



THE SPIRIT OF SUMMER

STAFF HANDBOOK

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A. Introduction to Willow Lake Day Camp

1. Welcome to WLDC

As a staff member at Willow Lake you are joining a group of people dedicated to providing a safe, fun-filled and enriching experience for all of our campers. Many of our staff, like many of our campers, return to Willow Lake each summer because they love working in a camp atmosphere where they help mentor children and act as extraordinary role models. If we have hired you to be part of our staff, we trust that you understand the important positive impact that you can have on the lives of children.

At Willow Lake we are a team, working together to help ensure that each camper has a wonderful, enriching camp experience. You should always feel comfortable asking for advice or help to reach that goal. Please do not hesitate to come to us with problems, concerns, ideas or suggestions.

This staff manual provides necessary information that will help you do your job effectively and responsibly. Please read it carefully and return the affidavit on the last page that indicates that you have read it.

2. WLDC mission statement & philosophy

To provide a superior, safe summer day camp experience to children of various ages, interests and backgrounds in a beautiful, wooded, facilities-rich, lakeside setting.

At Willow Lake Day Camp innovative programming and nurturing leadership encourage the acquisition of skills, the development of friendships, and a heightened awareness of our natural and social environment, all-important elements in each child's growth.

Willow Lake builds and enhances our campers' competence and confidence. Our camp community is supportive and welcoming – children thrive and grow stronger in many important ways. All our boys and girls are exposed to and try new things. We help campers develop lasting friendships, work well in groups, and work toward attainable goals. At summer's end children are more prepared to take on the challenges of a new school year.

3. Important names

Contact	Position
Wendy Saiff	Owner/Director
Charles Maltzman	Owner/Director
Dave Cooper	Director
Pat Reed	Transportation
Nina Treitler	Camp Nurse
Karen Shirvanian	Camp Secretary
Susan Salny	Camp Secretary
Steve Ernst	Maintenance
Barry Schwartz	Administrative Assistant/CIT Director
Brett Douglas	Pool Manager
Katie Williver	Instructional Swim Director

Little Willows

Lisa Young	Nursery Unit Leader
Jill Buckler	Kindergarten Unit Leader

Junior Camp

Tom Valle	1 st Grade Unit Leader
Chris Marangon	2 nd Grade Unit Leader
Dave Waxman	3 rd Grade Unit Leader

Senior Camp

Bob Gilmartin	4 th Grade Unit Leader
Ron Handelman	5 th & 6 th Grade Unit Leader

Super Senior Camp

Lauri Stokely	7 th & 8 th Grade Unit Leader
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B. Camp Rules

1. General camp information

For over 30 years, Willow Lake Day Camp has been providing campers with an outstanding day camp experience. We have a beautiful facility including 4 heated pools, numerous

athletic fields and courts, visual and performing art studios, etc. but the most critical ingredient of our program is our outstanding staff. Your energy, enthusiasm, caring and dedication create an atmosphere where campers feel included, supported and nurtured.

Your contact with campers throughout their day and all during their summer at camp has the potential to tremendously impact their lives. Make each day count for each child. Use every opportunity to be a good role model. Encourage children to make good decisions, to try new things, to be good friends and to support each other. Recognize and applaud their accomplishments whether it is a hit in softball, a great art project, or a kindness they have shown to someone else.

2. WLDC goals

- Children, as well as all people at camp, are to be treated with respect, fairness and kindness
- Children come first. Though we certainly realize our staff loves being at camp, providing a fun filled, safe, stimulating program for our campers is our first priority.
- Make an effort to reach out in a special way to each camper each day.
- Encourage all campers to participate in each activity. Create an environment where camper feel safe enough to take a risk and try something new or something they are not good at. Be a cheerleader for your group and encourage campers to do the same.
- Act all the time as though the parents of your campers were watching you. Behave with their child in a way they would approve.
- Be safe. Protect the physical and emotional well being of your campers. You must intervene to protect campers from any physical harm and/or emotional bullying. Do not tolerate children being mean or abusive to each other.
- Children should never be humiliated or publicly embarrassed.
- Involve the unit leader in any disciplinary decision or action.

3. WLDC policies

- As an employee of Willow Lake Day Camp, you represent the camp when you are at camp and when you are out and about in the community. Always act appropriately.
- Camp is 39 days and we expect each staff member to be here for all of them.
- Staff who drive to camp must arrive by 8:30 AM. No staff member may leave camp during the camp day unless it is sanctioned by a director.
- All staff may be assigned to work overnights, late nights and evenings for special programming
- Unless on an approved break, staff must be with their group at all times and be aware of the location of all the campers in their charge.
- Staff are not permitted to use cell phones during the camp or on the bus unless it is for a camp purpose.
- Staff is expected to dress appropriately.
- Staff must have a medical health form on record with our nurse.
- Staff is responsible for the care and use of all camp program equipment.
- Staff must help keep the camp clean.
- All notes from parents must be given to the unit leader. Only official notes from the unit leader or office may go home.
- At Willow Lake, we work as a team. Staff may be asked to fill in for another staff member at any time during the camp season.
- Any direct contact with parents regarding camper issues is the responsibility of the administrative staff. Please direct parents to the unit leader.
- Be certain to report any incidents of consequence with your unit leader each day.
- Any confidential information you have regarding campers MUST remain confidential. This includes any medical information.
- You must report any unethical or illegal behavior to a director.
- Smoking, drinking, the possession or use of any illegal substance is cause for immediate dismissal.
- Possession of any item that can be used as a weapon is not allow and may be cause of immediate dismissal.
- Any physical force used against a child is grounds for immediate dismissal.
- Sexual harassment is strictly prohibited and is grounds for immediate dismissal.

