

Camp Manual

For Staff, Volunteers, and Guest



BEING PREPARED

At all times, in all settings, for
every situation

Creating a culture of excellence by educating counselors to be safety oriented, mission driven and focused on giving a one-of-a-kind camp experience.

Table of Contents

Core Values	3
Organizational Chart	4
Program Promise	5
Victory Junction Programs	6
Camp Map	7
Victory Junction Staff Policies	8-24
Hiring Procedures - Summer Staff	9
Counselor Expectations	10
Counselor Support Structure	11
Grounds for Dismissal	12
Staff Disciplinary Action Steps	13
Personnel Policies	14-16
Substance Abuse Policy	17
Communication Policies	18
Social Media Tid-Bits	19
Dress Code Policy	20
Supervision Policy	21
How to Handle Counselor Conflict	22
Staff Performance Program	23
Summer Staff Evaluation	24

Camp Procedures

Security Procedures	25-44
Visitor Procedures	26
Fuel Stop Procedures	27
Dietary Procedures	28
Vehicle Procedures	29
Golf Cart Driver Training Records	30
Campfire Building Training Records	31
Communication Procedures	32
Radio Communicate Etiquette	33
Cleaning Procedures	34
Maintenance Procedures	35
Cabin Cleaning Procedures	36
Lice Procedures	37
Bed Bug Procedures	38
Environmental Procedures	39
Health Inspector Procedures	40
Fire Drill/Fire Building Procedures	41
Incident Guidelines for Reporting	42-44

Incident/Emergency Procedures

Incident Procedures	45-70
Reasons to Call 2004	46
Incident Communication Plan	47
Emergency Codes	48
Incident Notification/Assembly	49
High Temperature/Humidity	50
Lightning/Severe Storms	51
Tornado	52
Hurricane	53

Incident/Emergency Procedures

Structural Fire/Wild Fire	54
Flood	55
Earthquake	56
Loss of Electricity	57
Loss of Water	58
Loss of Phone Service	59
Hazardous Materials	60
Runaway Animal	61
Bomb Threat	62
Serious Injury	63
Lost Camper/Child Abduction	64-65
Camper/Staff Abuse	66
Unauthorized Person/Intruder	67
Fatality on Camp	68
Evacuation	69
Informing Parent/Caregiver	70

Session Specific

Summer Arrival Day Process	71-77
A Day in the Life (Weekend)	72
A Day in the Life (Summer)	73
Camp Entertainment	74
Camper/Family Orientation	75
Sending a Camper Home	76

Program Area Specifics

Goals, Objectives, & Outcomes	77-84
Program Area Rule/Procedures	79
Back Pocket Games/Cabin Time	80-83

Volunteers at Victory Junction

Valued Volunteers	84
Summer Session Volunteer Eval	85-88

Staff Health and Wellness

Important Things to Remember	89-97
Medical Care of Counselors	90
Counselor Sick Room	91
Sleep and Rest/Balanced Diet	92
Zero Tolerance: Sunburn/Hydration	93
Exercise at Camp	94
Counselor Accommodations	95
Counselor Time-Off	96

Camper Support

Camper Development Goals	97-111
Daily Camper Support	99
Camper Support Policy	100
Unsafe Behaviors/Consequences	101
Camper Dismissal Policy	102
Camper Support Contacts	103
Behavior Support Management	104

45-70

54
55
56
57
58
59
60
61
62
63
64-65
66
67
68
69
70
71-77
72
73
74
75
76
77
78-84
79
80-83
84
85-88
86-87
88

Camper Support

Ages and Stages	98-117
Tools for Managing Behavior	106
Communication Tips	107
Missing Home	108
Hand Signals	109
Escalated Situations	110
Running Away	111
Counselor Responses	112
Camper Success Plan	113
Behavior Notes	114
Cabin Constitution Rules	115-116

Medical Polices & Procedures

Medical Professionals	117
General Safety Tips	118-135
Body Shop Procedures	119
Medical Information Privacy	120
Ability Awareness	121
Emergency Procedures	122
First Aid Procedures	123
Camper Care	124
Counselor Responsibilities	125
Transfer Tips	126
Types of Transfers	127
Camper Medications	128
Emergency Medications	129
Universal Precautions	130
Infection Control	131
Wounds, Fever and More	132
OSHA Signature Page	133

Specific Illness Information

Oxygen/Breathing Therapy	136-151
Inhalers/Seizure Rescue Meds	137
Diabetes	138
Counting Carbs	139-140
Central Lines	141
Dialysis	142
Feeding Tubes	143
Seizure Management	144
Bowel Routines	145
Colostomies and Urostomies	146
Urinary Catheters	147
Disease/Illness Groups	148
Mental Health Emergency	149-151

Victory Junction strives to ensure campers are #1 by creating a balance between our core values of:

Safety

We passionately care for our campers, families, and team, and provide a safe haven that allows everyone the opportunity to be themselves.

High Standards

We deliver extraordinary and memorable experiences by sustaining high quality, fully accessible facilities, a commitment to customized programming and continuous improvement at every level.

Empowerment

We are dedicated to providing opportunities for growth and independence which encourages individuality and fosters true possibilities.

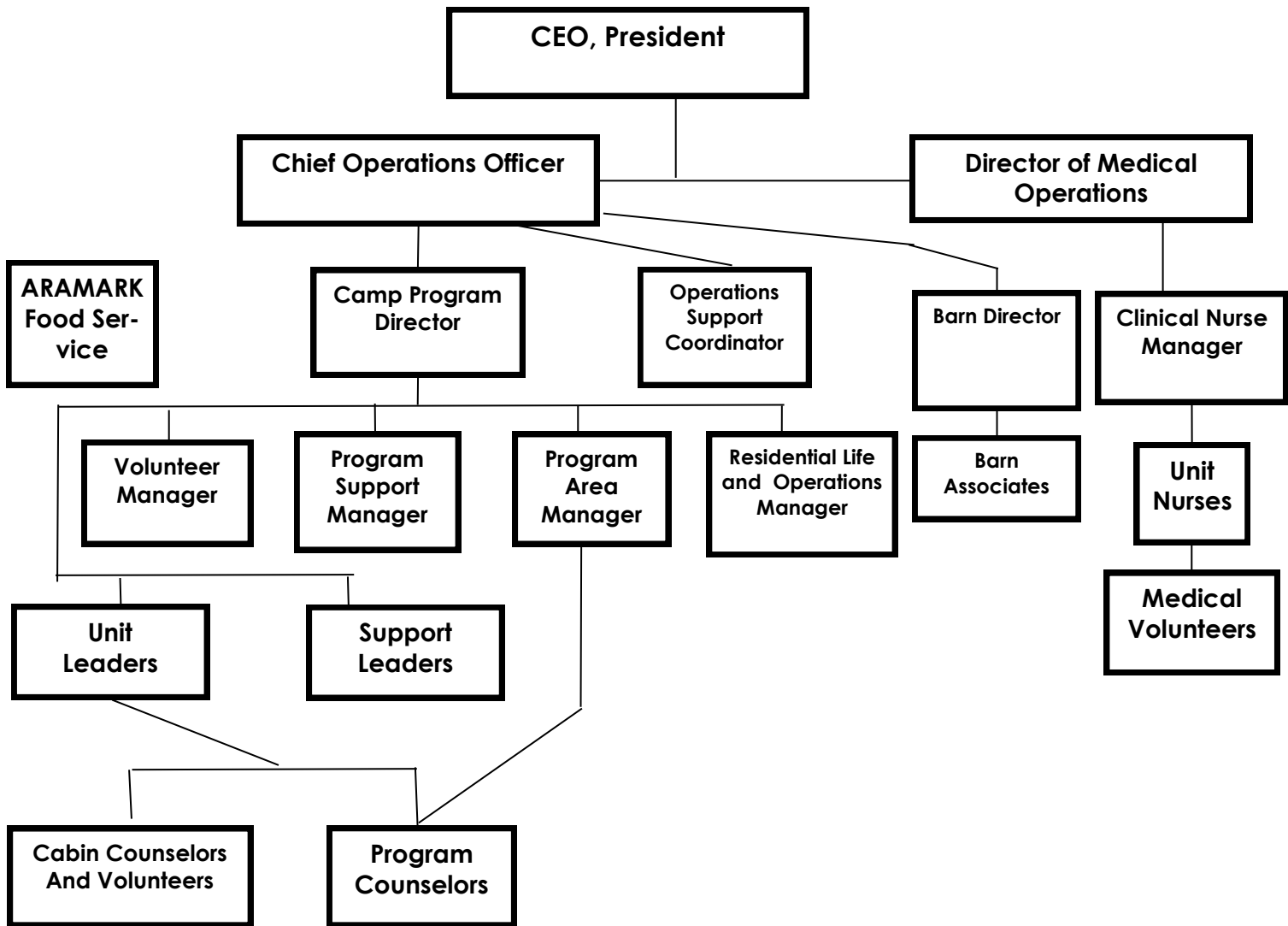
Respect

We maintain an environment of trust, honesty and transparency by encouraging a vigorous, open flow of communication on all issues, in all directions

Teamwork

We value everyone's unique experience and insight, and are committed to creating an environment that builds relationships, supports collaboration, and encourages openness to new ideas.

Organizational Chart



Remember we all work as a team at Victory Junction! Every member of this team has the responsibility to ensure our campers have a fun, exciting, and safe experience that they will always remember. Our Full-Time Staff is always here to support you and provide guidance on any situation that you may encounter. Please follow the chain of command with issues you may face this summer. If you cannot remember follow these three easy steps!

Step 1. Try to solve the problem with the individual or group you are working with.

(If the issue is still not resolved)

Step 2. Talk with your Unit Manager

(If the issue is still not resolved)

Step 3. Talk with a member of the Full-Time staff

* **Make sure to find the appropriate staff based on the situation**

Program On-Call Phone

Dial 2004

Victory Junction Program Promise

Extraordinary Education

It's simple — At Victory Junction we aim to provide an extensive training for every position offered. In an effort to ensure staff receive the highest caliber of training, our Full-Time staff spends an extensive amount of time researching and developing sessions that will provide practical hands-on knowledge. All of our sessions are led in an inspiring environment where staff can learn and prosper. Each session is led by either an experienced camp professional, expert medical professional, or a knowledgeable seasonal staff member.

Hands-on Medical Training

At Victory Junction, we take medical care seriously. In order to best serve the needs of our campers, our experienced medical professionals provide hands-on training. These comprehensive sessions are designed so staff members are comfortable working in an environment where children have serious medical conditions. It's important that all of our staff have familiarity with each illness we serve, but it's also important that our staff work with our medical team to ensure our campers receive the highest level of medical care.

Real Life Scenarios

Emergencies are real — The safety of participants at Victory Junction is our first priority. When kids come to Victory Junction our hope is that parents are 100% confident in the program we provide. This means they know our staff is capable of not only meeting their child's medical needs, but preventing risks, keeping children safe in emergency situations, and protecting their child from potential dangers.

Caring Mentors

Mentorship matters — At Victory Junction, we have dedicated staff members who are here to support you throughout your summer camp experience. Each of these individuals are here to motivate, support, and strategically help you on your summer goals. They are also here to help you grow professionally. When feedback is given, it is meant to only help, not hurt. Feedback is part of our culture. It will be given frequently.

Victory Junction Programs

Summer Camp

Summers at Victory Junction are flat out fun! Children have the chance to enjoy a week filled with adventurous activities, confidence building, great food and new friends. During each session, up to 128 campers with like illnesses share experiences and celebrate achievements.

Family Weekends

Serious medical conditions and chronic illnesses impact the entire family, so Victory Junction offers weekends in the spring and fall that focus on bringing the entire family to camp to experience adventures together. Each session as many as 32 families can take part in the fun.

Young Adults

The Young Adult program focuses on 18 to 22 year olds who have aged out of our traditional camp programs. It allows campers to make meaningful connections with their peers and gain life application skills that are essential for their age group. Everyone who participates will have the opportunity to enjoy a weekend schedule full of engaging activities and reminisce about their past experiences at camp.

REACH

The magic of camp is taken beyond the gates of Victory Junction through Reach. Victory Junction's Reach team works with pediatric hospitals and Ronald McDonald Houses to enhance and support existing patient and family-centered care with specialized camp-style programming year-round. With a hands-on approach, Reach brings camp experiences to bedsides and playrooms to help reduce the stress of hospital stays with creative and age-appropriate camp fun including painting, wood working, songwriting, tie-dying, puppetry, games and many more exciting and creative activities. Each activity and Reach event is carefully designed to meet the specific needs and abilities of each child and all activities are provided in compliance with hospital policies and fit the specific needs of each partnering site.

Victory Junction Camp Map





Victory Junction Staff Policies

Please review all Victory Junction staff policies. Staff will be responsible for following all policies set by Victory Junction and will follow steps of disciplinary action, if they do not. If you have any questions about what a policy means, please ask a member of our Full-Time staff.

Hiring Procedure for Seasonal Summer Staff

The process is tracked by Victory Junction's online database, CampSite.

1. Applicants fill out the Application through CampSite. This process includes simple questions, essay questions, and submission of references.
 - Camp Program Team will verify applicant references throughout the process, and verify references.
2. Applicants are reviewed by members of the Camp Program Team.
 - Applicant may be declined for seasonal employment after application review.
3. Applicants selected to progress from the application pool proceed to the 1st Interview with the Residential Life & Operations Program Manager
 - Applicant may be declined for seasonal employment after 1st Interview.
4. If applicant has successful interview, they will proceed to the 2nd Interview with either Program Area Manager or Program Support Manager.
 - Applicant may be declined for seasonal employment after 2nd Interview.
5. If applicant has successful interview, they proceed to the Final Interview with the Camp Program Director
 - Applicant may be declined for seasonal employment after Final Interview
6. Camp Program Director will extend offer to be a seasonal summer staff. Once applicant accepts, the official job description and contract will be sent and signed by applicant.
 - Job offer contingent on successful completion of background check, completion of financial, programmatic, and medical paperwork, and approval by medical team.
7. Applicant will be granted access to seasonal paperwork.

Diversity, Equity and Inclusion

At Victory Junction we believe in the integrity, dignity and privacy of all the children and families we serve, as well as our staff, volunteers and donors. We support and respect everyone, no matter their medical condition, race, national origin, gender identity, sexual orientation, religious beliefs or physical abilities. We protect everyone's privacy through careful handling of sensitive and personal information.

Counselor Expectations

Be a role model

The most important part of being a counselor is always setting the example high for our campers.

Be understanding

Camp is always changing and can be difficult at times. Counselors are expected to be understanding of difficult camper situations, staff conflict, and unexpected changes that cause frustration.

Be child-Like NOT childish

Counselors are selected based on the expectation of being 100% camper focused. When interacting with campers, we want counselors who are able to interact with campers in a fun way, however, counselors should always be mature and responsible.

Rules must be followed

In an effort to create a successful camp culture, all counselors are responsible for following rules. Counselors who do not, will follow the Disciplinary Action Plan.

Work

Camp life is very demanding. Counselors should always be prepared for long hours, interrupted sleep, and always being responsible for the health and safety of campers.

Team first mentality

Each counselor is responsible for being an active part of their cabin team. While on camp, counselors are expected to work together, support each other, and resolve conflict peacefully.

Take care

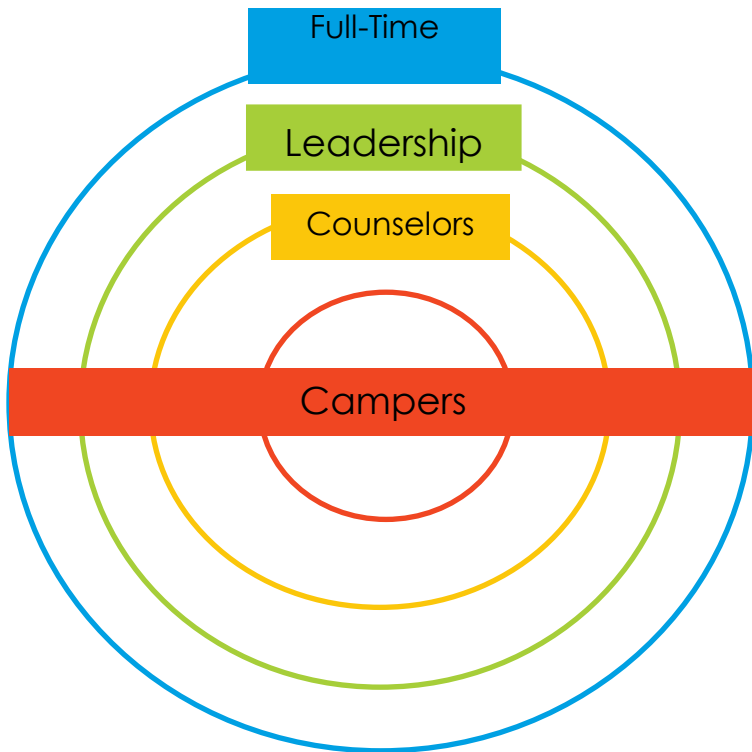
Due to the long hours and stress camp causes, we ask that staff take care of themselves. Each staff should know their limitations and amount of rest needed to be an effective counselor.

Technology must go

Counselors should not use technology in the presence of campers. This means cell phones, tablets, and computers should be off or in your housing unit during programming hours. It is acceptable for counselors to play appropriate music from their phones during transitions, morning and night time routines.

Counselor Support Structure

As a camp, Victory Junction invests a lot of time and energy on hiring the right fit for each of our counselor positions. In an effort to ensure our counselors receive the highest caliber of training, support, and supervision, our Full-Time staff has taken the necessary steps to showcase our strategy. With our strategic staff plan, we hope that our camper supervision, care, and mentorship grows exponentially.



Key measures for extraordinary counselors:

- Quality hiring
- Exceptional training
- Skill-based professional development
- Performance follow-up
- Peer to peer accountability

Grounds for Dismissal

While a firing or suspension is regrettable and never enjoyable for camp leadership, in some cases it does become necessary. There are basically two categories of ways to get fired: first, the **“The Fast Way”**, usually involving incidents which endanger the health and safety of self or others, or violating crucial camp policies, the second way to get fired is **“The Slow Way”**, which involves repeated or habitual conduct detrimental to the overall camp environment. The following are some examples (but not an exhaustive list) of ways to get fired or suspended from camp.

Habitual tardiness

Sleeping during training sessions or staff meetings

Skipping meals or required meetings

Persistent negative commentary on campers, staff, camp, or camp life

Misuse of camp property, grounds, buildings, or equipment

Curfew violations

Negligence toward camper comfort and need

Returning to camp under the influence of drugs or alcohol (even during weekends)

Use of drugs or alcohol on camp (even during weekends)

Physical or sexual abuse of a camper or other staff member

Theft

Cohabitation or public nudity

Possession/use of firearm on camp property

Actions which jeopardize the safety of campers or staff

Sexual harassment

Insubordination

Suspicion of drugs or alcohol

If Suspended or Terminated....

- A staff member may be suspended for an offense by the Full-Time staff for a set amount of time without pay.
- Salary and benefits will be adjusted to reflect suspension.
- It may become necessary for a staff member to be temporarily placed on leave while facts about an accusation are being gathered.
- If a staff member is terminated, a formal announcement will be made to the entire staff. Please know that information regarding the termination will not be shared.
- Staff who are terminated will not participate in camp sponsored activities unless otherwise told.

Disciplinary Action Steps

Victory Junction aims to provide staff with the necessary tools and guidance to be an effective counselor. In order to keep staff performing at a standard of excellence, Victory Junction has a set plan for staff who are not following policies or whose performance is not satisfactory.

Step #1

Verbal Warning:

A member of the Full-Time Staff or a Unit Manager may give a verbal warning to a staff member. If a verbal warning is given to a staff member, documentation will be placed in their file.

Examples of previous verbal warnings:

- Dress code violations
- Cell phone usage during camp sessions
- Breaking program area rules

Step #2

Written Warning:

If a staff member receives a written warning, it will be conducted by two members of the Full-Time Staff. Full-Time Staff will determine possible ways to remedy the situation, and will monitor staff until the issue is resolved. If a staff member wants to continue working at Victory Junction, they must follow all camp policies, support co-workers and ultimately ensure the health and safety of our campers.

Examples of previous written warnings:

- Curfew violations
- Consistent tardiness
- Isolated moment with a camper

Step #3

Suspension/Termination:

Depending on the situation, staff may be terminated immediately. If terminated, staff will be escorted off camp. If staff have questions about termination, they must contact Victory Junction's HR Consultant. If a staff member is terminated for any reason, it is up to the discretion of Victory Junction to allow staff back on Victory Junction property.

Examples of previous terminations:

- Returning to camp under the influence of alcohol or drugs
- Inappropriate behavior with co-workers

Important

Personnel Policies

These are the standards by which all staff and volunteers (hereinafter also referred to as “staff”), by signing their employment contract/volunteer agreement, agree to conduct themselves by while working and living at The Victory Junction Camp. Please read these rules and regulations carefully and fully familiarize yourself with them.

1. Victory Junction is your employer, therefore, **your conduct inside and outside of camp will be a direct reflection of our image due to the nature of your employment.**
2. If staff infringes any of the rules at camp or their performance is not satisfactory, disciplinary action will be undertaken to correct and curtail any further occurrence. **Progressive discipline will occur as follows: 1) Verbal warning, 2) Written warning, 3) Suspension/Termination.**
3. **Victory Junction is a drug, alcohol, and tobacco free workplace as defined under North Carolina law.** All forms of tobacco, alcoholic beverages, marijuana, and other forms of narcotics are prohibited on grounds. Disregard of this policy will constitute grounds for immediate dismissal. **Random drug and/or alcohol testing will be given if needed.**
4. **Abuse of campers by a staff member is strictly forbidden.** Disregard of this policy will constitute grounds for immediate dismissal and will be reported to local authorities. Any staff member observing the behavior of another, which is considered abusive to others, **must report this to the Full-Time staff as soon as possible.**
5. Camper disclosure of any child abuse (sexual, physical, emotional, neglect) or suicidal thoughts must be **reported to the Full-Time staff or Medical Director immediately.**
6. Sexual harassment is a violation of **Title VII of the Civil Rights Act of 1964.** It is against policy for any employee, male or female, to sexually harass other employees. If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to the Full-Time staff. If the Full-Time staff is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact any other member of the full time staff. You can raise concerns and make reports without fear of reprisal or retaliation.
7. **Gross misconduct** is employee behavior that warrants an immediate termination without following the steps of progressive discipline. **Examples are:** *violent behavior, abuse, neglect, exploitation of campers, committing a crime while at work, using drugs or alcohol at work, extreme insubordination, gross neglect of duties, bullying, and sexual harassment, etc.*
8. Supervision of campers will be in such a manner as to promote their **independence, individuality, dignity, and safety.**
9. **For the protection of all campers, staff, volunteers, and visitors,** Victory Junction prohibits any isolated moments between an adult and a child inside any closed room, vehicle, bathroom, showering stall or any area that could be considered private. Always use the rule of three.
10. In case of emergency, **the Full-Time staff/ Director of Medical Operations** may restrict anyone from leaving camp.

11. **Staff members are prohibited from leaving camp grounds at any time while camp is in session** unless given permission from a member of the Full-Time staff.
12. Staff should treat **ALL** camper information as confidential and utilize such information in a professional manner at all times.
13. **Staff and volunteers who are housed in cabins with campers are REQUIRED to turn in all medications** (including all over-the-counter and herbal medications) over to the Body Shop for storage and dispensing while camp is in session.
14. It is the staff member's responsibility to pick up their medications during inter-sessions.
15. **Staff members must file an Incident Report Form** within 24 hours after any incident or accident.
16. Any strangers seen on grounds without being escorted by an appropriate staff member or wearing a VJ name tag **must** immediately be reported to the Full-Time staff or the administrative office front desk.
17. Staff members are prohibited from accepting tips or gratuities from parent/guardians or relatives of campers.
18. **There will be no personal financial transactions between any staff member and a camper.**
19. At no time may any staff take individual campers off grounds without Full-Time staff, Director of Medical Operations or designee approval.
20. Personal vehicles are not to be used for camper transportation unless authorized by the Full-Time staff or designee.
21. **Salaries are confidential information and not a topic of conversation with others.**
22. There will be no salary advances nor check cashing permitted at Victory Junction.
23. Paid summer staff are welcome to receive visitors at Victory Junction only during intersession days off, **however, this must first be cleared with the Full-Time staff. Tours of cabins should only include the common room and camper side.** Visitors may not eat or sleep on grounds without permission. **Visitors may not visit areas where campers are present unless special permission is received.**
24. Staff may not receive phone calls during working hours except for emergency situations or permission is given by the Full-Time staff. **Messages will be taken by administrative staff.**
25. All staff are **required** to wear a staff shirt (provided by camp) and **professional pants/shorts (no athletic wear; professional bottoms only)** on the first and last day of each session. **Uniforms must be clean, wrinkle- free and unaltered.**
26. Staff members are expected to act as **appropriate role models** for campers **at all times.**
27. Victory Junction is not religiously affiliated. While our purpose could be considered spiritual in nature, our program is open to all.
28. **Weapons of any kind are not allowed on Victory Junction property.**
29. **Animals, pets or program critters** are allowed only with the written permission of the **Full-Time staff.** If approved, they must be housed and handled safely for the protection of all individuals. Victory Junction will require appropriate health and immunization records for any animals allowed in camp.

30. **Victory Junction is not responsible for damaged/lost/stolen personal items.** It is strongly recommended that whenever possible all valuables (money, jewelry, passports, laptops, iPod, MP3 players, etc.), be left at home.
31. Staff members are prohibited from using **any program area**, without proper supervision and prior permission from Full-Time Staff.
32. Staff are prohibited from removing materials and equipment from activity areas **without notifying the Program Manager.**
33. Camp property/equipment is not to be removed from the grounds for personal use.
34. **Personal sports equipment** such as archery equipment, bats, skateboards, scooters, hockey sticks, climbing gear, etc. are allowed only with the written permission of the **Full-Time staff**. If approved, they must be stored and handled safely for the protection of all individuals.
35. **Should there be a disagreement over the interpretation of camp policies or a grievance related to duties or relationships with staff members**, it should be reported to their supervisor promptly. If, after discussion with their supervisor, the staff member still feels it is still unresolved, please report this to the Full-Time staff. If the staff member feels there is still a discrepancy, please direct the issue either verbally or in writing to the President/CEO.

Substance Abuse Policy

It is the policy of Victory Junction to provide a working and living environment free from the use of non-prescription drugs and alcohol. All staff/volunteers are expected to adhere to this policy and to assist in educating other employees and the general public of the risks of substance abuse.

The sale, purchase, use, possession, or reporting to work or premises under the influence of intoxicants, non-prescribed controlled substances is prohibited while on Victory Junction property. Victory Junction has a zero tolerance policy for staff coming back onto the premises influenced by any of the above substances.

The sale, use or possession of equipment, products and materials which are used, intended for use, or designed for use with non-prescribed controlled substances is also prohibited while on Victory Junction property.

Any staff/volunteer may be requested to undergo a blood test, urinalysis, "Breathalyzer" test or other diagnostic test where there is a reason to believe, in the opinion of the Full-Time staff, that a staff/volunteer is under the influence of intoxicants, drugs, or narcotics while on Victory Junction property.

Where there is reason to believe that a staff/volunteer is under the influence of intoxicants, drugs or narcotics, or is in possession of drugs or intoxicants; the employee may be required to submit to a search by Victory Junction representatives of his/her person and/or any property (including vehicles) brought onto camp property.

Any staff/volunteer refusal to submit immediately to a search or drug test may result in disciplinary action up to and including discharge.

Communication Policies

Please be aware when you become a Victory Junction staff/volunteer you are ultimately representing Victory Junction and the mission we stand for. As a staff member, you agree to be respectful of camp, its program, the campers and its employees in all communications. Although we cannot police the internet at all times, please respect our policies.

Written Publications:

All written publications about Victory Junction should be approved by a member of our Full-Time staff. This includes the use of the camp name or official logo or camp photograph on local newsletters, church bulletins, fundraising materials, and all forms of presentations.

Social media as it relates to campers and their families:

I recognize and accept camp's policy on out-of-camp contact with campers and their family- Victory Junction does NOT endorse out-of-camp contact with campers and/or their families.

Furthermore, I may not share any contact information (including, but not limited to cell phone numbers, e-mail address, weblog address or social networking sites) with a camper or family member.

Best Practices in Relation to Social Media:

1. Do NOT post pictures of campers on any form of social media, even after employment. *(This includes campers in the background of photos, even if it's the back side of them.)*
2. Do NOT post photographs that compromise anyone's privacy or that are used to demean, humiliate or otherwise embarrass anyone.
3. Do NOT use obscenities, profanity, or vulgar language.
4. Do NOT engage in harassment or intimidation.
5. Do NOT make comments that are derogatory with regard to any individual's race, gender, religion, sexual orientation or disability.
6. Use of sexually explicit, suggestive, humiliating or demeaning comments is prohibited.
7. We suggest you do not have contact with campers or camper families after camp.
8. If you choose to add "Victory Junction" to your profile or bio on social media, make sure to clean up old posts for inappropriate content, even if posted prior to employment. You are a representation and extension of Victory Junction. Keep it professional!

As a counselor, I agree not to use a social networking profile, group page, weblog or any other internet medium to discuss behavior that is prohibited by camp policy, including, but not limited to alcohol or drug use, sexual behavior, delinquent behavior, destruction of property, harassment or intimidation.

***While under contract/agreement you are bound by these guidelines.**

Social Media Tidbits

Victory Junction is a well-known organization within our community and around the United States. In order to maintain a prestigious image, we hope to articulate the importance of cleaning up your social media, being careful about posting and being tagged and remembering to not add campers or their families. For further Victory Junction social media policies, please see our communication policy.

What happens when I select Victory Junction as a place of work?

You now become a representative of Victory Junction and all that it stands for. When posting content, Victory Junction will appear under the majority of your post. Remember the Victory Junction brand stands for a place of hope, positivity and love.

What happens if I post negative images?

On arrival day, parents are going to learn your name and may use this information to find you on social media. Our camper parents want to ensure their child is being cared for by individuals who are fun, loving and are professional role models. Even one post can change a parent's perception of you. Please help us by showing others that Victory Junction hires the finest group of individuals who are mature, responsible, and have the ability to take care of their child.

What happens if I post something negative about Victory Junction?

