



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# CAMP MYstic



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## Section 1

### The Commonwealth of Massachusetts

#### Department of Public health

305 South Street  
Jamaica plain, ma  
(617) 983-6761

#### City of Medford

Board of Health  
(781) 393-2560

#### Camp Director

781-391-3619  
MedfordYC@ymcamalden.org

In accordance with 105cmr430 this camp must comply with regulations of the Massachusetts Department of Public Health and be licensed by the local board of health. You may request copies of background check, health care and discipline policies as well as procedures for filing grievances.

## Section 2

### **Mission**

The Malden YMCA is a not for profit charitable organization of men, women, and children of all ages, ethnic origins, religious affiliations and socioeconomic levels united in the common effort to positively influence the quality of life of its members, families, and whole person in spirit, mind, and body.

### **Statement of purpose**

Camp Mystic offers a comprehensive and coordinated developmental camp experience. We offer direct protection and supervision to children outside their homes during a portion of their day on a regular basis, when the parent/guardian is unable to provide direct care. The program is designed to support, motivate and nurture each child in order that his/her fullest potential is achieved. Trained instructors and assistants staff the program. Each program has a unit leader and the state mandated amount of counselors. For your child's safety, each staff member is screened for past criminal history (CORI & SORI) and each unit has 3 or more staff certified in 1<sup>st</sup> aid/CPR/AED through the American Red Cross.

### **Summer camp hour**

8:00am To 5:30 pm

### **Days per week**

The Camp is open Monday – Friday. There is a shortened schedule for the July 4<sup>th</sup> week.

### **Program policy**

It is the programs policy to promote children's growth and development, and to protect the health and well-being of children. The Camp Mystic will provide a comprehensive camp experience and developmental activities including:

- 1) Enhance their capacity for leadership
- 2) Gain a respect for community and environment
- 3) Develop responsibility as a member of their tribe
- 4) Develop self-confidence and self-worth
- 5) Share in a fun and caring atmosphere that encourages appropriate self-expression and personal growth

### **Referrals**

1. Social services can include conferencing appropriate child-rearing skills and adult understanding of the child's developmental needs.
2. Individual evaluations can be made to help create a plan tailored to meet the specific needs of the child. The program can assist parents with issues regarding special needs services by serving as a liaison with the public school system and or referring parents to the contact person for chapter 766.
3. A comprehensive reporting system can be coordinated with the department of children and families concerning any unexplained absence, signs of increased stress and/or the family's progress in the program.
4. Referrals can be made regarding medical and mental health services to the Lawrence memorial hospital and/or Melrose-Wakefield hospital (health services).
5. Referrals can be made regarding vision and/or hearing screening, as well as dental concerns.

**Staff shall notify the Camp Director of any concerns regarding the child. Documentation will be maintained in the child's file. Parents will be contacted if it is felt that a referral should be made. No referral will be made without the parent's written consent.**

### **Non-discrimination policy**

The YMCA shall not discriminate in providing services to children or their families on the basis of, race, religion, cultural heritage, national origin, political beliefs, disabilities, sexual orientation, economic or marital status.

### **Intake procedures**

#### **(Pre-camp procedures)**

1. **Registration** form and **application packet** must be filled out and turned in.
2. A camp payment option agreement must be completed for all campers at time of sign-up. A **non-refundable** \$25 deposit per session is due at sign-up. Payments will be set up by automatic withdraw from your checking or credit card account.
3. Parents may request a parent handbook including statement of purpose, transportation policy, and all other program procedures.
4. Parents must read, sign and return all consent, release forms and their child's physical before they can attend.
5. **A child's position in camp is not guaranteed until all payments (deposit & balance) and your child's forms have been received by the Y.**

## **Financial aid**

Financial aid is available to those who qualify. The financial aid application must be submitted along with all required documents in order to be considered. **Submission of financial aid application does not guarantee a spot in camp.** A \$25 deposit must be placed for each week to guarantee a spot. The remaining balance for the first week must be paid within 7 days of notification of the financial aid decision. Balance for remaining weeks must be paid 2 weeks prior to start of a given week.