- Staff is not allowed to have visitors at camp.
- The camp is not responsible for any damage, theft, or incidents related to your car if you drive to camp.
- The camp is not responsible for any personal items you bring to camp and in fact suggests you do not bring anything valuable to camp.
- The employment agreement may be terminated at any time, without cause, at the discretion of the director.
- Willow Lake Day Camp provides equal opportunity to employees and applicants without regard to race, color, religion, sex, national origin, age, disability or veteran status.
- Willow Lake does not allow personal sports equipment, animals or weapons to be brought to camp.

4. What not to bring to camp

You are responsible for any personal possessions that you bring to camp that is lost, damaged, or stolen.

Please do not bring to camp:

- Any substantial amount of money
- Electronics (hand-held gaming devices, iPods, etc). Though you might have a cell phone at camp, we expect that you do not use it for personal use while you are on duty with campers.
- Expensive clothing, jewelry, or accessories.

5. Guidelines for attire

It is important to remember that our campers are impressionable and look to you as a role model. In addition, we have an open door policy where parents may visit camp whenever it is convenient for them. Parents also attend certain events, such as theater productions. If a parent is offended by your appearance or your appearance displeases them, they may not be comfortable sending their child to Willow Lake Day Camp.

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

- You are expected to dress comfortably in a way that will allow you to participate in the various activities at Camp. Clothing should be tasteful and not explicitly sexual. No outlandish hair color (pink, purple, green, etc).

- We suggest that jewelry be kept to a minimum. It is unsafe to wear large dangle or hoop earrings. No body piercing rings are allowed other than in the ears. Watches should be waterproof.
- Sneakers or sports-type footwear must be worn at all times. No open-toed sandals or shoes are permitted.

6. Staff training & orientation

All staff are required to attend their appropriate staff trainings. Staff should plan to be on time for staff trainings and stay for their duration.

7. Absences and sick days

Camp operates for 39 days in the summer. We need and expect our staff to be there each day we are open. It presents a hardship to other staff members when someone is absent from camp. The only legitimate reason for an absence is if the staff member is ill or if there is a dire family emergency. Staff is not paid for any time not at work.

8. Termination of employment

The contract shall continue only as long as the employee complies with its terms. If said employee and employer agree that for their own best interest, or for the interest of the camp the employment shall be terminated, the employee shall be paid to the end of the time worked. In case of early departure or dismissal from camp, or should the camp period be shortened, the employee's salary shall be pro-rated. Any physical abusive behavior towards a camper will result in immediate termination.

9. Staff break periods

All employees under the age of 18 are entitled to one break per day. Your unit leader or camp director will let you know when this will be scheduled. During a break, staff may not leave camp and must not socialize with staff members who are not on break.

10. Traveling to activities

There is no pass time scheduled for groups to get from one activity to the next so counselors need to make sure that they get their group from one activity to the next in an efficient manner. Counselors need to make sure

that they leave one activity area to get to the next activity taking into account how long it will take your group to transition from one place to another. The location of the activity as well as the age of the camp group will influence your schedule.

11. Fraternalization

Overt demonstrations of affection in anything other than a tone of platonic friendship is prohibited at camp. We understand that camp is a social environment, but appropriate behavior is expected at all times. Campers emulate counselors and our job is to place campers in the most relaxed emotional and psychological environment possible.

12. Sexual harassment policy

Sexual harassment is "unwelcome sexual advances, requests for sexual favors, slurs, jokes and other verbal or physical conduct of a sexual nature." Our goal at Willow Lake Day Camp is to maintain an environment free of sexual harassment.

Any work-related complaints should be filed with the director. All reports of sexual harassment will be kept confidential and will be promptly investigated. Willow Lake will take appropriate disciplinary action against any employees who are found to have engaged in sexual harassment, up to and including discharge. We assure you that there will be no retaliatory action taken against an employee who makes a good faith report of sexual harassment.

13. Internet and communications code of conduct

Willow Lake Day Camp is dedicated to providing a safe, wholesome, healthy, fun-filled environment for our campers where they can grow and thrive. We rely on our staff to provide such an atmosphere; and we are diligent in our hiring practices, staff training and communication policies to insure that staff understands the responsibilities they have with regard to modeling appropriate behavior to our campers.

We recognize that our staff has a private life outside the boundaries of camp and we expect that our staff conducts their private lives with integrity and decorum. The romantic life of our employees and the manner in which employees spend their leisure time should remain private. We have no interest in 'policing' the private lives of our staff, and yet, with the advent of increased technology and public access to the Internet, the line between

one's private life and public life can become blurred.

We expect our staff will:

- Never discuss personal aspects of any campers on blogs, social networking sites or with any individuals who do not need to know personal camper information. Staff needs to be mindful and respectful of our camp community and never disclose or discuss confidential or proprietary information.
- Never use the internet as a vehicle for gossip, to spread rumors or speak in a derogatory manner about Willow Lake Day Camp, campers or staff members.
- Never post pictures or videos that would be considered unprofessional or would in any way compromise your ability to be viewed as a positive role model for children.
- Never accept campers as 'friends' on internet sites. You should not be engaged in any on line relationship with any campers.
- Any out of camp relationship between staff and campers needs to be initiated by and supervised by the parents of campers.
- Staff must never post, tag, or publish a picture of a camper on the internet or send pictures via cell phone, e-mail or instant message.