In today's society, people like to post everything they are feeling and or experiencing. If the staff at Victory Junction post every thought, they are not capable of supervising six to eight campers. If staff have an issue with camp or an individual on our staff, they should bring it to the attention of Full-Time staff.

Please Note: If a staff member sends negative images/messages to staff through snapchat or other public/private platforms, it is up to the discretion of camp for termination.

What happens if I forget about social media during the summer?

Staff who fully commit to Victory Junction and forget about the outside world, have a better chance of having their lives changed in an impactful way. Camp is all about experiencing things in the moment! Victory Junction dares you to put away your phone, turn it on silent and catch up with the world during your weekend. This summer is about making a difference in the lives of over 900 children who look up to you and need someone who they can call their hero.

Dress Code Policy

Victory Junction strives to ensure that all staff clothing is dignified and modest. Staff members serve as role models for the children who attend camp and therefore their clothing must be in accordance with the following guidelines in order to ensure the utmost decency. These guidelines are in effect at all times while camp is session. Victory Junction reserves the right to ask you to change your dress at any time deemed appropriate by Full-Time Staff, due to a violation of the policy.

All Clothing

- All clothing should be an appropriate fit for the individual
- Clothing with alcohol, tobacco, drugs or inappropriate adult themes are not permitted
- Undergarments should not be visible
- If you feel like you have to ask if it's appropriate, it's probably not appropriate!

Tops

- Tank tops or halter tops are not acceptable **(No spaghetti straps and racer back tank tops)**
 - Sleeveless tops with the same coverage of rolled t-shirt sleeves are acceptable
- Low cut tops are unacceptable
- Shirts must cover the midriff during all camp activities (sitting, dancing, stretching, etc.)
- Shirts must be worn at all times except in the water park
- **Original sleeves and hems should be intact. (No cut off t-shirts)**
- **T-Shirts would be the most appropriate form of tops. When in doubt, wear a t-shirt. Rolled t-shirt sleeves are acceptable.**

Bottoms

- **Shorts and skirts should be of an appropriate and professional length. If you are unsure about the length of your shorts, please ask a member of the Full-Time Staff. Remember, Victory Junction reserves the right to ask you to change shorts if deemed inappropriate or too short.**
- Baggy pants must be secured by a belt
- Professional shorts/pants must be worn on arrival day (no athletic wear—yoga pants, gym shorts, etc.) with camp t-shirt
- Closed-toed shoes are required in all program areas except inside the Waterpark

Swimwear

- Females must wear a one piece suit or tankinis (Both pieces are **required** to fully cover midriff)
No two piece bathing suits allowed.
Please Note: Please ensure you bring a one piece suit that represents modest dress.
- Men may not wear racing or "Speedo brief" type bathing suits

Sleepwear

- Sleepwear should be of a modest nature in order to be prepared for any night time situation.
- Have appropriate clothing accessible to exit the counselor side of the cabin at any time.
(Example—T-shirt and Shorts)

*** Unit Managers & Full-Time Staff will hold all staff responsible for meeting guidelines**

Supervision Policy

Staff must never be alone with a camper indoors, no exceptions. Victory Junction has a strict no isolated moments policy. Please see personnel policies for exact verbiage. The chart below shows supervision standards set by Victory Junction, in some cases we exceed standards.

Activity	Staff	Campers	Additional Staff
Arrival Day	2	6-8	0
Recharge	2	6-8	2-3
Night Duty	2	6-8	1-3
All Program Areas	3-5	6-8	1-9
Adventure			7-9
Boating and Fishing			5
Horse Barn			4
Waterpark			5-8
Body Shop	2-3	1	1-5
Evening Entertainment	6-8	6-8	5-9
Late Camper	2-3	1	1-2
Transportation	2-3	1-15	0

Supervision Exceptions

Victory Junction strives to maintain high standards of supervision, however, we have outlined four areas below, that we choose to not meet the 1 staff to 2 campers ratio.

- Pole Position
- Recharge/Night Duty
- Transportation
- Arrival

Recharge Duty

- Two staff members (including at least one summer staff) must remain in the cabin **on the camper side** during recharge time.
- In the event there is only one staff member (momentarily) on the camper side, the door to the common room must be open and the staff member must be in the common room.

Night Duty

- Two staff members (including at least one summer staff) are required to stay "on duty" in the cabin during "lights out."
- All other staff members are expected to remain assisting the "on duty" staff until campers are in bed and calm, and the staff has had cabin debrief.

All staff will be assigned, on a rotating basis, recharge/night duty throughout the course of the session.

How to Handle Counselor Conflict

Step 1

Be prepared: care enough about your own well-being, your relationships and camp to talk about what is bothering you.

Step 2

Don't wait: the sooner you resolve the conflict, the easier it is to resolve. Don't let it boil into something bigger than it really is. This also keeps you from building up hostility and gives the other person the best chance of understanding the specific behavior you want to talk about.

Step 3

Find a private, neutral place: privacy will help relieve tension. Nobody likes to be embarrassed in public or in front of peers.

Step 4

Be aware of body language: you convey much more with your body than even what you say, so does the other person. Know the message you are sending. Be conscious of your expression. Use neutral tones, moderate speed and volume. Too loud/fast may seem aggressive and attacking while the ladder may show talking down to them and patronizing. Avoid absolutes like "never" and "always."

Step 5

Share your feelings: usually conflicts are about feelings not facts. Owning your feelings and caring about others' is key in talking about conflict. It's critical to use "I" statements. Instead of saying "you make me so angry," try something like, "I feel frustrated when you...". Remember to talk about behaviors, not their personalities.

Step 6

Identify the problem: give specific details into what the conflict is. Don't assume how the other party feels about resolving the matter; ask them how they feel once you point out your side of the matter. Discuss what caused the situation, can it be avoided? Does everyone agree on the desired outcome?

Step 7

Listen actively and with compassion: things are not always what they seem. Be ready to be open to the other person's explanation. Sometimes, getting all the information from the right person changes the entire situation. Be ready to respond with compassion. Be interested in how the other person sees the situation differently than you do.

Step 8

Find a solution together: ask the other party about his/her ideas for solving the problem. Each person is responsible for his or her own behavior and has the ability to change it. Resolving conflict is not about changing another person. Change is up to the individual. Know how you want the situation to be different in the future. If you have ideas the other person doesn't mention, suggest them only after the person is finished explaining their ideas. Discuss each idea and what it would take from each of you to accomplish. If an idea can't be used, explain why.

Step 9

Agree on a plan of action: both parties need to verbalize their commitment to change in the future. Know what goals you want to set and how to measure them. Set a follow-up time/date to make sure both parties are content. If not, set in a different plan.

Step 10

Express confidence: thank them for being open with you and express confidence that your relationship will be better for having talked out the problem.

Staff Performance Program

Orientation Meeting

During the orientation meeting, staff meet with their Unit Manager to develop three areas of focus. Instead of developing specific goals, we've determined areas of focus enable staff to create long term commitments, that can't just be checked off. This conversation also involves staff developing a stronger relationship with their Unit Manager. At Victory Junction, it is vital that our staff feel supported and understand our commitment to excellence. Not only do we feel this strategy prepares our staff for the summer ahead, but also showcases the support they will receive. Early in the program season, Program staff will be observed leading activities with participants to ensure that safety regulations, age/ability appropriate instruction and environmental hazards are being identified and managed. Any corrective action should be discussed and implemented immediately.

Mid-Summer Meeting

During the mid-summer meeting, staff focus on reflecting. With their Unit Manager, staff are expected to speak about their interactions, performance, and experience thus far. With prompted questions, staff are able to give more insight into their relationship with peers, their interactions with campers, and their overall experience at Victory Junction. During this check-in staff will also receive feedback from their Unit Manager. This positive and constructive session, might be the first time staff receive any form of criticism. We at Victory Junction believe staff should not be surprised by their performance review. Our Summer Leadership Team and Full-Time Staff is committed to providing constant in the moment feedback.

End-of-Summer Meeting

During the end of summer meeting, staff will focus on recapping their experience at Victory Junction. Our Full-Time staff is committed to treating summer staff as professionals. It is our expectation that summer staff view their position at Victory Junction as any other professional job. At this meeting, staff will see what a true performance review looks like. It is our hope that each summer staff leaves with a greater sense of professionalism, and will take the knowledge, experience, and compassion out into the real world.

Please Note: If you are new to Victory Junction, we promise that your experience with our evaluation process will be positive. We understand that feedback is sometimes difficult to hear, however, our approach is to always assist with your growth and development. If you ever feel mistreated or misrepresented please find a member of our Full-Time staff. We fully believe in each staff members and are committed to creating a successful environment for our team. We thank you in advance for your willingness to respect and support our Full-Time staff.

Summer Staff Evaluation

In an effort to aid in the professional development of all our staff at Victory Junction, there will be three check-ins with various members of our Full-Time Staff and Summer Leadership Team throughout the summer.

Check-In #1: Will identify your strengths and opportunities for growth. Set 3 goals for yourself over the course of the summer, identify where you need support, and put steps in place for achieving those goals.

Check-In #2: Will focus on your success in living out Victory Junction's Core values, discussing growth and adversities that you have overcome, as well as a reflection on your summer so far and how to continue striving to reach your goals for the remainder of the summer.

Check-In #3: An overall evaluation of the entire summer and your attitude, leadership, successes, and challenges. This is an opportunity to reflect on your role as a Summer Staff and how you can bring these skills into other areas of your life.

These check-ins are an opportunity to reflect on individual staff performance, celebrate success, and understand areas of growth. Conversations and evaluations in the check-ins will be centered around our Core Values of Safety, High Standards, Empowerment, Respect, and Teamwork. During these check-ins, Full-Time Staff/Summer Leadership will discuss any formal or informal observations that have occurred during the period between check-ins. If there has been any corrective action to be identified, these will already have been discussed and requested to be implemented immediately.

All check-ins will be rooted in professionalism and have the goal of helping you grow, personally and professionally, into the best version of yourself at Victory Junction and beyond. We hope that you enter into evaluations in a positive mindset and willing to accept and apply feedback in an effort to be a better staff member.

If you have questions or concerns after any check-ins, please seek a Full-Time staff member to discuss those concerns or seek clarification.

We look forward to working with you this summer!



Victory Junction Camp Procedures

Please look thoroughly over all CAMP PROCEDURES. You will be asked throughout training if you have retained all of the information listed in this camp manual. It is very important that you are aware of every procedure in order to maintain a safe atmosphere for our campers.

Victory Junction Security Procedures

Victory Junction Security Features:

- Security cameras are monitoring camp at all times.
- Gates are to be closed and locked during all camp sessions.
- Password and Identification checks.
- Only approved guests may enter the gates during a session.

Name Badges:

- All Victory Junction staff, volunteers, and campers are required to wear a name badge that is visible at all times while on camp.
- Visitors must also wear a visitors badge.

Camp Approved Name Tags

EX. Full Time staff/Summer Staff



EX. Volunteers



Unidentified Individual on Camp:

- Remain calm, visitors may be on the camp property for certain reasons.
- All visitors on camp will be accompanied by a Full-Time staff member.
- Make sure all campers are safe and supervised.
- Ask to see a name badge or ask who they are here to see on camp.
- Report it to a Full-Time staff member by calling 2004.

Gate Code:

In an effort to be as secure as possible, we ask that you follow a few simple guidelines to protect our facility. It takes time to implement the security codes and they are only effective when used properly. Going forward, don't be alarmed as this code may change periodically.

When entering and exiting camp, please stop to ensure the gate is closed behind you!!!

Do not allow anyone in the gate unless they are authorized. This code is **Private** and should not be given out to family, friends, etc. If a staff member allows someone on camp without permission, staff disciplinary action steps will take place.

Visitor Procedures

In the event of a visitor at camp, the following procedures will be followed:

- All visitors who are on camp property are to report to the Administration Building (Walmart Building) unless they are supporting our NASCARNival Program.
- All visitors that are approved by Full-Time to be present during a summer session are to wear a Visitor Badge to identify themselves.
- Anyone allowed at camp during a summer session is to be accompanied by a Full-Time Team Member during their time on camp.
- If a person is spotted within camp that does not have a Visitor Badge, they are to be reported to a member of the Full-Time Team immediately.
- No camper will be released from camp except to their primary guardian, under the supervision of the Director of Medical Operations, Camp Program Director or Chief Operating Officer.

NASCARNival Guest

- Staff are responsible for ensuring guest at NASCARNival follow all visitor guidelines.
- Hot air balloon pilots are permitted to be on camp without a member of the Full-Time staff.
- Pit Crew members are encouraged to interact with campers. Staff should always be present during interactions to ensure appropriate interaction.
- In the event a staff member witnesses inappropriate behavior, they should report it immediately to a member of the Full-Time staff.

Summer Staff Guest:

Staff who would like to show family or friends around camp must receive prior approval from a member of the Full-Time staff. Guests are limited on-site and requests may be rejected based on health and safety protocols. A request and a list of guests must be submitted 48 hours in advance and guests (if allowed) are only permitted on-site at times that there are no campers or families. Arrangements including times that guests are allowed on site are at the discretion of the Camp Program Director and Chief Operating Officer. Visitors can stay no longer than **one (1) hour**.

- Staff are only permitted to show their cabin, after checking it to ensure all potential summer staff and volunteers are dressed and awake. Victory Junction strongly encourages guest to only view the camper side of the cabin. Guest should not sit on beds or lay on bean bags.
- Please fill out the log in the Fuel Stop to let Full-Time know you will have guests on the property.

Fuel Stop Procedures

Important Reminders

- **Shoes must always be worn in the Dining Hall and Kitchen.**
- **Access to the kitchen is restricted to kitchen staff, delivery personnel, and those designated by the Food Service personnel.**
- Outside food may not be brought to meals in the Fuel Stop.
- Units/Cabins will sit together in their designated area.
- Campers are to remain seated during mealtime.
- Campers are allowed to go to the restroom, or visit other tables if accompanied by a staff member. All campers should be inside the Fuel Stop or with a staff member on one of the side porches of the Fuel Stop for the duration of the meal until dismissed.
- **Only one to two staff members should be away from the table at any time.**
- Cheers are strongly discouraged during meals times. Campers are not able to eat and digest their food if they are continually performing/listening to cheers.

Meal Procedures

- All camper meals will be served family, or "Fuel Runner" style while camp is in session.
- One or two staff per cabin will walk to the window for the tray of food after the Fuel Stop leader dismisses them to leave the center floor.
- **Breakfast and dinner will be followed by announcements and dancing.**
- **Lunch will be followed by announcements and singing.**
- After lunch, we will sing songs together. Before you leave the Fuel Stop please make sure your table is clean and your chairs are stacked.
- Campers may not leave the Fuel Stop without a counselor.
- In the event campers **and** staff go outside, they are expected back in when announcements are made.

Cleaning Procedures

- Music will be your cue to clean up.
- Tables must be cleared of plates, silverware, glasses, pitchers and trash before leaving each meal. Please remove water bottles from the table before cleaning, and do not place back on the table after cleaning to prevent water rings from being on the tables.
- Campers should be encouraged to help set the table and clean up.
- Staff are responsible for wiping down and sanitizing tables after each meal.
Sanitization buckets and towels are located on a rolling cart. Green First, Red Second.
- Keep staff side room refrigerator, table, and microwave clean.

Meal Options

- The salad bar will be served at all lunches and dinners. The salad bar is open after Fuel Runners have delivered trays to the tables.
- Milk will always be an option at all meals and is located in a cooler near the drink station.
- Vegetarian options and staff alternatives are available behind the hearth.
- There will be a refrigerator located in the side room of the Fuel Stop for occasional staff snacks.
- AFTER the main course has been offered, staff can get the following options for their campers if they do not want to eat the main course: (Please read dietary procedures)
 - Salad bar (one staff gets salads)
 - Sun butter sandwich, fruit, or cereal with milk...etc.

Dietary Procedures

Please notify a member of the Full-Time staff of any specific food allergy needs during orientation that were not listed on your medical paperwork. Request for dietary substitutions must be medical based.

Dietary Team Responsibilities

- Ensure all meal substitutions are delivered
- Correctly label each substitute
- Identify food substitutions in dietary binder
- Be a resource for all dietary questions

Counselor Responsibilities

- Check dietary binder each meal before serving campers food
- Ensure correct substitutions are given to the campers
- Notify the dietary team if you have a question about a substitution
- Notify the dietary team if camper a camper continues to not eat substitutions

Summer Camper Dietary Report: Sickle Cell, Bleeding Disorders

Full Name: First name Last name

Cabin Assignment: 2016 SickleCell-BleedingDisorders > Bunk name

Diet Type: 2016 > Diet type **Diet Notes:** 2016 > Diet notes

Critical Diet Information: 2016 > Critical diet information?

Sunday

Dinner: 2016 SickleCell-BleedingDisorders > (1A) Sunday Dinner Dietary

Night Snack: 2016 SickleCell-BleedingDisorders > (1B) Night Snack

Monday

Breakfast: 2016 SickleCell-BleedingDisorders > (2A) Monday Breakfast Dietary

Lunch: 2016 SickleCell-BleedingDisorders > (2C) Monday Lunch Dietary

Snack: 2016 SickleCell-BleedingDisorders > (2D) Snack Dietary

Dinner: 2016 SickleCell-BleedingDisorders > (2E) Monday Dinner Dietary

Night Snack: 2016 SickleCell-BleedingDisorders > (2F) Night Snack

Tuesday

Breakfast: 2016 SickleCell-BleedingDisorders > (3A) Tuesday Breakfast Dietary

Lunch: 2016 SickleCell-BleedingDisorders > (3B) Tuesday Lunch Dietary

Snack: 2016 SickleCell-BleedingDisorders > (3C) Snack Dietary

Dinner: 2016 SickleCell-BleedingDisorders > (3D) Tuesday Dinner Dietary

NASCARNival: 2016 SickleCell-BleedingDisorders > (3E) NASCARNival Dietary

Wednesday

Breakfast: 2016 SickleCell-BleedingDisorders > (4A) Wednesday Breakfast Dietary

Lunch: 2016 SickleCell-BleedingDisorders > (4B) Wednesday Lunch Dietary

Snack: 2016 SickleCell-BleedingDisorders > (4C) Snack Dietary

Dinner: 2016 SickleCell-BleedingDisorders > (4D) Wednesday Dinner Dietary

Night Snack: 2016 SickleCell-BleedingDisorders > (4E) Night Snack

Thursday

Breakfast: 2016 SickleCell-BleedingDisorders > (5A) Thursday Breakfast Dietary

Transportation Dietary Notes: 2016 SickleCell-BleedingDisorders > (6) Transportation Dietary

If you have any questions, please do not hesitate to ask our dietary team!

Victory Junction Vehicles Procedures

Camp Vehicles:

- Only designated staff, to be determined by the Full-Time Staff, will be permitted to drive camp vehicles: bus, trucks, van, Polaris, and golf carts.
- Staff who are designated must have a valid driver's license, a Department of Motor Vehicles check and be trained in safety regulations and emergency procedures for accidents occurring on the road. Safety regulations and passenger limits must be followed at all times.
- Staff must go through Victory Junction transportation course yearly. If a staff member lapses in driving a vehicle, they must go through the driving portion again.

Ride-Along

- In the case Full-Time staff is unable to find volunteers for transportation, counselors will be responsible for assisting with transportation.
- You must have a valid drivers license.

Non-passenger Vehicles:

- All staff and campers are prohibited from riding in or on vehicles not intended for passenger use. This includes truck beds and Polaris tailgates.

Personal Vehicles:

- All vehicles must be parked in the parking lot located at the Welcome Center.
- All vehicles must be locked.
- Cars are not permitted in the camper zone while camp is in session.

Personal Vehicles During Off Time:

- Bicycles are permitted on camp with the approval of Full-Time staff. Wearing a helmet is required.
- Vehicles are not permitted to be parked in camp longer than 30 minutes. (Unloading/Loading Only)
- Vehicles are not permitted to park in front of building entrances.
- Staff are not permitted to ride in the back of personal trucks/Jeeps while on camp.
- Vehicles must follow the speed limit posted around camp.
- All vehicles must be moved off cabin row prior to volunteer arrival.

Golf Cart Driver Training Records

Golf Cart Procedures:

- Any person driving a golf cart must first participate in golf cart orientation and behind the wheel training.
- Golf carts are for the transportation of campers & their families during arrival or for medical reasons. Any other golf cart needs must be cleared through your Unit Manager or Full-Time Staff.
- Only golf cart keys may be used to start a golf cart.
- Keys must be removed from golf carts when not in use.
- The brake must be released **before** putting your foot on the accelerator to avoid jerking the cart.
- Only 4 to 5 people may ride on a small golf cart (two seats). Only 6 to 7 people may ride on a large golf cart (three seats).
- All riders must be properly seated Inside the golf cart.
- All riders must keep their hands & feet inside the cart while in motion.
- Reckless driving is strictly prohibited.
- No standing up in the golf cart while it is in motion.
- Golf carts should only be driven on the streets or designated paths. As a reminder, please use the **MAIN** road for golf carts, and not the walking paths behind Adams Race Shop & Waterpark.
- Please turn on the headlights when driving at dusk or later.
- Unit Manager carts may not be utilized after curfew except for an emergency or to transport a camper to the Body Shop.
- Golf carts are not for personal use. Taking a golf cart to the staff parking lot is prohibited.
- Each evening, golf carts are to be parked in a designated spot on Cabin Row. This will allow emergency vehicles to access the road.
- Carts should not be permanently altered (paint, tape, etc.)
- Staff members will be financially responsible for golf cart damage caused by negligent use.
- Golf carts assigned to the Administrative Building are not available for use unless otherwise noted.
- **When the golf cart is NOT in use: The cart MUST be turned OFF and the brake must be on.**
- **Weekly staff and campers are not permitted to drive a golf cart.**

I understand that by signing below I agree to follow all of Victory Junction Camp Golf Cart Procedures. If I fail to follow these procedures, I understand that my permission to drive a golf cart will be revoked permanently.

Name

Signature

Date

1.	_____	_____
2.	_____	_____
3.	_____	_____
4.	_____	_____
5.	_____	_____
6.	_____	_____
7.	_____	_____

Campfire Building Training Record

Campfire Building Procedures:

- Campfires should only be built at the fire pit located by the lake.
- Only use wood approved by the VJ Facilities team which is stored in the boat house. Make sure that the wood is dry.
- Please make sure that before any fire is started you are prepared with the correct materials which includes at least one full bucket of water to extinguish the fire immediately if needed. Please also be aware of the closest water source for additional water.
- Only use approved materials for tinder which could include firestarter or newspaper.
- The easiest and most basic campfire lay of wood is the Teepee. Once built you can light the tinder using a long handled lighter (obtained from the kitchen).
- Even when the fire is burning please be vigilant and supervise throughout. Fire is very dangerous and accidents can happen in an instant. NEVER leave unattended. Never leave children or pets alone with a campfire.
- Keep a watchful eye on the weather—a change in wind speed and direction can be hazardous and the area should be cleared immediately.
- Keep the fire small and under control.
- Camp fires are not permitted to turn into bonfires. When building a camp fire, staff should only use enough wood to create enough fire for a closing campfire.
- After each use of the camp fire ring, several buckets of water should be thrown on the fire. Please make sure you do not leave the fire until the very last embers are dead and cold. Prepare to stay around a little longer after you have extinguished to ensure that no hot embers are blown out of the campfire ring as this could affect the surrounding environment.
- Pour the water on the fire slowly. Do not stop until the air above the fire pit feels completely cool.
- Camp fires should only be constructed by approved Victory Junction Full-Time staff and Summer Leadership Team.
- After several uses of the campfire, it should be cleaned out to prevent unexpected fires.

If a staff member builds a fire without permission, they will receive disciplinary action.

I understand that by signing below I agree to follow all of Victory Junction Campfire building Procedures. Failure to follow these procedures when building a campfire can cause serious injury and result in disciplinary procedures.

Name

Signature

Date

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____

Communication Procedures

Mailing Procedures:

- Full-Time Staff will pick up all mail to be sent out after breakfast Saturday – Wednesday. All mail should be placed in the outgoing mail bin in the Staff Mail Room (Computer Lab).

Staff Mail:

- Your new mailing address is 4500 Adams Way, Randleman, NC 27317. If you are receiving mail, please make sure every package is addressed with your full name.
- Victory Junction will send out staff mail. All packages must be properly stamped and in the outgoing mail bin. Packages will be picked up daily. If you have a package, please see a member of the Full-Time staff.
- Staff mail can be picked up in your designated box in the computer lab. If it is a package, a note will be in your box indicating a package is in the bin on the floor.

Camper Mail:

- Camp will pay for postage for all camper mail.
- Camper mail will either be given to staff by parents on arrival day or passed out by Unit Managers throughout the week.
- Distribution of camper mail is done in a “low-key” fashion.
- Campers must receive mail delivered or provided by the family. If a camper is struggling or is homesick, staff may choose to hold back mail, however, staff must inform the family why the letters were not received and return them to the family.
- Mail needs to be given to campers daily unless deemed not a good idea by UL and Res Life.

Camper Phone Procedures:

- Under NO circumstances shall a camper use a cell phone.
- Only at the discretion of the Chief Operation Officer, Camp Program Director or the Medical Director will a camper be allowed to speak with their parents on the phone.
- If a phone is found in a campers possession, staff must take it to the Body Shop.

Staff Phone Procedures:

- **The business telephone number is (336) 495-2004.** It is restricted to incoming and business calls.
- Phone messages will be taken and given to you as soon as possible.
- In the case of an emergency, we will attempt to locate you as soon as possible.
- Phone calls should be made only **during time off**. All cell phones should be kept in the cabin when working with children. **Phones are not to be used in sight or earshot of campers.**
- **Phones located in program areas** may not be used for personal use.

Phones are located at:

Fuel Stop, Conference Rooms, Staff Lounge

These phones require a calling card for long distance.

You must **Dial 9** to get out of camp. **Our Fax Number is (336) 498-9090**

Computer and Email Procedures:

- E-mail can be sent and accessed from the computers located in the Theater.
- E-mail should be used **during time-off only**.
- Printing is limited to travel e-tickets and work-related resources. For assistance with other printing needs, please see a Full-Time Staff member.
- **Do not download any software or services on the computers for any reason.**
- When using the internet, any website containing **inappropriate content** is prohibited. If you would not open the website in the presence of a camper or their parent, then you should not open the website at camp.

Radio Communication Etiquette

Victory Junction has a privately owned frequency code that allows us to transmit communication privately within our camp community.

The following protocols should be followed when using camp radios:

- Only first names should be used.
- If a conversation is private or personal about a camper or staff, radios should not be used.
- Radios are used for brief conversation.
- Make sure to speak clearly and in a normal volume.

Perform radio checks to ensure your radio is in good working condition.

- Ensure the battery is charged and the power is on.
- Keep the volume high enough to hear calls, but be careful if campers are around you.
- Regularly make radio checks to make sure everything is working and that you are still in range.

Don't interrupt

- If you hear other people talking, wait until conversation is over unless it's an emergency.

Do not respond if you aren't sure the call is for you.

- Wait until you hear your name to respond or ask if the call was for you by stating: "Were you calling for UL John Smith"?

Never transmit sensitive and confidential information.

·Always ask to switch to a more secure channel or ask the individual if you can meet or call them. This ensures the conversation cannot be heard by others on that channel or who are nearby.

Memorize radio emergency information.

- Always listen for those emergency words, like "Tea Party" or "Lockdown" so you can start the emergency protocol.

Think before you speak.

- Decide what you are going say and to whom it is meant for.
- Make your conversations as concise, precise, and clear as possible.
- Avoid long and complicated sentences. If your message is long, divide it into separate shorter messages.
- Do not use abbreviations unless they are well understood by your group.

Channel 7—Full Time Program Team

Channel 2— Medical Team

Cleaning Procedures:

Staff Cleaning Procedures:

- Staff members must keep their personal quarters neat and clean **every day**.
- Beds must be made, and floors swept daily.
- Floor areas in front of emergency exits must be clear of personal items.
- All clothing must be stored or hung up in your wardrobe located next to your bed.
- **Emergency exits must** be free of any storage components or clutter.
- Bathrooms must be cleaned and disinfected daily.
- Staff members are expected to assist their campers in cleaning the cabin daily.
- Removing window screens is prohibited.
- All food in staff housing and cabins must be in a sealed container.
- **Summer staff will do all changing of staff beds and weekly cleaning of staff-side housing/staff lounge.**
- **All staff must have their cabins clean before leaving camp on camper departure day.**

Bathrooms

Clean all toilets, in, under, and behind
Clean all stall walls
Clean all sinks, in, around, and under
Wipe mirrors down
Scrub all shower floors, walls and curtains
Sweep and mop floors
Empty trash

Common Room

Clean sinks, counters, shelves
Sweep and mop floors
Empty trash

Sleeping Quarters

Strip all used linens
Sweep/dust mop floors
Dust all dressers
Re-make Volunteer beds for next week

Porch

Empty trashcans to large trashcan
Place trash bag from porch in unit circle
Sweep porch
Wipe down picnic table

End of Session Cleaning:

All staff must have their cabins clean before leaving camp on camper departure day.

All beds- both camper and weekly staff- should be stripped (leaving the plastic liner on all beds) and the linens placed outside before breakfast. All camper and weekly staff towels should be placed in bags and placed outside. All trash should be bagged and placed outside. Linens and trash are to be piled on the grassy circle in the center of each unit.

Maintenance Procedures

- **Gloves must be worn when performing all housekeeping duties (OSHA standards).**
- Plastic covers must remain on ALL beds. If soiled, spray with a bleach solution and wipe down with paper towels.
- **All** trash must be bagged up and brought to the side of the road once a week (before breakfast), no matter how full it is.
- Keep all cleaning supplies together on the shelf above the mop bucket and brooms on the staff side. (This helps for restocking and safety).
- For any maintenance or supply needs, please notify your Unit Manager.
- Unit Managers are responsible for submitting a maintenance request to Full-Time Staff.
- In the event any paint is put on the porch, walkway or street, the cabin responsible will be expected to report it to a member of the Full-Time staff on the day of the event.
- Do not use sheets and towels to clean up face paint or spilled paint, use paper towels.
- Applying camper paint on the grass will minimize spilled paint clean up.
- Everyone must pre-clean all Fab Shop hair products, paint, and other substances that might mess up our bathrooms.
- Please, no tacks, nails, or tape on walls or windows. Use blue painters tape or sticky tack.
- Pool towels are NOT to be removed from the Pool Area.

