



# STAFF MANUAL

### ***A message from the owner/directors of Rosmarins Day Camp...***

We hope you find this manual helpful and informative. Please read it carefully. This manual will make your job easier and ensure a safe, fun summer for all. It addresses many of your responsibilities, issues, and camp policies. Additional information will be distributed and discussed at staff meetings and orientation. Please note: *We reserve the right to amend these policies at any time.* - Scott Rosmarin and Gail Spzajzman

### **OUR GOALS AND PHILOSOPHY**

The Rosmarins Day Camp experience is fun, challenging, educational, safe, and filled with opportunities for personal growth. **YOU**, as a staff member, must be enthusiastic, caring, and responsive to every camper's needs and interests. It is your responsibility to make sure **EVERY** camper has a great, fun-filled, safe summer at Rosmarins Day Camp.

1. Advance physically, mentally, socially, and emotionally.
2. Enjoy an atmosphere of respect and responsibility.
3. Campers develop long-lasting friendships with other campers.
4. Learn new skills pertaining to athletics, aquatics, the arts, and the outdoors.
5. Develop positive self-esteem and personal achievements.

### **GENERAL STAFF GUIDELINES AND RESPONSIBILITIES**

Campers look to you as a role model. Take charge and act in a friendly and professional manner. Have pride in your own appearance, how you speak and act, and in your daily hygiene. Support camper groups and help them form into cohesive units that function according to camp rules and allow all campers to have an exciting summer.

**You must be able to account for EVERY camper throughout the day. Head Counts are required upon arriving / leaving each activity, including roundup, lunch, snack, and when visiting the cubbies. Attendance must be taken by name at the start of each camp day and during emergency situations described later in this manual.**

### **STAFF APPEARANCE**

Body piercings, except in ears, must be covered at all times. In addition, every attempt should be made to cover all tattoos. Look neat and tidy at all times. Clothes should be in good condition, clean, and not contain words or illustrations that can be perceived as offensive to campers or families. The decision what is appropriate is reserved to the Director and Owner of Rosmarins Day Camp. *Sneakers are worn for all activities.*

During swim periods, use appropriate judgment in choosing bathing suit attire. Female staff members are required to wear one-piece swimsuits or full-coverage tankinis. Swim periods are the only times sandals are allowed.

## **STAFF SHIRTS**

Staff must wear staff shirts EVERY day. Staff shirts may NOT be altered including cutting and/or decorating. The only exception is dressing in costume for special day event.

## **ATTENDANCE**

You are expected to work Monday-Friday the entire season, attend orientation the Saturday and Sunday prior to camp beginning, and the Saturday Camp Carnival.

### **Please be advised of the following:**

The camp reserves the right to subtract pay on a pro-rated basis should you be absent without the permission of the Director.

**If you are sick call camp 845-783-7222 no later than 7:30am** to let us know.

**NO ONE** is allowed to leave camp during the day for any reason without the authorization of a director. Should an emergency situation arise and you must leave during working hours, you must speak with a director so that coverage can be arranged. Failure to give sufficient notice can lead to your immediate dismissal.

Staff meetings are held every Monday morning at 8:30 AM. **These meetings START PROMPTLY at 8:30. ATTENDANCE IS MANDATORY for counselors, specialists, specialist assistants, lifeguards, and administrative staff.**

## **HOURS**

<b>Group Leaders</b>	<b>Mondays</b>	<b>8:30AM – 4:45PM</b>
	<b>Tue. – Fri.</b>	<b>9:00AM – 4:45PM</b>
<b>Specialist &amp; Specialist Asst.</b>	<b>Mondays</b>	<b>8:30AM – 4:45P</b>
	<b>Tue. – Fri.</b>	<b>9:00AM – 4:45PM</b>
<b>Junior Counselors</b>	<b>Mondays</b>	<b>8:30AM – 4:45PM</b>
	<b>Tue. – Fri.</b>	<b>9:10AM – 4:45PM</b>
<b>Lifeguards</b>	<b>Mondays</b>	<b>8:30AM – 4:00PM</b>
	<b>Tue. – Fri.</b>	<b>9:30AM – 4:00PM*</b>

**\*Plus evening / weekend hours as stipulated in your contract and scheduled in consultation with the Aquatics Director.**

## **REQUESTING TIME OFF**

As our camp season is only 8 weeks long, our policy is you must put in requests for time off at least one week in advance then wait for approval from a director. Your request will be processed within 24 hours. Please be advised your request may not be approved based on requested days' programming and other staff members' requested days off.

