3. Always wear your name tag.
4. We have no double standards at camp. Rules that apply to campers apply to counselors as well.
5. A weekly staff news column will be posted on our website along with schedules, snack, meal menus and camp calendars. To access the employee pages which are password protected enter summer camp as the password, this information will be informative to staff weekly. You can log in every Sunday for the new weeks schedules and updates about camp. These sessions are informational. They will help you do a better job. The website is www.lakelandacademyofarts.com You can also ask me questions via email on the website, this will save time at camp and allow you to get a more thorough response from me regarding any questions you may have.
6. Everyone who comes to camp is our guest. Be on your best behavior. Serve the campers needs first (have good manners, be polite, **SMILE**, receive them warmly). Have everything ready when campers get to camp.
7. We have no "bad days" at camp. If you are going to have a bad day, do it on your break, in the bathroom, etc. - **NEVER** in front of the children.
8. Practice a "**no-excuses environment.**" We do not make excuses for anything. We correct things that are not right.
9. If caught in a situation in which parents are upset, aggressive, etc., conduct yourself in a businesslike, professional manner. Do not get emotionally involved. If you do not have an answer, say you will find out and **FOLLOW UP. NEVER BADMOUTH** the program, a counselor, or our methods of doing things to a camper, parent or anyone else for that matter.
10. Your job is to work with employees, **NOT** against them. You will be working long hours and disagreements are bound to occur. Take your differences aside and discuss them. **NEVER** argue in front of others - especially campers and parents.
11. THE ONLY PRODUCT WE HAVE TO OFFER IS SERVICE. This begins with the first moment the child arrives at camp until the very last day. A QUALITY PROGRAM and a POSITIVE ATTITUDE are KEY. This is required of EVERYONE!

QUALITY IS PERCEIVED AND MEASURED BY THE CUSTOMER.

As a counselor you are the eyes and ears of the parent. Ask yourself; "What would I, as a parent, expect of camp?"

BECOME OBSESSED WITH LISTENING

Listen to what the campers and parents are telling you. If you can change or correct something, do so. Do not drop the matter because there is nothing you can do, tell a superior about it.

LOVE THE UNLOVED CHILD, THEY NEED IT THE MOST

It is the child who is dirty, shy, or comes to camp with out bathing or brushing his/her teeth who needs your love the most. We seem to give the well-groomed, cute child our attention. It is your job to treat each child as an individual and give your time and attention to each one of them.

ACHIEVE EXTRAORDINARILY QUICK RESPONSES

Display personal touches such as sending notes home and knowing the names of kids and parents. Each camper is important to our success. When a child and a parent have a good experience, they will come back.

Parents pay us to worry about the little things. Customers form impressions of EVERY aspect of camp, not just one or two.

12. WORK FOR THE BEST

Together we are going to deliver the product the best way we know.
We want to teach our campers to have the YES I CAN attitude!
WE WANT TO GIVE THEM A SUMMER OF FUN!
REMEMBER: WE WERE ALL KIDS ONCE ALSO!
YOU HAVE BEEN SELECTED YOU TO MAKE CAMP THE BEST!

JOB RESPONSIBILITIES

CAMP DIRECTOR

Responsibilities:

1. Planning age-appropriate activities for children.
2. Managing day-to-day camp operations.
3. Directing and supervising staff. Creating a good working relationship with all staff.
4. Posting weekly staff assignments on website.
5. Maintaining excellent and consistent communication with campers, parents, and counselors.
6. Preparing safety guidelines for your camp.

7. Knowing all proper emergency procedures, carrying first-aid kits at all times and reporting to even minor injuries.
8. Reviewing and advising staff on specific procedures (bee stings, allergies, asthma, behavioral problems, etc.).
9. Planning and confirming field trips.
10. Developing camp calendars and parent information letters.

MEDICAL/EMERGENCY CONTACT FORMS:

Forms must always be on-site or carried with the director on field trips (the originals will be kept at the office for referral). Prior to each session, forms must be cross checked with registration. Follow up on any incomplete information or missing signatures. Review and prepare to advise your staff on any specifics (bee stings, diabetes, behavioral problems, etc.)

ACCIDENT INJURY REPORTS:

Reports must be recorded specifically, discussed with witnesses and counselors, and then submitted to the directors AS SOON AS POSSIBLE. State only the facts, do not editorialize!

TIME SHEETS:

Time sheets must be reviewed and submitted to Ms. Donna every Friday and paychecks will be given out weekly on the following Wednesday.

HOURS:

I will be on-site and involved for the majority of the camp hours.