Linen and Laundry Procedures:

- **All camper clothing should be washed in the Laundry Hut!**
- Staff may need to do camper laundry in certain instances. (e.g. urine-soiled clothing, the need for a clean towel, or wet, food covered clothing, etc.). Detergent will be provided in the laundry room for camper laundry.
- Detergent is not provided for personal use; Campers Only!
- **Any sheets or towels soiled with urine, blood or stool must be bagged separately in a red trash bag and brought to the side of the road on your way to breakfast or after recharge time. Universal precautions must always be followed.**
- Staff are responsible for doing their own laundry at the Laundry Hut.
- Please follow camp community laundry etiquette as reviewed in orientation.
- Each unit will be responsible for cleaning the Laundry Hut on alternating weeks.
- Do not sit on the washer or dryers in the laundry hut.
- Our volunteers will have access to bed linens, pillow, and a fleece blanket.
- **Summer Staff are to bring their own towels and linens. Do not put staff linens through the camp laundry! Fleece blankets are for beds only. Please do not use outdoors.**

Camper Cleaning Procedures:

- Campers will be responsible for helping maintain cleanliness of the cabin.
- **Our housekeeping crew will assist in the cleaning the campers' side of the cabin.**
- **A volunteer crew will come each week to re-make the camper beds.** It will remain the counselor's responsibility to assist the camper in maintaining the appearance of the cabin throughout the week.

Lost and Found Procedures:

Staff will be responsible for all camper clothing, water bottles, wheelchairs, and personal supplies. If an item is found on camp, it should be taken to the Fuel Stop and placed in the baskets in the nook on the hearth. Staff must label the item with as much information as possible. All items will be announced before campers depart each week. Our goal is to have a 98% return rate this summer.

Weekend Cleaning Procedures

In an effort to ensure our facility continually looks it best, all individuals are responsible for maintaining our buildings.

Full-Time Staff Responsibilities:

- Sweep and mop stage, if food items are used during camp opening.
- Sweep, clean counter tops, and take out trash from Pit Stop.
- Pick-up stage day forms and trash from Theater
- Clean and organize Theater closets.
- Turn off all program area lights and check for major trash.
- Take all linens/trash from cabin row and housing units to facilities.
- Clean and fold up Fuel Stop tables.
- Turn off Spiritual Center heart
- Clean meal menu

Summer Cleaning Procedures

In an effort to ensure our facility continually looks it best, all individuals are responsible for maintaining our buildings.

Full-Time Staff Responsibilities:

- Sweep and mop stage, if food items are used during camp opening.
- Sweep, clean counter tops, and take out trash from Pit Stop.
- Pick-up stage day forms and trash from Theater
- Clean and organize Theater closets.
- Turn off all program area lights and check for major trash.
- Clean and fold up Fuel Stop tables.
- Clean meal menu
- Clean dunk tank
- Check staff lounge for old food items
- Check Fuel Stop side room for trash and missing items.

Lice Procedures



LIVE LICE will be crawling on the person's head. Be aware that lice move very quickly, and are only about the size of a sesame seed, so you may have to be patient to find one. Also, even with a moderate lice infestation, you may find very few live lice -- about 10 or 12 lice.

NITS, or LICE EGGS, are much easier to find, and can usually be located on individual hairs close to the scalp. The eggs will be well attached to the shaft of the hair (small white specks attached to the hair shaft) and should only be able to be removed by scraping off the hair with your finger nail. Unlike dandruff, which can look similar to nits, it is often hard to get a nit off of a hair, as they are almost glued on to the hairs.

STEP by STEP:

1. **Begin at the nape (bottom) of the neck** and work your way up.
2. Using the end of a cotton-tipped applicator, slowly **part the hair down the middle**, from the crown to the nape of the neck.
3. **Check the part** for eggs or adult lice.
4. Once the first section is checked, **part the hair either to the left or right** of your original part in very small sections. **Check this new parting** for eggs and adult lice.

Repeat this process throughout the entire head, paying extra attention to the warmer spots at the **back of the head, hairline, near the neck, and close to the ears**. Lice and eggs can be anywhere on the head but they do prefer warmer places to hide.

In the event lice is found, please contact a member of the Full-time medical team. If lice is confirmed, the child will be sent home in order to protect all campers.

Bed Bug Procedures



What do bed bugs look like?

Bedbugs are reddish brown, oval and flat, about the size of an apple seed, although immature bugs may be even smaller and look more translucent.

NOTE: Bed bugs are NOT the result of dirty or unsanitary conditions- you can get them ANYWHERE- including CAMP! They are more likely in places where there is a high turnover of people in beds, and they can live anywhere they have a human host to feed on.

Where do bed bugs hide?

During the day, bedbugs hide in the cracks and crevices of:

- Mattresses
- Box springs
- Bed frames
- Headboards

They also can be found:

- Under peeling paint and loose wallpaper
- Under carpeting near baseboards
- In upholstered furniture seams
- Under light switch plates or electrical outlets

How do I look for bed bugs?

Look for these signs:

Dark specks. These may look like someone took a marker and put a dot on the mattress. They are typically found along mattress seams. These dark specks are bedbug excrement.

Empty exoskeletons. Bed bugs molt five times before becoming adults. These empty skins are light brown.

Bloody smears. You may find small smears of blood on the sheets where an engorged bedbug was accidentally crushed.

Bed Bugs. You may see the actual bugs, but they are VERY good at hiding. They are nocturnal and usually only out between 2am and 4am, and like to hide in the crevices of the mattress or headboard.

In the event bed bugs are found, please contact a member of the Full-time staff by calling 2004.

Environmental Procedures

- The maintenance of an attractive and healthy natural environment shall be the concern and responsibility of everyone.
- Live animals and plants shall not be taken from the property.
- Live animals shall be kept in camp only as part of the camp program.
- Animals shall not be killed unless they present a direct and immediate threat to campers and cannot be safely transported to a more remote region of the property and released.
- Live animals and plants shall **not** reside in housing quarters unless approved by a Full-Time staff member.
- Only down dead wood may be used for fire building and other camp craft purposes.
- Do not harass, feed or capture wildlife (this is for everyone's safety).
- Please pick up trash wherever you see it and dispose of it properly.
- Conserve Energy! **Turn off lights, water, and fans when not in use.**
- Keep doors and entryways to buildings closed at all times. This will help reduce the amount of flies and the electric bill!

***** Please immediately report snakes and any other animals seen on Camp property.
(Code name for snakes: "Mr. No Shoulders")**

Health Inspector Procedures

- Every summer, the Health Department comes and gives Victory Junction a "grade." (I.E. The signs you see in restaurants with a number and letter grade).
- At camp, not only is the Fuel Stop inspected, but all of Camp. This includes program areas, the Body Shop, and your cabins!
- Important places we can lose points in the cabins (things you can help us with all the time...)
 - **Keep Fire Exits Clear**—make sure bean bags, suitcases, etc. are not blocking exits!
 - **Make Sure ALL Walkways are Clear**—(includes between beds, no clothes/suitcases blocking way)
 - **Shower Curtains**—be sure to spray and wipe them down 2x a week to prevent mold/mildew build up (if you cannot get your shower curtain clean and need a new one, let Full Time Staff know!)
 - **Food Crumbs/Snacks on the Floor**
 - **NO** Curling Irons/Hair Dryers Left Plugged In
 - **NO** Clothes Left on Picnic Tables or Sidewalks
 - **Full-Time Staff will hold Counselors responsible for cleaning cabins!**

Fire Drill Procedures

In the event of a fire, the following procedures will be followed:

- If a fire is near you, go to the nearest fire alarm station to sound the alarm.
- Evacuate the building and go to the primary meeting location.
Primary Location– **Blue** and **Red** Campfire Ring at Boating and Fishing
Secondary Location– Victory Circle
- Have one counselor conduct a sweep of the cabin as everyone is exiting the building to make sure no camper/staff was left behind.
- Conduct a head count of all the campers/staff.
- When evacuating do not go back into the building for any reason.
- Do not walk on the paved roads when evacuating due to emergency vehicles entering camp.
- At fire drill location, line up the campers in single file by cabin in front of the Unit Managers.
- Unit Managers are to make sure all of their campers/staff are accounted for.
- When everyone is accounted for, then the Unit Manager will raise their colored folder to show that everyone in their Unit is present. If they are not all there, they are NOT to raise their folder.
- Once everyone is accounted for, and the emergency is over, Full-Time staff will dismiss the group.
- If all campers not accounted for, activate **Lost Camper**.

Guidelines for Reporting Accidents and Incidents

Examples of accidents/incidents include, but are not limited to:

- fall/accident which requires medical attention for camper or staff
- camper fight which involves physical or emotional stress
- missing property or money (camper or staff)
- allegations or admissions of child abuse – call Full-Time Staff immediately
- lost camper – any incident of time unaccounted for
- seizure in the pool/lake or boat (camper or staff)
- any water rescue or assist (camper or staff)
- defiant behavior, including staff insubordination
- parent contact by phone or in person
- observation of policies not being followed or enforced
- Stranger seen on camp property
- Any behavioral intervention (contract, consequence, time out)

Accidents and incidents may not always involve campers. Any incident or accident that happens on camp must be documented, regardless if campers are on camp. Such times include but are not limited to intercessions, late night activities and volunteer orientation.

Full-Time Staff will ensure that:

An incident report is requested, as needed.

Copy is kept on record with all incidents of the year

Copy is sent to the Chief Operations Officer—Jonathan Lemmon

Copy sent to Medical Director, if appropriate—Amy McDowell

Copy sent to the CFO—Lisa Weber

Unit Manager is informed, if not already involved.

Medical- If medical care has been provided by the Medical Team, a medical report will also be filled out by the medical staff member who performed the care.

Incident forms must be completed within 24 hours of the incident or accident.

PART A

VICTORY JUNCTION ACCIDENT/INCIDENT REPORT FORM

(To be completed by staff/volunteer)

DATE COMPLETED: _____

Person Involved: _____

Unit: _____

Cabin: _____

(First)

(Last)

Age _____ Sex _____ Camper _____ Staff _____ Volunteer _____ Visitor _____

Name of witnesses (you may wish to attach signed statements)

1. _____
2. _____
3. _____
4. _____

Type of Incident

Behavior: _____

Accident: _____

Date of incident: _____ Location: _____ Hour: _____ AM/PM

Describe:

The sequence of events in detail leading up to the incident:

The incident: (If injury occurred, what activity and or equipment was involved)

Action Taken: (Emergency procedures, debriefing, medical procedures)

Submitted by: _____ Position: _____ Date: _____

Reviewed by: (Medical) _____ Date: _____

Reviewed by: (Director) _____ Date: _____

Follow up (Additional documentation may be attached):

Once completed please give form to medical team to complete PART B

PART B

VICTORY JUNCTION MEDICAL INCIDENT REPORT FORM

☐ No medical attention required

Name/Signature: _____

☐ Medical attention required (Please complete form)

Medical description of the injury (include location of injury and findings):

Treatment given on camp:

Treatment given off camp:

Diagnostic tests/ Additional procedures:

Plan for follow up:

Signature: _____ Position: _____

Print name: _____ Date: _____

NOTIFICATIONS:

Parent: Y/N	Date: _____	Time: _____	AM/PM
Private MD: Y/N	Date: _____	Time: _____	AM/PM
CFO/COO: Y/N	Date: _____	Time: _____	AM/PM
Camp insurance: Y/N	Date: _____	Time: _____	AM/PM

Name of person notified: _____



Victory Junction Incident Procedures

Please look thoroughly over all incident procedures. You will be asked throughout training if you have retained all of the information listed in this camp manual. It is very important that you are aware of every procedure in order to maintain a safe atmosphere for our campers.

Incident Procedures

All counselors share the responsibility for the well-being of our campers, particularly in incident situations, and are to make every effort to report dangers that might lead to an incident.

- **All counselors members must be continually aware of environmental , medical, and behavioral concerns and cautions.**
- **During orientation, all staff must acquaint themselves fully with the geography of camp. Please be familiar with each building and area, its layout, its accesses and its function within the camp.**
- **All staff are responsible for knowing and adhering to the incident policies and procedures contained herein.**

The lake, water park, barn, woods, alpine tower, and any buildings and paths are to be considered as potential sources of danger. Counselors will instruct campers not to go to these places without supervision. Counselors are expected to adhere to all rules governing activity areas.

To assure the above, it must be understood that every camper is to be supervised at all times. Counselors must know the whereabouts of all their campers whenever they are on duty. Frequent head counts and buddy checks will be helpful in accomplishing this.

In the case of an emergency or incident, **No one shall make a statement to the media.**

Reasons to Call 2004

1. Abuse/maltreatment allegation-any observed, suspected, or disclosed physical or sexual maltreatment allegation. This includes a child who describes parental abuse at home. Do not interview the child.
Please note: Information about abuse should not be shared with co-counselors.
2. Fire alarm goes off even if it's not a fire, call immediately.
3. Major facility issue-any problem which may negatively impact the program(loss of electricity, refrigeration, water contamination, fire, water leak, etc.).
4. Security concerns-potential intruders, unidentified visitors, or someone driving in behind you at the gate.
5. Missing camper or staff member
6. Suicide talk or attempt
7. Group management issue-campers in physical conflict, out of control or refusing direction.
8. Personnel issues which include abuse or sexual allegation (Interpersonal drama)

The medical staff should be notified immediately if the following should occur:

Serious Illness

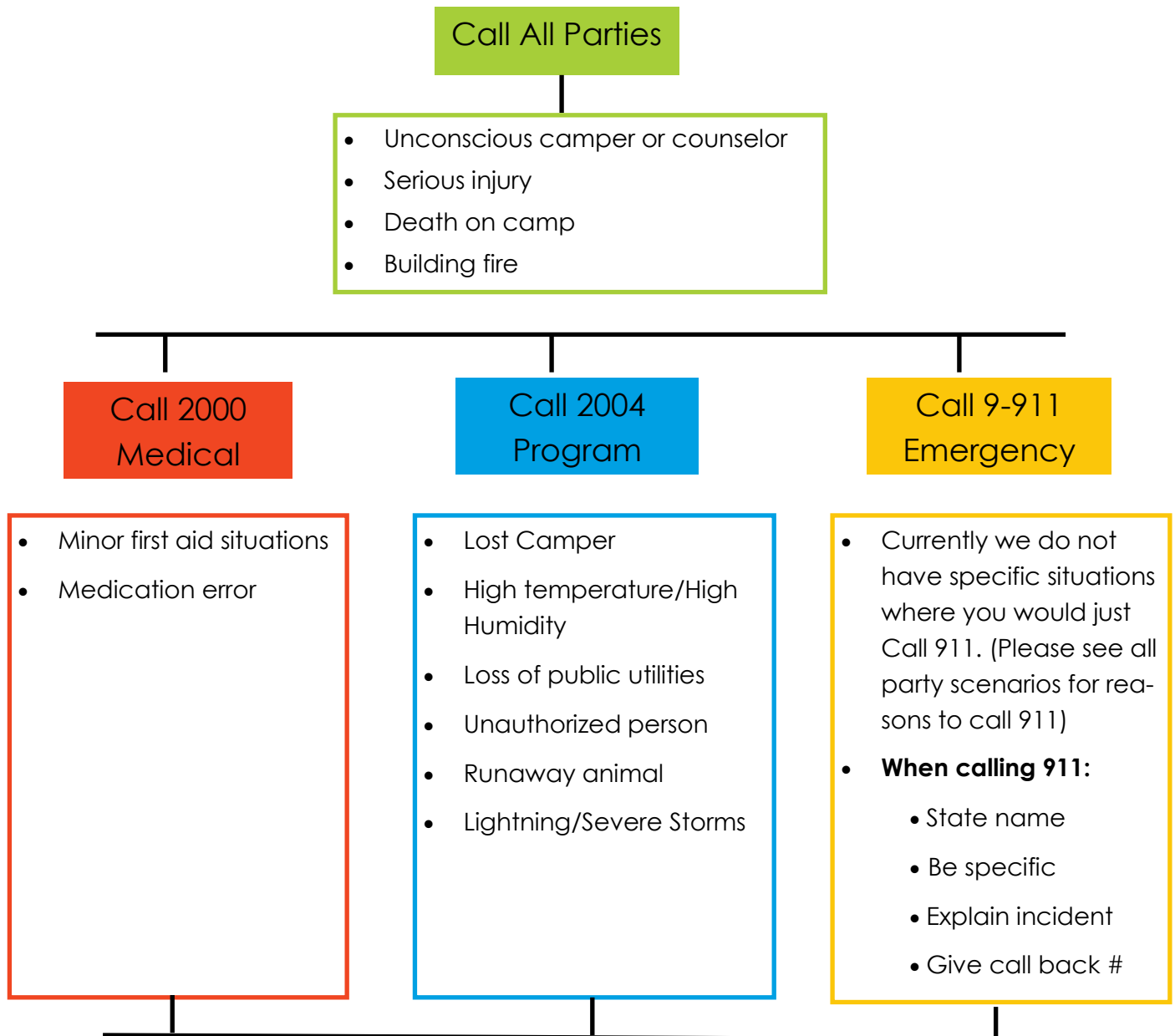
Serious injury or death

Medical or psychiatric issue

Call 2000 for all Medical Needs

Incident Communication Plan

In all incident situations, it is important that counselors know who to call and when. In order to clearly demonstrate Victory Junctions notification system, we've created the chart below. For each of these scenarios, it is important that you use a gray phone to call. In the event the power is out and land lines do not work, please use radio communication.



During all incident situations, radios should turn to **Channel 7** to ensure all communication is clearly delivered. To ensure confidentiality, radios should be turned down.

Full-Time Program– Notify leadership staff, kitchen, and camp leadership

Unit Managers–Notify appropriate counselors

Full-Time Medical– Notify Unit Nurses

Emergency Codes

Emergency codes are in place to help quickly notify camp staff on radio without alarming campers, staff and volunteers. For all camp-wide emergencies, the individual initiating the plan should go over both radio channels and announce. Your attention please, your attention please, please turn to channel seven, then announce the appropriate code listed below. Once announced, those responsible for handling the situation should confirm and then respond to the situation immediately based on training protocol.

Emergency	Code	Individuals Involved
Medical Emergency	Medical Emergency at <u>"LOCATION"</u>	Medical Team
Camper is Lost or Missing from the Group	Lost Camper	All
Tornado/Severe Weather is imminent	Tornado Warning	All
Individual is actively shooting on camp property	Active Shooter	All
Hostage Situation, nearby threats, imminent threat on camp	Shelter in Place	All
Emergency Services have been called due to camp emergency	Emergency Services Called	Program/Medical Full-Time Staff
Fire has been detected and all persons on camp should proceed to fire drill locations	Fire Alarm	All
Animal has escaped from barn or pasture	Runaway Animal	Program
Evacuation is needed	Active Evacuation	All
Bomb Threat	Bomb Threat	All
Snake	"Mr. No Shoulders"	Program

Important

Incident Notification Incident Assembly

Camp Wide Incident: requires the immediate assembly of the entire camp population to one designated location (fire or evacuation) or several designated locations (tornado or severe weather). If applicable, an emergency alarm shall be activated without delay, such as in the case of a fire or tornado.

Silent Incident: does not require the immediate assembly of the entire camp population and requires procedures that are as discreet as possible. An audible camp wide emergency alarm is **NOT** activated. Silent emergencies are silent in that they do not involve the general notification and assembly of the full camp.

Incident Assembly: when an incident assembly is called, all program activities are suspended until otherwise noted. The entire camp shall assemble to a designated area. The incident assembly location will be determined according to the incident and will be announced via radio, phone or both. Once each cabin has assembled, head counts must begin promptly. If an individual is missing, please contact a member of Full-Time Staff immediately.

Camp Wide Incident

Incident	Manual Page	CAP Page
High Temperature/ Humidity	49	
Lightning/Severe Storms	50	
Tornado	51	
Hurricane	52	
Structural Fire/Wild Fire	53	
Flood	54	
Earthquake	55	
Loss of Electricity	56	
Loss of Water	57	
Loss of Phone Service	58	
Hazardous Materials	59	

Silent Incident

Incident	Manual Page	CAP Page
Runaway Animal	60	
Bomb Threat	61	
Serious Injury	62	
Lost Camper	63	
Camper/Staff Abuse	65	
Unauthorized Person/ Intruder	66	
Death on Camp	67	
Evacuation	68	
Informing Parents/ Caregivers	69	

High Temperature/Humidity

All individuals must protect themselves and the campers we are serving. If camp determines the temperature outdoors is unsafe for our participants, we will move all programming indoors.

Signs to keep in mind if your camper is suffering from High Humidity: No matter how hard you try as a counselor, the chance of at least one camper suffering from High Humidity is possible. Keep these symptoms in mind when going through the day to day activities at camp. If your camper is experiencing any of these side effects, inform your nurse immediately.

- **Dehydration**
- **Heat exhaustion**
- **Heat stroke**
- **Glycogen depletion**
- **Current viral or bacterial illnesses**
- **Sleep deprivation**
- **Medications (prescription & non-prescription) that can be affected by the heat- use precaution.**
- **Nausea**
- **Dizziness**
- **Difficulty breathing**
- **Severe Headache or Confusion**

Counselors: How to Prevent

- Drink water (unless the campers is on a restriction)
- Stay indoors where there is A/C as much as possible
- Encourage campers to wear clothing that will allow sweat evaporation. Ex. Loose fitted clothing
- Wear hats
- Apply Sunscreen
- Cool rags
- Fans
- Keeping the blinds closed in the cabins

Please Note:

- Heat exhaustion can cause a camper to miss programming. It is the responsibility of his or her counselor to ensure the health and safety of their camper is maintained.
- Counselors are also responsible for maintaining their own health. In order to prevent numerous Body Shop visits, please make sure you are following the above protocol.

Lightning/Severe Storms

All individuals must protect themselves and the campers we are serving. If you hear or see lightning, please report it to a member of the Full-Time Staff.

Regular Schedule:

- When camp is on a regular schedule, all programs are open.
- If you have questions about weather, you may ask a member of the Full-Time Staff. Full-Time staff will report back via radio if we are still on regular schedule.

Indoor Schedule:

- When camp is on indoor schedule, staff must follow the back side of the schedule.
- Program areas that will close are as follows: Boating and Fishing, Waterpark, and Horse Barn.
- Camp will stay on indoor schedule until a member of the Full-Time Staff reports, via radio, that we are back on regular schedule or we are under weather.

Under Weather:

- When camp is under weather, all campers, staff and volunteers must stay in an approved building. (Victory Circle buildings, cabins, Spiritual Center and Superdome)
- Full-Time Staff and summer leadership staff will have vehicles ready to transport participants if weather continues for an extended amount of time.
- Staff and volunteers are encouraged to have several backup games in the event participants are in a program area for an extended time.

Please Note:

- Medical staff will use the conversion van for transporting medications.
- All golf cart transportation will cease if under weather.
- If a camper needs a medical procedure done while under weather, the Full-Time Staff will ensure that camper gets transported to the Body Shop first.
- If under weather, program areas should not use electrical devices such as hair dryers, sound system, etc.
- Stay away from open doors, windows, fireplaces, radiators, metal pipes, sinks and plugged-in electrical equipment.

Counselors During Time Off:

Counselors are encouraged to stay indoors during all storms. If a staff chooses to be outdoors during their time off, Victory Junction will not be held responsible. During all scheduled activities, staff must follow procedures listed above.

Tornado

All individuals must protect themselves and the campers we are serving. If you see or hear a report of a tornado watch or warning, please report it to a member of the Full-Time Staff.

Code Word:

"Please report to your nearest tornado shelter ". A Victory Junction bus will go around camp with its alarm until it is unsafe to continue or everyone is in their tea party location.

If you hear tornado watch over the radio:

- All programs should be moved indoors on Victory Circle.

If you hear tornado warning over the radio:

- If a tornado warning is initiated, campers, staff, and volunteers should immediately seek shelter.

Primary Location: (location is marked with a tornado shelter sign)

- Silver Theater-campers and counselors should be located in either the back hallway or the costume closet hallway.

Secondary Locations: (locations are marked with tornado shelter signs)

- Fuel Stop basement
- Adam's Race Shop lower bathrooms
- Administration basement
- Body Shop bathrooms
- Michael Waltrip Gym lower bathrooms

Back-up Locations:

- If you cannot safely reach a designated **Tornado Shelter** area, proceed immediately to the nearest enclosed building and proceed to a **windowless interior space** (most often a **bathroom** and protect head with arms until the **all-clear signal** via walkie-talkie (or cell phone) is heard.
- If you are unable to reach a safe building and a tornado is spotted, as a last resort, lie down on the ground in the closest ditch or depression and protect head with arms. Do not get near a tree or any object that is not a permanent building—they may become a projectile in a tornado.

Please Note:

- Medical staff will be ready to pack up any necessary medications for at least 12 hours.
- No one is allowed to leave the tea party location until Full-Time staff gives the all clear.
- All radios will turn to **Channel 7**.
- Counselors should determine their closest gray phone in case communication is necessary.

If a tornado were to occur at Victory Junction, the Incident Management Team would meet and determine the appropriate steps. Staff will be communicated to by the Operations Unit.

Hurricane

All individuals must protect themselves and the campers we are serving. If you see or hear a report of a hurricane, please report it to a member of the Full-Time staff.

- If a hurricane were to get close to Victory Junction, the Incident Management Team would immediately assemble to determine the next steps.
- If the Incident Management Team deems it necessary to evacuate, we have two plans in place.

If the hurricane is 24+ hours out:

- Full-Time staff will start calling families to pick-up their children.
- Once the evacuation is activated, staff will escort all campers to the Fuel Stop for departure.
- All luggage and medications should be packed up and moved to the Fuel Stop.
- Parents will enter the back gate and will drive around Victory Circle to pick-up their child.

If the hurricane is less than 24 hours out:

What happens to campers and staff who live out of state or who cannot be picked-up/drive?

- Victory Junction will provide the safest place possible for all campers and staff who are not able to depart. Our primary location is the Theater.
- Victory Junction will provide necessary supplies to make everyone comfortable and safe such as mattresses, flashlights, batteries, food, water, camper medications, first aid supplies and emergency medical equipment.
- All campers and staff will remain in the Theater until the all clear is given.

Please note:

- Depending on the direction of the storm, staff may be asked to depart.
- All radio communication should be over **Channel 7**.

If a hurricane were to occur at Victory Junction, the Incident Management Team would meet and determine the appropriate steps. Staff will be communicated to by the Operations Unit.

Structural Fire/Wild Fire

- **No smoking is permitted on Victory Junction property.**
- When a fire alarm sounds, it's imperative that **all** occupants of **all** buildings evacuate quickly and orderly.
- Report to the Emergency Assembly location.

Primary location: **Blue** and **Red** Campfire Ring near Boating & Fishing

Secondary location: Victory Circle

(assemble at secondary location if primary location is deemed unsafe)

**If you are located in VJ Administration Building, Assembly Location is the Parking Lot. Please do not enter camp. Make sure building is clear of all personnel and remain in the parking lot until all clear.*

- Make sure **all** persons are accounted for as quickly as possible... conduct head counts of campers, volunteers and staff.
- If you are missing a camper, volunteer or staff member, notify a member of Full-Time staff immediately. Full-Time will call 911 to inform of a missing person while the fire is in progress.

If you discover a fire:

- Clear all campers away from the area
- Pull the fire alarm (911 is automatically notified if the alarm is pulled)
- Call 2004 to notify Full-Time staff
- Stay off the roadways
- Report to Emergency Assembly location (Primary: Blue & Red Campfire Ring , Secondary: Victory Circle)
- Make sure all campers, volunteers, and staff are accounted for (complete head counts).
- If someone is unaccounted for, contact Full-Time immediately.
- Water hose and/or fire extinguishers will always be available at any programmed campfire.
- The fire department is less than 10 minutes away.

Wild Fires:

The possibility of brush fires does exist. Lightning-initiated fires are most likely to occur during the summer months.

If a wildfire were to occur at Victory Junction, the Incident Management Team would meet and determine the appropriate steps. Staff will be communicated to by the Operations Unit.

Flood

In the event of a flood, the following procedures will be followed:

During the flood:

- Avoid contact with floodwater.
- Do not walk, swim or drive through floodwater.
- Do not allow campers to play in floodwater; it may be contaminated with sewage or contain dangerous animals.
- Stay out of areas that flood easily; dips, low spots, and ditches.
- If outside, seek higher ground.

After the flood:

- Communicate that you are safe.
- Stay away from floodwater.
- Do not use any water that could be contaminated.
- Beware of snakes, insects and other animals.
- Avoid down power lines.
- Do not step in puddles or any standing water.

If a flood were to occur at Victory Junction, the Incident Management Team would meet and determine the appropriate steps. Staff will be communicated to by the Operations Unit.

Earthquake

During impact:

- Duck, cover, and hold. Do not run.
- If inside a building, take cover under a table, bench or against inside walls.
- Stay away from glass, windows, and outside doors.
- Do not get on an elevator, the power might go off.
- Account for all campers, staff and volunteers.
- When the earthquake seems to be complete, exit the building.
- If someone is missing, report that immediately to the Full-Time staff.
- If campers, staff or volunteers are hurt, call the Body Shop immediately. If someone is in need of emergency help, call 911.
- For some campers, this will be a traumatic situation. Staff and volunteers should comfort campers throughout this incident.

After impact:

- Do not re-enter a building unless approved by the Safety Unit.
- If an evacuation is deemed necessary, the Operations Unit will make arrangements for all of camp to depart.

Please note:

- Prepare for more than one aftershock. Aftershocks are common after an earthquake. Aftershocks can occur several minutes, hours, or days after an initial shock.
- All radio communication should be over **Channel 7**.

If a earthquake were to occur at Victory Junction, the Incident Management Team would meet and determine the appropriate steps. Staff will be communicated to by the Operations Unit.

Loss of Electricity

Back-up Generators are located in the following buildings:

- Fuel Stop
- Body Shop
- All Cabins
- Superdome
- Gym (partial)
- IT Room

In the event that any electrical power is interrupted for a period of time, the following procedures will be followed:

- All outdoor programming should proceed as planned, weather permitting.
- All indoor programming will proceed as planned as long as there is ample and safe amounts of lighting. If indoor programming is deemed unsafe to proceed, alternative activities will take place in a newly designated area.
- If necessary, food service will take precautionary measures to protect all food.
- If necessary, food service will make plans to adjust the menu. (Example: serving cold foods or grilling)
- The Water Park will be closed until further notice.
- If the power outage occurs at night, please stay where you are since movement can be hazardous due to lack of light. Please use extreme caution and a flashlight if movement is required.