Our Internet policy is consistent with our values. We need for all our employees to read our policy carefully prior to accepting a position at Willow Lake. It is our expectation that our entire staff will adhere to our policy. Failure to do so may result in immediate termination of employment.

14. Alcohol and substance abuse policy/smoking policy

Alcoholic beverages, illegal drugs, and tobacco are not permitted on the property of Willow Lake, nor are counselors permitted to be intoxicated while at camp or while attending any camp sponsored event. Willow Lake is a smoke-free environment. There is to be no smoking or tobacco chewing on camp property.

Failure to follow this policy is grounds for immediate dismissal.

15. Home-camp communications - notes from home

All communications between Willow Lake Day Camp and parents are the responsibility of the unit leader. Any communications received by counselors are to be turned over immediately to the unit leader. Counselors may not send home any letters, memos, etc. not authorized by the camp office. The unit leader in turn will bring the communication to the Director's office for

final action. IF the Unit Leader has any doubt as to whether the Director's office should be notified, the rule of thumb to follow is to notify the office. You will never be criticized for supplying the office with too much information.

Willow Lake encourages unit leaders to initiate positive communications with the home. If a camper has realized success in a given area, as in finally placing his head underwater or successfully overcoming a particular athletic challenge, we encourage the unit leaders to notify parents of the "good news." ***Good public relations are good business.***

Unit leaders need to make an initial introductory phone call prior to the start of camp with each family in the unit. Then the unit leader should call all new campers' parents within the first two weeks of camp. The remainder of the unit should be called by the end of their first 4 weeks at camp. No calls will be made between 9:00 A.M. and 4:00 P.M. except for discipline problems and emergency situations.

16. Lost and found

There are two areas at WLDC that are designated as lost and found. One area is in the main entrance to the main building; the other is outside the upper pool area. If any of your campers are missing something, after you check the spot where they might have left it, you should check these lost and found areas. In addition, if you find something lying around camp that does not have a clear owner, you should bring it to one of these two lost and founds.

17. Camp maintenance

Willow Lake Day Camp feels it is offering our campers the very best camp facility. Our maintenance team work hard each day to ensure camp is pristine. We ask that all staff work with us to help keep the camp clean and orderly. Take pride in camp and help us maintain these grounds and encourage our campers to do the same.

Lunch and afternoon snack need particular close supervision with regard to garbage. Make sure you keep lunch areas and snack areas free of garbage so we do not attract unwanted animals. Point out to your campers where garbage is to be put. Then before leaving the area, ask your campers to police the area for trash. Garbage cans are available throughout the camp. PLEASE USE THEM!

Assign each camper a cubby or shelf for their stuff. Counselors should make sure campers place their belongings back into their cubbies. Campers should take home their bathing suits and towels daily. It is the responsibility of the counselors to make sure that campers bring their clothes, shoes, artwork, etc. home each day. Particularly our younger campers are likely to need help to do this. Bring any unclaimed articles to Lost and Found.

18. Food policies

Staff, including bus counselors, should not bring any food to camp to be given to campers. Any food given to campers will be provided by WLDC. There is **ABSOLUTELY NO EATING ON THE BUS.**

As a counselor you must be conscious of all food allergies in your group. You need to make sure that campers with allergies avoid contact with their allergen. For serious cases campers may need to sit at a separate table in order to ensure that they do not come in contact with their allergen.

19. Reputation

As a staff member at Willow Lake Day Camp, you represent the camp. This means:

- How you behave is a reflection on both you and camp, especially when you are at camp or wearing anything with the camp logo or name appearing on it.
- The internet is a public space and as such is a place where the public can view you and make assessments as to your character.
- Willow Lake Day Camp reserves the right to not hire you, terminate your employment or not rehire you if your offline or online behavior, before, during or after the camp season, causes serious concern about you judgment or professionalism.

20. Privacy

We respect the privacy of our campers and our staff. This means:

- Staff is never allowed to share, modify, post or send photographs of campers. Photographs taken at camp are the property of camp and only to be used by the camp
- Staff is never allowed to photograph campers engaged in a private activity such as using the bathroom or changing.
- You must exercise restrictions on camper access to your phone number, cell phone number, e-mail address, screen name, social networking sites

such as MySpace or FaceBook, etc.

- The Internet is public space and is accessible to campers, to parents, to the public at large. How you portray yourself on line is ultimately not private. Keep that in mind when making decisions about what you say and do.

C. Camp Day

1. A.M. arrival

Most staff and campers arrive between 8:45 and 9:15 a.m. on buses and vans. When buses arrive, bus or van counselors escort campers to designated meeting areas. Particular attention is paid to younger campers – nursery, kindergarten and first graders – whose hands are held while escorting them to their respective groups.

Staff members not riding on the camper buses or vans must be in camp by 8:30 a.m. and must park in assigned spaces. There is limited parking at camp so staff is urged to car pool; only park in assigned areas; and enter and leave the parking lot slowly so as not to pick up gravel or rocks. Staff who drive must register their vehicle with the camp office.

After escorting campers to their groups, bus counselors must report immediately to the designated meeting areas for their groups or to their specialist location. All staff not riding on camper buses or vans must report to their designated work areas immediately after parking their cars.