JOB RESPONSIBILITIES

CAMP COUNSELOR

Responsibilities:

1. **Maintain communications with camp director.**
2. **To project a positive mental attitude and identify with the image of
Lakeland Academy of Arts Dance Studio.**
3. **To cooperate with fellow employees.**
4. **To comprehend factual material presented in the orientation program and at staff training.**
5. **Must be 16 years of age, and must be fingerprinted by local police department.**
6. **Must participate in all staff training and workshops offered.**

7. Must follow guidelines and requirements.
8. Devoting full time and energy to proper care of children.
9. Assisting camp administration in day-to-day camp operations.
10. Setting and cleaning up camp activities and every aspect of studio environment.
11. Must agree to a background check.
12. Must have adequate transportation to and from work.

CAMP COUNSELOR GUIDELINES

1. It is expected that each counselor will be at the camp site at scheduled time (unless otherwise arranged) and making sure you help out to insure the area is CLEAN before departing.
2. If there are any problems with campers or their parents, do not try to solve it, but rather refer them directly to the camp director.
3. Each counselor will be responsible for helping out campers in groups throughout the session (although changes may occur at any time and whole group activities should be anticipated). There will be periodic checks to ensure that all campers are accounted for. Keep track of all campers at all times.
4. Each counselor should be in appropriate Lakeland Academy uniforms at all times. Only camp T-Shirts are permitted.
5. New ideas and activities are encouraged. If you have any ideas or suggestions, please direct them to the camp director. DO NOT implement them without approving it first.
6. If you are unable to make it to work, please contact the camp director as soon as possible. A 24 hour notice is requested so we can call in a replacement for you.
7. Always keep in mind that the children are there to have fun while you present a positive attitude and frame of mind.

DRESS CODE

Appropriate attire is a necessary part of the work environment. This shows continuity, identification and professionalism throughout the workplace. It also develops a sense of pride among workers.

1. A clean staff shirt and name tag must be worn at all times.
2. Plain-colored walking shorts/pants/jeans/sweatpants are allowed. No cut-off jean shorts.

3. You will receive 4 T-shirts at the start of the camp season. Extra's can be purchased from Ms. Donna for \$5.00 each. Please place order for shirts by Sunday evening March 31st. You can choose to have the cost deducted from your pay or you can pay upfront. These must be worn every day without exception. Shirts provided must be turned in before the last paycheck is issued for Summer Camp.

4. No radios/headphones or i-pods may be used while on duty.

5. Hats, if worn, must be clean, properly worn and be of plain color.
Bathing Suits if worn, should be appropriate in style and not revealing.

6. You must present a clean, neat appearance: hair, clothes, etc.

EMPLOYEE DISCIPLINE POLICY

In the event an employee fails to comply with any of the job segments, the following consequences will be in effect:

1. Tardiness to work / Improper dress / General Insubordination:

1st Offense: Verbal Warning

2nd Offense: Written Warning - in employee's personnel file

3rd Offense: Termination of employment

2. Failure to show up for work, a scheduled meeting or training:

1st Offense: Written Warning

2nd Offense: Termination of employment

3. The following is absolutely not tolerated while on duty. Violators will be subject to immediate dismissal:

- Stealing
 - Consuming or using alcoholic beverages or illegal drugs and/or being under the influence of drugs and/or alcohol
 - Fighting and/or carrying weapons
 - Smoking around campers
-

ABSENTEEISM:

Counselors are expected to be in attendance at camp every day they are scheduled. Do not however, come to camp if you are ill. If for some reason you must be absent because of an emergency or illness, contact Ms. Donna immediately.

TIME-OFF POLICY:

If, for whatever reason, you are unable to work your scheduled shift, you must fill out a time-off request form and get it signed by Ms. Donna. Without this signed form I will consider that you have failed to show up for work. You must also fill out a vacation request form two weeks prior to taking your vacation to be considered as an acceptable notice.

If you cannot work a scheduled session, you are responsible for contacting Ms. Donna at least 24 hours in advance. If you do not complete this process, I will consider that you have failed to show up for work. All employee phone numbers will be listed on our password protected page located on www.lakelandacademyofarts.com.

PAYROLL:

The pay week is from Monday to Friday. All time cards must be submitted by Friday at close of day. You are paid weekly and your paycheck will be available on the following Wednesday. You can sign up for direct deposit by downloading the form from our website. If a misunderstanding arises about your paycheck, it should be brought to the immediate attention of your supervisor and will be corrected accordingly. All required employment forms must be turned in before receiving first paycheck.