Please Note:

- All essential equipment (Ventilators, Nebulizers, Monitors, Feeding Pumps, Oxygen Concentrators, IV Pumps, Power Wheelchairs, etc.) must be plugged into orangeish/red outlets at ALL times as they are connected to the backup generators.
- Air conditioning and heat will not be working with the exception of the buildings equipped with a back-up generator.
- Hot water will become limited.
- Water pressure may drop.
- Gray phones may not work.
- All radios will turn to **Channel 7**.

In the event that the loss of electrical power will be for an extended period of time, the Full-Time staff or VP of Facilities will contact the appropriate public authorities as indicated by the circumstances.

If loss of electricity were to occur at Victory Junction, the Incident Management Team would meet and determine the appropriate steps. Staff will be communicated to by the Operations Unit. If the Safety Unit determines camp is unsafe, the Incident Commander will make the decision to close camp.

Loss of Water

Loss of Water:

In the event that water service is interrupted for a period of time, the following procedures will be followed:

- All programming should proceed as planned unless deemed unsafe by Medical.
- Full-time will quickly notify all open program areas, Body Shop, Fuel Stop, and cabins.
- Food service will take precautionary measures to protect all food.
- Food service will make plans to adjust the menu and use all paper products to serve. (Example: serving foods that do not require pre-washing or water as an ingredient to cook)
- The Water Park will be closed until further notice.
- Please do not turn on faucets or flush the toilets until otherwise instructed.
- Please do not attempt to drink from the faucet or water fountain until otherwise instructed.
- Bottled water will be delivered to use for safe water consumption (drinking, brushing teeth, etc.)
- Fire Sprinklers may not be operable.
- If loss of water occurs at night, please stay where you are and contact 2004 for further instructions.

Please Note:

- Sink and Shower faucets may not work or may have very low water pressure.
- Toilets may continually flush for an extended period of time.
- Water may turn a brownish color.

As soon as the loss of water is reported, the Full-Time staff or Facilities Director will immediately contact the appropriate public authorities in order to resolve the issue as quickly as possible. If the issue is not corrected within a timely manner, the Full-Time staff and Medical Director will take appropriate steps given the circumstances.

If loss of water were to occur at Victory Junction, the Incident Management Team would meet and determine the appropriate steps. Staff will be communicated to by the Operations Unit.

Loss of Phone Service

In the event that phone service (landline, cellular or both) is interrupted for a period of time, the following procedures will be followed:

All programming should proceed as planned unless deemed unsafe by Program or Medical.

If land line service is down:

- Full-Time staff will quickly notify all open program areas, Body Shop, Fuel Stop, and cabins.
- All communication will occur via radio.
- Cellular service will be used by Full-Time staff only in conjunction with radio, except in the event of an emergency.
- If an emergency occurs, immediately seek the closest program area or individual assigned a radio to relay the information to a Full-Time staff member. Full-Time staff will call 911 immediately.

If cellular service is down:

- Full-time staff will quickly notify all open program areas, Body Shop, Fuel Stop, and cabins.
- All communication will run normally via the use of land line and radio.
- If an emergency occurs, follow normal protocol of using a land line (gray phone) to call for help (2000, 2004 or 911).

If both landline and cellular service are down:

- Full-time will quickly notify all open program areas, Body Shop, Fuel Stop, and cabins.
- All communication will occur via radio.
- If an emergency occurs, immediately seek the closest program area or individual assigned a radio to relay the information to a Full-time staff member.

If phone service is down during the night:

- Please stay where you are. If you have an emergency, please locate your Unit Manager and they will contact a member of Full-Time staff via radio.

Program Areas with Radios:

Adventure
Water Park
Boating and Fishing
Horse Barn
Archery

Individuals with Radios:

Full-Time Staff
Unit Nurses
Unit Managers
Support Counselors
Front Desk of Admin Building

Please note:

- If land line service is down due to a power outage, all gray phones located in buildings equipped with generators (see the list of generator powered buildings in Loss of Electricity Policy) should be able to dial emergency services.
- If you are assigned a radio, please make sure you are actively listening at **ALL TIMES**.

As soon as the loss of phone service (land lines, cellular or both) is reported, the Full-Time staff or Facilities Director will immediately contact the appropriate Public Authorities in order to resolve the issue as quickly as possible.

If loss of phone service were to occur at Victory Junction, the Incident Management Team would meet and determine the appropriate steps. Staff will be communicated to by the Operations Unit.

Hazardous Materials

If a situation with hazardous materials occurs, call 2004 immediately.

If situation involves a camper:

- If the camper has the material on them, get them into a bathroom (preferably with a shower) as soon as possible. This will make it easier to wash them off if you can get them into a shower to help rinse them off.
- If they are not near a shower, take them to the closest bathroom and remove their clothing. Once their clothing is removed, use paper towels or wash clothes (regular or medicated) to remove the waste. If using a normal wash cloth, it is best to place soap and water on it to ensure the camper is clean.
- Once all the material has been removed from them and/or their assistive devices, make sure they are replaced with clean clothing.

Now it is time to clean the area

- Still wearing gloves, safely remove the camper from the area with the Hazardous Material.
- Using towels, start to clean up with area from the outside and work your way in. This will allow the material to not spread out into a much larger affected area.
- If the spill is too large for towels, you may use a mop and a bucket to help. Make sure you continue to work from the outside in to ensure the mess does not spread.
- Once all the material for the most part has been cleaned up, take a heavy-duty cleaning agent that can be found in any spill kit and spray it on the affected area
- Using a clean towel, wipe up the cleaning agent until there is no spill at all.

Rules to follow:

Rule #1. Follow all established procedures and perform job duties as you've been trained.

Rule #2. Be cautious and plan ahead. Think about what could go wrong and pay close attention to what you're doing while you work.

Rule #3. Always use required PPE—and inspect it carefully before each use to make sure it's safe to use. Replace worn out or damaged PPE; it won't provide adequate protection.

Rule #4. Make sure all containers are properly labeled and that the material is contained in an appropriate container. Don't use any material not contained or labeled properly. Report any damaged containers or illegible labels to your supervisor right away.

Rule #5. Read labels and the material safety data sheet (MSDS) before using any material to make sure you understand hazards and precautions.

Rule #6. Use all materials solely for their intended purpose. Don't, for example, use solvents to clean your hands, or gasoline to wipe down equipment.

Rule #7. Never eat or drink while handling any materials, and if your hands are contaminated, don't use cosmetics or handle contact lenses.

Rule #8. Read the labels and refer to MSDSs to identify properties and hazards of chemical products and materials.

Rule #9. Store all materials properly, separate incompatibles, and store in ventilated, dry, cool areas.

Rule #10. Keep you and your work area clean. After handling any material, wash thoroughly with soap and water. Clean work surfaces at least once a shift so that contamination risks are minimized.

Rule #11. Learn about emergency procedures and equipment. Understanding emergency procedures means knowing evacuation procedures, emergency reporting procedures, and procedures for dealing with fires and spills. It also means knowing what to do in a medical

Run Away Animal

In the event a camp animal is out of their pin or pasture, staff should react immediately.

How to respond:

- Remain calm
- Do not chase animal(s)
- Notify barn staff immediately
- Do not feed animals
- Summer staff are not permitted to rescue barn animals. Only trained professionals are permitted to approach escaped animals.

If campers are present:

- Do not let campers pet animals
- Keep campers away from getting trampled
- Distract campers from the immediate situation

Please Note:

- All buildings should remain closed to prevent access.
- Golf carts should not be used around animals.

If multiple animals were to escape and the barn staff need support, the Incident Management Team would respond and determine the appropriate steps.

Bomb Threat

A bomb threat may be made either verbally or in written form. All threats must be treated seriously. Whoever makes contact with the person initiating the threat must pay attention to every detail.

If you receive a bomb threat:

Phone Call

- Keep the caller on the line as long as possible.
- Write down all information in the exact words provided by the caller.
- After ending the call, inform the Full-Time staff or a Full-Time staff member immediately.

Written

- Keep all items contained with the threat (envelope, contents, note, etc.).
- Inform the Full-Time staff or a Full-Time staff member immediately.

In Person

- Talk with the individual in a non-confrontational manner in order to gain as much information as possible.
- Immediately following the conversation, write down the person's age, gender, and physical appearance. Additionally, write down all information shared by the individual (location, intent, etc.).
- Inform the Full-Time staff or a Full-Time staff member immediately.
- All radios will turn to **Channel 7**.

If a bomb threat were to occur at Victory Junction, the Incident Management Team would meet and determine the appropriate steps. Staff will be communicated to by the Operations Unit.

Serious Injury

In the event of a serious injury, the following procedures will be followed:

- Remain calm and assess the situation; make sure it is safe to approach the camper/staff.
- Do NOT move a severely injured camper/staff.
- If the camper/staff is not breathing, seek out the nearest AED machine.
- Call 9-911 from the nearest phone.
- Call 2000- Body Shop (Code: Humpty-Dumpty).
- Keep the camper/staff calm and alert if possible.
- Do NOT give any medications to the camper/staff until medical arrives.
- Do NOT leave the camper/staff alone.
- Victory Junction personal will notify the family of the injured.
- A counselor or a Victory Junction representative will stay with the camper/staff.
- Incident report should be completed and submitted following the incident.

If a serious injury were to occur at Victory Junction, the Incident Management team would meet and determine the appropriate steps. Staff will be communicated to by the Operations Unit.

Lost Camper/Child Abduction

Prevention is Key: Always remember to conduct frequent head counts and make sure all campers are accounted for. Campers are never to be left alone. In order to know where campers are at all times, it's important that your cabin is always communicating.

Missing Camper

Follow these immediate steps:

- Remember to stay calm
- Immediately check the surrounding area
- Has a staff member/counselor given them permission to leave the area?
- Is someone playing a prank?
- Has the camper wandered off without realizing it?
- Did the camper go to the restroom without telling anyone?
- Is the camper at the Body Shop or Cabin?

Note: physically check immediate and surrounding areas (bathrooms, rooms, closets, etc.).

If the camper is still not located, proceed as follows.

The person who noticed the missing camper (*Reporter*) will notify a member of the Full-time staff (staff notified will now be referred to as the *Responder*) using any gray phone and dialing 2004. If you notify by radio, use **Channel 7** explaining the need to speak immediately to a Full-Time staff.

The *Responder* will obtain the following information from the *Reporter*:

- Camper Name
- Cabin and Unit
- Height, Weight, Hair Color and Complexion
- Description of Clothing
- Other physical descriptions that would help identify the camper
- The *Responder* will report to the Body Shop immediately.

If Program Areas are running:

- Program Counselors will become sweepers and will stay in their Program Area to receive all information via phone or radio.
- Cabin Counselors will remain in their area with campers.
- **Proceed to Lost Camper Process, Step 1.**

If it is a weekend, or after 5:00pm:

- Reminder that sweepers must be assigned to the Administration Building, Maintenance, Spiritual Center, etc. *(If Victory Junction is under normal Monday-Friday business hours, Full-time staff in those areas will search.)*
- **Proceed to Lost Camper Process, Step 1.**

If it is at night when campers are sleeping:

- The Responder will notify the *lost camper response team*.
- The *Lost Camper Response Team* will perform an immediate search of the last known area the camper was seen.
- At least two *Lost Camper response team* members will conduct searches at the waterfront and dive zones of the Lake and Water Park.
- The Unit Managers will conduct head counts in each of their assigned cabins.
- If the missing camper is not found after one sweep, the responder will immediately dial 911. All *Lost Camper response team* members will continue searching until emergency responders arrive.

If it is during a meal or all-camp activity:

- Announce via microphone. **"Your attention please, your attention please. We have a lost camper. Sweepers please report to your designated area and begin Lost Camper procedures."** *(Sweepers: all Lost Camper response team members will report to the Body Shop and all Program Counselors will report to their program area to await further instructions.)*
- **Proceed to Lost Camper Process, Step 1.**

If it is during NASCARNival:

- Make announcement over PA speaker system. **"Your attention please, your attention please. We will now be conducting an All Camp Fire Drill. All NASCARNival guests, please report to Adam's Race Shop immediately. We need the lost camper brought to the Body Shop immediately." (Repeat x2)**
- Unit Managers will gather all their units on Victory Circle to conduct head counts.
- Development staff will gather all guests inside Adam's Race Shop to conduct head counts.
- **Proceed to Lost Camper Process, Step 1.**

Camper/Staff Abuse

Child Abuse/Sexual Abuse

- Any report of Child Abuse by law is required to be reported.
- If a camper confides in you about abuse at home, simply listen.
- Do not become upset or angry at what the camper is telling you, again just listen.
- Do not ask them any questions or tell them that it will be okay.
- After they are done speaking, thank them for sharing and let them know that you must tell a Full-Time staff member.
- When the child is away, write down details of their story and immediately go to a Full-Time staff member.
- Do NOT repeat what the camper has told you to anyone but that Full Time staff member.
- The Full-Time Staff member will take appropriate internal/external action.
- Don't agree to keep anything disclosed to you "a secret."

Harassment of Staff Members

- Offensive language/conduct is inappropriate and will not be tolerated at Victory Junction.
- Harassment can be in the form of a staff member intimidating another, be a hostile work environment that interferes with a staff members performance.
- Harassment includes unwelcome advances, written or verbal sexual content, threats, race, culture, gender, and beliefs that are offensive to a person.
- Physical Harassment includes assault, touching, impeding or blocking movements and anything that prevents someone from moving.
- Visual Harassment: demeaning gestures and derogatory imagery.
- Sexual Harassment: unwelcome sexual advances and requests for sexual favors.
- If any staff member is experiencing any of the above harassments, they are encouraged to report the incident to a member of Full-Time staff.
- If a individual is found guilty of harassment, they are subject to discipline such as termination from Victory Junction.

Personnel Policy

Sexual harassment is a violation of **Title VII of the Civil Rights Act of 1964**. It is against policy for any employee, male or female, to sexually harass other employees. If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to the Full-Time staff. If the Full-Time staff is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact any other member of the full time staff. You can raise concerns and make reports without fear of reprisal or retaliation.

Unauthorized Person/Intruder

All individuals must wear an ID badge/name tag while camp is in session. If they are a guest, they must be escorted by a Full-Time staff member at all times.

If you encounter an unauthorized person on camp, please use good judgment in determining whether you should approach them. If you do not feel comfortable approaching them, please contact a Full-Time staff member immediately. If you approach an unauthorized person, please be polite and ask if you can provide assistance.

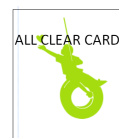
If the unauthorized person seems threatening in any way, do not approach them and notify a Full-Time staff member immediately. If possible, provide a description of the unauthorized person (height, weight, hair color, clothing, etc.) and their last known whereabouts. Additionally, remove yourself and the campers from the area immediately.

In the event an intruder is in camp with the intent to harm, a camp-wide lockdown will be activated by Full-Time staff.

Lockdown Procedures:

- Seek shelter as quickly as possible
- If possible, find a room with no windows and a door that closes. Secure the door. Turn off all lights, cell phones, and radios. Stay low and quiet. Remain in the room until the Sheriffs secure the camp.
- If you are outside, lay flat on the ground or move in the opposite direction of the intruder until you can seek proper shelter.
- Once the all clear has been given, first responders will slide a camp approved card under the door of your secured location. This will indicate it is safe to exit. Report immediately to the emergency assembly location provided by first responders.
- Check-in with the Incident Commander or designated individual. Make sure to state name and cabin.

Example:



Please note:

- If Lockdown has been activated, please **DO NOT** evacuate if the fire alarm has been pulled. Only evacuate if the Sheriff has given the all clear or you smell/see smoke.
- Use your best judgment when responding!
- Radios should not be used during a lock down situation. If you choose to have your radio turned on, the volume should be turned down to the lowest level.
- Never provide your location over the radio.

If unauthorized person/intruder were to occur at Victory Junction, the Incident Management Team would meet and determine the appropriate steps. Staff should be communicated to by the Operations Unit.

Fatality on Camp

In the event of a death on camp, the following procedures will be followed:

Initial Phase:

- Remain calm if you are with or find the camper/staff who has passed.
- Check for a pulse.
- Call 2000 for the Body Shop as well as 9-911.
- Remove all other campers/staff from incident site.
- Do NOT move the victim.
- Do NOT leave the victim alone.
- Do NOT touch anything at the scene.
- Victory Junction personal will notify the family or next of kin as soon as possible.
- A Victory Junction representative will stay with the victim.
- Staff is NOT to speak to the media or post about it on Social Media.

After Discovery:

- Have One Spokesperson; either Full-Time Staff or a member of Administration.
- Place a staff member at the front gate to keep the media at bay.
- Only release accurate information provided by legal.
- Respond to the media (this should only be done by the representative).
- Fill out the proper incident report paperwork.
- Prepare for the dismissal of campers.
- Pack up the belongings of the camper/staff who has passed.
- Provide grief counseling workers to assist with campers/staff processing with the incident.
- Work on writing a letter to all camper families and staff regarding the incident.

If a death were to occur at Victory Junction, the Incident Management team would meet and determine the appropriate steps. Staff should be communicated to by the Operations Unit.

Evacuation

In the event of a evacuation, the following procedures will be followed:

Due to weather or a disaster Victory Junction will be ordered by Randolph County to evacuate the facility if it is deemed not safe. The local Level Cross Elementary School is the shelter that all staff and campers will be taken to if an evacuation is necessary.

- Full-Time Staff Responsibilities: accounting for all staff, counselors, and campers.
- Camp Nurse: must gather mobile first aid, participant medications, staff and participant medical treatment authorizations.
- Full-Time/Summer Leadership: Gather the busses and vans for transport.
- Counselors: gathering items the campers may need while in the shelter, getting campers to the pick-up spot, and keeping a count of all campers/staff.

Procedure:

- Gather at Emergency Assembly Location (Fuel Stop).
- Conduct a head count of all the campers/staff to make sure no one is left behind.
- If someone is missing, then conduct a search while the evacuation is taking place.
- Staff and campers will get on the bus and be taken to a shelter until it is safe.
- Full-Time Staff will make sure the families of the campers are notified of the evacuation.
- All staff and campers will remain at the shelter until emergency officials give the okay to return to camp.

*If you are located in Victory Junction Administration Building, please evacuate from Admin and do not enter camp. Make sure the building has been cleared and evacuate to the parking lot, and out the Front Gate if the evacuation order has been given.

If an evacuation were to occur at Victory Junction, the Incident Management team would meet and determine the appropriate steps. Staff should be communicated to by the Operations Unit.

Informing Parents/Caregivers

In the event campers encounter any of the following incidents, the following procedures will be followed:

Email

Email will be used to inform parents of a minor incident that will not cause worry. Incidents that warrant an email include the following:

- On Thursday afternoon a parent calls informing us of something their child caught while being at Victory Junction.
- A camper has the wrong epi pen and believes another camper in his cabin has it.

Telephone

Telephone will be used to inform parents of a major incident that affects their child. Incidents that warrant a phone call include the following:

- Their child fell off the tower and obtained a serious injury.
- Due to their illness, our medical team found their child unresponsive.
- A major event occurred at camp that caused us to evacuate.

Counselor communication with parents

In the event a counselor needs to speak with a camper family, it must be approved by a Full-Time staff. When making the call, a Full-Time staff must also be present to make notes and place them in CampSite.

Informing Parents Procedure

Step 1: Understand Incident

Step 2: Gather information

Step 3: Communicate plan to Full-Time staff

Step 4: Phone call/email

Step 5: Follow-up if necessary

- Parents will be contacted by the following individuals from Victory Junction:
 - ⇒ Camp Program Director
 - ⇒ Chief Operating Officer
 - ⇒ Medical Director



Session Specifics

The Program Department aims to prepare our staff to help campers be successful in our program areas. Each of our ten uniquely designed facilities, is built with our campers in mind. Our #1 goal is to provide each camper with the opportunity to experience each program area.

Summer Arrival Day Process (Peer Camp)

Camper arrival is one of the longest processes of the week. Campers will arrive in one of three shifts. Please review volunteer orientation for previous arrival day procedures.

Step	Location	Action Items	Roles
Step 1	Welcome Center	Name tag Luggage	Luggage Crew (5) Golf Cart Shuttles (6)
Step 2	Fuel Stop	Dietary review Medication review Games *Snacks provided	Medical volunteers Check-In Staff (3)
Step 3	Body Shop	Medical check-in	Body Shop Walkers (5)
Step 4	Cabin	Settle in to Cabin/Unpack Showcase cabin for new families	Cabin Greeters (16) Unit Managers (4)
Step 5	Program Activity	Escort camper to Activity Area	Play in Area until Dinner

Please Note: During physically demanding weeks, families will drive down to Victory Circle. Golf cart shuttles will support traffic crew during these weeks.

Bus Arrival:

- Buses will stop at the Welcome Center. A Full-Time staff member will check them in.
- Campers will get off and be shuttled to the Fuel Stop with a Body Shop Walker.
- **All campers will be escorted to the Fuel Stop and Body Shop for check-in when they arrive. Don't forget to bring camper medications. After check-in is complete, take them to their cabin, then activity area.**

Helping Campers Unpack:

- Staff will assist in the unpacking of each camper's luggage to ensure adequate clothing for the week.
- Check to make sure only approved items are packed. If you find the following, please notify a Full-Time staff immediately (gun, cell phone, radio, video game, etc.)
- Please contact your Unit Manager if more clothing is necessary.

Late Camper:

If campers do not arrive during our arrival process, we will release staff to their unit and transition into "Late Camper" in order to accommodate them as they arrive.

- **Need:** Full-Time staff member, Body Shop nurse, and one cabin staff.
- The Fuel Stop check-in stations will be broken down, so materials will be available in the Body Shop.
- Camper Recruiters will begin to call campers to find out their approximate time of arrival.
- Once the camper has arrived at the Body Shop, a staff member will be assigned by Unit Manager.
- The camper and their family will go through the whole check-in process in the Body Shop before going to the cabin.

A DAY IN THE LIFE (Weekend)

7:00-7:30 a.m.	Volunteer Wake Up <i>Depending on the family, volunteers must wake up between the times listed in order to get themselves ready.</i>
7:30 a.m.	Pole Position <i>For early risers! Campers can choose to wake up early and go to activities before breakfast</i>
8:30 a.m.	Breakfast & Dance Party
9:45 a.m.	Activity Area Rotations <i>As a cabin, campers will travel to program areas. This gives campers a chance to explore all of the programs we offer.</i>
12:00 p.m.	Lunch & Songs
1:30 p.m.	Recharge Time <i>Campers retreat to their cabins to rest and recharge their batteries so that they are ready to go for the afternoon and evening.</i> <i>Families can also watch a movie in the theater during recharge. Vollies can use this time to rest, recharge, watch the movie with their family, or explore camp.</i>
3:00 p.m.	Activity Area Rotations <i>Campers go out to another set of rotations before heading to dinner.</i>
6:00 p.m.	Dinner & Dance Party
7:15 p.m.	Stage Night <i>An opportunity to spotlight our camper's talents.</i>
8:20 p.m.	Back to Cabins (8-9p.m. depending on age)
9:30 p.m.	Camper Lights Out (9-10 p.m. depending on age)
12:00 a.m.	Lights out for Volunteers <i>Lights out is strictly enforced by our Full-Time staff.</i>

A DAY IN THE LIFE (Summer)

6:15-6:45 a.m.

Staff Wake Up

Depending on the age group and level of camper ability, staff will wake up between the times listed in order to get themselves ready and ensure campers are ready for the day.

7:30 a.m.

Pole Position

For early risers! Campers can choose to wake up early and go to activities before breakfast

8:30 a.m.

Breakfast & Dance Party

9:45 a.m.

Activity Area Rotations

As a cabin, campers will travel to program areas. This gives campers a chance to explore all of the programs we offer.

12:00 p.m.

Lunch & Songs

1:30 p.m.

Recharge Time

Campers retreat to their cabins to rest and recharge their batteries so that they are ready to go for the afternoon and evening.

Staff will be assigned to recharge duty while others will have off.

3:00 p.m.

Activity Area Rotations

Campers go out to another set of rotations before heading to dinner.

6:00 p.m.

Dinner & Dance Party

7:15 p.m.

Evening All Camp Activity

Whether it is a campfire, NASCARnival, water games or other fun planned activities, campers are sure to have a blast.

8:20 p.m.

Back to Cabins (8-9p.m. depending on age)

9:30 p.m.

Camper Lights Out (9-10 p.m. depending on age)

9:30-10:30 p.m.

Debrief

Debrief is one of the most important parts of our day. During debrief, each cabin will cover camper success/struggles, strategies for tomorrow, daily schedule, team performance, and meet with our leadership staff.

12:00 a.m.

Lights out for Counselors

Lights out is strictly enforced by our Full-Time staff.

Camp Entertainment

First Night of Camp

Camp Opening

Evening entertainment includes Camp Opening. This is where all of camp will go to the theater after their Unit Retreat, where you learn camp cheers and games. While in the theater the Support Counselors and the Unit Managers will put on various skits, Full Time staff will go over the camp cheer and rules, and the Unit Managers will go over the Summer Camp Cheer. Be prepared to laugh!

During Camp

NASCARnival

Be prepared for the best carnival on Earth, because every Tuesday night is NASCARnival! Once everyone is situated at Adam's Race Shop, be prepared for the loud, roaring engine of the racecar that will be driven by the visiting NASCAR driver. The driver will make a lap around Victory Circle and come to a stop outside of Adam's Race Shop where the Pit Crew will come over the wall wearing their signature boas to fill up the gas tank and change the tires! This will happen several times and each time campers and counselors are encouraged to yell even louder than before! When that is all said and done, the fun does not stop. Weather pending, there will be two Hot Air Balloons at each end of Victory Circle and your Unit Manager will tell you which colors go first and which ones are assigned to what Hot Air Balloon (*remember: rides are for campers only!*). To keep campers engaged, there are many other things for them to do during their wait time for a Hot Air Balloon ride. There are backyard games to play throughout Victory Circle, Krispy Kreme Donut Station outside of the Fuel Stop, the Pit Stop is open for sweet treats, face painting, temporary tattoos, and so much more! Please remember, each individual is limited to 2 snacks on NASCARnival night! You can choose 2 from: donuts, icees, icecream, popcorn, or cotton candy!

Last Night of Camp

Closing Camp Fire

On the final evening of camp, we will have All Camp Closing. After the conclusion of dinner, all campers and counselors (weather permitting) will make their way to the Camp Fire Ring by Boating and Fishing. There will be blankets laid out for campers to sit on as well as a real campfire. All the campers and counselors will remain seated during this event, there should be no counselors standing in the back. Throughout the ceremony, the Unit Managers will place the campers' Wish Sticks into the fire after going over how proud they are of their Unit. There will also be fun skits put on by the Unit Managers and General Counselors as well as songs performed by the VJC Band. After this ceremony, the campers and counselors are dismissed back to their cabins to participate in their cabin closings that are organized by the counselors and approved by the Unit Managers and Full Time staff.

Camper/Family Orientation

Basic Victory Junction Rules

Teamwork
Respect
Empowerment
High Standards
Safety

Family Weekend

- Before families arrive to Victory Junction, they receive an extensive parent guide detailing vital information for their camp experience.
- The Medical Team is here as a back-up only.
- Dial 2000 from a gray phone to reach the medical team
 - Do not go to the Body Shop.
 - If calling for a family, let us speak directly to the family.
- For an emergency, Dial 911. Call 911 first, then 2000 for the medical team
- Gray phones and 1st aid boxes are located in all program areas to the left of the door
 - Let someone know if you take the last of something
 - In the cabins, they are located only on the left side
- Toiletries including feminine products are located in the red drawers in the hallway of the Body Shop. Please help yourself
- Stay with your family the entire time. Talk to a full time staff member if you need something outside of camp.
- Turn off your lights and fans when leaving your cabin.
- Talk to a full time staff member about our social media policy if you have questions.
- Before you go to bed at night, please let your crew chief know if you need anything or talk to the Medical Team if you have any concerns.
- On Sunday morning, please leave the lock box key on top of the lock box to be collected.

Summer

- Before families arrive to Victory Junction, they receive an extensive parent guide detailing vital information for their camper's experience.
- Victory Junction provides a thorough orientation process for families during our summer camp program. Please view arrival day procedures on following pages.
- Campers also participate in a cabin constitution that outline rules they must follow throughout the week.

Sending a Camper Home

In order to protect camper and the entire camp population, we have outlined reason a child would be sent home.

Reasons

- Camper has lice on arrival day
- Major illness
- Bullying
- Fight
- Displaying unsafe behavior towards themselves or others
- Destruction of camp property
- Inaccurate report of child's diagnosis
- Child has been in the hospital within the last week, and the medical team deems it unsafe to attend camp.
- Extreme case of missing home
- Any other behavior that camp deems unsafe for camp programs

Step 1: Clearly define and outline the reason for sending the child home, and consult with Full-Time staff to discuss what the safest outcome for the camper and Victory Junction is.

Step 2: If deemed appropriate, consult with camper advocate "Unit Manager" to ensure sending home is appropriate.

Step 3: Contact the family by phone

On the phone, you want to ensure the family understands the reason for sending their child home, and that you've done everything to keep them here. It's also important that you inform them that their child is safe while they make plans to pick him or her up.

Step 4: Finalize internal and external pick-up logistics

Step 5: Notify members of the Full-Time staff and summer leadership staff of the departure logistics

Step 6: Gather camper luggage and all supplies (Including medications)

If deemed appropriate by the medical team, the Full-Time program team should contact the Camper Recruiter team, to see if the child can attend an upcoming session.

Support

- In our parent guide, we provide families a list of reasons their child will be sent home.
- In the event a camper is required to leave Victory Junction, our team is prepared to handle the family frustration and difficulty.
- A follow-up phone call will be conducted if deemed necessary by the Full-Time staff.



Program Area Specifics

Victory Junction aims to provide an extraordinary experience at each of our program areas.

Program Area Goals, Objectives, and Outcomes

Victory Junction strives to provide *Intentional Programming* that is designed to provide a holistic development of a camper's greater self. All of these goals aimed at providing the campers with empowering experiences. Activities are *intentional* meaning they are age appropriate, skill appropriate, and gender appropriate.