**All forms including financial aid, health forms, and authorization forms must be returned by June 3<sup>rd</sup>!**

**Any forms missing from your child's file may result in a delay or cancelation of camp services.**

## **Children with special needs**

Parents must provide the camp director with information pertaining to their child's specific needs prior to the child's participation at camp. The camp director will review information with appropriate staff. Identification of specific accommodations required to meet the needs of the child, which would include change or modification in the child's participation in regular activities will be reviewed. In addition, identification of any special equipment, materials, or aids will be discussed. If such accommodations cause undue burden on the program, the parent will be notified in writing (including reasons for the decision). Children who are accommodated will be monitored and parents will be informed of the child's progress, as well as ongoing re-evaluation. The program retains the right to terminate services with written notification to parents if a child's participation in the program becomes an undue burden on the program. Parents may contact the appropriate licensing agency (DPH-department of public health) to review the decision.

## **Section 3**

### **What to bring to camp**

- Comfortable clothing for running and playing
- Footwear: Regular sneakers, NO open-toed shoes or sandals.
- Bag or backpack
- Sunscreen and hat/sunglasses
- Lunch
- Snack, separate from Lunch
- Refillable Water Bottle
- Any medications, epi-pens, inhalers labelled
- Change of clothes for campers under 7 years
- Swimsuit & Towel, Poolside Footwear (and a plastic bag for wet clothes)

### **What not to bring to camp**

Electronics, Cell Phones, Computers, Tablets, Music or Gaming Devices; Weapons or Pocket knives or any other tools; Pets or animals; Drugs or Alcohol; Personal Sporting equipment. Campers, Parents, Visitors and Staff may not be under the influence of illegal drugs or alcohol while on camp property. Cash or other forms of money, Gum or Candy; Trading Cards or Toys, such as Pokémon or other types of cards or action figures. If any of the above items are brought to camp, the counselor will ask the camper to put it away. If this occurs a second time, the item will be given to the Camp Director and it can be picked up at dismissal.

## **Activity plan**

Activities are arranged according to the abilities and levels of the children. Children are encouraged to participate in activities of their choice as well as new and different ones. The program's goal for the oldest camps is to allow for and foster the development of independence and responsibility, as the mature by encouraging opportunities for decision making, choices and independent time.

The daily program schedule includes a morning meeting to go over the day's activity, lunch, and afternoon meeting to review the day. Our schedule of activities is subject to change (example: "rain"). Our schedule is arranged to meet a child's physical and recreational needs as well as introducing a diversity of cultural activities.

The summer camp program urges every child to participate. Both children and parents are encouraged to give feedback and suggestions to the camp director.

The camp unit leader will oversee all activities for the campers. Each staff receives training on activities, behavior and management. The camp director and YMCA consultants conduct training. Campers are directly supervised by staff and counselors are all times. Campers 9-14 years old have a 1:10 staff to camper ratio.

**Activity schedules and all field trips will be located on the website at [www.ymcamalden.org](http://www.ymcamalden.org)**

## **Health care policy**

1. No medication will be dispensed without parent's written consent, which indicates the medication is for a specified child.
2. All prescription medication shall be administered only with the written order of a physician, which should be included on the label of the medication.
3. The camp program will keep a written record of the administration of any medication to each child, which includes the time and date of each administration and storage.  
**Medication is administered and supervised by a staff member.**
4. The camp program will keep all medicine labeled in its original container, with the child's name, the name of the drug, and the direction for its administration and storage.
5. The camp program will store all medication under proper conditions for sanitation, preservation, security, and safety. All unused medication shall be disposed of or returned to the parent.
6. A mildly ill child will be kept away from the other children, supervised and kept quiet. A phone call will be made to the appropriate contact person so that they can pick-up the child.
7. Parents will be informed of a child's accident within 24 hours. Methods of informing a parent are: 1) parents will be informed in writing. 2) a phone call, followed by a written report or 3) in person, followed by a written report.

**A complete copy of the summer camp program's health care policy can be furnished upon request.**

## Section 4

### Behavior management

No child shall be subjected to abuse or neglect, cruel, unusual, severe, or corporal punishment including any type of physical hitting inflicted in any manner upon the body: Punishment which subjects a child to verbal abuse, ridicule or humiliation; denial of food, force feeding, rest or bathroom facilities, punishment related to eating or not eating food.