LAST PAYCHECK:

All equipment and supplies (if any) in your possession must be returned to Lakeland Academy before the last paycheck is issued. If you decide to leave without a notice your last paycheck will be docked for remaining scheduled hours that are left. A two week notice is required to be given in order to be considered as an acceptable notice.

STAFF EVALUATIONS:

Each staff person will be evaluated at the end of the summer. Only those people with satisfactory or above ratings will be offered employment in the fall or next summer.

CUSTOMER RELATIONS

While working with the Lakeland Academy of Arts Summer Camp Program, you will be spending most of your time with the children. The campers, along with their parents, are your customers. It is important to recognize the importance of practicing good customer relations. Handling customers effectively is a very important part of your job. Every time you deal with the public it is essential to practice good customer relations. If you can not do it, this is not the job for you.

You are expected to be a positive role model for the participants, act in a mature manner, maintain a safe environment and answer patrons' questions to the best of your ability. You are expected to do these things effectively. The campers' parents pay your salary. They are entitled to courteous service. When you are a customer you want the same treatment.

A. What is Customer Relations?

- 1. Providing an enjoyable summer camp experience for the participants.**
- 2. Realizing that the customer is your employer.**
- 3. Realizing that as a public servant this is your responsibility.**

B. Why Practice Good Customer Relations?

- 1. It is part of the job.**
- 2. It will make your job easier.**
- 3. It is expected since the patrons help pay your salary.**

C. What Makes Good Customer Relations?

- 1. Genuine desire to want to help each camper and parent.**
- 2. An ability to treat all campers equally.**
- 3. An ability to clearly explain the reasons for your actions.**
- 4. An ability to carefully explain the reasons for various rules.**
- 5. An ability to listen carefully to a question or problem, then to evaluate what is said and take a proper course of action.**
- 6. Not guessing when you do not know the answer.**
- 7. An ability to make a good effort in helping patrons.**
- 8. An ability to respond in a positive manner (smile) to citizens.**
- 9. An ability to be polite to patrons.**
- 10. Looking professional.**

D. You Are More than a Counselor.

- 1. As an employee of Lakeland Academy you come into contact with more people than many other employees.**
- 2. Make the most of the opportunity to give our patrons a good image of the Lakeland Academy of Arts Summer Camp and Dance Program.**

When dealing with parents, answer any questions that are general in nature. All discussions about camp policy should be referred to the camp director. If there is a question about any staff member's treatment of a situation, it should be referred to the camp director.

Any questions regarding accidents should be directed to the camp director. The camp director will refer to the accident report which was filed. Make sure to file ALL accident reports in case any parent has a question regarding his or her child's accident.

Be sure to give reminders of upcoming events (i.e. theme weeks, guests, field trips, etc.) so that campers and parents are prepared. Also, have campers remind parents about when they will be returning from trips so they will not be late and there will be no confusion.

COMMUNICATION

Communication is very important when working with children. The lack of it can cause minor problems that can lead to serious problems. Listed below are several hints to help keep the doors of communication open.

- 1. Learn the campers' full names. Learn their first names immediately and their full names by the end of the first week. You will find the use of name tags during the first day will be very helpful.**
- 2. Listen carefully to the campers. They are always two sides to every story.**
- 3. Keep a good sense of humor. Children can be funny. Do not laugh at them, instead laugh with them.**
- 4. Give a lot of words of encouragement ("we" all have our bad days).**
- 5. Play no favorites, everyone wants to feel "special".**
- 6. Allow campers to set some rules. Give a lot of do's instead of don'ts.**
- 7. Watch your tone of voice. Be careful when you reprimand a child.**
- 8. Keep a pleasant attitude while working. If the kids see that you are enjoying yourself, they will enjoy it more.**
- 9. Remember that children are people too!**

10. Communicate any problems to the Camp Director (Ms. Donna) and try to communicate verbally when at all possible, then if necessary, by written note.

11. Communication is also very important between fellow staff members. Openly communicate between each other about camp activities, plans or camper progress. Personal conversations should not occur between staff members while on duty. You are not getting paid to socialize with each other.

FIRST DAY

On the first day you will need to be prepared for an exciting and challenging day! You can never be over prepared.

When the group begins to arrive, you will need to be pleasant and welcoming. For many campers, this will be their first camp experience. Campers may be apprehensive and fearful. This is especially true of the younger campers. In these cases you will need to use your own human relation skills to make the child feel comfortable and safe. Do not force children into games. Use encouragement and enthusiasm to motivate them. The director is responsible for getting the "trouble" cases involved.