After the group is assembled, counselors take attendance and collect lunches that are placed in crates assigned to their group and brought to an assigned refrigerator so that campers' lunches can be easily found at lunch time.

Be sure to check the outside pocket of campers bags to see if there are notes from home that parents might have put there.

2. P.M. dismissal

At 3:15 p.m. each day there is camper roundup at which time all campers report to their designated meeting areas. Campers then have snack and prepare to go home.

At approximately 3:25 p.m. an announcement is made for all nursery and kindergarten bus and van counselors to pick up their campers and report to

their buses and vans. Another announcement is then made to advise other counselors and campers to report to their buses and vans. Please note that no staff member or camper is to leave for his or her buses or vans prior to an announcement over the Camp PA system. Buses are parked in the same location each day so that they are easy to find.

No bus or van can leave before all campers are accounted for. Buses and vans leave between 3:45 and 4 p.m.

3. The daily schedule

Willow Lake Day Camp operates on a five-day rotating schedule. Counselors receive group schedules at orientation. The number and type of activity will vary based upon the age of the group.

Every day camper's swim two times – there is an instructional swim in the morning and free swim in the afternoon. There is also a lunch period each day.

The activities that groups go to are termed specialty areas and a specialist supervises each area. It is important that counselors attend specialty activities and assist the specialist in conducting the activity. The specialist will direct the session and counselors will provide assistance, encouragement, and supervision. While providing assistance at a specialty area it is important to remember that you are there to assist the specialist and enhance the enjoyment of your campers.

All junior counselors are entitled to take a 30-minute break at some point during the camp day. The time of this break should occur when the group is at free swim. The unit leader and senior counselor will provide supervision for the campers during this time along with the swim staff. Though not on duty, junior counselors need to stay in the pool area at this time and not be disruptive to camper activities or to the ongoing supervision of camper activities performed by other staff members. All staff is welcomed to swim at this time and enjoy cooling off in the pools.

Although a specialist will conduct the majority of activities, there will be occasions when counselors will be asked to organize and run activities for their groups. On those occasions, counselors are expected to exercise leadership and provide instruction to campers. They are also expected to actively participate in those activities with their campers.

4. Equipment

Any equipment that is required for a camp activity should be acquired from our equipment shed. Equipment is checked out with the person staffing the shed. At the end of each activity, equipment should be immediately returned to the shed. Campers should be informed that personal equipment should not be brought to camp.

5. Lunch

Junior counselors are responsible for getting the lunch crates from the refrigerator and bringing them to the campers. They are also responsible for returning the crates to their proper location at the conclusion of a lunch period.

Unit leaders and counselors are responsible for supervision of lunch. Make sure all children have their lunch and are eating it. If a child forgot lunch, the counselor or unit leader can make them a lunch at camp. If a camper has lunch but is not eating it, determine the reason and make sure the unit leader is informed and can call home to discuss the issue with the parent.

Because of food allergies, it is critical that campers not share or trade their lunch. Campers with peanut allergies should sit at the peanut free table.

Counselors are responsible for insuring that campers cleanup after lunch. Before leaving assigned lunch areas all garbage must be placed in garbage cans or recycle bins and all picnic tables should be clean. Encouraging campers to clean up after themselves means less cleaning will be required by the counselors. Cleaning up their own mess is a good lesson for campers to learn.

6. Waterfront activities

a. Swimming

Swimming is the most important single activity that occurs during the camp day. Swimming is potentially the most enjoyable activity, but may also be the most dangerous activity. For Willow Lake's swim program to work successfully, we need the cooperation of swim staff, as well as all counselors.

b. Instructional swim

Willow Lake is committed to seeing all of our campers progress through our swim program and become stronger, more confident swimmers. This is not only the task of the swim staff, but must also be seen as a goal of the counselors and unit leaders.

During the instructional swim period all counselors must be in swimsuits. Counselors in grades nursery through 2nd grade must be in the water with the swim group to which they are assigned. Counselors assigned to swim groups in 3rd grade and up must be sitting at the edge of the pool, ready to assist the swim staff. **THIS IS MANDATORY, NOT OPTIONAL.**

c. Counselor assignments

Counselors will be assigned to an instructional swim group. Counselors must be on time for swim so make sure you leave the previous activity in time to get to the pool on time. Swim groups will meet in the same place everyday. Counselors should make sure that campers go to the bathroom before they arrive for instructional swim.

Do not socialize with the lifeguards or the swim instructors. Their full attention must be devoted to the campers whom they are instructing or on their guarding responsibilities. Be aware of the swimming skills being worked on in your swim group. Be attentive to the campers in your swim group. The swim instructor will tell you how best to help during the instructional period.

d. Free swim

During free swim counselors should monitor campers who are not swimming. All campers should be encouraged to go into the pool during free swim. IF a camper is not swimming for some medical reason, he or she should be seated on benches or be engaged in an alternative activity. Counselors are encouraged to swim during free swim, but during the buddy check they are required to make sure that they have all their campers before reentering the water.

e. Buddy checks

Generally, during free swim there are three buddy checks. The first buddy check occurs at the beginning of free swim. At this time, counselors enter the pool and have their campers sit quietly with their buddy in their assigned areas.

Buddy checks occur every 10 minutes during free swim. The last buddy check occurs at the end of the free swim when campers are getting ready to leave the pool.