It is the Program's policy to promote children's growth and development, and to protect the health and well-being of children. Guidelines are established to protect the group and individuals within. Whenever possible, children participate with the staff in developing guidelines for their particular group. These guidelines should be positive in nature to maximize growth and development. For example, a guideline could be "We treat one another with respect". The guidelines are incorporated into the program curriculum. They serve as a learning experience and are review with the children before activities. The YMCA's Character Development components are also incorporated into daily programming. These components are Caring (red), Honesty (blue), Respect (green) and Responsibility (yellow)

When a child has difficulty staying within the guidelines of acceptable behavior, the staff will remind the child of the expectations. If the child is still not able to respond appropriately, the staff will re-direct the child to another activity, group or responsibility. If the inappropriate behavior continues, the child may be asked to take a "time-out". A "time-out" means the child will not be allowed to participate in any activity for a set period of time, generally a minute for each year they are. The staff member will clearly state what the child has done to warrant a "time-out" and allow the child to express his/her feelings. The time may be open ended such as, "When you feel that you are able to rejoin the group without teasing/name calling, you may get up and participate in the activity". In other cases, the child may be asked to sit out for a determined amount of time, no longer than ten -fourteen minutes, before the child is able to join the activity. Punishment will be based on the severity of the offense, not the personality of the child committing the offense.

- (1) **Time out** - the time out given to each child varies on the severity of the problem and the age of the child. Generally children are given a "time out" that is 5 minutes or less. An excessive amount of time-outs in a day (3 or more) is brought to the attention of the parent and/or guardian by the camp unit leader.

If the child's behavior persists the staff will contact the parent/guardian and discuss either over the phone or in person steps to take to avoid suspension or termination of the child. Staff will discuss options such as but not limited to:

- Other options instead of suspension.
- Offering referrals to parents for evaluation, diagnostic or therapeutic services.
- Developing a plan for behavioral intervention at home and in the program.

If a child has repeated "re-directions" or the offenses are more serious in nature, the staff member and/or Camp Director will complete an incident report. A copy of the report is placed in the child's file and the



Unit Leader/Camp Director will give the original to the parent/guardian. Children are not allowed to sit out all day. If the behavior is that inappropriate, one of the following consequences may occur and are at the discretion of the Camp Director and/or Director of Youth Development.

- Parent contacted and a meeting set up
- Behavior Contract
- Half days
- Suspension - a child is not allowed to attend the program for 1 -5 days. The camp director or unit leader informs parents prior to a suspension.
- Termination- - the child does not return to the ymca program. Termination occurs when it is determined that the program is no longer appropriate or working for the child. Parents are notified by the camp director.

**Good behavior** is addressed as well as inappropriate behavior. Children are praised when appropriate behavior is displayed. Rewards are sometimes used (i.e. Parties, special snacks, and/or special activities). Groups are awarded and NOT individuals.

**All time out incidents are recorded. When a time out Warranted, a phone call is made home to the parent and a written report is placed in the campers file. (Parents will receive a copy of the incident report).**

**Examples of recorded incident reports:**

1. Any time a child receives 3 or more time outs in a day.
2. Any inappropriate behavior - i.e. Damage to YMCA property or misuse of privileges (bathroom, game room, running away from counselors, etc.)
3. Any infraction of the rules during transportation.

**Program rules**

1. Campers should listen to the instruction(s) of the staff. They will clearly state all rules before each activity begins. **(general rules may be posted in the main room).**
2. Once you choose an activity please stay with it. You may switch your activity by asking your counselor.
3. Stay with staff at all times - **no wandering or leaving the area without a counselor.**

**\*Offenses which may be punishable by Suspension\***

1. Swearing at staff or gross disrespect for staff.
2. Fighting or putting hands on others in an angry manner.
3. Name calling in an excessive manner.
4. Talking back or inappropriately speaking to a staff member.
5. Stealing.
6. Disrespect towards other people, and/or their property (i.e., damaging property).
7. Using an item as a weapon (including hands and feet).

ANY TIME A CHILD ENDANGERS HIM/HERSELF, ANOTHER CHILD OR A STAFF PERSON, THIS MAY RESULT IN A TERMINATION. THIS INCLUDES ANYTIME A CAMPER WALKS AWAY FROM A GROUP, COUNSELOR, OR CAMP DIRECTOR WHETHER INSIDE THE FACILITY OR OUTSIDE THE FACILITY.

### **Bus rules**

#### **All children must listen to drivers and monitors and not:**

1. Stand up until the driver or monitor instructs you to
2. Turn around in the seats
3. Climb over seats
4. Make loud noises
5. Lie down in seats
6. Eat or drink on the bus.
7. Yell or throw things out the windows.
8. Stick arms or head outside the windows.

### **Camper/staff policy**

No child shall be subjected to abuse, neglect, cruel, unusual, severe, or corporal punishment. This includes: any type of physical hitting inflicted in any manner upon the body: punishment which subjects a child to verbal abuse, ridicule, or humiliation; denial of food, rest, or bathroom facilities. Punishment related to eating or not of eating food. It is the program's policy to promote children's growth and development, and to protect the health and well-being of children.