## **VEHICLES**

NEVER allow campers to ride in your vehicle. Park in designated area on bungalow side of camp grounds. Observe **10 mph** speed limit. Repeated trips to your vehicle during working hours are not permitted. Remove necessary items prior to camp day.

## **RELATIONSHIPS**

At NO time may any staff member date or go out with campers, make any type of sexual comment or action toward a camper. The camper population includes everyone under 16 years of age. As a staff member, you should not be discussing any aspects of your intimate personal life with campers.

### ***DO NOT TELL JOKES / STORIES OF A SEXUAL NATURE OR MAKE REQUESTS FOR SEXUAL FAVORS.***

DO NOT touch anyone in any way that may be perceived as sexual in nature; intimidation of any kind will NOT be tolerated.

## **ALCOHOL AND ILLEGAL DRUG USE**

No one may consume alcohol or use any type of illegal drugs. Be advised use of such substances on camp property or in camp vehicles or watercraft will lead to immediate dismissal. This policy is inclusive of camp activities that take place off-grounds.

## **SMOKING**

There is absolutely NO SMOKING in camp nor is use of any tobacco products permitted on camp property, or in camp vehicles or watercraft. Under no circumstances are you to purchase tobacco products for campers.

## **CELL PHONE POLICY**

A cell phone free environment is critical cultivating camp spirit. We replace digital social networking skills with face-to-face interaction and play. **Use of cell phones by campers AND staff is STRICTLY PROHIBITED during the camp day.** Leave your cell phone locked in your vehicle. If you see a camper with a cell phone, inform a director.

If extenuating circumstances require you to make a personal call during the camp day, alert a key staff member; you will be allowed to make calls from designated staff offices only. Should someone need to reach you during the camp day, direct them to contact the camp at (845) 783-7222, and we will get a message to you right away.

Staff and camper participants in Teen Group trips are permitted to use cell phones after the camp day has ended; until then, phones remain off and away (preferably locked in your car). *Cell phones are NOT permitted on other camp trips unless otherwise stated.*

NOTE: FAILURE TO COMPLY WITH CELL PHONE POLICY MAY LEAD TO IMMEDIATE DISMISSAL. *We value the new found energy and focus among campers and staff and dramatic reinvigorating of the camp, since cell phones were removed.*

## **SOCIAL NETWORKING POLICY**

Social networking is a major part of how people interact. As a Rosmarins Day Camp staff member, you must maintain professionalism and appropriate demeanor online.

1. Employees may not be friends with campers on any social networking site.
2. Private online communication between campers and staff is not appropriate.
3. Online activities are never as private, and online activities don't always go away even if deleted. Think twice before posting online, and consider who may view your posts. Posts should reflect the moral and ethical standards of our profession.
4. Staff members are encouraged to show their excitement about camp and camp activities through social networking outlets. Camp staff should never post disparaging comments about the camp, fellow staff members, or campers. It is also inappropriate to post sensitive information about campers or staff members.
5. Consider increasing the privacy settings of your online profiles to restrict access.
6. Do not give out private contact information to campers and camper families; all communication should be directed through the camp office.
7. Do not take/post pictures of camp activities. We realize creating photo memories is important; however this interest must be limited by the need to protect our campers. Only the camp has permission to take/ post pictures of camp activities.

## **General Guidelines for Camp Aquatic Activities**

### **Safety is the #1 concern.**

Nobody is permitted in the pool or lake areas without express permission of a director and a lifeguard's supervision. Report any potentially unsafe conditions to the site supervisor or Aquatics Director immediately. All camp lake and pool rules apply to staff and campers. Above all, follow all aquatic staff instructions.

**All aquatic activities are mandatory.** It is your responsibility to make sure your group arrives on-time, prepared, in bathing suits and appropriate footwear (sandals). Sneakers are required for all camp activities other than the pool. No one may walk barefoot.

Upon arriving at a pool, wait outside the fence for instructions from the pool supervisor or other lifeguard. Campers leave personal belongings outside the pool area, clear of the fence gates. Inform pool staff of camper medical excuses or other important information.

### **Instructional Swim**

Everyone, including staff, changes for instructional swim. Medical excuses are the only exceptions. (Even campers who are unwilling to participate must change. Campers who do not participate are to be seated on a bench inside the pool area. Alternative dry-land activities may be assigned.) **Staff may at any time be asked to assist with swim lessons and are REQUIRED to be IN THE POOL during instructional swim.**

Campers look to counselors, not aquatic staff, for direction and leadership. Counselors getting in the water, participating actively, motivating campers, and setting a positive tone all go a long way toward ensuring success in instructional swim.