To initiate a buddy check the lifeguard in charge of the check will blow the whistle twice. All campers and counselors will quickly get out of the pool and go to their assigned meeting areas. All lifeguards should check the pool and direct campers to be quiet and move quickly out of the pool. Counselors will then count the campers in their group. The lifeguard in charge and another lifeguard will circulate around the pool and will check with each counselor to make sure there is no one missing.

If someone is missing, immediately alert the pool director and unit leader.

NOTE: The other lifeguards will continue to keep the campers quiet with the help of counselors.

When the buddy check is completed and all children have been accounted for, the lifeguard in charge will blow the whistle and allow children to swim. Lifeguards will reposition themselves before allowing campers to resume swimming.

No campers are permitted in the changing rooms during a buddy check.

f. Pool rules

- No Swimming if a lifeguard is not present.
- No running around the pool deck.
- No glass containers or food in the pool area
- No diving or jumping into the pool except as required during an instructional period.
- Only one person on the slide at a time. Only deep water swimmers can use the slide.
- No swimming over or under the ropes.
- No swimming in the slide areas.
- **Two short whistles** means – go directly to meeting area for BUDDY CHECK.
- **Three long whistles** means – there is an emergency, all swimmers should exit the pool carefully and quickly for BUDDY CHECK.

It is imperative that all pool rules be strictly enforced from the beginning of camp. This will help us have a safe and good summer.

g. Water-slide rules

- Any camper using the water-slide must be a deep-water swimmer. Only campers may use the slide due to weight restrictions.
- Only one person may be coming down the slide at a time and only one person may be climbing up to use the slide at a time.
- After a camper enters the water from the slide, he or she must swim to the side of the pool closest to them.
- Campers should wait in line along the side of the pool to use the slide.
- Counselors should monitor campers waiting in line.

h. WLDC beach

Boating may not take place without a certified guard present. If a guard is not present when your group arrives for boating, wait a few minutes (sometimes when the guards change it takes a few minutes for the new guard to arrive). IF a guard does not arrive within 5 minutes inform the office to page a guard. Willow Lake is for boating, not swimming.

i. Boating safety guidelines

- All campers and staff **MUST** wear life jackets while on the lake and on the dock.
- No splashing of campers is allowed in your boat or other boats.
- No bumping into other boats.
- No passing of counselors or campers from one boat to another while on the lake.
- At least one counselor **MUST** go boating on the lake with their group. Counselors not going boating must stay on the beach for safety reasons.
- Campers must be accompanied by a counselor at the beach or boating area
- No throwing of sticks and/or rocks into the water or at the docks or boats.

j. Lake Hopatcong safety guidelines

All WLDC groups will spend time at some point on Lake Hopatcong. Our kayaking program begins in 4th grade but all campers get use of one of our

two pontoon boats. While on Lake Hopatcong your group will be accompanied by a guide or a boat captain. Make sure to listen to the instructions that your guide or boat captain gives. As always, safety is essential, so please make sure that all campers are wearing life jackets at all times.

7. Special Events

Special events are planned throughout the summer. A calendar of these events will be provided to you by your unit leader. Some of the events may require that the daily schedule be modified. You will be informed of any schedule changes by your unit leader.

a. Overnights and late nights

During the summer, campers in third through sixth grades have a scheduled overnight at camp. Counselors are expected to stay for the overnight. First and second grades have a scheduled late night. Counselors and junior counselors are expected to participate in this activity. Late nights end at 7:30 p.m., at which time campers will be picked up.

Campers in nursery through 1st grade participate in a theater production where parents are invited to watch their campers performance during the camp day. In 4th grade and up, some campers participate in theater productions, which begin at 6:00 p.m. Counselors and junior counselors with campers in the show are expected to participate in this activity as well.

Bus counselors should speak to the transportation director if they need to get a substitute on the bus.

All staff, including specialists and lifeguards, are required to sign up for one of these late night activities to help with supervision.

b. Rainy Days

On rainy days campers may be taken to movies or bowling. Whatever the plan is for a rainy day, staff should remain positive about the great time campers will have despite the weather. During these out-of-camp trips, counselors and junior counselors must stay with their groups and supervise their campers. Other camp staff will be assigned to help supervise or run programs during a rainy day.

D. Procedures for Health and Accident Emergencies

REMEMBER: MOST ACCIDENTS CAN BE PREVENTED. SAFETY SHOULD ALWAYS COME FIRST IN PLANNING AND CARRYING OUT ANY ACTIVITIES. BUT, ACCIDENTS DO HAPPEN. IF YOU HAVE ONE, HERE'S WHAT TO DO...

Check for noticeable injuries and control bleeding. IF a camper is injured and registers a complaint involving his/her head, neck, back, or the slightest possibility of a broken bone, **DO NOT MOVE THE INJURED CAMPER**. Keep the camper calm and perfectly still while you send someone for the nurse. Move other campers away from the injured camper and try to keep the situation as calm as possible. If a child is injured never leave him/her unattended.

Have someone who witnessed the accident available to give details to the nurse. The nurse will determine if a doctor or First Aid Squad is to be called. The main office or the nurse will notify the parent(s). A complete accident report will be completed by the nurse which will contain the names and statements of witnesses. If you saw an accident occur, please notify the nurse.