### **Child abuse and neglect**

Child abuse is the non-accidental commission of any act upon a child which causes or creates a substantial risk or serious physical or emotional injury or constitutes a sexual offense under the laws of the commonwealth. **All camp workers are mandated reporters.** All staff shall report suspected child abuse and/or neglect to the Camp Director. The Camp Director shall immediately report suspected abuse or neglect to the Department of Children and Families. The Camp Director or other designee shall notify the board of health if a 51A report alleging abuse or neglect of a child while in the care of the recreational camp for children or during a program related activity is filed. The 51A report itself shall not be forwarded to the Board of Health.

PROHIBITIONS as defined by the Massachusetts Department of Public Health (105 CMR 430.191(B)). The following methods will under no circumstance ever be employed:

1. Corporal punishment, including spanking, is prohibited;
2. No camper shall be subjected to cruel or severe punishment, humiliation, or verbal abuse;
3. No camper shall be denied food, water or shelter as a form of punishment;
4. No child shall be punished for soiling, wetting or not using the toilet.

### **Y summer camp staff are responsible for making sure children have the right to:**

1. A safe, nurturing and fun environment which meets the developmental needs of the children.
2. Individual and small group activities as appropriate for particular age groups.
3. Promotion of age appropriate socialization skills.

4. Their ideas and feelings respected.
5. Have a right to voice their opinion on the rules and have input on activities offered.
6. Have the opportunity to express their anger, frustration, Disappointment, joy, etc **in an appropriate manner.**
1. Have counselors that care about them, enjoy being with Them, and help them grow.

## Section 5

### Drop off/pick up policy

The y summer camp does not provide transportation to its participants. Children must be walked into camp. Campers must be checked in and accepted by staff before heading off to their program unit.

1. **Any child left under the supervision of YMCA staff prior to designated drop off times or after scheduled pick up times will be subject to additional fees and possible further action including loss of services.**
2. Parents are responsible for their child prior to y staff receiving them, in or outside the facility.
3. Parents/guardians must inform the program in writing as to how the camper will be picked up at the end of the day. Parents can authorize designate individuals to pick-up their child at the end of the day.
4. All individuals picking up a child must walk into the program site to sign the child out. Parents and authorized pick-up people are required to show a photo "id" to the staff to verify authorization.
5. Parents may grant their child (9 years or older only) permission (in writing) to walk home from camp each day.
6. Parents must call by 7:45am if their camper is not attending for the day. Repeatedly failing to inform the program of your child's absence may result in loss of enrollment fee's and the program for the summer.
7. Campers signed up for before care may be dropped off at 7:30am
8. The drop off period for camp is 8:00-9:00. All children must be in by 9:30 a.m. Any parent dropping off after 9:30 a.m. Will be recorded and warned. After the 2nd offense, you will be notified to pick up your child immediately. **Please call the camp director if you will be later than 9:30 a.m.**
9. Campers who do not show up for camp or show up at the point of pick up may be called within 24 hours to confirm reason for absence.

### Late pick up policy

We understand that at times you may encounter difficulties picking up your child. However, our late policy stands as follows:

- 1<sup>st</sup> offense** - time, date, and name recorded  
**2<sup>nd</sup> offense**, is recorded and a written warning is given

**Additional offense** - you will be assessed a fee\* of \$1.00 per minute per child. \*this must be paid prior to attending camp the next day.

If there are any children left past 4:30pm (5:30 pm with after care) and we have not received a phone call, we will call your emergency numbers. If within 30 minutes, no one can be reached and/or there is no response to messages, **the camp director/unit leader will contact the department of children and families and file a 51a.** If you have any questions, feel free to call our office 781-391-3619.

### **Authorization to release**

In order to insure your child's safety parents/guardians must adhere to the following:

1. **Only** authorized persons can pick-up a camper.
2. Authorized persons must physically accept the child.
3. Authorized persons must show a valid id to camp staff.
4. Picking up prior to designated pick up times must be pre-arranged with the camp director. Call 781-391-3619.
4. Each camper must have in his/her file, a list of persons authorized to accept the camper as needed.
5. Campers in eagle/badger and are at least 9 years of age may leave camp on their own provided the YMCA has received written permission from a parent or guardian to release the child after camp.
6. No child will be allowed to cross the street (Forest St.) to a parent or authorized release person. You must park your vehicle & receive the child in person.