### **General Swim**

**Wait outside the fence for your group to be checked-in by the pool supervisor or**

**other lifeguard, even if other groups are already in the water.** At check-in, deep water swimmers will be given identifying wristbands. Have campers paired into buddies of comparable swimming ability (deep water swimmers with deep water swimmers).

**During general swim staff and campers must be in bathing suits inside the pool area. One Junior or Senior Counselor from each group that has swimmers in the water will be on pole at all times (NO CITs ON THE POLE).** Counselors on the pole provide additional poolside supervision. While on pole: stand poolside facing the pool. Assist lifeguards by managing camper behavior. If you someone is in trouble, get a lifeguard's attention —only if absolutely necessary should you attempt to use your pole to make a reaching assist (as instructed during orientation). Under no circumstances should counselors enter the water to attempt a rescue. Pole duty is to be shared among the counselors in your group—make your own rotation schedule for your group, and use the lifeguard-initiated buddy checks (timed 10-15 minutes apart) to guide your own rotations.

### **Waterfront**

Wait for instruction from waterfront staff. Keep campers orderly and away from the water. THERE IS NO SWIMMING IN THE LAKE. Stay with your group/ lifeguards on the lake.

**Everyone INCLUDING STAFF must wear— not carry—life jackets on watercraft.**

Staff assistance at the waterfront is very important, particularly with younger groups. Every fishing boat must have one staff person on-board. Every canoe/kayak/sailboat with a swimming level 3 or under (considered non-swimmer!!) on-board must also have one staff person on-board. Coordinate these efforts with your co-counselors.

### **Incidents/Special Circumstances**

All injuries/incidents that take place at or around the lake or pool areas must immediately be reported to a lifeguard for care/documentation. Any incidents resulting in injury or possible injury will need to also then be reported to the camp health center for further evaluation and documentation.

### **BLOOD BORNE PATHOGENS**

Staff members should be aware of diseases that are transmitted from person to person through the exchange of blood or body fluids. This can occur when the blood from an open wound of one individual transfers to an opening in the skin/surface of another. (Two blood borne pathogens are Hepatitis and HIV.) In a recreational setting, you may come into contact with an adult or a child who has sustained a laceration or abrasion.

If you should see a child or an adult who is bleeding:

1. Follow the camp's Emergency Action Plan (as instructed during staff orientation)
2. Avoid contact with the blood or body fluids of others
3. If contact with the victim is unavoidable, create a physical barrier to prevent the

transfer of body fluids. Nitrile gloves are provided to each Group Leader and Specialist at the start of the camp season. See the health center if you need additional protective supplies throughout the summer. First aid kits are also located at all waterfront locations and in the nursery facility.

4. Report any contact that may have occurred between you and the body fluids of another individual to the camp health center immediately. Documentation and further care may be required. **When in doubt, REPORT IT!**

## **HEALTH**

Rosmarins Day Camp has implicitly assumed the responsibility of giving the closest attention to the physical care and safety of our camper population.

This manual reminds you several times that **every accident, every scratch, no matter how minor, should have the health center's attention immediately**. Also, any child who shows signs of illness—runny nose, pink eyes, sores, itching scalp, rash, etc. should be referred to the health center. It is the sole responsibility of our Health Director to determine the seriousness of any injury, illness, or disability. In addition, all injuries must be recorded by the specialist/counselor running the activity in the designated log book.

**All medication (BOTH prescription and over-the-counter) must be in the custody of the health staff.** This includes camper and staff medication. If your camper is scheduled to take medication, escort him/her to the health center at the designated time.

Prior to the first day of camp, Group Leaders are told specific camper health concerns including dietary restrictions, allergies, physical limitations, and sensitive reactions (insect bites, sun, etc.). This information is provided by the Health Director, who will have already reviewed each camper's health forms. Make constant reference to the information provided so that the needs of your campers are scrupulously filled.

Consider all camper health-related information **STRICTLY CONFIDENTIAL**; only discuss information with camp staff relevant to the health-related concern. Group Leaders should make Junior Counselors aware of any health-related concerns they may need to be on the lookout for, including but not limited to camper allergies and other potentially life-threatening conditions.

Many instances will require bringing a camper to the health center. When in doubt, always have the camper in question evaluated by our health staff. **Group Leaders should assign a Junior Counselor to escort the camper in need of medical attention to the camp health office.** It is the Group Leader's responsibility to remain with the group. Should a camper sustain an injury that prevents him/her from walking to the health center, a Junior Counselor should be sent to the health center or to contact the closest key staff member in order to activate our Emergency Action Plan.

During the camp season, any time your campers report to the health office, an entry into a medical log is made, including the camper's name, time of incident, purpose of visit, and treatment provided. This information is strictly confidential and is mainly used as

supporting documentation for parental concerns. If a parent inquires about a medical situation that arose at camp, defer to the health center to communicate with the parent/guardian so misunderstandings do not occur.