Victory Junction has several overarching goals set to give campers the tools needed to better themselves in addition to the *Safe, Respected, and Loved* goal set. Goals that Victory Junction program areas strive to instill in our campers include:

Self Confidence, Achievement, and Pride

Social skills

Communication skills

Teamwork

Leadership

Responsibility

Independence

Problem-solving and decision making

Goal-Setting

Creativity and Self-Expression

Craftsmanship

Conquer fears

Ecological Awareness

Tolerance: Racial, Cultural, etc.

Victory Junction is designed to provide *intentional programming*. Each session, programming is adapted specifically to best handle the specific population of campers being served. This may include but is not limited to; timing changes, adapted activities including all-camp activities, temperature changes, etc. Activities are exciting, unique, and full of surprise. In addition all activities are inclusive, supporting, and challenging which creates an environment that fosters growth and exploration.

Each program area at Victory Junction strives to incorporate to each session's particular theme. Programming strives to bring new creative spins and tasks within the program to introduce brand new ideas to the program. This might include making treasure maps during Pirate Week, or going on an animal adventure tour during Safari Week. Campers take part in programs that create an integrated experience.

Challenge by Choice Camp

Victory Junction operates under the principle that all camp programs are considered "Challenge-by-Choice". Campers are encouraged to try everything that Victory Junction has to offer, and are supported, but they are never pressured to do anything they choose not to do.

Program Area Rules, Policies, and Procedures

These are camper-centered activities. They are also "challenge by choice". We never force our campers to do an activity they are not comfortable with. This is especially important in areas such as the Barn, Archery, Adventure and Boating/Fishing.

All areas must ensure that all participants receive a safety orientation and that thorough equipment checks take place before each use. All program areas are closed when not scheduled and should be locked or if not lockable, have all equipment put away (such as ropes for climbing tower) to restrict camper access when the area is not supervised.

Adventure: Alpine Tower, Giant Swing and Zip line

Adventure is one of the most popular activities we offer our oldest campers. Only the oldest unit is scheduled to participate in the Alpine Tower and Giant Swing. The Zip Line is reserved for our second oldest unit of campers. You may not go to any Adventure area unless scheduled and supervised by trained VJ staff.

- Closed toed shoes are MANDATORY
- Make sure all campers and staff are wearing sunscreen and have plenty of water to drink
- Adventure relies on counselors and volunteers to participate in assigned jobs to help the area operate as smoothly as possible. Trained staff will orientate any assistants when needed.
- Counselors that are not assigned to a specific job need to provide encouragement for campers, and also entertain and supervise campers that are not climbing
- Adventure is a "challenge by choice" activity. Be careful that sometimes too much encouragement can turn into peer pressure
- Helmets must be worn when under or near the Alpine Tower, Swing and Zip line
- In case of an Adventure emergency, please take all campers inside the Spiritual Center

All equipment that enables access to the tower/swing must be put away when the area is not supervised. The entrance to the zip line must be locked when not in use to restrict access.

Adam's Race Shop

Adam's Race Shop will only be open during Pole Position and the Liquid Sunshine schedule and locked when not in use. Adam's Race Shop is the flagship building of Victory Junction.

- Closed toed shoes are MANDATORY
- Ask for help using the driving simulators.
- Buddy up with a counselor at the fire changing station. A counselor should be the one to lower the car.
- Make sure you are monitoring how long campers stay on the racing simulators and Wii systems, remember to share
- Please limit the air hockey table to 2 participants at a time.
- Do not climb into the racecar.
- Upstairs is OFF LIMITS

Arts & Crafts

This is one of the classic summer camp activities. Arts & Crafts is a time for campers to get creative and make some really cool projects. A variety of neat activities will come from this area. Definitely encourage creativity, but let the campers projects be their own.

- Closed toed shoes are MANDATORY
- Campers must be supervised at all times—the building has several rooms.
- Projects are for campers – please do not do your own projects! Also, encourage the camper to be creative.
- Staff needs to operate the hot glue gun station. Please do not let campers use the hot glue gun by themselves, instead, do this task for them.
- Stay engaged with your campers.
- Arts & Crafts supplies are to be kept in the building. Please do not take materials with you around camp.

Archery

Archery is one of the most popular activities at Victory Junction. Our state of the art facilities ensures every camper is given the opportunity to participate. Campers are given the opportunity to hit the bullseye! Don't forget to be loud and proud when doing the Bullseye Dance!

- Closed toed shoes are MANDATORY
- Access to the Archery range is restricted unless under the supervision of a trained practitioner or Archery Program Counselor.
- Before the Archery turn can begin, everyone must go through the Archery Orientation. This is MANDATORY before given the opportunity to shoot.
- The Archery range operates using whistle commands
 - One blast--Archers to the shooting line.
 - Two blasts--STOP SHOOTING IMMEDIATELY and put your arrow in your quiver.
 - Three Blasts— ONLY staff are to retrieve arrows
- Keep balloons at the targets, do not bring them back to the shooting platform.
- Wrist guards are MANDATORY, you must be wearing one prior to shooting.
- Bows and arrows are to be pointed and shot at the targets only.
- All bows must be out of camper's hands before any arrows are retrieved.
- All campers must stay behind shooting line.
- Firing across the range is not permitted.
- Archery range will be LOCKED when the Archery supervisor is not present.

Boating

Boating gives the opportunity for campers to spend some time on Lake Hugh. We offer canoes, kayaks, paddleboats and even Gertrude— VJ's pontoon boat. There's nothing like spending a little time on the water. It's important to make sure you choose the right vessel for your campers. Also, if you plan on taking out the paddleboats, be prepared for a workout.

- No one may be at the lake's edge without a lifeguard present.
- Closed toed shoes are MANDATORY unless you are in a boat
- A lifeguard must supervise all lakefront/marina activities.
- No aerosols are allowed on camp (sunscreen, bug-spray, etc.)
- Anyone using a boat must wear a personal flotation device (PFD) that fits properly and comfortably. This includes while on the canoe deck or boat slip.
- There must always be an adult (18+) in a boat. Adults must carry a whistle.
- Everyone must wear sunscreen and stay hydrated.
- When the lifeguard blows the whistle, campers and staff must respond accordingly
 - One Sharp – Attention / look towards the Guard
 - Two Sharp – 'Buddy Check' Raise paddles in the air
 - Three SHARP Blows- Emergency Action Plan (EAP) and ALL must clear lake area at once.
- Appropriate boat capacity must be followed.
 - Canoes – 2 Campers:1 Counselor
 - Kayaks – 1 Camper:1 Counselor
 - Paddle Boats –3 Campers :1 Counselor or 2 and 2
 - Pontoon boat – 10 Riders : 2 Lifeguards
- The entrance chain must be put up if there are not lifeguards present to restrict access.

Bowling

Campers love the bowling alley! There is nothing like a Victory Junction bowling party. Just wait till you see a camper's face light up when they get a strike at Victory Lanes.

- Closed toed shoes are MANDATORY
- The bowling alley is open during scheduled times only
- Do not go into the equipment room for any reason
- If your camper is switching from bowling to the video games, please have them walk behind the staging area for bowling balls.
- It is dangerous to walk on the lanes, they are very slick.

Fab Shop

Victory Junction's Fab Shop is the perfect place to get fabulous. Whether it's nail polish or hair dye, for the camper or the counselor, this is where it happens.

- Closed toed shoes are MANDATORY
- Please wear gloves when applying hair paint, and use Q-tips when applying lipstick, etc.
- Your cabin is responsible for clean-up—bag up used smocks and towels in respective bins.

Fishing

Being able to spend some time on the ole' fishing dock searching for Sikopotat, is priceless. Whether you catch a brim, a bass or a shoe, it's always a good time on the dock. Our fish here love to get a few smooches before they head back into the water.

- The dock is off limits unless a lifeguard is present. This includes off-duty staff.
- A lifeguard must supervise all lakefront/marina activities.
- Closed toed shoes are MANDATORY
- Campers must hook their hooks through an eyehole on their pole when walking with the pole. Poles must be carried straight up and down.
- No standing on the benches at any time! Participants may kneel on the benches.
- Look left, and then look right. Then look left and right again, yell "casting" before you throw.
- Camp utilizes a catch, kiss and release program.
- Kissing the fish is optional. Remember, it's "challenge by choice".
- NO LICKING FISH.... Eww gross
- Everyone must wear sunscreen and stay hydrated.
- No Aerosols on camp (sunscreen, bug-spray, etc.)

Jessie's Horsepower Garage

It's time to channel your inner cowboy or cowgirl when you take a trip to the Barn. From riding our amazing horses, hanging out with Johnny and Whitetop, or leading Merry Legs on a stroll through the barn, your camper is sure to get a kick out of the Horsepower Garage.

- Closed toed shoes are MANDATORY
- JHPG is run by trained Victory Junction staff. Any activity there will be conducted under their direction only.
- Counselors will be asked to participate in leading and side walking. Please come prepared to do this.
- Campers are allowed to play in the stagecoach, but please make sure they aren't getting too rowdy
- Be watchful around the llamas, miniature donkeys, sheep, etc.
- Animals have moods just like humans, please don't pester the animals or push them.
- No aerosols on camp (sunscreen, bug-spray, etc.).
- **NO RIDING** llamas, miniature donkeys, miniature horses, and goats.

Mini Golf

Hitting a hole in one is a great way to start your day— Just ask Bubba. Who knows the amazing things you will see on the course. From a Giraffe in roller skates to a pig on a motorcycle. Here, you can practice your long putts and enjoy some time on the green.

- Mini Golf is open as an activity first thing in the mornings.
- Cabins may go to Mini-Golf at any time with Unit Manager approval.
- Please respect our equipment, and please do not hit golf balls out of the mini-golf area.
- Feel free to get creative at Mini-Golf— keep campers entertained but do not climb on anything.

Sports & Rec at the Superdome or Gym

Spend a little time at the Sports and Rec facility during your day at camp to make things fun. No matter if you are playing in the Gym or the Superdome, you are sure to have a lot of fun!

- Closed toed shoes are MANDATORY
- Access to the equipment room is restricted to the Sports and Rec Program Counselors.
- Victory Junction encourages great sportsmanship.
- Hanging on the basketball rims is prohibited.
- Do not try to remove the Access Prevention Devices on the Climbing Wall
- Campers are not allowed upstairs in the Superdome
- Campers must be accompanied by a counselor to go upstairs in the Gym.
- No food or drink in the Superdome (except water bottles, of course!)

Theater

Lights, Camera, Action! The Theater is a largely utilized program area at Victory Junction. Whether it's a scheduled turn where campers might engage with Theater games, costume rehearsals, a scavenger hunt, or even Stage Day, everyone loves The Silver Theater.

- Closed toed shoes are MANDATORY
- Do not eat food or drink in the theater (except water bottles).
- All staff and campers must enter and exit the stage using stairs, ramps or the side hallway.
- Please help clean up after a Theater turn and Stage Day.
- ***** Do not cross the yellow line and NO JUMPING ON OR OFF THE STAGE.*****
- Campers are not allowed to press the elevator call button or play on the elevator
- Access to the light and sound balcony is restricted to Theater Program counselors and Full-Time staff.

Tree House

The Tree House is an open area that isn't a scheduled activity. Cabins are free to use this during free time, unit closings or pole position. There are multiple levels and it's a fun place to explore while in transition to different areas.

Waterpark

There is no better place to cool off during the hot summer than at Victory Junction's Waterpark.

Every camper gets the opportunity to visit this area at least twice in a week. Water elements range from a lazy river, splash zone, water basketball, the motorcycle slide and more!

NO STAFF OR CAMPERS MAY ENTER THE WATER PARK AREA WITHOUT A VICTORY JUNCTION APPROVED LIFEGUARD PRESENT. THIS INCLUDES INTERSESSIONS.

- Swim "buddy" assignments include one staff member for each group (usually a maximum of two campers per staff member).
- Unit Managers will perform as "Lookouts" for each swim period if they are not a swim Buddy.
- All participants must shower before entering the water.
- Everyone must wear sunscreen and stay hydrated.
- No aerosols allowed on camp (sunscreen, bug-spray, etc.).
- Diving and running are not allowed at the pool.
- Only 10 people in the hot tub at a time
- When the lifeguard blows the whistle, campers and staff must respond accordingly
 - One Whistle – Attention / look towards the Guard.
 - Two Whistles – 'Buddy Check' / must move to side of pool & hold hands in the air.
 - Three Whistles- Emergency Action Plan (EAP) ALL must clear pool area immediately.

All campers must take and pass a swim test to swim in the deep end of the pool!

The waterpark must remain locked when programming is not scheduled or if there is no lifeguard present to restrict access to campers and staff.

Back Pocket Games

Squeeze	Johnny Whoops
Captains Coming	Ninja
Land, Sea, Air	Rock, paper, scissors
Simon Says	Green, Glass, Door
Red Light, Green Light	Black Magic
Bang Bang	A Trip Around The Word
12 Feet off the ground	Snort
Zip Zap Zoom	Look up, Look Down, Look
Frog, Moose, Elephant	Honey if you love me, will you please, please smile
Human Knot	Pterodactyl
Mafia	I Spy
Silent Bear	Ride that Pony
Play with chalk	Secret Sender
Make a band with your voices	1 up, 1 down, 2 up, 2 down

Cabin Time Ideas

Make friendship bracelets	Group photo painting & juice
Angry Birds	Nail party
Princess tea party	Obstacle Course
Squirt gun fight	Bug hunt
Scavenger hunt	Bird feeders
T-shirt painting	Chalk murals
Fort building	Nature hike
Magic Jars	Egg Drop
Four square tournament	Ninja mission
	Tye Dye t-shirts

Volunteers at Victory Junction



Valued Volunteers

Victory Junction's philosophy: When a camper, staff member or volunteer comes through our gates, they become a member of the camp family. Many people wish to serve the camp and its children, but cannot donate the entire summer. Instead, they volunteer their time and/or vacation for a session. Volunteers & summer staff join together to provide our campers with a camping experience that will last a lifetime.

The success of our program relies heavily on our volunteers. During the summer, nearly one third of our staff for the week will be volunteers. They will be working in the cabins, as nurses, doctors, in our dining hall or barn. It is all of our responsibility to help them be successful.

Who Are Our Volunteers?

Volunteers range in age from 19-99. Some have lots of experience working with children, either at other camps or in their jobs, while others have had limited experience but believe in the mission of Victory Junction & want to contribute to its success. All have a genuine desire to contribute their enthusiasm, creativity and understanding to camp.

Important Notes:

- The appearance of the counselor's side will be the first impression a volunteer has of your cabin and the way it is run.
- Paid staff should take a leading role the first day.
- Do not assume volunteers know/understand everything they learned during orientation. It is your job as summer staff to inform volunteers of how things work and be open to questions they may have about certain policies and procedures.

If There Is A Problem . . .

Ultimately, it is the Unit Manager's responsibility to supervise the work of the volunteers and integrate that person into the life of the unit. If a problem arises that cannot be resolved in the cabin, talk to your Unit Manager first. If the problem continues, the Unit Manager should discuss the matter with Full-Time staff. You will do an evaluation of your volunteers at the end of the week. Please be specific and give details on their performance.

Other Camp Volunteers

There will be other volunteers assigned to work in the fuel stop, horse barn and Body Shop. They will be living in program or medical housing but will still be assigned to a cabin or unit and are invited to join in when not needed in their assigned area. Please make the same effort you make toward your cabin volunteers to welcome them

- The following are ways to get volunteers who are not working in the cabin involved as much as possible:
 - Invite them to cabin chat as often as possible
 - Save room at the table during meal times
 - Make a big deal if they have time to come join an activity with your cabin or unit
 - Allow them to interact with campers if they feel comfortable.
- Remember that just because a volunteer is not in the cabin, does not mean they are less important. All of our volunteers are vital to the success of camp. Treat them as such!

Valued Volunteers (Cont'd)

Cabin Volunteers and Responsibility

Volunteers are only in your cabin for a week or two, here are some steps for you to help them be successful

1. Take time to get to know them from day one!

·Each cabin will have up to two cabin volunteers. A simple introduction & a friendly face will ease a lot of nerves. Be enthusiastic about welcoming them & let them know how excited you are to be working with them

2. Make sure to include volunteers in everything you do

·For many volunteers this is their first time experiencing camp & they are walking into a cabin that has already established roles. Make sure they feel as comfortable as possible & that they play a vital role in the success of the week. First time volunteers are often reluctant to take on full responsibility immediately. Remember that you have had more extensive training

·Volunteers are here to help you. Use their fresh energy to fuel the cabin through the week. Be flexible with incorporating their ideas & be sure to ask their opinion so they can feel included!

·Encourage them to get involved in things they feel comfortable with, while not putting them in an uncomfortable situation.

3. Be sure to keep lines of communication open

·The key to a good relationship with volunteers is communication. Establish expectations at the beginning.

·The first 24 hours spent with volunteers can set you up for success for the week. Find out their strengths & how you may utilize them to make the week run smoothly.

Tips on Volunteer Involvement

· Let them know how nighttime & morning routines go, allow them to get involved & lead routines.

· Go over cabin constitutions in-depth. Volunteers should understand why we have a constitution & why we abide by those rules. You can even have them write the constitution!

· Encourage volunteers to lead cabin chat. **Staff should lead cabin chat the first night so volunteers can see how it works.** Also allow volunteers to lead debrief if they are comfortable.

· All volunteers should be able to have connections with campers as well as summer staff.

· Share as much information as possible with your volunteers to ensure they are comfortable & can contribute to the cabin. Volunteers should feel they have a voice & are just as important to the week's success as summer staff.

· Remember that camp is **challenge-by-choice**. If a volunteer does not feel comfortable doing something, find other ways to get them involved.

Final note: Please treat the volunteers, as you would want to be treated. Include them as part of the team & keep them well informed of all expectations. The more you tell them the more they will feel included. Our hopes is to keep our volunteers and you engaged at Victory Junction for years to come!

Summer Session Volunteer Evaluation

In an effort to continue developing the strengths of our volunteers, and understanding their areas of growth, we have the following evaluation for all weekly volunteers. It is important that this evaluation be filled out fully. All information will be reviewed by our Full-Time staff.

Session Volunteer Evaluation

Victory Junction 2018

Volunteer Information

Vol. Name		Session	
Cabin		Evaluators	

Campers

	Area of Improvement	Meets Expectations	Exceeds Expectations
Knows campers' names and important camper care information	☐	☐	☐
Communicates appropriately with campers	☐	☐	☐
Remains camper focused; campers needs are the first priority	☐	☐	☐

General

	Area of Improvement	Meets Expectations	Exceeds Expectations
Maintains a positive attitude in the cabin	☐	☐	☐
Participates fully and appropriately at program areas; is able to maintain energy level throughout the day	☐	☐	☐

Team

	Area of Improvement	Meets Expectations	Exceeds Expectations
Supports decisions and goals of the cabin-Communicates appropriately with cabin.	☐	☐	☐
Offers help when needed/Asks for help when needed	☐	☐	☐
Shares responsibilities	☐	☐	☐

Comments:

What are two strengths of this individual? _____ and _____

What are two areas of growth? _____ and _____

Did you have any concerns with this volunteer?

If yes please explain:

How were they addressed? _____

Would you recommend this individual to volunteer again? ☐ YES ☐ NO

If no, why? _____



Staff Health and Wellness

You must take great care of yourself so you can give your best to campers this summer.

Important things to Remember

**Remember.....You are a role model for your campers.
You need to model good behavior. They will do what you do.**

1. We have a ZERO TOLERANCE for sunburns. Wear sunscreen every day! Make sure your campers have put it on before going outside and reapply every 4 – 6 hours. Sunscreen is available in outdoor program areas (large jugs) or in travel size from the Body Shop.

Remember to use SPF 45 or higher on campers.

2. Everyone needs to get enough sleep to have energy for long, fun-filled days. If the medical staff tells you that you need more sleep, please listen to them!

3. Remember to use universal precautions with everyone and wash your hands frequently! This includes before EVERY meal and ALWAYS when leaving the barn/stables! Travel hand sanitizer is available from the Body Shop.

4. Adequate hydration is a vital part of camp life! Make sure your camper's water bottles are full and set a good example by always having your water bottle full as well.

5. Apply insect repellent especially for evening activities. You can get insect repellent from the Body Shop as well!

Medical Care of Counselors

Staff Medications

- **All individuals who are living in the cabins with campers will be required to turn in all medications to the Body Shop prior to camper arrival.** The camp nursing staff will dispense them to you **(this is a mandatory state regulation).**
- This includes prescription medications, non-prescription medications, vitamins, and herbal medications. Medications are turned in to the Unit Nurses on camper arrival day.
- Medications will be dispensed at routine times when camper medications are distributed (mealtimes and bedtime). A nurse will bring your medication bag along with the camper medications. **YOU need to be responsible for remembering your medications–** the medical staff WILL NOT track you down to make sure you take your medication.
- Staff members living in program housing have the option of turning in their medications. However, controlled medications (such as narcotics for pain management) *must* be turned in to the Body Shop.
- Medication bags will be returned to staff on camper departure day and turned back in on arrival day of the next camp session.

Counselor Illness

- It is **mandatory** that any volunteer or staff member immediately report any signs or symptoms of infectious disease to the medical staff. What may be a minor sore throat to you may be life-threatening to our campers. If you fail to report an illness to the medical staff, you are compromising camper safety and your employment with Victory Junction may be terminated.
- The medical information you provided to camp prior to arrival has been reviewed by the medical staff. Please notify us if anything changes at all throughout the summer.
- If you have **significant and on-going medical concerns** or treatments that may affect you during your camp session, please contact the medical staff to discuss how these may be addressed at camp.
- The best time for staff to bring **non-urgent matters** to the attention of the medical staff is during recharge.
- The Victory Junction medical staff are **pediatric providers** trained and licensed in the care of children. Although we are happy to assess and treat an **emergency** condition affecting a staff member, it is preferable that staff seek treatment from their primary care provider for any non-urgent needs. We can assist with finding you a provider if necessary.
- Victory Junction is **not financially responsible** for medical care provided off-camp unless it is required as a result of an injury that occurs on-camp during your scheduled work hours.

Counselor Sick Room

- There are rooms in the Body Shop that are reserved as “staff sick rooms.” This may be used for isolation of contagious staff member or sometimes just for much-needed rest. Please check with the medical staff prior to using the sick room. You must notify your Unit Manager before going into the sick room.
- If the medical team places you in ISOLATION certain rules apply!
ABSOLUTELY NO VISITORS- we don't want you getting anyone else sick!
Notes, cards and well-wishes can be delivered by a member of the medical team.
- If you need something (medications, food, towels, etc.), please ask a nurse or Dial 2000.
- *You cannot leave until you are cleared by medical.*
- WASH YOUR HANDS often!
- Please pick up after yourself- don't leave the room a mess.

How to Reach the Full-Time Medical Team if You Need Us...

- **The Body Shop is closed during inter-session.**
- There are some over-the-counter medications available for staff in the Staff Lounge during this time for your convenience.
- If you need to reach a member of the medical team during intersession, or if you come down with a potentially contagious disease and need to inform us, please call a member of the full time medical team.

Sleep and Rest

- Getting adequate amounts of sleep and rest can be a real challenge during a busy summer at Victory Junction. The average person requires **7-8 hours (or more) of sleep** at night in order to function at their optimum level the next day.
- For most of us, the physical demands of being a counselor or staff member at Victory Junction for the summer are greater than we encounter during the rest of the year. There will certainly be times when you're staying up later than usual and then getting up early for Pole Position.
- When you've built up a chronic sleep deficit, you must eventually pay back at least part of your "sleep debt" by getting extra sleep in order to feel your best. So **take advantage of any opportunities** to get a good night's sleep. Don't forget to Recharge! The kids won't always want to take a nap, but if you can squeeze in even a 15-20 minute "power nap" a few times a week, it will make the rest of your day easier.
- At least 50% of staff illnesses reported at summer camps are related to FATIGUE- take care of yourself and get the rest and sleep you need!

Balanced Diet

- A **healthy diet is essential** to keep up energy levels during a long, hot and active summer.
- Our kitchen staff will provide the necessary elements of a healthy diet but **it's up to you to make good choices**.
- Eating **a moderate amount of a wide variety of foods**, is optimum for your overall health and well-being.
- If you have specific dietary needs, these can be addressed with our kitchen staff.
- Don't forget that **a good breakfast is the most important meal of the day**. Skipping breakfast can make you tired and cranky the rest of the day!

Our Fuel Stop team will also have a print out of nutritional values for every meal. If you would like to know what you are eating during a session contact a member of our kitchen staff.



Zero Tolerance for Sunburn

- You are here to set a good example. We want our campers to stay sunburn free during their time at camp and we need YOU to set that example as well.
- A parent doesn't want their child coming home from camp with a sunburn. If you, the person who will be caring for their child, has a sunburn when they drop that camper off, the parent loses trust in your ability to care for their child.
- This means making sure your campers wear sunscreen (SPF 45 or higher) and that you put on your sunscreen every day as well.
- This INCLUDES that quick trip to the beach in between camp sessions. We know you want to work on your tan, but do it safely.
- Every sunburn you get in your lifetime increases your risk of developing dangerous skin cancers. Take care of yourself!

Hydration

- Avoiding dehydration is key to keeping your energy up- so **stay hydrated!** We work and play hard at camp, and it's easy to become dehydrated during a Carolina summer if you don't pay attention to how much you're drinking.
- **Dehydration can cause fatigue and headache.** If you come up to a medical staff and ask for headache medicine, we will always ask how much water you're drinking!
- **Keep your water bottle handy and use it often.**
- Remember caffeine is a weak diuretic (increases urine output), so coffee and caffeinated soda can actually dehydrate you.
- How much is enough fluid? When your "tank" is "full," the extra water comes out as urine. **If you are adequately hydrated, you should have to pee a lot and your urine should be pale yellow or even clear.**
- A good habit to develop is to **drink a glass or two of water first thing in the morning** when you get up.

Exercise at Camp

- You will get a lot of exercise in a typical day at camp. It's possible to walk miles a day traveling around camp, plus there's dancing in the Fuel Stop, paddle boats, kayaks, leading a horse, basketball in the gym, and more!
- For many, the activities of daily life at Victory Junction will be plenty of exercise. However some people may want to have the opportunity for additional training.
- Aquatic facilities may be available to staff only at designated and posted times. At any staff only sessions, adequate coverage must be provided by certified lifeguards.
- Our Fitness Center, located in the lower level of the Wal-Mart Administration Building, will be accessible during your "time off" periods and weekends.

We want to keep this gym available for our staff members, so please help us out by being respectful and following the RULES:

- You must **sign a waiver** prior to using any of the gym equipment. his waiver states that you accept liability for any risks associated with the use of the equipment.
- Please **use the path that goes around the outside of the Administration building**. Only use the outside door to the gym. Please do not walk through the Administration (Wal-Mart) building to gain access to the gym.
- When in the gym, summer staff are **not allowed in the other areas of the basement** of the Administration building.
- Please **do not use the gym past 11:30pm**– with a midnight curfew you need time to wind down (and maybe shower) after a workout!
- Use the **cleaning solution** and sweat towels provided to clean off the equipment after you use it. If the dirty basket is full or there are no clean towels available, please notify a member of the Full-Time staff.
- If someone is waiting to use a cardio machine, please **limit your workout** to 20-30 minutes.
- **Always utilize a spotter**- it is best to work out with a friend.
- **Don't monopolize the sound system**– either play music that everyone at the gym agrees on or just use your headphones. Music must still follow the camp appropriate rule.

Counselor Accommodations

Staff Lounge:

- The staff lounge attached to the Best Western program housing is designed for staff to socialize and have free time away from campers. *(During off-time only)*
- There is a soda machine and TV/DVD player. Removing the TV/DVD player for any reason is prohibited.
- A refrigerator and microwave are provided for storage and heating of personal food. All food items should be labeled with name and date. All leftover or perishable food items will be discarded after five days.

Everyone who uses it must help with cleaning. Units will be assigned a cleaning rotation. Failure to keep the staff lounge clean will result in it being locked.

Curfew:

All staff are expected back in their own cabins by midnight each evening. There are no exceptions to this policy! Cabin Row quiet hours are from 10 pm – 7 am, while camp is in session. The curfew for intersessions for staff is 1 am; If staff returns to camp after midnight during intersessions, they are to go immediately to their cabin.

Intersession Breaks

Staff are free to leave camp at approx. 3:00 PM on the last day of each session, **provided that ALL their campers are gone and all assignments are completed below.**

- Living quarters must be clean and ready for volunteers
- Outside lawns must be free of signs, trash and clothing
- Any spilled paint must be cleaned off grounds
- All volunteer evaluations must be turned in to Unit Manager
- All camper behavior reports must be returned to Unit Manager
- All program areas must be cleaned
- Personal belongings must be moved if switching cabins
- Staff are expected to sleep in their assigned beds during Inter-session Breaks...no other buildings are an option

Counselor Time-Off (Peer Camp)

Victory Junction staff are hired with the understanding that camp requires long hours, stressful situations and 24 hour supervision. In order to keep staff at their very best throughout the summer, Victory Junction has implemented the following time off expectations.

- Staff will have at least 2 hours off each day. These two hours can either be used during recharge or after campers go to sleep and they are not on night duty.
- Staff have off Wednesday at 4pm until Saturday at 9am, with the exception of two weeks.
- Staff may request additional time off before summer, however Victory Junction strives to maintain a fully functioning staff throughout the entire summer. Time off requests may not be approved.
- Unit Managers will be responsible for assuring staff get the required amount of time-off, while maintaining appropriate camper coverage. If you are feeling sick or need an extra rest time please give enough notice to your Unit Manager so they are capable of getting adequate coverage.

Example Schedule:

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
AM							
Recharge	2hrs	2hrs	2hrs				
PM							
Night Duty	2hrs	2hrs	2hrs				
Overnight	8hrs	8hrs	8hrs				8hrs

Please Note: If staff aren't able to receive 8 hours of sleep one night, they are able to catch up during their long extended weekends. The leadership of camp has intentionally provided additional days off inbetween camp sessions to promote staff wellness.

Emergencies: In the case of a family emergency, or incident, that leads to staff needing to leave camp unexpectedly; a request may be made to a Full Time staff member.



Camper Support

At camp, our sole focus is to ensure every camper has the programs, staff, and environment, to help them be successful. It is important that every staff member understand our protocol on supporting our children based on their age, gender, and ability. Our trained Full-Time staff is available for 24-hour camper support.