The following are general first aid procedures:

1. **REMAIN** Calm. Act quickly but carefully.
2. **DETERMINE** – WHO is injured? WHAT part of the body is injured? HOW did it happen (e.g., fell down, bumped head, hurt arm, etc.)?
3. **SEND FOR HELP**. Send someone to the infirmary for the Nurse. Provide basic injury information so medical help will know what type of first aid equipment to bring and whether or not to call paramedics.
4. **BEGIN EMERGENCY CARE** (First Aid) – **TREAT ACCORDING TO PRIORITY! Whenever there is bleeding, put on rubber gloves and follow universal precautions.**
 - **BREATHING**: Ensure individual has an open airway and give mouth to mouth or mouth to nose artificial respiration. Use a breathing mask found in each first aid kit.
 - **BLEEDING**: Control severe bleeding by use of direct pressure on wound and or applying pressure to major pressure points. **ELEVATE INJURED AREA IF POSSIBLE.**
 - **SHOCK**: Keep injured person lying down if possible. Cover person if they feel cold or have chills. Elevate legs. Reassure person.

5. **KEEP SPECTATORS/GROUPS AWAY:** Send them to another area where supervision is available or seek assistance from another staff member.

1. Daily health check

Every morning during attendance, visually check your campers for any obvious marks or bruises. If any of your campers seem under the weather, ask if they want to see the nurse. During changing time, again watch your campers and look for any unusual marks or rashes (possibly from tick bites). Report anything unusual to your unit leader or the nurse.

2. The infirmary

The Willow Lake Day Camp infirmary is staffed by a nurse during the camp day. **A camper needing to see the nurse, no matter what age, should be accompanied by a staff member or a CIT.**

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

3. Camper injuries and medication

If a camper complains of not feeling well or indicates any situation that could involve a medical problem, immediately bring the camper to the infirmary to be checked out by the nurse. Please do not attempt to make a diagnosis. The only person to diagnose a medical situation will be the nurse. When in doubt, bring the child to the nurse. Remember, always "check out" a medical situation no matter how minor it appears to you.

If the counselor receives a note from a parent involving a medical situation or medication, the information should immediately be turned over to the unit leader or nurse. Any medication, whether prescribed or "over the counter," or medical treatment of any type must occur in the infirmary administered by our nurse. Likewise, if a camper in your group is receiving medication, please bring the camper to the nurse at the prescribed time.

If a camper returns to camp from a medical situation and requires some modification to the camp program, we will provide these modifications (e.g., a camper returns to camp but cannot swim).

Never allow a camper with activity restrictions to just sit quietly by the pool or watch an activity. Rather, provide an appropriate activity that would take into account the camper's restrictions. Consult the nurse, your unit leader or the director for advice if needed.

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

- Skin rashes, poison ivy, etc.
- Lacerations
- Fatigue
- Itching of head
- Sunburn
- Redness or discharge from eyes
- Bruises
- Any unusual behavior

4. Missing camper

1. If a camper is assumed missing, the counselor or unit leader should notify the director. All three will conduct a search using staff who know the camper (e.g., bus counselor). The director will notify the main office.
2. If a camper is not located, the emergency alarm will be sounded.
3. All specialty staff are to assemble in front of the main building. In groups of three they will check locations as assigned.
4. The police and the camper's home will be called by the director within 20 minutes from when the camper is determined missing.

5. Procedures for a camp emergency

A camp emergency is defined as a life-threatening situation such as a fire or missing camper.

1. The person who discovers an emergency is to immediately notify the main office. The main office will contact the police and other authorities.
2. One long blast on the horn will be sounded over the PA system.
3. The **Emergency Team** along with the nurse will report to the main office.
4. All counselors, unit leaders and campers go to the emergency assembly area (the campus field in back of the main building).

5. When campers arrive at the campus field:
 - A. Campers are to line up behind their counselors;
 - B. Counselor will take attendance of their group;
 - C. Counselors will report any missing or absent campers to their unit leader;
 - D. unit leader will report information to Key Person #1 on the field;
 - E. When attendance for their group is complete, campers are to sit quietly behind their Counselors.
6. Key Person #1 on the field reports to the Director any missing camper via walkie-talkie. The nurse and main office will be in contact via walkie-talkie.
7. Specialty staff: check your own areas and bathrooms to make sure all campers have left. Proceed to the area in front of the main building to Key Person #2.
8. Key Person #2 reports any problem situations to director.
9. Each Key Person will notify their group when drill or emergency is over. A drill will be performed prior to and during the camp session.

6. Emergency response action plan

In the event of an emergency which requires evacuation from the camp and potentially extended stay at another facility:

In conjunction with the Jefferson Township Police Department a determination will be made to evacuate the camp population to a Jefferson Township School, which will be opened for this purpose.

Depending on the availability of bus drivers, campers and staff will be evacuated on either yellow school buses or on our own 15 passenger leased vans. Nursery campers and 7th and 8th grade campers along with their counselors will be the first to leave. One nurse, the theater staff, martial arts staff and little willows ceramics staff will go to the school first to assist the first campers arriving. After nursery and oldest campers have arrived, buses will return for kindergarten and 6th graders and so on. Additional specialist staff will be assigned to each unit (see list) providing additional coverage and support for counselors.

Staff in charge of bus evacuation: Transportation Director, Pool Director, Soccer Director, Ropes Director

Staff in charge of parents coming to pick up children: Security guard, Equipment Manager, Wilderness Specialist, Ceramics Specialist. Parents will need to show identification when signing children out.

An account has been set up with Pathmark to provide food in the event of an emergency.