Since this is one of the days you will find the children most attentive, it is effective to go over general camp rules. It is best if you only go over the basic rules on this day. When your group goes on a special trip, rules for those special days should be gone over. You may wish to develop a game to make this process more fun and effective. Involving campers in naming rules works well.

After taking attendance and establishing the rules, you will be assigned a space in which to run some games. Nonthreatening, noncompetitive and active experiences in which everyone is successful are recommended. Change the activities often, especially for the younger campers. Pay close attention to your campers' skill levels. The camp director will change group members who belong in a different age or skill group.

WHEN CAMPERS ARRIVE AT CAMP

1. Campers are placed in a group dependent on age (changes may occur at a later date with regards to size, skill level and relationship).
 2. Each child is assigned a "buddy" within their group.
 3. Rules of camp will be explained to all campers:
 - a. Importance of buddy system
 - b. Policies and conduct of campers
 - c. Goals of Summer Dance Camp
 1. Good sportsmanship
 2. Team work
 3. Responsibility
 4. Have Fun!
-

SUPERVISION OF CAMPERS

The participant's safety is always our number one priority. You must be alert at all times. Use your "eyes" in the back of your head. Be on the look out for possible dangers such as - throwing rocks, sticks or sand, unsafe play areas, holes, etc. These can cause serious injuries to campers and staff alike. Camper should not be allowed to run inside, throw objects indoors or play dangerously near the mirrors. **STOP UNSAFE ACTIONS AND CORRECT UNSAFE PLAY AREAS IMMEDIATELY!** Campers are not allowed to sit under tables, games, in corners or any area alone. They must go to the bathroom one at a time. No cell phones may be used in camp without permission from the director.

No group should ever be left unsupervised. If there is an emergency, select two reliable campers (use your discretion) to go to the camp director. If you are on a trip, send a counselor to the phone. Your cell phone should be turned on and charged up at all times. It is important that you are available if the director is calling you for any reason.

Try not to yell at the participants. Talk at a normal level and try to catch the participant's attention.

Lakeland Academy of Arts Summer Camp

RULES AND SAFETY PRECAUTIONS

Here is a list of rules to know and inform your campers of:

GENERAL RULES:

1. Parents must check their child in and out each day.
2. When you hear one of the counselors blow his/her whistle, "stop" and "listen."
3. When a counselor is talking, no one else should be talking.
4. Be considerate to others.
5. Always have good sportsmanship.
6. No swearing, name calling, spitting or fighting allowed. Treat others as you would want to be treated.
7. No entering the parking lot or cross any streets without a counselor.
8. No climbing on fences, trees or other equipment (with exception of the playground).
9. Never leave designated area without permission from counselor and/or camp director.
10. Campers must stay with their groups in their assigned areas.
11. Campers must clean their area before going on to the next activity.
12. Campers will respect the property of others, and will not use other campers items unless approved by the director.
13. Camp boundaries. (Pointed out by the instructor.)

RAINY DAYS

In case of inclement weather, we will be watching movies and playing indoor board games. We will have to all contribute ideas to keep the campers busy. The camp director should come up with at least 3 activities for these days. Be prepared - write them down ASAP so that you do not forget. It could make for a long day if we are not prepared.

POOL

Swimming Ability of Campers:

The pool designated lifeguards will go over the rules at the pool and ask each camper their swimming ability to help determine the best areas for them to swim while they are at the pool.

Campers will be evaluated by a lifeguard on their swimming skills and knowledge of the dangers of the pool.

Know where campers are at all times. Identify campers with something unique.

Staff will be posted in designated areas around the pool. Campers and lifeguards will know where to locate them at all times.

Use the buddy check system at all times. Checks will be done every 15 minutes while at the pool.

Make sure the campers know the rules at the pool:

- a. No Dunking**
- b. No Splashing**
- c. Do Not Throw Anything**
- d. Do Not Leave the Area without asking a your counselor for permission. When granted, go with a counselor only.**

BUDDY CHECKS

1. Campers will have to report to counselors throughout the day to check in on the checklist.

2. When at the pool, counselors will know where their campers are and will be notified if camper has to use the restrooms, get out of the pool, etc.