Camper Development Goals

Each program area at Victory Junction has goals and specific to the program emphasis. The following is a list of overarching goals and objectives for Victory Junction campers.

To provide opportunities that stimulate the development of each camper's self-esteem.

- Each camper will have the opportunity to select their own activity during Pole Position, giving them control over part of the camp experience.
- Each camper will have opportunities to participate in activities that promote self-esteem. This can include, but is not limited to: adventure course, horse barn, archery, Stage Night, leading songs or cheers, mealtimes, and in-cabin activities.
- Campers will experience activities that are non-competitive in nature with an emphasis on personal success and sportsmanship.
- Campers will participate in icebreaker games during the first day at camp to encourage social interaction and self-worth.
- Staff will provide campers with encouragement throughout their day and especially during challenging moments.

To help each child appreciate their stay by creating empowering "first-time" experiences.

- Each camper will attend camp opening during their stay, which introduces the idea of living in a group of their peers. For some campers, this is the first time they will be away from their parents or guardians.
- At the start of each session, the campers will discuss the teamwork component of living together in a cabin. Campers are introduced to the concept of *Safe, Respected and Loved*.
- Campers will participate in an activity rotation schedule that have been adapted weekly to meet the needs of the specific diagnosis group(s) served. These adaptations may allow campers to participate in activities for the first time where, otherwise, they might be prohibited.
- Each Unit will participate in a Unit Closing activity that will celebrate and reflect on the week's group experience.

To provide a medically safe program that meets the developmental needs of the campers based on their medical condition.

- Camp staff will be trained by medical staff on each disease group to ensure campers are challenged on a physically and developmentally appropriate level.
- Full-time staff reviews the entire camp program before the start of the session. This may include, but is not limited to: additional medical training, schedule adjustments, activity adjustments, temperature changes, and food services and meal planning.
- Prior to the session, counselors receive a medical consultation and additional training throughout the week on direct care and medical needs of the campers.
- Each camper is assigned to a Unit Nurse that is responsible for providing all aspects of medical care during their stay.
- The program team and medical team will continually adjust programming to meet needs as they arise.

To allow each child to experience group living.

- Each camper is living in a cabin of their peers based on age group, and consideration of their cognitive age.
- Each session is disease-specific to allow campers to interact with peers who have had similar experiences.
- Each child will participate in a democratic decision-making process to establish a cabin constitution—guidelines that the entire cabin agrees to live by during their stay.
- Cabins will participate in meals that are served family-style.

Daily Camper Support

In the morning...

- Assist campers with getting dressed if necessary
- Assist campers with brushing their teeth if necessary
- Talk with campers about all of the fun activities scheduled for the day
- Explain to campers what their pole position will look like
- Gather swim suits for the pool
- Encourage campers to make their bed
- Tidy up common room if messy
- Tidy up bathroom if messy
- Be sure to plan enough time for all campers to get ready in the morning

At Meal Times...

- Check dietary binder
- Help serve campers their meal
- Help campers cut and eat their food, if necessary
- Ask camper if they need refills
- Encourage conversation, especially for campers who don't eat orally
- Refill water bottles if necessary
- Wipe table after meal
- Throw away all trash and put plates, cups, and silverware in the red tubs

In the evening...

- Assist campers with showering if necessary
- Assist campers with diaper changes if necessary
- Ask campers which pole position they would like to go to in the morning
- Read a bed time story if necessary
- Play quiet games such as mafia, quiet bear, quiet singing
- Conduct cabin chat

Camper Support Policy

Camper Support Policy at Victory Junction

At Victory Junction, we aim to serve the needs of all our campers and provide the necessary support to set them up for a successful week at camp. We understand that each child may have different needs and require individualized strategies for success.

Preemptively learning the needs of our campers, making necessary adaptations, and training and preparing staff to be able to meet those needs is vital to our campers' success while at camp. Campers are pre-screened by the Camp Program and Medical teams to gather information about their behavioral and psychosocial needs, and appropriate information is given to the counselors and Unit Manager.

- A Camper Success Plan may be used to set expectations for certain campers. The camper and camper's parent/guardian sign the Success Plan and the document is shown to the camper's Unit Manager and counselors.

When a camper is demonstrating disruptive or rule-breaking behavior, counselors are trained to follow the following procedure:

- If the situation does not risk the safety of the individual, other people, or camp property, counselors are encouraged to work with the camper until they have exhausted their knowledge or the situation is resolved. If the situation escalates, they are encouraged to call for additional support.
 - If additional support is required, counselors should consult with their Unit Manager. The Unit Manager will assess the strategies used and brainstorm new approaches with the counselors, or intervene at their discretion. If the Unit Manager requires additional support, they should contact the full-time staff.
- If the disruptive or rule-breaking behavior is prolonged, the Unit Manager should be involved in supporting the camper and counselors, brainstorming a long-term plan of action, and helping the camper make a plan for positive behavior choices.
- If the situation risks the safety of the individual, other people, or camp property, counselors should immediately contact the full-time staff. Counselors should take whatever actions they can safely take to ensure the safety of all campers, staff, and volunteers present until the full-time staff member arrives.

Additional support from Unit Managers or full-time staff will be provided when requested by a counselor(s) OR if immediate action is deemed necessary due to the severity of a camper's actions or for safety reasons.

Seasonal staff are NOT permitted to restrain, push, or grab a camper. Only trained full-time staff are authorized to restrain a camper, and should do so using approved NCI (Non-Violent Crisis Intervention) techniques. When in an unsafe situation, staff should remove themselves and others from the situation until a full-time staff member arrives.

- Following a restraint, the camper should be examined by a member of the medical team and the camper's parents must be notified by a member of the full-time staff. The incident must be documented in an incident report.

Challenging or prolonged negative behavior should be documented appropriately in Behavior Notes and processed by the Residential Life and Operations Manager.

Unsafe Behaviors and Approved Consequences

Unsafe Behaviors

There may be situations that occur at camp that become unsafe. If this happens, please inform the Unit Manager immediately. When unsafe behavior occurs, a staff member is expected to intervene quickly and decisively by directly addressing the problem with the child. Examples of unsafe behaviors include:

- Self harming
- Dangerous, risk taking (ex. throwing rocks, standing on rails)
- Extreme recklessness
- Verbal or physical abuse or threats towards others
- Straying or wandering away alone
- Sexual behavior
- Violation of interpersonal boundaries
- Stealing or destruction of personal property
- Destruction of camp property

Victory Junction Approved Consequences

1. Counselors have a discussion with camper and reiterate camp rules
2. Unit Manager will speak to camper if conversation was not effective
3. Member of Full-Time Staff will have a conversation with camper about the behavior and potential consequences
4. Camper will miss an appropriately determined amount of program time
5. Camper's parents will be contacted
6. The camper's family will be required to pick them up early from camp

Camper Dismissal Policy

Camper Support at Victory Junction

At Victory Junction we aim to serve the needs of all our campers, providing the necessary support to set them up for a successful week; understanding that each child may have different needs and require individualized strategies for success.

Preemptively learning the needs of our campers, making necessary adjustments, training and preparing staff to be able to meet those needs is vital to our campers' success while at camp. We train our staff to be able to appropriately manage and respond to undesirable behaviors, and equip them with tools and strategies to do so.

Our staff members are trained to proactively prevent difficult behavior, redirect these behaviors if they occur and the proper way to address them. Addressing difficult camper behavior can be stressful at times, but consistently adhering to camp rules is imperative for the success of our campers, their cabin, and camp as a whole.

Procedures for Addressing Difficult Behavior

Seasonal staff are expected to rely on both their training and experience to address undesirable camper behaviors to the best of their ability. Staff should work together with their co-counselors to support and manage poor behavior.

If additional support is required, summer leadership staff are available to intervene and provide additional support. Secondly, Victory Junction Full-Time staff are available 24 hours a day.

- Additional support will only be provided when requested by a counselor(s) OR if immediate action is deemed necessary due to the severity of a camper's actions or for safety reasons.
- In the event that a camper needs to be restrained for any reason, seasonal staff are NOT authorized to do so. Only trained Full-Time staff are authorized to restrain a camper, and should do so following approved NCI (Non-Violent Crisis Intervention) techniques.
- Following a restraint, the camper should be examined by a member of the medical team and the camper's parents should be notified by a member of the Full-Time staff. Also, an incident report should be filled out.
- If at any time a staff member feels that a camper's behavior is unsafe and could cause harm to themselves or someone else, a member of the full-time staff should be immediately contacted by radio or by calling 2004.

Victory Junction consequences should only be implemented by a Unit Manager or a member of the Full-Time staff. Please see procedures listed below:

- Counselors will have a discussion with the camper and reiterate camp rules
- The camper's Unit Manager will speak to him/her if the conversation with their counselors was not effective. The Unit Manager will speak with Full-Time staff if consequences are necessary.
- A member of the Full-Time staff or Unit Manager will have a conversation regarding the campers behavior and the impending consequences if behavior does not improve.

Consequences

- Camper will miss an appropriately determined amount of program time
- Campers parents will be contacted
- The camper's family will be required to pick them up early from camp

Camper Support Contacts

If you need to reach the program team, please call 2004 on any gray phone.

Primary– Camp Program Director (Nathan Unwin) —(336) 495-2006

Secondary– Chief Operations Officer (Jonathan Lemmon)—(828) 290-6547

Behavior Consultant- Cassie Robacker, MEd - (319) 400-4731
(Victory Junction's NCI Trainer)
cassierobacker@gmail.com

Randolph County Social Services Child Abuse Hotline - (336)-683-8200

Nonviolent Crisis Intervention Description

The nonviolent crisis intervention program is a safe, non-harmful behavior management system designed to help human service professionals provide for the best possible care and welfare of disruptive, assaultive, and out-of-control persons—even during their most violent moments.

In Nonviolent Crisis Intervention training, the emphasis is always on your primary responsibility: the Care, Welfare, Safety, and Security of both those in your care and yourself. Physical restraint is recommended only when all less-restrictive methods of interviewing have been exhausted, and when the individual presents a danger to self or others. Even when physical restraint is employed, it is used in such a way as to allow the person an opportunity to calm down at his own pace and to assist in the process of re-establishing Therapeutic Rapport.

Full-Time staff are certified in Nonviolent Crisis Intervention (NCI), which allows them to restrain a camper based on NCI Standards. **No seasonal staff member is permitted to restrain a camper.**

An physical intervention is potentially dangerous and should be looked at as an emergency response procedure. Risks involved with physical intervention can be minimized when a staff members regularly practice and rehearse procedures for team intervention.

CPI Resources

crisisprevention.com
info@crisisprevention.com
(800) 558-8976

Behavior Support Management Concepts

Behavior is a way of communicating a need for something: attention, affection, structure, entertainment, and more. It is our responsibility to determine what a camper is communicating, support them through their needs, and keep them safe.



When working with our campers, remember:

- ⇒ Your mindset and mood affects how you interact with campers. Know yourself and your personal limits
- ⇒ Campers are allowed to make mistakes. They are still learning self-control.
- ⇒ Campers may not be happy 100% of the time—that is normal!
- ⇒ Campers deserve our care and respect, regardless of any poor behavior choices. Use **behavior-focused language** to reinforce this idea:
 - This camper was *bossing another camper around*. This camper is not necessarily bossy.
- ⇒ Behavior is like a puzzle—it's important to stay open minded and have a problem-solving attitude.
- ⇒ You are part of an awesome team that includes your co-counselors, summer leadership, and full-time staff. Communicate with your team, ask for support, and tag out when needed.

Ages and Stages

6-8 Years Old

- **Fairness is very important**—portion sizes, taking turns, going first, etc. Do your best, but understand and explain that it's impossible to be totally fair all the time. Help them move on.
- Most campers this age become disruptive or destructive if they are not engaged in an activity or conversation. Help them make positive choices by **filling unstructured time** with games or conversation.
- Kids this age may **struggle to resolve conflict appropriately**—clearly and kindly explain how others might be feeling and why certain behaviors are not appropriate. Everyone is different, but have lots of the same feelings and interests.
- **Help them set goals or solve problems** (How many fish do you want to catch? What will help you catch fish?).
- If behavior correction is necessary, **clearly label the problematic behavior** so that they understand (Joey needs his glasses to help him see and if you say x, y, and z, it hurts his feelings. How would you feel if you got teased?).
- Kids this age may need **lots of prompting to open up** about their feelings or reasons for behaviors.

9-11 Years Old

- Kids this age are **learning how to empathize**—they can often say how others are feeling if prompted.
- **Friendships and popularity** start to become important—watch out for cliques and worries about being “cool.”
- **If a behavior correction is necessary, try to be discreet.** They are less likely to be embarrassed and more likely to respond positively.
- **Pre-puberty may be starting.** Kids may be more shy about their body and you may begin seeing mood-swings or “crushes”. Be kind and understanding, but it's still important to **set appropriate boundaries.**
- Kids may start looking for ways to be **independent.** Empower them by offering them opportunities to do so!

12-13 Years Old

- **Puberty is likely in full-swing.** Body image, body changes, looks, and clothes may be a big focus—remain calm in the face of big emotions, support self-esteem, allow them reasonable privacy, and set appropriate boundaries.
- **VERY impressionable**—they will pick up on actions from both counselors and other campers. Be a good role model and show appreciation for positive behaviors from others.
- **Peer relationships and “fitting in” are important**—help facilitate new friendships and look out for campers that may not “fit in”. Campers may be more interested in peer relationships than relationships with counselors.
- **Ready for more in-depth conversations** about feelings, conflict, (camp-appropriate) world-issues, and solving problems. If a conflict does arise, they are **more likely to go along with a solution that they've thought of.**
- More likely to **“rebel” and instigate conflict**—patience is key. Don't take things personally, but do enforce respect.
- **Be flexible** and learn to pick your battles. Create a **balance between safety, authority, and positive relationships** with your campers.

14-16 Year Olds

- Still dealing with **puberty**—see above.
- Looking to be leaders. **Help them find positive leadership opportunities** (random acts of kindness, role modeling for younger campers, personal sharing, etc.)
- **May start thinking about adulthood**—romantic relationships, college/jobs, living situations, etc. Understand that this may be different for each camper based on their background, interests, and abilities. Ask open questions that allow them to share and be mindful of how you phrase questions and statements so that they can apply to multiple situations.
- **May be more interested in peer relationships** than counselor relationships. Be supportive, attentive, and approachable, but respect their space.
- Teens typically **recognize the impact of their actions**—they may just need a reminder.

Three Types of Tools for Managing Camper Behavior:

Pro-action

Establishing a positive, supportive relationship with campers to prevent undesired behavior

- Rapport-building
- Building cabin community
- Role modeling positive behavior
- Admit to mistakes and role model how to fix
- Communicate expectations clearly using positive language
- Sharing the schedule/using countdowns
- Physical proximity and supervision
- Reinforce positive behavior
- Keep campers engaged
- Use routines and make them fun!

Redirection

Responding to undesired behavior by directing the child towards more positive choices

- Proximity control (increase physical proximity)
- Structured incentives
- Offer positive choices
- Verbal/physical cues
- Fresh face
- Setting limits
- Active listening
- Hurdle hop—get them started on a positive activity
- Group problem solving
- “I need” statements
- Humor/friendly challenge
- Regrouping (to avoid cliques)
- Distraction

Intervention

Directly addressing problematic behavior that is emotionally or physically unsafe

- Use the 5 S's to intervene effectively, confidently, and supportively:
- Separate the camper
 - Settle elevated emotions
 - Calm tone
 - Earn their trust
 - Patience
 - Solution-focused conversation: use nonjudgmental questions to learn about the situation
 - Set Limits (ex: “It’s okay to feel angry, but we still have to follow the rules so that everyone is safe”)
 - Strategize for future positive choices

Group Management Tips

- Use strategic seating to encourage new friendships
- Frequent headcounts!
- Be as fair and consistent as possible while balancing flexibility
- Make sure at least one counselor is managing the details: water bottles, name tags, glucose meters, etc.
- Have a fun group “call to action” that gets everyone’s attention

Communication Tips for Intervening Conversations

Body Language—Start off on the right foot!

Get on their level
Eye contact as appropriate
Nodding/smiling to show understanding
Open hands/relaxed muscles
Personal space



Tone and Language

Mirror their language
Role model a calm tone
Positive instructions—tell them what they CAN do
Simple, specific, and clear words
Use nonjudgmental, open-ended questions

Phrase Ideas

"I" and "We" statements	"What could help you feel less ____?"
"I've noticed/seen that..."	"Can we start over?"
"I hear what you're saying"	"I will be here when you are ready"
"That sounds really difficult"	"It's okay to feel angry/upset, but it's not okay to..."
"That must not feel very good for you"	"It's hard for us to talk when you're screaming"
"Have you thought about..."	"What do you need to do to be ready for..."
"That's a normal way to feel"	What have you tried so far? How did that go?
"It's okay that you feel that way"	Do you want to hear what other kids have tried?
"Help me understand"	

Missing Home

Why do kids miss home?

- Attachment to parents, friends, pets, etc.
- Being unaccustomed to work and sharing
- Fears like not fitting in, the dark, failure at activities, trusting staff, etc.
- Physical/medical factors
- Unwillingness to adapt to camp routine
- Wanting items at home—TV, phone, etc.
- Feeling different from other campers/lacking friends
- Timidity
- Picky eating (not liking camp food)
- Lack of experience in a camp setting
- Lack of privacy in a cabin
- Being sent to camp against their will

Look for the camper who...

- Is not participating
- Is having trouble integrating into the group
- Makes frequent trips to the Body Shop
- Displays a lack of appetite
- Is struggling to sleep
- Spends a lot of time alone
- Is easily frustrated or upset
- Shows symptoms of anxiety (stomachache, fidgeting, etc.)
- Makes numerous references to home

What do I do?

- Be alert and catch it early
- Watch at recharge, meals, downtime, and bedtime
- Connect with camper's interests and help them focus on the fun
- Don't downplay their feelings—being away from home is very difficult for some of our campers
- Don't over-nurture—don't bring it up if they are focused on other things
- Normalize and validate their feelings
- Share daily schedule—help them visualize how long until they go home
- Write letters home or draw pictures to hang by their bed
- Hand out mail at appropriate times
- Tag out with another counselor, if needed
- Communicate with your team and Unit Manager

Reminders

- **Missing home can spread quickly to other campers**—it may be best to temporarily remove campers who are missing home until they are calm
- **We discourage campers from calling home** because it typically makes the situation worse. Do not use the word “maybe” about calling home because “maybe” = yes to most kids
- Tell your Unit Manager if a camper is not eating, sleeping, or is refusing to participate for more than 2 turns. **Remember that counselors cannot recommend that a camper go home.**

Victory Junction Hand Signals

Use hand signals to communicate with other staff members without campers hearing or understanding. This can prevent embarrassment and escalation of existing issues.



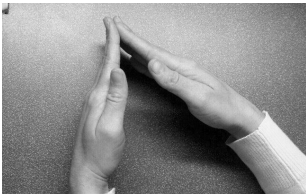
Afraid of... or No: Can be used to communicate fears that a camper may have (i.e. horses, water, bugs, hot air balloons), so these fears can be avoided. Can also be used to non-verbally redirect sensitive topics of conversation, such as a discussion of a parent.



Time Out: Commonly used to let others know that you need a time out from a certain situation. This doesn't mean you leave the group, but that you need to take a break for just a few minutes to re-group or catch your breath. It can also be used to communicate to another staff member that a camper may need time to gather themselves.



Planned Ignoring: Used to let others know to ignore a specific, harmless, attention-seeking behavior. This means do not provide any reinforcement to the bad behavior (including eye contact and nonverbal cues). Instead, give camper praise and specific attention during periods of acceptable behavior.



Missing Home: Used here to inform others that you see signs of missing home. Please make sure you let other staff know about this situation very quickly so that they do not exacerbate the situation. Please be sure that other staff see you using the signal.



Thumb signals: Used to communicate how you are doing to other staff and supervisors.

Thumbs up = Doing well, loving the day

Thumb to the side, = Doing okay, but might need to talk later or need someone available to help just in case

Thumb down = Not having a great day or you need help quickly.



Finger signals: Used to communicate three important daily activities with your co-counselors. These can be used to communicate your own needs or the needs of a camper.

1- Outside 2-Bathroom 3-Body Shop

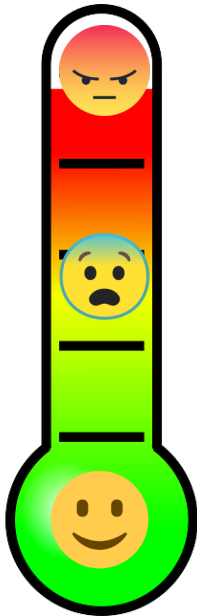
Escalated Situations

Signs of escalation

- Turning red
- Clenching fists
- Stomping feet
- Staring
- Biting lip
- Pacing
- Breathing faster or slower
- Crying
- Avoiding eye contact
- Excessive body movement
- Angry facial expressions
- Talking loudly
- Cursing
- Threats
- Teasing
- Criticizing
- Unusually quiet
- Defiance
- Property abuse
- Physical aggression

How to support campers whose emotions are escalated

- Use slow, deliberate motions
- Use short, concise messages
- Use open body language (turn 30° away)
- Do not block exits
- Do not tower over the camper
- If your own emotions are not under control, step out of the situation
- Do not match the emotions of the camper
- Use a calm, soothing tone
- Remind them that they are safe and that you want to support them
- If the camper is agitated at you, seek assistance from other staff
- Give the camper personal space, if safe to do so
- Do not try to debrief with the camper when they are escalated—let them get calm



Counselor Safety

If a camper is acting violently, **do not try to touch or restrain them.**

1. Remove other campers from the area
2. Call the full-time staff immediately.
3. If campers are in immediate danger of hurting themselves or others, utilize the “startle response” by loudly calling out their name or “Hey!”
4. Watch the camper to keep them safe and use the support strategies above as appropriate.
5. If a camper attempts to harm you, try to dodge or block them with a still, open-faced hand.

If a camper becomes physically aggressive and requires restraint, contact a member of the Victory Junction full-time program team immediately.

Running Away

You may experience a camper who runs away from you, their assigned group or activity area or the camp. If this happens, follow the steps below:

1. Do NOT chase the camper. Walk at all times.
2. Ask them to stop and rejoin the group.
3. If they do not stop, get help immediately.
4. Two counselors walk behind at a safe distance. Give the camper space and do not run.
5. Let the camper know you are walking behind them for their own safety.
6. Keep the camper in sight and guide them away from danger.



If a camper is walking toward the camp entry, ask a fellow counselor to get assistance immediately.

Intervention Methods to Avoid for All Behavior Scenarios

Yelling or Using Anger to Control:

- Raising your voice should be reserved for safety issues when you must get the child's attention quickly
- If you are frustrated, ask a fellow staff member to step in instead

Power Struggles:

- Instead of going back and forth with a camper, use a firm tone to set limits. Explain what actions cannot be done and why, then offer a few positive choices for them to make instead.

Threats:

- Threats either make campers comply out of fear or act out from defiance. Instead, ask questions to understand the reason behind a behavior, then offer positive choices that fill their needs.
- Summer Leadership and Full-Time Staff members are the **only** people allowed to distribute Victory Junction-approved consequences.

Counselor Responses to Unsafe Behaviors

Please Note: Staff are not permitted to restrain, push or grab a camper. When in an unsafe situation, staff should remove themselves from the situation.

In the event you feel unsafe or observe an unsafe situation, please call or radio for a Full-Time staff immediately.

Proxemics: Personal space. An area surrounding the body, approximately 1.5 to three feet (depending on the context of the situation) in range. Personal space is considered an extension of self, and invasion can escalate anxiety.

Strike (*Punch, Kick, Spitting*)

- In the event a camper tries any of the following, just back up from the situation
- Don't feed the situation
- Ensure other staff and campers are safe

Grab

- If a camper grabs you or your clothing, the best thing you can do is pull away. We encourage counselor to know their campers and be able to determine proxemics.
- Counselors should not push towards the camper. This could cause a camper to fall.

Hair Pull

- If a camper grabs onto your hair and pulls, counselors must react quickly and in the right manner.
- Make sure you grab your hair close to the scalp and pull away from the camper carefully.

Choking

- Call in a separate staff member immediately.
- Ensure your breathing is regular.
- Be direct and say "let go"

Please Note: Staff should always use verbal interventions when dealing with negative behavior. If a Full-Time staff supports the above situations, they may ask staff to leave the situation. It is important that staff listen and follow all instructions.

Camper Success Plan

I know the camp rules:

Teamwork:

Respect:

Empowerment:

Safety:

High Standards:

I understand these rules: _____

I am good at:

Sometimes I struggle with:

I will be successful at camp by:

I have people at camp who will support me:

Depending on my choices, I can expect:

Positive choices

Negative choices

Signature: _____

Behavior Notes

Name: _____ Nickname: _____

Cabin/Session: _____ Current CSP? ☐ Yes ☐ No

Was there anything that triggered inappropriate behavior?

Behavioral/Emotional Considerations:

- | | | | |
|--|---|---|--|
| ☐ Missed home | ☐ Wets the bed | ☐ Cries easily | ☐ Inappropriate "crushes" |
| ☐ Picky eater | ☐ Short attention span | ☐ Struggles w/ directions | ☐ Strong fear |
| ☐ Wanders (specify intentional/unintentional) | ☐ High energy | ☐ Needs specialized directions | ☐ Disengaged (in one or multiple areas) |
| ☐ Socially awkward | ☐ Attention seeking | ☐ Defiant/Aggressive | ☐ Other |
| ☐ Clingy | ☐ Shy/slow to warm | ☐ Instigates conflict | |
| ☐ Difficult transitions | ☐ Easily frustrated | ☐ Bullying | |

Details:

What intervention strategies were helpful with this camper?

Did this camper exhibit behavior that made other campers uncomfortable or unsafe?

Additional comments/helpful information for the future:

Please describe any specific behavior incidents:			
Sunday	Monday	Tuesday	Wednesday

Cabin Constitution Core Rules

• **No Bullying**

Definition: one-sided & deliberate

(NOTE: - when explaining to campers keep it age & gender specific)

Choose kind words

Tell a counselor if you experience it or witness it

• **Proper Touch**

No touching in the bathing suit area

Ask for permission before touching someone

High-fives, fist bumps & side hugs are always appropriate

• **Never be Alone**

Always have a counselor with you

• **Counselors are Always Here for Support**

You can always talk to your counselors about fears, frustrations and struggles

• **Try Everything– But know it's your choice**

At camp we want you to enjoy our programs, meals, and everything camp has to offer. (Emphasize food so you know when a camper may be missing home).

• **Take Pride**

Have pride in yourself

Take pride in your cabin & camp

• **Have Fun!**

Medical

Policies and Procedures for non-medical camp staff

Our Body Shop is a state-of-the-art medical facility fully capable of managing the serious medical conditions of our campers.

With the year-round leadership from our Director of Medical Operations, and her medical advisory board, Victory Junction is equipped with a wealth of medical knowledge.

At Victory Junction medical care is meant to be as least intrusive as possible. It is our goal for medication administration and daily treatments to be done out in program areas, in cabins, and away from the Body Shop.

Full-Time Medical Professionals

Director of Medical Operations– Amy McDowell

Summer Medical Professionals

During summer sessions, an additional group of five individuals will join the medical team. Four of them are registered nurses that will be assigned one to each unit. The fifth team member will serve as a resource to the Body Shop.

Weekly Medical Professionals

Each week we bring in a group of medical professionals that volunteer their services to ensure we meet the demanding medical needs of our campers. This group of five to ten medical professionals will also be assigned to a unit.

How to reach the Medical Staff

If you need to reach the medical team, please call 2000 on any gray phone.

General Safety Tips

At Victory Junction, camper safety is our # 1 priority.

- **Every staff member shares the responsibility for the health and safety of All campers!**
- Campers must be supervised **at all times**.
- Standing on benches, tables, and chairs is prohibited.
- Shoes should be worn at all times. Exceptions: Water Park, Water Games, on the lake.
- Riding on the back of a wheelchair or running with one is prohibited. Wheelchairs are not toys – they are some children's only means of mobility.
- Shoulder rides and piggy-back rides are **NOT** permitted.
- The Program Team **AND** The Medical Team must approve major changes in day-to-day activities. You may not be aware of a specific restriction for a camper that is important for their safety, so PLEASE CHECK WITH US regarding changes, including new “cabin time” plans.
- We strive to be a **nut Free facility!** Please do not bring any nut-containing products, or products that are labeled “processed in a facility that also processes nuts” onto camp! If you eat nut-containing foods outside of camp, please brush your teeth and wash your hands prior to returning to camp.
- We strive to be a **Latex Free Camp!** Only latex-free medical and program supplies are used. Please do not introduce any items that may contain latex into the camp environment. **Items which may contain latex include:** gloves, Band-Aids, chewing gum, most Duct Tape, rubber bands, pencil erasers, liquid appliqués on t-shirts, newsprint, handles on rackets or bicycles, some types of paint and art supplies, older plastic toys such as Barbie's, and certain types of rubber balls. If you are unsure whether an item has latex, checking the manufacturer's website is a good place for information. If we cannot determine whether the item contains latex, Body Shop staff will ask that you do not bring it onto camp.

**“Safety doesn’t
happen by accident.”**

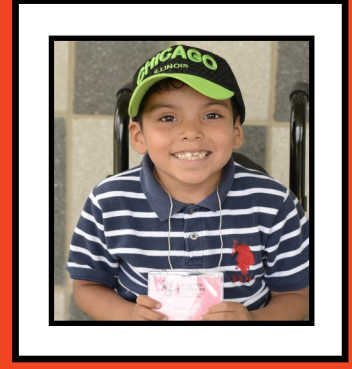
-Author Unknown



**HANDS ON
MEDICAL CARE**

Body Shop Procedures

- There is a medical team member **on duty in the Body Shop** from approximately 9 am to 9pm every day camp is in session.
- **During meals and evening activities, medical staff members are with their units.** Please seek out your unit nurse or a medical staff person during these times
- **Overnight hours**, between 10 pm and 8 am, you can reach the “on call” medical staff person by dialing x 2000. We do NOT sleep in the Body Shop overnight!
- If a camper needs scheduled medical attention at **odd hours** (early morning, late night, other times throughout the day) your unit nurse will schedule this with you.
- Right before and after meals are great times to bring campers (or yourself) to the Body Shop for **non-emergent medical problems** that you would like someone to check out.
- For **urgent medical issues**, staff may bring campers directly to the Body Shop during regular hours and/or call the Body Shop at x2000.
- **When you arrive at the Body Shop:**
 - Check in with the medical staff person at the desk
 - Give them the camper's name and cabin
 - *Let the camper explain what is wrong; you should not speak for the camper*
- Your **Unit Nurse will meet with your cabin** before bedtime on Camper Arrival Day to debrief, share updates, and make a plan for the medical care of the campers for the week.
- Access to the pharmacy is restricted to medical staff only! This means YOU are not allowed in the pharmacy! Please wait at the door while staff are gathering supplies.
- The medical team tries to maintain a **low-key medical presence** at camp. You will not see us walking around in scrubs or with stethoscopes. Your weekly medical staff will be joining your unit as much as possible when not “on-duty,” so please include them in activities.