**ALL notes from home including health-related communications go to camp office.**

## **HANDLING EMERGENCIES**

Be careful, watchful and alert at all times—**OUR GOAL IS TO PREVENT EMERGENCIES BEFORE THEY HAPPEN.** You are responsible for making sure that—above all else—the campers are **SAFE.**

1. Prevention is the goal!
2. Don't panic. In an emergency call for help. Follow camp Emergency Action Plan.
3. Place the value of campers' lives and your own above personal or camp property.
4. Do your best to comfort and reassure people injured in any emergency situation.
5. Do your best to maintain control of the scene. Remove unaffected campers from the area if possible, and make sure supervision remains constant.
6. Familiarize yourself with camp Emergency Action Plan and lost camper procedures. Rely on procedures we've rehearsed prior to/ throughout the season.
7. FOLLOW THE CAMP'S EMERGENCY ACTION PLAN FOR ALL HEALTH OR SAFETY EMERGENCIES.
8. If an emergency occurs on the bus, alert the senior staff member who will contact camp via cellular phone and/or bus radio.
9. DO NOT attempt to run with an injured person in your arms through the camp. This may cause additional injury. Notify camp health staff and directors by activating the camp's EMERGENCY ACTION PLAN. You can assist the injured camper by maintaining your —coolll, staying calm, and speaking in a soothing voice while assuring them that help is on the way.
10. Fire - should a fire occur, lead your group out of the building or hazardous area. Take attendance by head count AND name to make sure all campers AND staff members are accounted for. Report to the softball field or designated location. If someone is missing, notify a key staff member immediately to initiate a search.  
*Remember to send for help and initiate the camp's EMERGENCY ACTION PLAN.*
11. Electrical Storms— summertime brings violent thunderstorms. Reassure younger campers, who may cry or get nervous. Make sure campers are clear of trees, metal objects, fences, electrical outlets, water faucets, and flagpoles. Get all campers off the fields. If you are not specifically directed, take refuge in the nearest building and await further instructions. No one is allowed to go back outside until instructed to by a senior staff member.

## **ENVIRONMENTAL PROTECTION**

We ask staff to help us protect the environment.

1. When the same patch of lawn is to be repeatedly used, daily activities should be



- spaced, so that harm is not inflicted upon the same patch of grass.
- 2. Campers and staff should only run through bushes if paths already exist.
- 3. On nature trips, remain on the path set by our nature guide. Do not deviate.
- 4. If we see a camper or staff member accidentally or purposefully destroying any natural or man-made property we will ask them to stop.
- 5. We will use sound judgment when interacting with the environment.
- 6. Rosmarins Day Camp strongly advocates a green environment. There are designated recycling bins for cans and bottles throughout camp grounds. Staff members are responsible for educating campers enforcing this policy.

## **HAZARDOUS MATERIAL**

If you come across hazardous materials- liquids, gases, and/or solid objects, use an abundance of caution. DO NOT TOUCH. DO NOT ALLOW CAMPERS NEAR THEM. Maintain a safe distance from the material. Send a staff member to notify a director. KEEP EVERYONE AWAY. Upon the director's arrival, follow his/her instructions.

## **BASIC GUIDELINES WHEN INTERACTING WITH CAMPERS**

### **Strategies for Being an Effective Staff Member**

- 1. Be the kind of person you want your campers to become. Obey the rules yourself!
- 2. Know the campers by name. Know something about them. Build relationships.
- 3. Talk to campers at their eye-level. Squat, kneel, or sit.
- 4. Be friendly. Show interest in what individual campers are doing and their progress.
- 5. Praise good qualities and actions.
- 6. A sense of humor is extremely valuable. Use it frequently.
- 7. Use age-appropriate language. If campers can understand what you are communicating, they will be more likely to listen.
- 8. Communicate information to campers in a step-by-step manner. Keep it simple.
  - a. Example: Please go into the cubbies, get your bag, and meet back here.
  - b. NOT: Go get your stuff, and meet me by the field, and bring your towel, but not your shorts, and put your art projects away, don't forget sunscreen.
- 9. Maintain your poise at all times. Don't let the campers get to you.
- 10. Enlist other leaders (camper peers, staff, administrators) to provide role models.
- 11. Remain with your campers during meals and free time.