3. There will be two life-guards on the side of the pool at all times.

4. Buddy Check Procedure:

- a. Buddy checks are helpful in keeping children together and to promote friendships.**
- b. Explain to children that it is important to stay together and never go anywhere alone.**
- c. Buddy check is mainly used during swimming and field trips.**
- d. Allow an even number of children to every counselor**
- e. Explain buddy check to campers and do a mock buddy check with them. Repeat until campers know the procedure.**
- f. When a buddy check occurs, counselors will group at a designated area, usually at the shallow end of the pool and yell, "buddy check."**
- g. Children will find their buddy, go to the counselor and check in.**

h. If a child cannot find their buddy, they need to inform their counselor immediately. Assist the child in finding their buddy after all others have checked in. If a child is not found, follow "Lost Child Procedure."

i. After all campers are checked in, the campers can go back in the water, etc. Do not allow children in the water until the lifeguard gives the okay.

PROCEDURES FOR INJURIES AND EMERGENCIES

Every activity has a potential for injury. Camp staff must recognize these risks and take appropriate measures to both prevent and eliminate problem situations. **PREVENTION IS THE KEY** in every emergency situation. Besides being very scary to a child, once the story is repeated at home it can have negative repercussions on our camp.

In a recent court ruling, "Glorioso vs. YMCA," the court has ruled that " a minor under 14 years old is presumed not to be possessed of sufficient discretion to make him guilty of contributory negligence." This means **YOU**, not the child, can be liable and at fault. The implication of this ruling affects every person working with children. Keep this in mind when programming your activities. Sometimes the spontaneity of an activity needs to be interrupted to carefully consider the possible risks.

First aid should be given for all minor injuries including cuts and scrapes. In this case, the affected area should be rinsed with water only and a Band-Aid applied. **UNDER NO CIRCUMSTANCES** is any staff member to give out antiseptics, medications or aspirin to an individual. **TREATMENT ONLY INCLUDES:** bandages, ice, rinsing with water and immobilization, if necessary. Staff will never treat beyond this.

In a more serious injury, EMS should be called immediately. **NEVER ASSUME AN INJURY IS NOT SERIOUS.** A simple fall has the potential of something more serious (i.e. spinal injury). **NEVER ATTEMPT TO MOVE A VICTIM.**

In the event of an emergency, use the closest phone to call for help. **DIAL 911.** This will alert the city EMS personnel. The following should be given out:

1. **LOCATION:** Lakeland Academy of Arts (863-619-8641) 1631 Shepherd Road Lakeland, FL 33811.

2. Telephone Number from which call is being made: 555-2525 (whatever the number is you are calling from.)

3. Caller's name.

4. Type of emergency (i.e. fell and hit head, excessive bleeding, bee sting, etc.).

5. Number of persons injured.

6. First aid being administered/actions taken so far.

Wait for EMS to arrive. Send a counselor outside to wait for and direct paramedics to the situation. Call Ms. Donna immediately if she is not present at the time.

MINOR INCIDENT PROCEDURES

- There must always be a staff member present with valid C.P.R. training.
- The appropriate emergency service will be contacted for assistance.
- Staff will render the first aid assistance as needed to the best of their ability, and stay at the scene until emergency service arrives.
- Staff will fill out an incident report of exactly what happened.
- Donna Harris, Program Director, will be contacted and told what has happened. Parents will also be contacted by Ms. Donna.

Please keep a log of all minor injuries/incidents. Keep these records in your camp binder and turn them into your camp director at the end of the session. Record the following information:

- Name of involved person
- Age, Sex
- Phone Number
- Session Date
- Brief description of incident and care given
- Names of witnesses, counselor, person filling out report, and care givers
- Please sign your name at end of the report

EXPOSURE CONTROL FOR FIRST AID

For any administration of the first aid that involves contact with blood or bodily fluids, the following guidelines will be followed:

1. All blood or bodily fluids should be treated as if they are contaminated.
2. Gloves **MUST** be worn when in contact with blood and bodily fluids. They should also be used in handling any surfaces contaminated with blood and/or bodily fluids.

If you have any doubt on how to handle any non-emergency situation, contact Ms. Donna (Director).

ACTIVITY GUIDELINES

Before the start of any athletic activity, the rules of the activity will be explained thoroughly to all participants. Ask the campers if there are any questions before starting.

Counselors should explain that in no sport should there be an attempt to injure another participant in any way. If this is done by any camper, they may be asked to leave the activity for the remainder of the session.

Remember, WINNING IS NOT THE GOAL!! Learning about the sport and improving the team skills is the idea behind camp.

If a situation does occur where an individual or team is being dominated to the point where it is not enjoyable or benefiting the campers, we will adjust teams or situations to encourage healthy competition.

We will try to ensure that all campers are given equal playing time in each of the activities no matter what their ability is.

When a camper looks as though they are having trouble in an activity, the counselors are to explain what it is that the camper did wrong and help them with any questions.