Communicating with parents: Administrative assistant will post plan on web site if possible. Office secretaries and art specialist will staff the office and handle phones if still operating.

Business administrator will contact insurance company.

Owner/director and director ONLY will respond to press.

Emotional support team will be identified and will set up in an area.

E. Working with Campers

1. Discipline

Throughout the summer, occasions may arise where your group or individuals within your group may require discipline. The Willow Lake philosophy of behavior management builds on a child's need to develop a sense of self-worth. Our program has been carefully planned to foster positive behavior at Willow Lake Day Camp. To accomplish this:

- Children are involved in rule setting and help determine the consequences for misbehavior
- The meeting site and activities are set up to promote positive interaction among children
- Leaders encourage children to learn how to solve problems and settle differences among themselves.
- Leaders try to understand the underlying causes of misbehavior.
- All disciplinary efforts are based on these practices.

When a child's behavior creates a risk for the physical health and safety of another child, himself/herself, or the leader, the following procedures shall be followed:

- No staff member may shake, poke, slap or hit a camper. Verbal reprimand in the form of discussion and “time out” are the only forms of discipline allowed at Willow Lake. There is no screaming at campers.
- When discipline of a group or individual campers is necessary, the unit leader is the only disciplinarian.
- When a counselor has asked a camper or group of campers to refrain from acting in a certain unacceptable manner and the counselor’s request is not followed, the counselor turns to the unit leader for disciplinary assistance. The general rule that we follow at Willow Lake is that we want campers to go home each day loving their immediate counselor. If there has to be a “heavy” or “bad guy” because of a disciplinary situation, it is to be the unit leader. Keep in mind that good judgment is the key to good discipline. Choose the proper place and time to speak with a camper. Don’t embarrass any child in front of his/her peers. Remember that when a reprimand is necessary...
 - Enforce rules consistently.
 - Make certain that actions correct a situation, not punish.
 - Be alert to the opportunities for giving credit when due.
 - Be firm when necessary, a vacillating counselor does not command respect.
 - A child shall not be deprived of food, isolated or subjected to corporal punishment or abusive physical exercise as a means of punishment either by staff or another camper.
 - Repeated misbehavior will be handled by a telephone conversation or conference with the parent initiated by the unit leader or director.
 - The parent, child and unit leader agree to a plan that will improve behavior or face the possibility of termination from the program.
 - The most effective way to avoid issues of discipline is for the counselor to develop a positive relationship with the group and with every child in the group. Most children respond well to fair leadership and mutual respect.

2. Supervision

- Counselors must be with their group at all times and be aware of where each camper is
- Counselors must stage themselves **within changing rooms** while campers are changing in and out of bathing suits. Younger campers are likely to need assistance and counselors should be prepared to

help if needed. Counselors need to check for items that are lost and return them to campers.

-While moving young campers from activity to activity, one counselor should be towards the front and one at the rear to make sure the entire group stays together.

-A head count should be taken for every transition to make certain no one is being left behind.

3. Child Abuse

Child abuse encompasses mental, physical, and sexual victimization of children. If you suspect that a child assigned to you is a victim of child abuse you should report this to your unit leader, the camp director or camp nurse.

4. Detecting Sexual Exploitation

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

- Changes in behavior, extreme mood swings, withdrawal, fearfulness, and excessive crying.
- A sudden acting out of feelings or aggressive, rebellious behavior.
- Regression to infantile behavior.
- A fear of certain places, people, or activities, especially being alone with certain people. Children should not be forced to give affection to an adult if they do not want to. A desire to avoid this may indicate a problem or may indicate that parents have cautioned the child against such behavior.

5. What to do - what not to do

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

- **DON'T** panic or overreact to the information disclosed by the child.
- **DON'T** criticize the child or claim that the child misunderstood what happened.
- **DO** respect the child's privacy. Take the child to a place where they cannot be overheard by the other campers. It is important that you discuss the child's situation only with the camp director, nurse and

unit leader. It should not become the topic of conversation in camp. The privacy of campers must be respected.

- **DO** encourage the camper to tell the camp director, nurse or unit leader. Make sure that the child feels that he or she is not to blame for what happened. Tell the child that no one should ask him or her to keep a special secret and that it is okay to talk with adults about what happened. Try to avoid repeated interviews about the incident; this can be very stressful for the child.

6. Precautions against accusation of sexual abuse or exploitation

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

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

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

We all want the experience at summer camp to be a happy, carefree one for our children; one where boys and girls experience independent living, develop an appreciation for nature, and work on their social skills. In order for us to provide our campers with a positive, safe environment, we as adults must act responsibly and face the fact that child victimization and sexual abuse are harsh realities. You are not being a "friend" when you protect someone who

is an abuser. Your responsibility is to the camper. A realistic approach to child safety is essential to protect those for whom we really care.

7. Sexual Harassment Policy

Sexual harassment is “unwelcome sexual advances, requests for sexual favors, slurs, jokes and other verbal or physical conduct of a sexual nature.” Our goal at Willow Lake Day Camp is to maintain a workplace free of sexual harassment.

Any work-related complaints should be filed with the Director. All reports of sexual harassment will be kept confidential and will be promptly investigated. Willow Lake will take appropriate disciplinary action against any employees who are found to have engaged in sexual harassment, up to and including discharge. We assure that there will be no retaliatory action taken against an employee who makes a good faith report of sexual harassment.