### **Discipline Guidelines**

- 1. Under **NO** circumstances are you allowed to administer physical or emotional punishment. This includes grabbing a camper.
- 2. Try to see the camper's side of the situation. Discuss it until you understand.
- 3. One of the best methods to control behavior is to keep campers busy!
- 4. Remain in close proximity to campers. This can keep a problem from occurring.
- 5. Give a camper the opportunity to cool down and think about his/her behavior.
- 6. Rewarding a campers good behavior may improve behavior.
- 7. Be consistent and impartial.
- 8. Avoid lecturing/embarrassing campers. Discipline in private if possible, with

another adult staff member as a witness.

9. Remain in close contact with directors about all discipline issues in your group; be sure to relay all information, even if you've already addressed a situation.

### **Bullying**

Rosmarins Day Camp has a zero-tolerance bullying policy. If you encounter campers involved in bullying, you must address all parties involved—the bully and those campers on the receiving end—at the first sign of a problem. Do not allow a situation to escalate. See conflict resolution guidelines below. Contact a director at the first sign of bullying.

Bullying among staff members is also strictly prohibited. It is required by law that you must report any bullying situations to a director.

### **Conflict Resolution**

Campers are here to have fun. What is fun to one camper or to you, may not be fun to another. Confrontations might occur. Serious fighting often evolves from what starts out as fooling around. Keep a close eye on horseplay. Prevent it from getting out of hand.

Things to keep in mind:

1. Separate individuals who are fighting. Fights may be physical and/or verbal.
2. Try to fix the problem within the group.
3. Sometimes this might mean sitting the group down and discussing the issues.
4. Let your voice show calm, mature authority.
5. Disallow angry verbal exchanges. Separate combatants if necessary.
6. Parties who hit, kick, bite, punch, etc. are required to visit the health center.
7. Document all camper conflicts in your notebook. Counselors must report all instances of inappropriate camper action (i.e. hitting, fighting, use of profanity, running away from the group, bullying etc.) to a director IMMEDIATELY. This is important so that a director may initiate contact with the parent/guardian.

### **ABUSE**

Child abuse can take many forms, including: physical, verbal, emotional, or sexual. Should you notice unusual changes in a child's appearance, report this immediately to the directors or owner. Report any suspicious information you receive from or about a child to the directors or owner. Rosmarins Day Camp is responsible by law to report any suspected child abuse to the proper authorities. There are **NO EXCEPTIONS** to this rule.

### **SITUATIONS TO AVOID**

Good judgment and common sense are very important parts of your job. If you have the slightest feeling what you are doing can be perceived as wrong—**DON'T DO IT**. Ask the directors or a key staff person for help.

1. The girls' locker room is off limits for males; the boys' is off limits for females.
2. Campers (and staff) are not permitted to use alcohol, tobacco, or drugs and should not be given to campers by staff. If seen, alert a director immediately.
3. Marking camp property with graffiti or allowing campers to do so is unacceptable.

4. Borrowing items from, or lending items to campers, is prohibited.
5. Profane language to be cool is not acceptable. Campers will respect you more if you speak civilly, dress appropriately and act in a responsible manner.
6. Napping, not participating, reading a book on your own, not actively supervising your group, not knowing the location of your campers is not acceptable behavior.
7. Putting campers' safety at risk (food fights, pies in face, etc.) is not permitted.
8. Only staff trained according to written procedures in the appropriate use of gas and liquid flammables, power tools, or poisonous materials are permitted to handle them. All protective equipment must be used and procedures followed.
9. No candles, hot plates, coffee makers or any other heat-producing devices may be used in any camp building, unless it is pre-approved equipment for a programmed activity. Only the Owners and Director can give such approval.
10. Do not keep over-the-counter or prescription medications on you. All medications including natural/herbal remedies must be checked into Health Center.
11. Due to increased severity of allergic reactions, Rosmarins Day Camp attempts to maintain a nut free environment to protect our campers who have allergies.
12. NO ONE may use personal electronics, cell phones, radios, earphones, I-pods, hand-held games, etc. in camp at anytime. This includes staff and campers.
13. A staff member must be in the cubbies whenever children are in there.
14. Do not allow campers to run ahead. The Group Leader and/or Jr. Counselor must supervise the campers at all times including in the cubbies.
15. Lunches are provided on a daily basis. Staff members assist in serving and must ensure their campers are served first and are seated prior to serving themselves.
16. Staff members are to spread out and supervise specific areas including on the playground. **UNDER NO CIRCUMSTANCES** may staff congregate in one area, leaving children unattended on swings, slides, sandbox or any other play facility. Staff should check equipment prior to the group's usage to ensure it is in proper working order. Maintenance staff routinely checks all equipment, but it is up to you to make sure accidents do not occur. Notify the director of problems with equipment, keeping campers away from potential hazards until they are corrected.