Safety and fun are priorities at our camp.

WHAT IS REQUIRED BY THE COUNSELOR WHILE AT CAMP

- **Be in charge of a group of not more than 15 campers at a time.**
- **Responsible for developing team skills and sportsmanship**
- **Make sure all campers are getting involved in activities and enjoying camp.**
- **Knowledgeable in athletic and dance activities.**
- **Responsible for sports equipment, recreational items and any other objects or materials that your group uses.**
- **To use the buddy system effectively.**

SPORTS INSTRUCTION POLICY

MOTIVATION

Every instructor will have a different style of teaching sports and dance skills. Your techniques of motivation will be a major factor in your success as a counselor. One key to motivating is enthusiasm. If you can show how learning a skill or playing a game is fun, the enthusiasm will rub off onto the campers. They will want to participate and get involved. The best way to motivate your campers to behave appropriately is to interact with them in a positive manner when they are showing appropriate behavior. When you show them a new skill and they accomplish it or improve it, then they have made a great achievement.

Our goal in camp is self improvement in sports, dance/ drama and physical fitness. Not every child is going to be an outstanding athlete or actor. Our job as counselors is to help the campers improve their skills. Some will learn faster than others. All children should get the opportunity to learn skills and feel positive about their experiences and their motivation will be high.

One major reason a child may not wish to participate is the fear of failure. By reducing anxiety you will make significant accomplishments. You can point out their past achievements or work a little longer with the camper. Often, a little bit of extra attention will motivate the child enough.

Again, your skill and concern in dealing with the children will be the determining factor in your and the child's success. The following interactions between you and the camper can be used to help motivation.

GENERAL POSITIVE BEHAVIOR INTERACTIONS:

- Yes
- Terrific
- You're doing a lot better.
- Good
- Way to Go
- I'm very proud of you all.
- Nice Job
- Nice Going
- The entire group did well.
- Thank you
- That was good.

NONVERBAL POSITIVE BEHAVIOR INTERACTIONS:

- Smiling
- Shaking hands, High-Five
- Nodding
- Clapping hands, Applauding
- Patting student on the back

POSITIVE BEHAVIOR INTERACTION WITH SPECIFIC INFORMATION

- Group 2 did a really good job getting organized that time.
- Thanks for paying attention, John.
- Did you see the way Jane helped Billy?
- The entire group worked hard at that dance.
- Great job getting ready; it took you only 12 seconds.

POSITIVE INTERACTIONS WITH VALUE CONTENT

- That's the way to get quiet, now we can get on with the game.
- Group 3 watched me closely, they will know exactly what to do now.

That was a good answer, you must have been listening very closely.

Also, remember not to pay so much attention to one child that you ignore the rest of the group. Different strategies can be used for different situations. Redefining success, meeting a goal, trying, improving or winning can be used to motivate. Consult the camp director for major problems and more ideas.

PICKING TEAMS

Some ways of picking teams are:

1. Count off by 2's.
2. Counselor's make the teams, quickly.

3. Month born in.
4. Initials of last name; first name.
5. Have captain pick 2 people and divide the rest.

**** Think of new ways to choose teams!**

Picking teams is a sensitive issue in getting a game going. It is never wise to just pick captains and have them choose until the last person is chosen. This creates a lot of tension for those who are picked towards the end. They feel they are not good enough to be first and second picked. They may therefore participate half heartedly or not at all. After all, they are not supposed to be one of the better participants. Again, our goal is to create a positive experience.

TEACHING SUGGESTIONS

1. Complete all game preparations before playing the game or starting crafts or dances.
2. Be creative with whatever materials are at hand.
3. Choose games equal to the kids skill level. This will keep motivation high and discipline problems low.
4. Plan alternative indoor activities for each outdoor activity.
5. Know the game or skill well before you teach it.
6. Know safety hazards.
7. Check playing area for safety hazards. Check for glass, rocks, sticks, water on the floor, objects in the way, etc. before beginning the game.
8. When talking to your group, have the children face away from the sun. Have the wind carry your voice. Find the most boring background for kids to look at. Talk loud enough so all participants can hear. Stand where you can see everyone.
9. Never speak while another is talking. Get and hold the eyes of every child. Do not try to talk over others talking. Do not scream for people to be quiet. Have the children tell their neighbor to be quiet. Games start when everyone in the group is quiet. This will help to control the group and give you a chance to give any last minute instructions to your group.
10. Demonstrate slowly. Demonstrate more than talk when explaining a new sport/ dance/ game or craft activity.
11. Tell your rules in a positive way. Do not attempt to tell all the rules before playing a game. You may have to adjust or change certain rules in order for the game to be successful. Keep explanations simple and short.
12. Ask questions before the game or dance. This will keep the kids mentally involved.