F. Activity Safety Guidelines

1. Fields and Their Proper Use

We make every effort to avoid scheduling conflicts on athletic fields but sometimes we make an error in scheduling. If you plan to use a certain field and the field is taken when you arrive, please don't try to “squeeze” your activity onto the field. Please spread out and seek another camp field that is not in use. Contact the office to inform us about the scheduling conflict so we can make adjustments to the schedule.

When traveling with your group from one activity to another, make sure you lead your group around an activity in progress. **DO NOT CUT THROUGH THE CENTER OF THE FIELD.** Show courtesy toward other groups and refrain from any actions that would interfere with the activity in progress.

No equipment used for a given activity is ever to be left on a field when your activity has ended (e.g., balls and bats are to be returned immediately to the equipment shed at the completion of a softball or kickball game).

2. Activity safety guidelines

Campers love it when their counselors play with them and we encourage you to so. When playing with campers, the idea is for the counselors to assist the campers at having fun, learning new skills and

developing good sportsmanship protocols. Do not seek to out run, out score and out play your campers. See yourself as the adult and make sure that your objective is the safety and well being of the children in your care.

When you are at any activity in camp you need to be participating fully in said activity. For some activities there is a specialist that will help to run it, but it is your job to help that specialist with whatever it is that they need. For some other activities there will be no specialist and you will be expected to run the program.

3. Playgrounds

Playgrounds are another area of camp where the risk of camper injury is high. All staff members must recognize the unique challenge of a playground area. It is easy for a staff member to look upon playground use as a break period or at least a time to sit down and relax. **HOWEVER, PLAYGROUDNS REQUIRE INCREASED SUPERVISION.** It is imperative that counselors are on their feet, stationed throughout the playground area and employing the maximum in risk recognition and safety supervision. Playground equipment is to be used in accordance with its design (e.g., slides are for sliding “down” not “running up”).

We are asking all staff members to approach the playground areas as if you were a spotter in gymnastics. Place yourself under or near playground apparatus that appears to possess potential danger for a camper. Be alert and prepared to protect the camper if an accident should occur. Approaching playground areas with the attitude that you are “spotting” children as in gymnastics is proper playground “risk recognition.”

We urge all staff to keep playground areas from becoming overcrowded. Only use the playground when you are scheduled for it or when you have been directed to use it. If there is a group already using the playground when your group arrives, seek out another activity. Finally, as in all areas of the camp, be another pair of eyes for us when in playground areas. If you see a piece of playground equipment that needs repair or appears potentially dangerous for campers, please bring it to the attention of your unit leader. **THINK SAFETY!**

4. Ropes course safety guidelines

- No campers or staff are allowed on the equipment without the permission of the ropes specialists.

- Campers and counselors must wear socks and closed toe shoes or sneakers.
- Check for ticks after being in wooded areas.
- Remove sharp objects from pockets (e.g., combs, pens, etc.)
- Remove jewelry (especially watches).
- Attempt each activity with proper spotting.
- Follow specific safety procedures for each event.
- Helmets must be worn by staff and campers when using the high elements.
- Liners must be used in all helmets and helmets must be cleaned each day.

5. Archery safety guidelines

- Use bows and arrows ONLY in areas set aside for archery.
- Nock the arrow after signal is given to shoot. Keep the arrow in the quiver until signaled to shoot.
- Allow no one to be in front of the shooting line, even at the extreme right or left sides during the shooting. (Arrows frequently are released accidentally before being aimed, and may glance off in any direction.)
- Have all archers shoot from ONE shooting line at the signal to begin. Have all campers retrieve arrows at the given signal.
- Have all campers wear an arm guard and shooting tab or glove.
Reason: If the left arm is held correctly, the bow string will slap the forearm on the release. Similarly, the bow string will cause the finger to burn or blister.
- No cross-shooting allowed.

6. Gymnastics safety guidelines

- Everyone must remove footwear (socks allowed) before using the gymnastics equipment.
- No one is allowed on the equipment without supervision of the gymnastics Specialists.
- No running in the gymnastics area.
- Remove all jewelry.
- Obey specialist's directions at all times.

G. Performance Evaluations

Unit leaders will evaluate junior and senior counselors twice during the camp session – once mid season and again at the end of the summer. Evaluations will be discussed with counselors and will be the basis for recommendation for future employment.

H. The Willow Lake Organization & Hierarchy

The Administration of Willow Lake Day Camp encourages and welcomes observations, suggestions and ideas from all staff members. We encourage all staff to be creative and innovative. The following table of staff organization is not perceived as absolute. Rather, it is a hierarchy only in the sense that it facilitates necessary decision-making. The entire Willow Lake staff, for any given summer camping season, is looked upon as a team striving for one goal – to provide our campers with the very best day camp experience. The directors have maintained an attitude about the staff throughout the camp's long history which is that you are working *with us*, not *for us*.



HIERARCHY



I. Orientation Affidavit

WILLOW LAKE DAY CAMP ORIENTATION AFFIDAVIT

This is to certify that I, _____
(Print first name and last name)

have read the Staff Handbook provided to me by Willow Lake Day Camp. Further, I have participated in Willow Lake's Orientation Program where procedures for proper child care, maximum child safety, camp curriculum and instruction were discussed.

(Your Signature)

(Date)

Note: All staff must return this Orientation Affidavit to the Willow Lake Day Camp Office before the beginning of camp or at the Staff Orientation.