### **Field trips**

Camps will go on field trips in addition to daily activities. Parents should review the activity schedule given to each camper the first day of camp. Some field trips are within walking distance while others require transportation. YMCA buses will provide the transportation.

### **Emergency procedures**

Every activity space will have an evacuation plan. In the event of an emergency evacuation, staff will lead the campers according to evacuation plans. The camp director or unit leader will check for anyone left behind. Staff will consult with the camp director or unit leader to ensure that all campers and staff are accounted for.

#### **Evacuation of the program site**

1. The staff in charge of the area (pool, gym, etc.) They are in at the time of the evacuation will lead campers out of the facility.
2. The camp director or unit leader will check the facility for stragglers. This person will also check the attendance to the number of campers who evacuated to ensure all are accounted for.
3. If the evacuation must be for a lengthy period of time due to fire, loss of power, heat or water, the campers will be brought to the Malden YMCA at 99Dartmouth Street. Parents will be notified to pick up their child as soon as possible.

## Contingency plan

1. If the facility loses power, heat, or water during non-program hours and the facility cannot open for the day parents/guardians are notified via an outgoing message on y camp phone at 781-391-3619. The y will update the outgoing message as need to inform parents regarding when camp will reopen. The message will also be posted on our Facebook page and on our web page at [www.ymcamalden.org](http://www.ymcamalden.org).
2. If the facility loses power, heat or water during Program hours the Camp Director and staff will contact a parents/guardians to pick up their Child.

## Child emergencies

### (on site)

- If a child is injured on site, the camp director or unit leader will assess the situation. If the camper needs medical attention the YMCA will contact 911.
- If the camper must be taken to the hospital a staff person will accompany the child with the child's camp information.
- A parent/guardian will be contacted with details, ie: hospital location and nature of injury.

### (off site)

- If a child is injured while on a field trip, the procedures detailed for "on site" will be followed.
- Children are transported to the nearest medical facility, with a y staff person.

### (when a parent cannot be reached/contacted)

Every effort will be made to first contact the parent or guardian in the event of a camper emergency. Attempts will also be made to emergency contact persons in the campers file. The camp staff will stay with the camper until an authorized individual arrives.

**IT IS IMPORTANT THAT YOU PROVIDE CAMP MYSTIC WITH ACCURATE PHONE NUMBERS AND ALTERNATIVE CONTACTS IN CASE OF AN EMERGENCY.**

## Section 6

### Attendance

It is the responsibility of the parent to bring their child to camp each day. The YMCA assumes no responsibility for any child before they arrive or after they are picked up from camp. Parents must physically turn over the child to a camp director or designee.

It is the goal of the Malden YMCA to provide a positive camp experience to as many campers as we can safely supervise. Due to the limited availability of spots in camp, it is important that all spots are occupied each day. To ensure this we have developed the following policy, which includes campers on scholarship:

1. Campers may miss a maximum of 5 days during the duration of camp. If you are aware that your child will be unable to attend, please withdraw him/her from those dates.
2. Services will be terminated if the y does not receive notice for any camper who misses 3 days of camp in any session.
3. Violation of these policies may result in removal from camp in further sessions.

## **Ill child**

### **Illness**

Any child that becomes ill at camp will stay with a staff person until an authorized release person can pick up the child.

An illness does not result in re-imbusement of camp fees.

### **Infectious diseases**

If the camp director/unit leader is unsure of a child's condition, the parent will be called to pick-up their child and taken to a doctor.

### **Cannot attend camp**

Your child is unable to attend the program if they have any of the following infectious diseases: Head lice, impetigo, ring worm, chicken pox, measles, poison ivy, poison sumac, and any other infectious diseases.

**Your child may return after he/she receives a doctor's note.**

## **What happens if my child needs to take medication?**

Medication which needs to be administered (including over the counter drugs-benadryl, tylenol, etc.) Should:

1. Be in the original container.
2. Be brought directly to the staff.
3. Contain written instructions as to quantity, time for it to be administered, name and phone number of the doctor, and any other directions.
4. A parent must complete a medication form before staff can administer medication (see camp director).

**These procedures should be taken seriously; following these steps will help eliminate medication from falling into the wrong hands.**

## **Allergies/Chronic Health Conditions**

**All allergies and Chronic Health Conditions should be noted on enrollment applications at time of enrollment. Campers will not be treated differently based on this information provided and will be kept confidential. All medical information will be used to better serve the child.**

## **First Aid**

Staff is required to complete The American Red Cross certification for First Aid and CPR/AED. **Only staff certified in First Aid and/or CPR will perform First Aid and/or CPR on a child.** If your child is injured at the program, a certified staff member will administer first aid. You will be notified when you pick up your child in the case of a minor injury. If your child has received injury to the face, head or may require further medical attention, you will receive a phone call from the Program Administrator or Site Coordinator. You will receive a written report within twenty-four hours of the accident.