- 13. Organize teams into positions quickly.**
- 14. Use a whistle for a stop signal. Use a verbal command for go. For a well controlled group, hand signals can be used.**
- 15. Anticipate problems.**
- 16. Have clear boundary lines and enforce them.**
- 17. Allow children to report issues about each other. But do not allow them to disobey or argue with others.**
- 18. Speak only once - then act quickly and firmly.**
- 19. Use elimination games sparingly. When playing games where children sit out as part of the rules, make sure they do not sit out for too long of a period - especially for the younger children.**
- 20. Make sure everyone has a turn. Be sure every participant is involved and is enjoying themselves. Arrange for participation at all positions.**
- 21. Refine the camper's skills during play. Teach! Use positive enforcement!**
- 22. Allow children to play games once or twice before keeping score. You may choose not to keep score at all.**
- 23. Always encourage the losing side.**
- 24. Watch for fatigue and interest lag. Cut an activity off while interest and enthusiasm is still high. Do not allow it to continue until everyone is bored. The group will look forward to that activity again if they do not become bored with it. Listen to comments by children.**
- 25. Play in games occasionally.**
- 26. Mix-up active games and quiet games. Allow children to cool down between activities.**
- 27. Go from one activity to the next without a lot of time between each activity.**
- 28. Evaluate the lesson/program. This is an important leadership skill. Evaluation should take place right after a program or activity has been completed. Questions to ask in the evaluation are:**
 - 1. Did everyone have a good time?**
 - 2. Did everyone know what they were supposed to do?**
 - 3. Was there interest in the activities, will the activities be ones that the children will participate in again?**
 - 4. Did the activity start and end as planned?**
 - 5. In general, did the activities run as smoothly as anticipated?**

SPORTSMANSHIP

It is our intention to teach the campers proper attitudes about winning and losing. The concepts of playing fair, playing hard and playing safe are important. The outcome of the game does not determine a person's worth. A discussion and re-cap after the game is important, especially for the younger groups.

The pressure of losing, meaning that the camper is a "loser" is the opposite of what we want to accomplish. Games may be played without keeping score or to determine a winner and a loser. Games which are played to win should have the emphasis on proper skills and team work.

CAMPER DISCIPLINE

Lakeland Academy of the Arts provides a wide variety of recreational activities for the children. Our purpose is to promote satisfying and quality leisure experience for youngsters which will hopefully carry over into other aspects of their lives.

We adhere to a positive form of discipline in order to promote self-esteem, self-worth and self-confidence in participants. Rules and regulations necessary for the safety and well-being of all participants are discussed at the beginning of each session.

Discipline is a consistent understanding between counselor and camper of what is appropriate behavior. When a camper misbehaves the counselor must act immediately and firmly, without over-reacting. Any violation of these rules will be discussed calmly with the participant (preferably not in front of others). Program staff will not be abusive physically, verbally or emotionally toward any participant or fellow staff member. All campers must be treated equally at all times. Well-disciplined campers have more respect for counselors, and make the entire summer enjoyable.

The most common discipline problems are children who disrupt your activities. This can happen on a day basis and eventually get out of hand if it is not handled properly. The campers must respect the counselor. We encourage you to be "friends" with the campers, however when problems arise the counselor must take charge and show the camper that his/her behavior is inappropriate.

A "time-out" area is set up to take care of any problems (usually for no more than 5 minutes). If a problem persists, the Program Director (Ms. Donna –only) will speak to the individual(s) involved, talk to parents and/or remove the camper from the program.

LOST CAMPER

If a child is "lost" while at camp, please follow these guidelines very quickly:

1. Immediately get children in their groups with their "buddies." If outside, move all campers indoors.
2. Counselors should check all bathrooms, buses, outside areas, the last activity site, etc.

3. Send a counselor to notify all other camps of the situation. Sometimes the camper has gone with another group in another camp.
4. Call the Police at 911. They will dispatch a police officer right away.
5. Contact Ms. Donna before making any of the above decisions.
6. If a child is not found after the police arrive, the Program Director (Ms. Donna) will notify the child's parents.

ANY INCIDENT/ACCIDENT

Camp Staff must NEVER talk about the accident/incident after it has happened. Ms. Donna will talk to the parents, media, etc. Your comments on such situations will be expected to be kept to yourself. IN such a situation, always refer to your coordinator-Ms. Donna.