Medical Information Privacy

You are not permitted to share medical information with others.

- **Camper medical information is highly confidential and protected by Victory Junction.** Health records of both campers and staff are to remain confidential at all times. Sharing of this information is limited to those individuals who have need of such information in order to more effectively care for an individual. Counselors, for example, will have access to camper information such as behavioral issues, activity restrictions, and treatment schedules.
- Example of a violation: If you are speaking to someone who is not directly caring for your camper, and you say *"Did you know my camper Gracie has diabetes? She was admitted at Wake Forest last week."*
- Each cabin will receive a set of camper care forms they are responsible for. These will contain the campers' names, disease groups, ages, food restrictions, allergies, activity restrictions, social/behavioral information, and physical assistance needs. These contain what the medical staff feel is "need-to-know" information, and may not contain all details of the camper's medical condition. All information should remain confidential.
- The camper care form will be distributed on camper arrival day. They must remain confidential and out of site for both campers and family members. Camper care forms are NOT to be taken out of the cabin. They are returned to medical staff at the end of the week to be shredded.

Ability Awareness

- **Treat adults as adults, and kids as (age-appropriate) kids.** Approach everyone with the assumption that they have age-appropriate cognitive functioning. Do not “talk down” to people with a visible disability.
- When talking with a person with a disability, **speak directly to that person** rather than through a companion or sign language interpreter. If they are deaf, **look directly at the person and speak clearly, slowly, and expressively** to determine if they can read your lips. Not all people who are deaf can read lips.
- To get the attention of a person who is deaf, tap the person on the shoulder or wave your hand.
- When introduced to a person with a disability, it is appropriate to **offer to shake hands**. People with limited hand use or who wear an artificial limb can usually shake hands. Shaking hands with the left hand is acceptable.
- When meeting a person who is visually impaired, **always identify yourself and others who may be with you**. When conversing in a group, remember to identify the person to whom you are speaking.
- **If you offer assistance, wait until the offer is accepted.** Then listen to or ask for instructions.
- Leaning on or hanging on to a person’s wheelchair is similar to leaning on hanging on to a person and is generally considered annoying. **The chair is part of the personal body space of the person who uses it.**
- **Listen attentively** when you’re talking with a person who has difficulty speaking. Be patient and wait for the person to finish rather than correcting or speaking for the person. Ask short questions that require short answers or even a nod. Never pretend to understand if you are having difficulty, it’s ok to repeat back what you understand and allow them to respond.
- When speaking with a person who uses a wheelchair or a person who uses crutches, **place yourself at eye level** in front of the person to facilitate the conversation.
- **Relax.** Don’t be embarrassed if you happen to use accepted, common expressions such as “See you later,” or “Did you hear about that?” that seem to relate to a person’s disability. Don’t be afraid to ask questions when you are unsure of what to do.
- **Utilize “People-First” Language.** The child comes first! (i.e. the child with cancer, not the “cancer kid”). In fact, for many children, they come first and their disability is so far down the list of things that define them it’s not even second!
- If you can’t communicate with a camper, it is not their fault. Seek help from another counselor or staff member to bridge that communication barrier.

Medical Emergency Procedures

Step 1

Call **9-911** immediately
And Call **2000** to reach a member of the medical team

Step 2

Report that you are at Victory Junction and explain the situation.
Remember to include your specific location.

Step 3

Clear the scene. Remove all campers, staff, and volunteers.

Step 4

Have someone grab the nearest AED and initiate CPR, if qualified.

Step 5

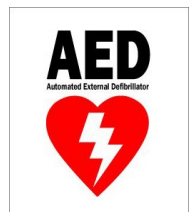
Stay with the person who needs assistance until help arrives

Reasons to call 9-911:

- Cardiac arrest
- Respiratory arrest
- Shock
- Trauma/ Severe injury
- Status Epilepticus
- Snake Bite
- Anaphylaxis
- Near drowning
- Head Injury / Altered level of consciousness
- Severe Respiratory distress
- Any major fall
- Seizure that doesn't stop after several minutes

Current AED locations on camp are:

- Walmart Building
- Spiritual Center
- Boat House
- Laundry Hut
- Theater
- Fuel Stop
- Superdome
- Water Park
- Body Shop



First Aid Procedures

- Staff members who are comfortable with administering minor first aid assistance to campers are encouraged to do so using supplies from the first aid kits. **All injuries whether minor or not, should be reported to a unit nurse** or other member of the Body Shop staff either immediately (if urgent) or at the next all-staff activity (if minor).
- First aid kits are located in each cabin and in all program areas. They are near the bathroom on the counselor side of the cabin and often to the left as you walk into most program areas.
- All first aid kits will be refilled as needed by the medical staff. If you use the last of something (like a hot pack or cold pack) and need another one, or if you need additional assistance beyond your level of comfort, please let the medical team know and/or call the Body Shop at x2000.
- A **10% bleach solution** is available in each cabin and program area and *must be used in cleaning any surface contaminated with blood or other body substance* (see *Universal Precautions* for more detail). This solution comes in a labeled spray bottle and is marked as hazardous. Please keep it out of reach of children. If you notice your bleach solution is running low, please notify your unit nurse.

First Aid Kit Supplies

- Band-Aids
- Gauze and Tape
- Antibiotic Ointment
- Antiseptic Spray
- Alcohol Wipes
- Eye Wash
- Thermometer and Probe Covers

Camper Care

Staff will assume the responsibility for the general hygiene of campers. Please make sure that all of the following happen each week.

- Hand washing after every bathroom use
- Hand washing before handling food
- Hand washing after any outdoor activity
- Teeth brushing
- Bathing **at least every other day** (the pool does not count) and more often if the camper prefers
- Clean clothing must be worn every day

Some campers may come without adequate clothing. If you find out that a camper may need a piece of clothing for a particular day or activity please contact your Unit Manager!





Counselor Responsibilities

- Ensure and encourage campers receive eight hours of sleep at night and additional rest hours each day.
- Encourage campers to check themselves daily for the presence of ticks, new insect bites (potential bed bugs) injuries, or blisters. Any situation requiring a physical exam or detailed questioning will be referred to the Unit Nurse or Body Shop.
- Ensure campers maintain good personal hygiene, such as daily bathing, brushing teeth, and wearing clean clothing that will adequately protect them from bugs, rain, cold, and sunburn.
- Monitor campers for issues that require medical attention: fevers, rashes, sore throat, stomach ache, etc., and notify the Unit Nurse of these issues. Specific concerns for each illness group will be discussed during orientation and listed in your Disease Overview.
- Ensure camper wellness by ensuring campers:
 - Drink the appropriate amount of fluids
 - Use sunscreen multiple times a day
 - Receive at least 8 hours of sleep each night and rest during recharge
- Be familiar with all emergency procedures
- Report all accidents and injuries to the nurse, *regardless of severity*, and complete incident reports as necessary.
- Assist campers (hold hands, provide comfort) during medical procedures.
- Be familiar with dietary, activity, physical, and other limitations for each camper.
- Ensure campers receive the correct dietary substitute during all meal times.

Transfer Tips

General Guidelines and Helpful Hints:

- PLAN AHEAD
- Bend your knees, not your back
- Keep loads close to your body
- Do not twist when lifting
- Know the weight of the load to be lifted
- Reduce weight of load if possible
- Be aware of environmental factors (such as a wet floor)
- Pushing is easier than pulling
- Declare leader to count and direct transfer
- Put more difficult leg/arm into clothing first and put overhead first
- Dressing in bed is the safest method if unstable on feet
- Don't pull on limbs (i.e. getting someone out of the water)
- Err on the side of caution and safety

Bed Mobility Tips

- Let the child do what they can first
- A child can use bed side rails to hold onto if needed
- Use draw sheet (one person on each side to pull to head of bed) (remove wrinkles in sheets)
- Place hands as close to child as possible on sheets when moving to head of bed
- No draw sheet place hands on camper's scapula to help to move (don't pull on arms)
- When turning focus on shoulders and hips (bend opposite leg of side one is rolling toward)
- To sit up child can use your arms as stability but don't pull on them (if not use their back to come to sitting position)

Proper Wheelchair Positioning:

- Body in 90-degree angles (hips, knees, ankles)
- Buttocks against backrest
- Pelvis level and square
- Hips NOT touching wheelchair sides
- Head in middle with chin slightly tucked
- Use seat belt if available

Repositioning in Wheelchair:

1. Lock the wheelchair
2. Stand in front of child and lean them forward
3. Place one hand under the child's thigh and lift the leg while leaning the patient to the opposite side
4. Push the buttock back into the chair and repeat the process for the other side until the child is touching the back of the chair with his/her bottom

Types of Transfers:

- **One person stand pivot transfer:** scoot forward, feet flat and apart, child uses arms to help (don't let them grab your neck), lean forward, count to 3, stand and gently guide them to new location, secondary person there to guide and assist
- **Standard two person transfer:** One person reaches over and grasps their own wrists under child's armpits and one person grasps their own wrists under child's thighs. This is the most stable lift for chair to chair, chair to toilet, through doorways, and short distances.
- **Alternate two person transfer ("Chair Carry"):** One person on each side of the child, place one arm under knees and one behind their mid-back. Clasp wrist of the other person to ensure a stable hold. Not as ideal for the camper as the above transfers, but easier for longer distances.

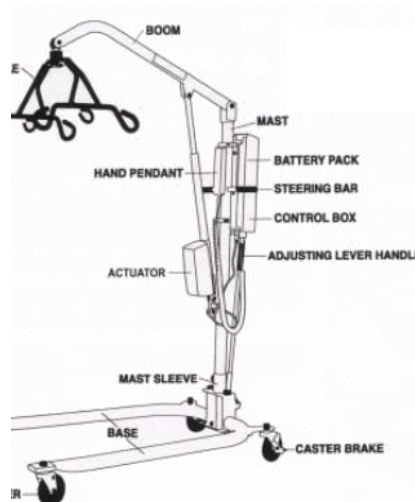
Use of a Sliding board

- Remove armrest
- Lean child forward with feet on ground
- Place board under thigh/buttock
- Person in front is in charge (counts to 3)
- Use pants/hips/gait belt for hand placement
- Support person guides backside
- Remove board once on new surface (if not dressed use sheet or pillowcase for sliding)

Use of the Hoyer Lift

- Place pad under person (back and legs)
- Criss-cross leg straps
- Choose chair position for hooks (bottom for back and top for legs)
- Hoyer operator is in charge (everyone else supports legs/ buttocks if necessary)
- Remove pad once in new location (Open and close wheels if necessary for w/c, place child's arms in lap)

Ceiling Mounted Lifts: These are located in the **Blue** & **Green** cabins and at the barn. Operation is similar to that of the Hoyer.



Camper Medications

Regular Medication Administration Times

Breakfast

Lunch

Dinner

Bed Time

Mealtime medications will be distributed in the Fuel Stop.

Nighttime medications will most often be distributed in the cabins. In some cases nighttime medications will be given at the site of evening activity. Your Unit Nurse will let you know where nighttime medication distribution will occur for that day.

- Camper medications are checked-in by a member of the medical team during the camper's Body Shop check-in.
- The Unit Manager, cabin staff, and unit nurses are responsible for **communicating** with each other regarding times and location for medication distribution. Our goal is to get medications handed out with as **little disruption as possible**.
- After evening medication distribution, nurses will always come to cabin row to check on each cabin and help with nighttime routines as needed.
- Some campers may need to carry emergency medications with them while at camp. These may include medications such as inhalers or Epi-Pens. **If the medical team feels that the medication is important enough to have a camper carry with them then it is VERY IMPORTANT that the camper ALWAYS have that medication with them!** The medication will be placed in a plastic bag labeled with the camper's name and attached to a carabineer to easily attach to the camper's clothing, backpack, or water bottle. It IS acceptable for a counselor to carry the medication for the camper, but it is ESSENTIAL that the medication be given to whatever counselor is actually with the camper! While in the cabin, it is preferred that the medication be kept in or near the First Aid Kit so it is easily accessible and everyone will know where to find it. Please call x2000 if these medications are needed by the camper so a nurse can come and administer the medication. In some instances, a camper may be comfortable administering the medication themselves.

Medication Management

Many campers at Victory Junction will be on multiple medications. It is essential that the cabin staff work closely with the nursing staff to ensure that campers receive the medications that they are supposed to receive.

It is the nurse's responsibility to make sure that campers receive their medications, but if cabin staff are aware of "special circumstances" that can be very helpful! Medications are usually administered at meal times and just before bedtime. **Some "off times" to be aware of:**

- Some campers may need to take a medication before they eat anything- this includes meals and snacks. Please help make sure the nurse can find that camper during afternoon snack.
- Some campers may need early morning or late night medications. A nurse will arrange for either the camper to come to the Body Shop or the nurse to come to the cabin.
- **Some campers have "off-time" medications throughout the day. This may mean the nurse has to find a camper while a camper is in program areas. Please help the nurse by being in scheduled program areas at scheduled times so they can find the camper easily. Please coordinate with the nurse if there is a change in the schedule for your camper particularly.**

A few other "special circumstances" to be aware of:

Some campers may have special, shampoos, creams, lotions, or sunscreens. These are often kept in the cabins and the counselors are told how to use them. The nurse will help you and check that they are being applied, but it is helpful to remember that they need to be used!

Emergency Medications

Some campers may need to carry medications with them while at camp instead of having these medications stored in the Body Shop.

If the medical team feels that the medication is important enough to have a camper carry with them then it is VERY IMPORTANT that the camper ALWAYS have that medication with them!

The medication will be placed in a labeled plastic bag with a carabineer to easily attach to the camper's clothing, backpack, or water bottle. A counselor can carry the medication for the camper, but make sure that counselor is actually with the camper at all times– this becomes tricky around Project Time. While in the cabin, leave the medication near the First Aid Kit so it is easily accessible and everyone will know where to find it.

EPI-PENS

What is an Epi-Pen?

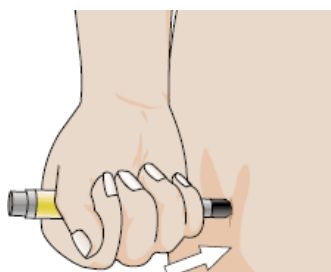
- An Epi-Pen is an auto-injection pre-filled syringe that contains epinephrine, a medication that can stop a severe allergic response from progressing to a true medical emergency.

Who carries an Epi-Pen?

- Anyone with a severe allergy that could result in anaphylaxis, an extreme allergic reaction that can effect breathing and even lead to death. Some campers and some staff members carry an Epi-Pen with them at all times.

What do I need to know about an Epi-Pen?

- An Epi-Pen does not need to be used for mild allergic reactions. An Epi-Pen is only for SEVERE allergic reactions that could be life-threatening.
- Epi-Pen can be easily administered by anyone. It is injected into the outer thigh and can even be injected through clothing.
- The best way to avoid having to use an Epi-Pen is to know your camper's allergies and avoid them!
- If you feel your camper is having a severe allergic reaction, call x2000 as soon as possible and a nurse will come and administer the Epi-Pen to the camper.
- Some campers may know how to use the Epi-Pen themselves. If they are having a reaction and tell you that they want to give themselves the medication, you can allow them to do so. Please also call x2000 so the medical team can respond and follow up appropriately.



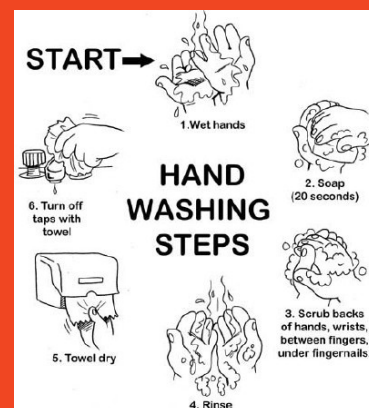
Universal Precautions

- **What are Universal Precautions?** *Formal Definition:* "A set of precautions designed to prevent transmission of HIV, hepatitis B virus (HBV), and other blood borne pathogens when providing first aid or health care. Under universal precautions, blood and certain body fluids of all patients are considered potentially infectious for HIV, HBV and other blood borne pathogens." *Translation: Consider EVERYTHING as potentially infectious! Always protect yourself from exposure and don't assume anything!*
- **What are blood borne pathogens?** Blood borne pathogens are tiny germs that can be found in human blood and can cause disease in humans, including HIV, Hepatitis B virus (HBV), and Hepatitis C virus (HCV).
- HIV is *not easily transmitted*. Transmission has been documented by (1) contact to mucous membranes or non-intact skin by contaminated blood, (2) sexual contact, (3) sharing contaminated needles and syringes, (4) transfusion of contaminated blood or blood products, (5) transplantation of infected tissues, and (6) transmission from infected mothers to their infants. HIV cannot spread by casual contact such as hugging or holding hands.
- **How do I prevent myself from getting infected with a blood borne pathogen?!?** Easy! Just make sure you are always following the Universal Precautions Procedures. All blood and OPIM (Other Potentially Infectious Material) should be considered infectious.
- The Universal Precautions Procedures do not replace the need for hand washing!
- Certain things are **not allowed in treatment rooms**, or any area where there is a potential for exposure: You are not allowed to eat, drink, apply cosmetics or lip balm, or handle contact lenses and sinks in these areas have a border of space to avoid contamination by splashing.
- **Treatments requiring needles** should only be performed in the Body Shop. Use care to prevent injuries when handling needles, scalpels, or other sharp instruments. The medical staff is responsible for disposal of all sharps containers. **Non-medical staff should never touch a needle.**
- **PPE (personal protective equipment)** includes gloves, gowns, masks, goggles, etc. and is provided in appropriate sizes without any cost to you! You should wear the right amount based on what you will be doing. (i.e. only need mask/goggles if you anticipate splashing!).
- **CPR masks** are located in the first aid kits and are to be used for resuscitation.
- **Wear gloves** when it is likely that hands might be in contact with body substances. Discard gloves and wash hands after soiling or contact with blood or body substances.
- Contaminated equipment, furniture or other surfaces should be disinfected with the **10% bleach solution** provided in each cabin and program area. Wear gloves and use disposable paper towels to clean surfaces. Dispose of gloves and wash hands when done.
- All **soiled linens** (saturated with blood or body fluids) are to be placed in plastic bags and marked with a large red "X" and all soiled linens are required to be washed in the maintenance building.
- **Contaminated trash** (saturated with blood) should be bagged and brought to the Body Shop where it can be disposed of as medical waste.
- If hands or other skin surfaces accidentally come in contact with blood or other body substances, they should be immediately washed with soap and water. **Notify the Body Shop if there has been a blood exposure.** If significant exposure (*needle stick, mucous membrane exposure, or contact with non-intact skin to blood*) occurs, report the incident to your unit nurse or camp physician immediately. This is required by OSHA. You may need testing or medications with significant exposure.
- **Hazardous Drugs and urine:** Some campers at Victory Junction may be taking hazardous medications that can be excreted in body fluids, especially urine. Proper implementation of Universal Precautions techniques will prevent exposure to any hazardous drugs. Be sure you are ALWAYS wearing gloves when handling any bodily fluids! If you have any questions please see a member of the medical staff.

Infection Control

- Any staff member with a sign of a communicable illness (cough, sore throat, fever, new rash, nausea/vomiting/diarrhea) should report IMMEDIATELY to the Body Shop for evaluation.
- Any location where people are living in close proximity to each other is at risk for epidemic disease.
- Our population of campers at Victory Junction is at risk for serious illness due to their underlying diseases and often compromised immune systems. Even epidemics of fairly mild viral illnesses can put some of our campers at risk for serious illness, and a serious epidemic could even mean that we would need to close camp down!
- We do not restrict counselors for contact with campers because we're mean, or to punish you! If the medical team determines that you need to be isolated, know that we take this determination seriously and you should to. We know it is not fun, but remember- it is for the HEALTH AND SAFETY OF OUR CAMPERS!!!

Disease Prevention



You and your campers should be washing your hands frequently throughout the day

- ☐ After using the bathroom
 - ☐ Before eating
 - ☐ When leaving the barn
 - ☐ After handling anything contaminated by body fluids, even if you were (properly) wearing gloves.
- Proper hand washing means lathering all surfaces of both hands for at least 20 seconds before rinsing. If soap, water, and a sink aren't available, use hand sanitizer.
 - By being a good role model for the children under your care, you will be protecting not only yourself, but also our campers, many of whom have compromised immune systems. One person becoming ill can start an epidemic, but we can all help prevent the spread of illness by simply washing our hands.

Wounds, Fever and More

Wounds: All open skin lesions prevent a camper or staff member from going into the pool until the areas are totally healed. Smaller areas may be covered with a waterproof but breathable occlusive plastic dressing (such as Tegaderm), thus allowing pool use.

Fever: *Fever is any oral temperature above 100.4F (38C).* Fever can be an EMERGENCY for many of our campers. Campers with compromised immune systems do not have the same ability to fight infection as we do and we must take fevers very seriously. Report ALL fevers to the Body Shop IMMEDIATELY so they can be managed appropriately. Anyone with a fever will be examined by a physician. Staff members experiencing a fever must also report immediately to the Body Shop as they could potentially infect a camper and may need to be isolated.

Gastrointestinal Symptoms: *Gastrointestinal symptoms are nausea, vomiting, and especially diarrhea.* Campers may have nausea and vomiting for several noninfectious reasons, such as medication side-effects, taking medication on an empty stomach, migraine, or dehydration. Often, the camper's nurse will be able to assess whether the symptoms are due to one of those causes. Diarrhea is more frequently caused by an illness, but again there are other causes. Anyone with GI symptoms is likely to be isolated. Viruses which cause epidemic diarrhea can be shed by people who have recovered from their symptoms for at least 3 days after they feel perfectly well!

Shingles (Herpes Zoster): *All new rashes (campers, counselors, or staff) MUST be evaluated in the Body Shop.* Chickenpox (varicella) and shingles (herpes zoster) rashes are both caused by the same "varicella-zoster" virus. *Varicella can be lethal to immunosuppressed campers!* One of our fellow SeriousFun camps had an outbreak of varicella caused by a camper with shingles. In that particular case no one noticed his lesions because he kept them covered by his shirt throughout the session.

Cold Sores (Herpes Simplex): "Fever blisters" or "cold sores" are caused by the herpes simplex virus (HSV-1) and present as a cluster of small blisters on a red base, usually around the mouth or on the lips. Outbreaks can be precipitated by physical or emotional stress, overexposure to sunlight, fever, or immunosuppression. It is equally as contagious as any other viral illness. Prevention includes adequate rest, a good diet, and careful use of sunscreen on the lips. It is important to report to the Body Shop if you have an outbreak of oral sores so that you can receive the proper treatment.

OSHA Training: Blood borne Pathogens

I, the undersigned, certify that during my orientation as an employee of Victory Junction, I received education regarding blood borne pathogens, including my risk of exposure based on my job role and ways that Victory Junction is working to minimize my risk of exposure. This includes education regarding my role in minimizing my risk of exposure and the use of personal protective equipment.

Name (printed): _____

Signature: _____

Date: _____



Specific Illness Information

for non-medical camp staff

As a counselor you do not need to know everything about every illness, however, we like to provide vital information that might be helpful for you when supporting our campers.

Oxygen and Breathing Therapy

What is oxygen therapy?

- Oxygen therapy is used to deliver additional oxygen for people who need more than is available in the air. It can be delivered via a nasal cannula (tube connecting oxygen to the nose) or a mask placed over the nose and mouth.

What do I need to know about oxygen therapy?

- Campers may need to carry around a portable oxygen tank.
- It is VERY important that oxygen is kept at a safe distance from any open flame (such as ensuring the camper is sitting far from the campfire).
- Campers on oxygen therapy may tire easily or need frequent trips to the Body Shop for a nurse to check the oxygen and the camper's breathing.

Nebulizer Treatments

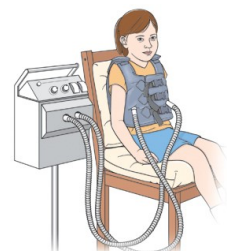
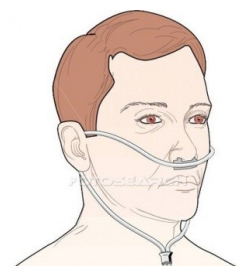
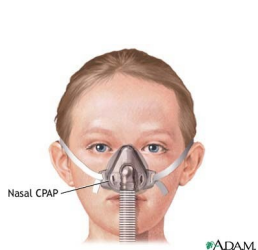
- Campers may also need nebulizer treatments, where a medication is aerosolized and inhaled into the lungs. These may be done in the cabin or in the body shop, and can last varying lengths of time depending on the amount and number of medications.

Vest Treatments

- Campers with cystic fibrosis and some other lung diseases may need treatments with a vest to loosen secretions in the lungs. This can be done in the body shop or the cabin (based on camper preference). It can take 30-60 minutes for a vest treatment and is often done 2-3 times per day.

CPAP and BiPAP

- CPAP (continuous positive airway pressure) and BiPAP (biphasic positive airway pressure) a way of helping a person with breathing. It is usually delivered overnight via a mask placed over the nose and/or mouth. The machine then helps make each breath that the person takes more effective, although they are breathing on their own.
- If a camper needs CPAP or BiPAP overnight in the cabin, it will be set up by a nurse or the camper themselves. Please call x2000 if the machine alarms. Only campers who will be OK overnight if the CPAP or BiPAP falls off are permitted to come to camp for summer.



Inhalers

What is an inhaler?

- An inhaler administers medication directly to the lungs. Rescue inhalers often contain albuterol, a medication that helps open the airways.

Who carries an inhaler?

- Many people with severe asthma will always carry an inhaler with them.

What do I need to know about an inhaler?

- If your camper has asthma, it is important to know that camper's asthma triggers and avoid them if possible.
- An inhaler may be used with a "spacer" device that decreases the amount of coordination between squeezing the inhaler and taking a breath that is necessary.
- Most people who need a rescue inhaler know the feeling of chest tightness and shortness of breath that occurs when they need to use the inhaler. If a camper reports feeling tightness and that they need their inhaler, call x2000 as soon as possible for a nurse to come assess the camper.
- Some campers may know how to use their inhaler themselves and if they are having a reaction, know it is needed, and feel comfortable they may administer the inhaler themselves. Please also call x2000 so the medical team can respond and follow up appropriately.

SEIZURE RESCUE MEDICATIONS

What are seizure rescue medications?

- Some campers need to receive medication to help stop a seizure if it lasts past a certain amount of time. This may be different for each camper. These medications are most often given rectally, although some are given as a nasal spray or a tablet that dissolves in the mouth.

Who carries seizure rescue medications?

- Campers with seizure disorders will likely have these medications. If the medication is rarely used the medication will be stored in the Body Shop. If the camper uses the medication frequently we may have someone carry the medication with the camper.

What do I need to know about seizure rescue medications?

- Seizure rescue medications will only be administered by nurses.
- If your camper starts to have a seizure call x2000 immediately and let the person answering the phone know. If you have the camper's medication with you, please let the medical staff know this! Follow the guidelines for seizure management and be sure to time the seizure.



ADAM

Diabetes

Why do I need to know so much about diabetes as a counselor??

Campers with diabetes require frequent monitoring of their glucose throughout the day, they need help figuring out carbs and insulin doses at meals, and some campers carry their insulin with them all the time as a continuous "pump" and could dose themselves without our knowledge. So the medical team needs your help in order to make sure each camper gets adequate supervision and stays safe! **Changes in behavior can be a sign of low or high sugar.**

What is diabetes??

When we eat, our bodies absorb carbohydrates and break these down into glucose (simple sugar). Glucose is our most important fuel and travels around our bloodstream feeding all of our body parts. But, every single cell in our bodies needs a "key" in order to take that glucose and use it. INSULIN is that key. Children with diabetes don't make any insulin, so they are missing the key that lets their body use glucose. Instead the glucose just travels around the bloodstream, not able to do its job and making them feel sick!

Checking Blood Sugar

Campers will need to check their blood sugar several times a day: before every meal, before bed, and anytime they feel like they might be "low." They have to prick their finger for a drop of blood, and use a glucometer to check their glucose.

Most campers will do this themselves. YOUR JOB is to keep a record of what time they checked and what the glucose level was. You will have a paper log to write this down on. The log will also have all their insulin dosing information. One counselor can keep all the logs for your cabin, or you can split them between counselors.

Ways to give Insulin

Insulin has to be given as an injection into the fat below the skin. It doesn't go all the way into the muscle. Good places to do this are belly, the back of the arm, or the thighs. There are a couple ways campers may get their insulin:



Vials of insulin and syringe



Insulin Pen with disposable needle



Many of our campers have insulin pumps which are attached to them all the time, giving them insulin. They use the buttons to give themselves extra doses at mealtimes.

The pump itself can be removed for the pool and shower, the tiny plastic cannula stays under the skin. That part is changed every 3 days.

BE AWARE that there will be lots of sharp needles around when you have campers with diabetes! We will make sure to have plenty of "sharps containers" around for safe disposal of needles. Don't put needles in the regular trash, someone could get stabbed! Let campers handle their own needles. If you poke yourself with a needle, tell the medical team right away.



MANAGING HYPOGLYCEMIA: WHAT TO DO ABOUT LOW BLOOD SUGAR

Sometimes we don't calculate perfectly and a camper gets too much insulin. Or they are more active at camp than they are at home, and they use up their glucose faster. Here are some typical symptoms of low blood sugar:



If your camper has these symptoms or tells you they might be "low" have them check their blood sugar. Most campers can tell when they are low, but some can't.

If blood sugar is 100 or more

You don't need to do anything. Have them drink some water and try to return to their activity.

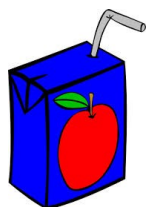
If blood sugar is 80-100

You don't need to give them anything but they might be headed lower. If they still feel bad in 15-20 minutes, check again.