If the injury requires immediate medical attention, the program will contact the parent. If the parent cannot be immediately reached, the child will be transported by ambulance to the nearest medical facility, accompanied by a staff member. Emergency contacts will be called.

Incident reports are logged when first aid is administered. A first aid kit is carried by staff at all times both inside and outside of the facility. Certified staff will not provide First Aid and/or CPR beyond the certified level.

Breakfast – lunch – afternoon snacks  
Breakfast and lunch are provided.

**Please supply your child with additional snacks as needed and a bottle of water daily**

**Please let camp staff know if your child has any food allergies**

**We are a peanut free zone.**

### **Parent visits**

Check your child's activity schedule for day's to visit. Activities are arranged for you to see your child (ie: swimming, gym, etc.). Please contact the YMCA if you are unsure.

### **Parent input**

Parents are welcome to offer any questions regarding the development of program and policy. If you wish to become involved, please contact the camp director at 781-391-3619.

### **Items from home**

In order to prevent damage or loss, the YMCA camp program strongly discourages children from bringing items from home to camp unless requested by the camp program for a particular activity. The YMCA will not be responsible for lost or stolen toys or games. Parents should insure that their child not bring with them to camp any inappropriate or dangerous item. Any potentially dangerous or questionable item will be confiscated by camp staff and secured in a safe place. Parents will be contacted immediately to discuss the situation and consequences as determined by the camp director.

### **Cell phones**

We understand that many children have access to cell phones. However, they are not permitted at camp due to cameras, social media and apps. For the safety of the children cell phones must be left in back packs for the day or not brought in at all. Abusing this policy will result in camp staff confiscating the cell phone.

**Camp staff will have a YMCA authorized cell phone(s) to use for emergencies and camp business only!**

### **Sun protection**

Parents are required to provide sunscreen either before their camper arrives at camp or given to the camper to apply before the group goes outside. We suggest that waterproof sunscreen be applied to the camper before being dropped off at camp. Sunscreen with spf of 15 or higher is suggested. We also recommend your camper bring a hat and protective clothing. Please label your child's sunscreen. Staff may request that campers re-apply during the day. **If parents wish for staff to apply sunscreen, you must sign our sunscreen waiver form.**

### **Lost camper**

Camp staff assigned to supervise groups are responsible to take attendance during every transition to or from a new activity area. Child head counts are very important. In the event of a lost camper, the following procedure will apply:

- 1. Director will be notified that a child is lost, missing, or ran away.**
- 2. Director will determine where the child was last seen, the time and by whom including a description of child's clothing and other helpful information.**
- 3. Director will alert staff: all staff with groups will report to a central location for attendance. All available staff will report director's instructions to systematically search all areas and buildings.**
- 4. Director will notify police for assistance if necessary.**

### **Lost swimmer**

Certified lifeguards will be present during all swim activities. Program staff will be responsible for taking head counts during swim activities. In the event of a lost swimmer, the following procedure will be followed:

- 1. Staff will alert lifeguards of the situation.**
- 2. Lifeguards will clear all areas.**
- 3. Children will report to their group and staff will take attendance.**
- 4. Lifeguard and director or lead staff will determine swimmers name and age, a description of clothing and where they were last seen and begin searching the water.**
- 5. If the swimmer is in the water, lifeguards will start emergency rescue procedures immediately. The director or lead staff will call 911 (ems).**
- 6. If the child is not in the water the lost child procedure will be activated.**

### **Parent complaints concerning staff**

Any complaint made regarding a staff person or the program must be submitted in writing to the camp director. The camp director will then review the information with their supervisor (director of youth development) and respond within 48 hours of receiving the suggestion or complaint.

When a complaint is reported to the Department of Children and Families (DCF) and/or the department of public health an investigation will take place. Pending investigation, the alleged staff member will be relieved of all duties involving contact with children until the DCF Investigation is completed.

The camp program shall develop and maintain written procedures for handling any suspected incident of child abuse or neglect. Procedures should include but are not limited to ensuring that an allegedly abusive or neglectful staff member does not work directly with children until the department of social services investigation is completed and for such further time as the office requires.