Transportation

Transportation of campers to instruction, activities, and special events is a regular part of daily camp life. Our transportation needs, will be done with a school van and or / SUV vehicle, and all must be covered with business insurance. You must have a clean driving record. Counselors must be over the age of 21 with valid driver's license to transport campers in our vehicles. These drivers will be given a separate transportation orientation before they start of camp. All counselors are responsible for safe and secure camper transportation by acting as van counselors during transportation to activities. Any counselor who rides in a vehicle with campers is as responsible as the driver for the safety and proper behavior of the campers on board.

When riding with campers in a van or SUV, please be sure to adhere to the following guidelines:

- No standing in the vehicle at any time.
 - No hands or other objects are to be placed outside the windows.
 - No rowdy behavior, excess noise, or any other behavior that would distract the driver will be permitted.
 - All campers MUST wear seatbelts at ALL TIMES.
 - Never exceed the seating limit of a van.
-
- Always enter and exit from the left side of the vehicle only, unless riding in the passenger seat, and then the child must weigh at least 75 pounds.
 - Driver must always perform a written check off list upon entering and exiting the van, accounting for every child on every portion of the trip from beginning to end.
 - Driver must adhere to safe driving rules and regulations. Never go faster than the designated speed limit and never play music while van is in operation. Do not eat food or talk on cell phone (unless blue-tooth), or talk excessively with the students while driving.
 - Drivers should walk completely around the vehicle after every one is loaded ensuring that there are no children around the area of the van, before the van begins to go into motion.

- Drivers are required to maintain a student travel log and a mileage log at all times.

Lost and Found

Responsibility for one's own belongings is stressed at camp. With 40 campers daily, it is impossible for our staff to keep track of every individual campers belongings the entire day. We will have a lost and found at camp that will be maintained each week. Campers should be encouraged to check the lost and found daily if they are missing any items. The lost and found will be available in our lobby for parents to peruse as well. Some helpful things you can do to assist campers are encourage them to:

- a. Clearly label all belongings with name of child
- b. Remind campers daily of their responsibility to keep track of their own belongings
- c. Remind children to check the lost and found while at camp.
- d. Although we will give reminders to campers, we will not be held responsible for missing items.

Snack and Lunch

Two snack times are scheduled during the day. Snack will be served at 9:00 a.m. and the other at 3:00 p.m. Camper should receive two snack items at each of these times. (No extras). Weekly Snack Menus will be posted each week online and in our Camp Store. Extra snacks may be purchased throughout the day for the cost supplied on the Camp Menu (located in the Snack Bar).

Lunch can be purchased from us daily for the cost of \$5.00 pr meal. Please refer to the lunch menu posted online weekly and at the Camp Store to see what is available that day. Students may not charge lunch at camp; see Ms. Donna for what alternative lunch to serve them. Each student must be checked off, to ensure that they receive a snack and meal each day.

LAKELAND ACADEMY OF ARTS RULES & REGULATIONS

Prior to working at our camp, the Camp Administrator must review the enclosed summary of LAKELAND ACADEMY'S SUMMER CAMP rules and regulations with you, and you must sign the certification statement below.

By signing below, I acknowledge that I have thoroughly reviewed the enclosed LAKELAND ACADEMY OF ARTS rules & regulations pertaining to summer camp and have discussed any questions regarding LAKELAND ACADEMY rules and regulations with MS. DONNA (Director).

Camp Director Signature and Date

Employee Signature and Date

Employment Checklist

This is a checklist of all the documents that you will be required to provide and/or fill out in order to be a successful applicant to our program. Please return all documentation to: Donna Harris Camp Program Director

- 1. Two confidential references**
- 2. W-4 and W-6**
- 3. Employment Application**
- 4. Proof of Medical Insurance**
- 5. Police Clearance**
- 6. Sexual Offender Check**
- 7. Copy of your drivers license**
- 8. Copy of social security card or military I.D.**
- 9. Driver Information Sheet**
- 10. Emergency Contact Information**
- 11. Signed Handbook Form**
- 13. Arrival & Departure Log for Drivers**
- 14. Signed Handbook**

Camp Checklist

- 1. Snack Menu**
- 2. Mileage Reimbursement**
- 3. Lunch Rules and Meal Serving**
- 4. Walking behind back of van before taking off**
- 5. Field trip loss for “campers” not following rules**
- 6. Keep cleaners separated**
- 7. Hand sanitizer and Lysol**
- 8. Front door and garbage**
- 9. Enter on one side of the van only**
- 10. Hours wanted**