If blood sugar is LESS THAN 80 that is TOO LOW.

They need to eat something with simple sugar in it to bring their glucose back up, ideally about 15gm of carbs.

- Some campers carry their own glucose tabs, they can take 3 of these tabs.
- Every cabin will have a "Low Bag" with appropriate snacks in it. Give the camper one snack or about 6 ounces of juice (juice boxes are included in the bag.)
- Wait about 10 minutes after the snack and check again. If their sugar comes up, they are fine. If it doesn't come up above 80 or is getting lower, please call the medical team!



Counting Carbs

Our bodies normally figure out how much glucose we ate and give us just the right amount of insulin. Since campers with diabetes have to give themselves insulin, they have to figure out exactly how much they need every time they eat. We do this by calculating how many grams of carbohydrates they eat, also known as "counting carbs."

At every meal, our Dietary Team will tell us how many carbs are in a serving of each food on the table. Sometimes it can be hard to estimate how much a serving is-- we will practice this!

Each meal, help your campers figure out how many carbs they have on their plate based on the information from the Dietary Team. Most meals should end up between 50-80 CARBS on average. Plenty of foods have no or very few carbs, so if they are hungry and want seconds, encourage those high-protein foods!

Calculating Insulin:

The medical team will be in charge of calculating insulin. Figuring out how much insulin to give requires a lot of math! Campers should only be getting insulin at mealtimes, any other doses should be approved by the medical team.

You will be required to check your camper's blood sugar. Each camper has a "correction" number, an amount of insulin they will given based on how high their blood sugar is. This can be written in different ways:

"Sliding Scale"

For glucose 100-150, give 0 units

For glucose 151-200, give 1 unit

For glucose 201-250, give 2 units

For glucose 251-300, give 3 units

For glucose 301-350 give 4 units

VS

"Correction Factor"

Give 1 unit of insulin for every 50 points of glucose above 150.

Or make it a division problem:

$(\text{Glucose} - 150) \div 50 = \text{units of insulin}$

Please remember that the medical team will be responsible for calculating insulin.

Count up how many carbs the camper is going to eat. Check their "carb ratio." This is written as "Give 1 unit of insulin for every X carbs."

So if the camper is eating 60 carbs, and their ratio is 1 unit for every 10 carbs, they need $60 \div 10 = 6$ units of insulin. This ratio is sometimes different for breakfast, lunch and dinner.

Add both numbers together, and this is the total number of units of insulin they need.

** Most campers will either know how to do this or will have a "Math Wizard" on their pump that helps calculate this. But some you will have to help with the math-- we will practice this!!**

Central Lines

What is a Central Line?

- A central line is semi-permanent IV used to draw blood and give medicine. There are two types, external catheters and implanted ports.

Who has central lines?

- Any camper who has frequent blood draws or IV infusions may have a catheter. Some campers may have a central line that is not used at all during the week and some campers may have their central line used multiple times during the week.
- Some campers may receive continuous infusions of IV fluids or IV nutrition through their central line. These are administered with a pump that is carried around in a small backpack. If the pump is beeping (even at night), notify a nurse ASAP by calling x2000!!!
- ONLY nurses should handle central lines!

External Catheters (i.e. Hickman, Broviac, PICC line)

- You will see a tube that comes through the skin, usually on the chest or arm, and may split into 2 or 3 tubes. A dressing will cover the external site. The internal part of the line is a rubber tube that tunnels under the skin and then enters a large vein and ends near the heart.

Care of External Catheters:

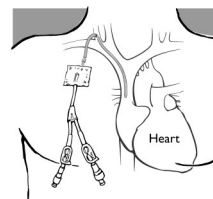
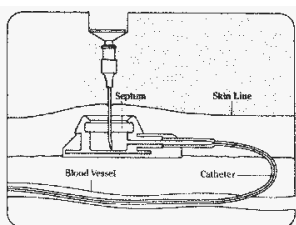
- External ports must be flushed daily by a nurse .
- Use caution to avoid injury to the area, especially at the tower where harnesses may put pressure on the area (use a padded harness).
- The exit site must be cleaned and the dressing changed at least once a week OR whenever it becomes wet or starts to peel off. Swimming and showering are permitted if the parents allow. An extra dressing will be applied by a nurse before the catheter gets wet. The dressing must be changed IMMEDIATELY after swimming or bathing and the camper may swim or shower only once a day. Make sure your unit nurse is aware of when this is happening so she can make sure the dressing is secure before swimming/showering AND so she can change the dressing after the camper has been in the pool/shower.

Implanted Ports (i.e. Port-A-Cath)

- You may see nothing external or maybe a small “bump” on the chest. You may be able to feel the port beneath the skin. The internal tube ends in a chamber with a rubber tip that is implanted under the skin. The port is accessed with a needle when it is used. The internal part of the port is a rubber tube starts at the chamber with a rubber tip under the skin and tunnels to a large vein and ends near the heart.

Care of Implanted Ports:

- There is no daily care required. Campers may shower and swim.
- Use caution to avoid injury to the area, especially at areas such as the tower where harnesses may put pressure on the area (use a padded harness).
- Before the port is accessed to administer medications, campers may need to have a special numbing cream applied.



Dialysis

What is dialysis?

Dialysis is a procedure that artificially does the job of the kidneys which is filtering the blood. There are two types- peritoneal dialysis and hemodialysis.

Who needs dialysis?

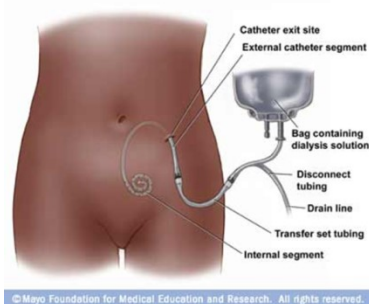
People with end stage kidney disease will need dialysis to ensure that the blood is filtered appropriately and dangerous levels of certain components do not accumulate.

Peritoneal Dialysis

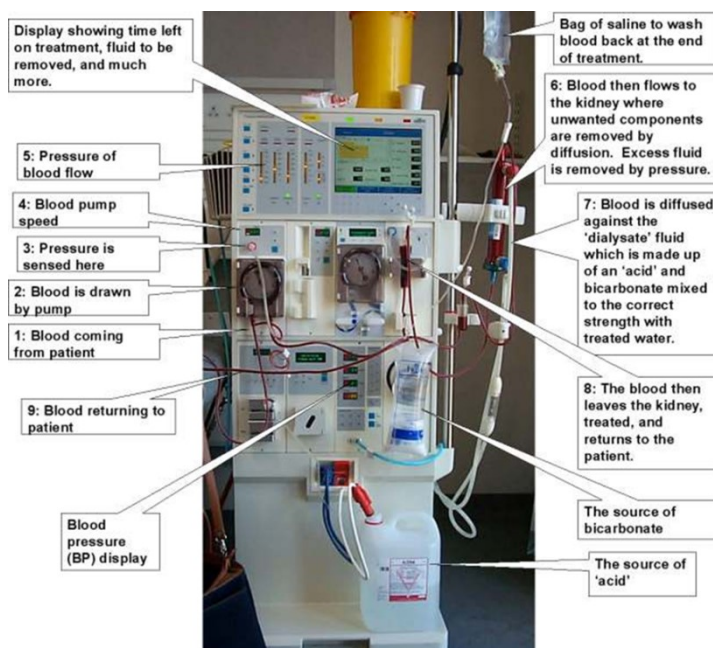
- This is a procedure that is done through a catheter inserted into the abdomen. A solution is instilled into the abdomen and then drained. The drained solution contains the “filtered out” toxins that are normally removed in urine.
- It is done either several times throughout the day or continuously overnight.
- If it is done throughout the day, please make sure campers are on time to the Body Shop!
- If it is done overnight, please notify a nurse immediately for any beeping of the dialysis machine.
- Campers may swim, but the insertion site of the catheter must be covered appropriately- see a nurse to ensure the camper has their catheter covered before swimming.

Hemodialysis

- This is a procedure that is done through a catheter inserted into a blood vessel. Campers may have a type of Central Line or a “fistula” which is a specially created blood vessel made from the person's own vessels. The blood is run through a machine which filters it, removes toxins and then returns the blood to the body.
- This procedure takes 4-5 hours and is done 2-3 times a week. Campers may need to come to the Body Shop for dialysis very early in the morning OR in the afternoon. Please follow the schedule.
- Campers with central lines may swim, but these lines need to be covered appropriately and have their dressing change after swimming or shower. See a nurse to ensure that this occurs.



© Mayo Foundation for Medical Education and Research. All rights reserved.



Feeding Tubes

What are feeding tubes?

- Feeding tubes are tubes that connect to a camper's stomach (or intestine) in order to administer medications or feedings. They can be placed from the nose into the stomach (NG tubes) or have direct access to the stomach via a surgical incision in the abdomen (G-Tubes).

Who has feeding tubes?

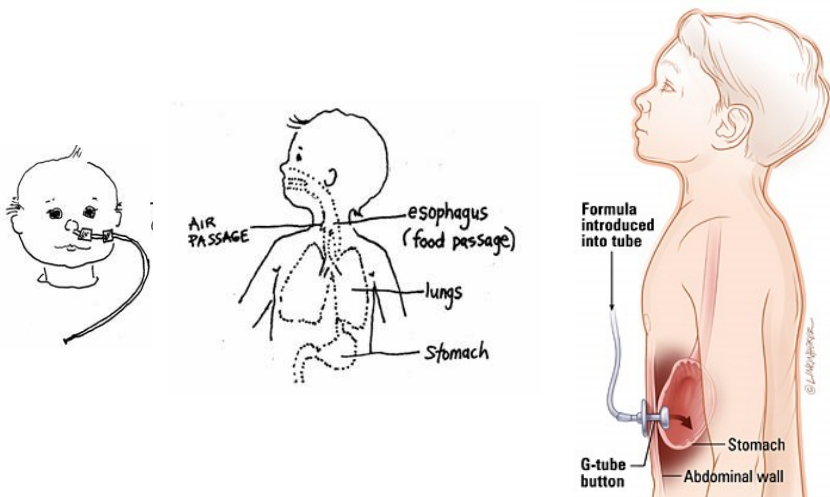
- Campers who may need additional nutrition may have a feeding tube, or campers who are unable to take their medications, or campers who have a medical condition in which they are unable to eat orally.

NG Tubes

- NG tubes are inserted through the nose and end in the stomach. They are more temporary than a G-tube or J-tube.
- If the tube comes out or starts to come out (even a little bit) DO NOT push it back in. Notify the medical staff immediately. These tubes can become dislodged and enter the airway, which would allow food and medication to enter the lungs. Therefore a nurse must assist with feeding administration via these types of tubes.

G-Tubes and J-Tubes

- These are tubes that have direct access to either the stomach (g-tube) or intestines (j-tube) and are placed via a surgical procedure.
- There are several different types- some campers may have only a "button" that tubing can connect to, and some campers may have tubing coming from their abdomen.
- Feedings are administered via a pump either throughout the day or overnight. If the pump is beeping (even at night!) be sure to let a nurse know by calling x2000.
- Feeds may also be administered via a bag or a syringe.
- Most well-healed G-tube sites do not need to be covered prior to swimming in the pool. If the family has given instructions to keep it covered, have a nurse help do this before swimming.
- The site requires no special care- it can be cleaned in the shower with soap and water. However, if the site looks red, inflamed, or infected to you, please notify a nurse by calling x2000 ASAP.



Seizure Management

1. **STAY CALM (or at least pretend you're calm!)**
2. The most dangerous part of a seizure is if the camper falls
 - Protect the camper's head; help them to the floor or keep them safe in a chair if that is where they are
 - On the floor, lay them on their side if possible
 - If in the pool, keep their head above water
 - If in a boat, lay camper down in the boat and protect their head
3. DO NOT restrain the camper
4. DO NOT put anything in the camper's mouth
5. Designate someone to time the seizure
 - It is important to know how long the seizure has lasted in case the camper needs to be given a "rescue" medication
6. Designate someone to provide crowd control
7. Designate someone to call x2000 for help



1. Cushion head, remove glasses.



2. Loosen tight clothing.



3. Turn on side and keep airway clear.



4. Note the time a seizure starts and the length of time it lasts.



5. Don't put anything in mouth.



6. Don't hold down.

7. As seizure ends...offer help.

Bowel Routines

Which campers have bowel routines?

- Some campers may have what is known as a “neurogenic bowel and bladder.” This means that they are unable to pass stool from the bowel or urine from the bladder without assistance.
- These campers will need special accommodations in order to have a bowel movement and may need to be catheterized on a regular basis in order to pass urine
- This is common for campers with spina bifida and some other diagnoses that result in paralysis or decreased use of the lower body.

Suppository

- A suppository is a solid medication inserted into the rectum in order to stimulate a bowel movement. This may be done daily, every few days, or only as needed.
- Nurses will know when the campers have scheduled treatments and will do these in the cabin. You do not have to be responsible for administering suppositories.

Enema

- An enema is a liquid (sometimes water, sometimes also containing medication) that flows into the rectum in order to stimulate a bowel movement. This may be done daily, every few days, or only as needed.
- Nurses will know when the campers have scheduled treatments and will do these in the cabin. You do not have to be responsible for administering enemas.

MACE (aka Cecostomy)

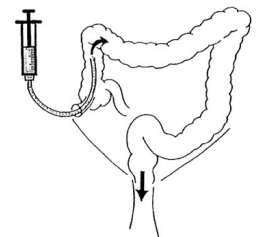
- MACE stands for Malone Antegrade Continence Enema, named after the physician who developed this surgical procedure.
- Campers who have had a MACE procedure have a small opening on their abdomen that opens into the colon. A catheter (tube) is inserted into this opening and fluid is infused into the bowel.
- It is similar to an enema except it comes from above instead of below.
- Many campers can do this themselves whereas they could not do their own enema- it increases independence with bowel routines.

Time

- After any of these procedures, campers may need to sit on the toilet for a long period of time before they have a bowel movement.
- Some campers may not have any suppository or enema but may need to sit on the toilet for an extended period of time several days a week in order to have a bowel movement.
- Make this time FUN! It is way more fun to be playing games and singing songs than just sitting there. Many campers talk about how much fun they had at “poop parties!”

Poop is Important!

- Make sure you know if/when your campers are having bowel movements- let the nurses know and be aware for ALL your campers, especially those with bowel routines!
- It is OK to talk about poop- we want to know! Make it fun and not anything to be embarrassed about- if you are comfortable, your campers will be comfortable.



Colostomies and Urostomies

What is a colostomy?

- A colostomy is an opening where a portion of the large intestine is pulled outside the body (during a surgical procedure) to form what is called a stoma, which diverts stool to outside the body and the stool is then collected in an external bag or pouch.

Who has a colostomy?

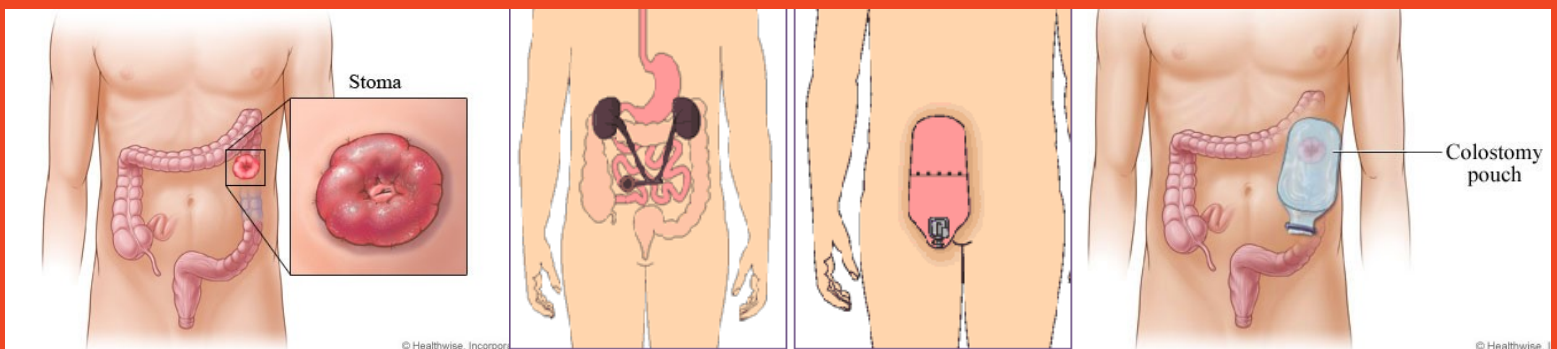
- Campers may have colostomies due to inflammatory bowel disease, a bowel obstruction, tumor in the area, trauma to that area, or other medical issue. The colostomy can be temporary (reversed surgically at some point back to a normal anatomy) or permanent.

What care is required?

- The colostomy bag must be emptied and changed. Some bags can be emptied without removing them from the skin via an opening and some bags must be completely removed and replaced in order to be emptied.
- Many campers will know how to care for their colostomy on their own, for those that need help a nurse will help with care of the site and the bag.
- Campers with colostomies may go swimming, but it MUST be ensured that the bag is secure, and not going to become dislodged or leak while in the pool. A nurse should assess the camper prior to them getting in the pool.
- Some campers may be embarrassed of their colostomy and want to make sure it is always covered.

What is a urostomy?

- A urostomy is very similar to a colostomy except it diverts urine outside the body and away from a bladder that may not be functioning appropriately.
- Care is very similar to a colostomy and a nurse must examine the site and bag prior to a camper swimming.



Urinary Catheters

Medical Staff will be responsible for all catheters.

What is a urinary catheter?

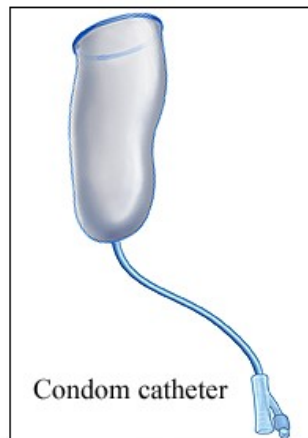
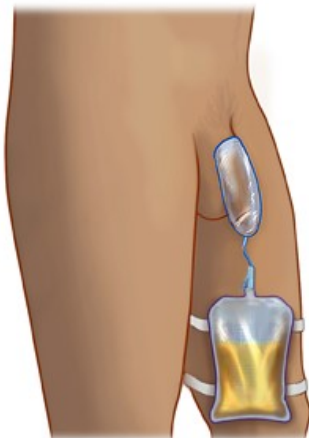
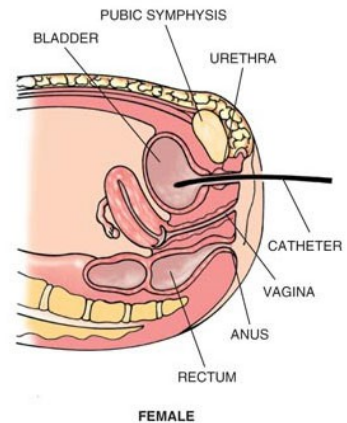
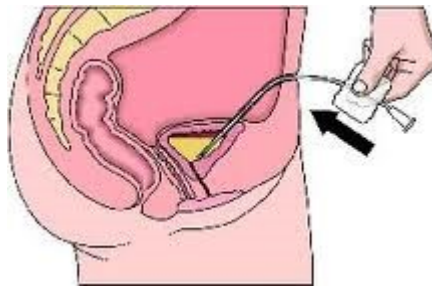
- A urinary catheter is a catheter (or tube) that passes into the bladder in order for urine to pass. The catheter is passed into the bladder either through the urethral opening or through a stoma (hole) located in the lower abdomen that has been created for ease of catheterization (this stoma may be known as a mitrofanoff or vesicostomy). Campers who are unable to pass urine due to their disease may need to be catheterized every few hours.

What do I need to know about urinary catheters?

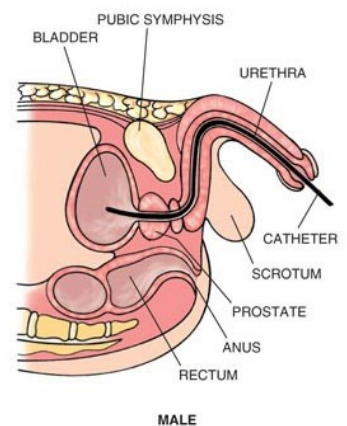
- Campers who need frequent urinary catheterization are at very high risk to develop a urinary tract infection- it is very important to use proper clean technique for catheterization and counselors should be on the lookout for signs of a urinary tract infection. These include: pain with urination, cloudy urine, foul-smelling urine, and fever.
- You should also monitor the amount of urine each camper is passing and any significant changes (a significantly increased or decreased amount of urine should be reported to a nurse)

What is a condom catheter?

- A condom catheter is an external device that is placed over the male penis and attached to tubing and a bag where urine is collected. Proper cleansing and skin care when the catheter is removed or placed are essential, and it is very important to observe the skin for any signs of breakdown.



© Healthwise, Incorporated



Disease Group Overview

Spina bifida/immunology/skin diseases/burn survivors/other endocrinology:

- Campers with spina bifida often have problems with mobility in their lower extremities. These campers often need to be cathed to urinate and will do bowel routines to have bowel movements. Counselors will assist with transfers, preparing the camper for the nurse in order to be cathed, and entertaining the camper during bowel routines.
- Campers with immunological disorders often have problems fighting infections. Diagnoses include Severe Combined Immunodeficiency (SCID) and Human Immunodeficiency Virus (HIV). Counselors will need to frequently wash their hands, practice good hygiene, and report any concerns of an infection in their campers to the medical team.
- Campers with skin diseases may have multiple lotions and topical medications. Some campers may have problems with sweating and will need to wear a cooling vest to prevent overheating. Diagnoses include ichthyosis, severe eczema, alopecia, epidermolysis bullosa, and psoriasis. Counselors will need to be aware of certain precautions such as avoiding sun exposure and increasing hydration. Counselors may also need to help apply lotions and refill cooling vests.
- Campers who are burn survivors have experienced a significant burn to their skin and are most often past the healing phase. These campers may have scars, irregular skin, or a loss of hair. Counselors may need to help apply lotions and help avoid sun exposure in some campers.
- Campers with other endocrine disorders have disorders that affect hormones in the body, besides diabetes. Diagnoses include congenital adrenal hyperplasia and thyroid problems. Counselors may need to immediately report to the medical team when a child is not feeling well, because it could be an indicator of a larger problem.

Sickle cell disease and bleeding disorders:

- Campers with sickle cell disease have abnormal red blood cells that appear "sickled," which can cause severe pain. These campers need to remain in warm temperatures and need to stay well-hydrated to avoid a pain crisis. Counselors may need to provide extra blankets for their campers and will need to immediately warm campers when getting out of the water. Counselors will need to report severe pain to the medical team.
- Campers with bleeding disorders lack the clotting factors needed to stop bleeding normally. These campers may need multiple infusions (or IV) medications a week to help prevent a bleed. Some campers will only need medication if they have an injury. Some campers may not be able to participate in all activities to help prevent a bleed. Counselors will need to report any injury as soon as possible to the medical team. Counselors will also need to take precautions to help prevent injury by avoiding rough activities.

Diabetes:

Campers with diabetes produce little to no insulin which affects the way the body metabolizes sugar. Campers with diabetes may need to check their blood sugar several times a day and may need to give injections of insulin. Other campers may wear an insulin pump that continuously administers insulin to the camper. Counselors will play a large part in these campers' care. Counselors will need to help count carbs during meals and will need to help calculate how much insulin is needed for each camper. Counselors will need to immediately report high and low blood sugar levels, or if the camper is not feeling well, to the medical team.

Cerebral palsy:

- Campers with cerebral palsy have problems with movement and tone. Not all campers with cerebral palsy are affected cognitively. Some campers may need complete help in their activities of daily living (such as bathing, dressing, eating, and transferring), while other campers may need minimal help. Some campers may have AFOs (ankle foot orthotics), walkers, or wheelchairs. Counselors should never assume campers with cerebral palsy do not understand everything or need help with everything.

Neuro-genetics:

- Campers during these sessions will have a wide array of diagnoses. The most common diagnoses during these sessions are epilepsy (seizures), Down syndrome, disorders that affect the brain, and disorders that affect cognition. However, not all campers will be affected cognitively. Counselors may need to report seizures that are long or out of the ordinary for the camper to the medical team. Counselors may need to help with activities of daily living.

Heart/lung/kidney:

- Campers with heart disease often were born with a heart anomaly. Their heart may not have formed correctly which could require several surgeries to repair. Campers may have pacemakers or need oxygen. Diagnoses include Hypo-plastic Left Heart Syndrome, Tetralogy of Fallot, or heart valve problems. Counselors will need to make sure their campers have adequate rest and do not overexert themselves. Counselors will need to immediately report when a camper feels overly tired, has difficulty breathing, or has a change in their color to the medical team.
- Campers with lung disease often have problems breathing normally. These campers may require oxygen, CPAP overnight (a breathing machine that helps keep their airway open while sleeping), or inhalers. Diagnoses include asthma and cystic fibrosis. Counselors will need to make their campers have adequate rest and do not overexert themselves. Counselors may need to carry an inhaler for their camper. Counselors will need to report any difficulty breathing immediately to the medical team.
- Campers with kidney disease have problems normally filtering wastes through their kidneys. These campers may have had a kidney transplant or are waiting for a kidney transplant while on dialysis. Campers may need peritoneal dialysis while at camp or hemodialysis off-site during a camp session. Counselors will need to make sure their campers are on time for their dialysis treatment. These campers are often on immunosuppressant medications, so counselors will need to have good hand washing.

Rheumatology/cancer/GI:

- Campers with rheumatologic disorders have disorders of the muscles, joints, and ligaments or autoimmune disorders. These campers often have pain and stiffness in their joints and may need to rest frequently. The most common diagnosis seen in our campers is juvenile rheumatoid arthritis (JRA). Counselors will need to make sure these campers have adequate rest and hydration. They will also need to report any severe pain to the medical team.
- Campers with cancer may be in active treatment, but most will be cancer survivors. The most common forms of cancer seen in our campers are leukemias, lymphomas, and brain tumors. Counselors will need to immediately report a fever or when a camper does not feel well to the medical team. Counselors will need to frequently wash their hands and help prevent the spread of infection.
- Campers with GI or gastrointestinal disorders often have problems digesting food. Many campers will have special diets or dietary restrictions. Some campers may use a feeding tube for some or all of their nutrition. Diagnoses include Crohn's disease, ulcerative colitis, and eosinophilic esophagitis. Counselors will need to make sure their campers are receiving the correct food substitutions in the Fuel Stop and are avoiding certain foods that the camper cannot have. Counselors may assist their camper with their feeding tube in addition to the medical team.

Physical variances/craniofacial anomalies/skeletal dysplasia:

- Campers with physical variances may have muscle disorders, limb differences or missing limbs, or problems with mobility. Diagnoses include muscular dystrophy, arthrogryposis, and dystonia. Most campers will not be affectively cognitively. Counselors may need to completely assist their campers with activities of daily living, while other campers will require minimal help.
- Campers with craniofacial anomalies were born with an abnormality to the head and/or face. This may also affect their breathing and eating. Many campers will have multiple surgeries to help repair their anomaly. Most campers will not be affected cognitively. Counselors may need to help with feeding.
- Campers with skeletal dysplasias have an abnormality in the growth of their extremities and/or trunk. Some campers may refer to their skeletal dysplasia as dwarfism. Some campers may have knee or ankle problems and may need frequent breaks. Counselors should always ask first if a camper needs help. Counselors should not treat these campers younger, even if they appear to be younger than they are.

Please note: This is a general overview of the disease groups Victory Junction serves. Each camper is an individual and will have individual needs. Please do not assume campers with the same diagnosis will have the same needs.

Mental Health Emergencies

Local Mental Health Support: Therapeutic Alternatives, Inc. is a mental health service based in nearby Randleman, NC. They have clinicians available 24 hours a day, 7 days a week via their Mobile Health Crisis Hotline. They will provide mental health support as needed in the form of immediate face-to-face evaluation. They also have the capacity for large-scale counseling (e.g., grief counseling) for our facility on an as-needed basis.

24h Mobile Crisis Management Line

1-877-626-1772

Confidentiality: All mental health situations will be approached with the upmost respect for the person's confidentiality, and all who are involved in the care of that person (camper or staff member).

Professionalism and strict confidentiality are expected from all Victory Junction staff involved.

If a camper expresses intent of self-harm or harm of others: Any expression of intent to self-harm will be taken seriously. It should be brought to the attention of the Chief Operating Officer, Camp Director, and Medical Director. The camper's guardian will be contacted. With guardian's permission, the Medical Director will contact the Mobile Crisis Line for face-to-face evaluation of the camper. A trained mental health professional will provide recommendations for the appropriate next steps of care which may include the following: camper sent home, camper taken to a hospital for evaluation, or camper deemed safe to remain at camp.

If a counselor/staff member expresses intent to self-harm or harm others: As with camper, any expression of intent to self-harm should be taken seriously and brought to the attention of the Chief Operating Officer, Camp Director, and Medical Director. The Medical Director will contact the Mobile Crisis Line for face-to-face evaluation with staff member. A trained mental health professional will provide recommendations for the most appropriate next steps in care.

If a counselor/staff member expresses another mental health concern such as depression or anxiety: This should be brought to the Chief Operating Officer, Camp Director, and Medical Director. The Medical Director will assist the staff member in getting evaluated by a mental health professional. If the staff member does not already have access to a mental health professional, the Medical Director will contact Therapeutic Alternatives, Inc. to facilitate this process and ensure the staff member receives evaluation in a timely manner. If the situation is urgent, The Mobile Crisis Line will be contacted for an immediate evaluation.

In the event of a camp-wide emergency needing grief counseling or debriefing: If there is an event on camp such as a witnessed serious injury, a camper death, or any event staff may find emotionally difficult, the Medical Director will coordinate grief counseling. Immediate debriefing with staff will be done by full time staff members. Therapeutic Alternatives, Inc. may also be contacted to set up more in depth grief counseling for staff/campers

The work we do at Victory Junction is significant. Our team of highly motivated camp professionals commits yearly to ensure our campers and their families receive the highest quality program in a medically sound environment. In order to continue our extraordinary programs, we must all commit to a standard of excellence. This means every camper interaction, medical procedure, and program experience should be handled with the upmost care—this is our job, and we take it seriously.



Victory Junction Counts on You!