

Arden



STAFF HANDBOOK



Member of the Better Business Bureau (BBB) of Ashville and WNC

Arden FLAG Camp Mission Statement

Called to build our community, we commit to providing campers with; fun activities, a safe environment, nurturing staff, and ample opportunities to grow closer to Jesus. Mentoring youth to lead initiatives of compassion and evangelism is central to our mission.

Daily FLAG Camp Schedule

7:00—8:30	Pre-Camp Care
7:50—8:15	Staff meet for Worship
8:15—8:45	Meet n' Mingle / Group Games
8:45—8:55	Line Call #1
9:00—9:30	Camp Council
9:35—10:05	Class Rotation Period #1
10:05—10:35	Class Rotation Period #2
10:35—11:05	Class Rotation Period #3
11:05—11:35	Class Rotation Period #4
11:35—12:05	Class Rotation Period #5
12:05—12:10	Wash Hands for Lunch
12:10—12:15	Line Call #2 / Prayer
12:15—12:40	Lunch / Tribe Time
12:40—12:50	Line Call #3 / Change and Prep time
12:50—1:00	Load Bus / Head Count on Bus
1:00—1:15	Travel to Afternoon Activity
1:15—3:20	Afternoon Activity
3:25—3:30	Load Bus / Head Count on Bus
3:30—3:45	Return to Camp Line Call #4
3:45—4:00	Snack / Tribe Time
4:00—4:15	Group Games
4:15—4:25	Clean up
4:25—4:30	Tribe prayer and dismissal Line Call
4:45—5:00	Staff Huddle
4:45—6:00	After-Camp Care

Dear FLAG Camp Staff Member;

What an incredible opportunity you will have this summer to invest in the lives of God's favorite people -- His kids. God is asking you to act as His ambassador so He can reach to them through you. Take a look at 2 Corinthians 5:18-20 and you will read Christ's marching orders. God wants everyone covered by His blood and in a saving relationship with Himself. Your challenge is that He is counting on you and your service at the Arden FLAG Camp to do it.

Now before you give up and throw in the towel, please remember that battles like these are won not by the talented, or the brave, or the powerful, but by God's Spirit. That is His Holy Spirit; the helper that Jesus promised would come to guide us into truth and give us power. Thus our battle plan begins with humble commitment to Him and dedication to His service. I plead with you to ask God to make you a conduit of His Spirit so that together we will nudge everyone in our bubble towards Jesus.

This handbook will give you guidelines for conducting yourself in a professional and constructive manner as a staff member of FLAG Camp. A parent and camper handbook has also been prepared to guide the campers and their parents. It is essential that you read both handbooks to orient yourself to our community procedures

This summer you are an irreplaceable part of the Arden FLAG Camp Ministry Team and together we will set out with one all-encompassing goal - - N2C - - Nudging people to Christ.

Arden FLAG Camp Administrative Team

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Arden FLAG Camp Objectives

The Arden FLAG Camp Ministry accommodates children from ages 5 to 11 years of age. The camp is a basic support for the family. Its aim is to embrace and expand the parent's relationship with the child and to minister to their needs. This philosophy must be understood and shared by all members of the staff. FLAG Camp does not substitute, compete with, or disparage the role of the parents, but acts as a support in all ways possible to the family.

FLAG Camp objectives for each camper.

We commit to:

1. Encourage campers toward a saving friendship with Jesus Christ.
2. Teach them that by taking our friend Jesus with us into everything we do, we're guaranteed the most exciting and joy-filled life possible.
3. Help them to experience fun and adventure in a healthy and safe environment.
4. Contribute to their growth and development including physical, emotional, spiritual, and social aspects.
5. Help them form positive Christian relationships

FLAG Camp objectives for families.

We commit to:

1. Contribute to the quality of life and well-being of children 5 to 11 years of age.
2. Assist families needing child care in lieu of school programs.

Flag Camp objectives for staff and volunteers.

We commit to:

1. Help them develop a growing relationship with Jesus Christ.
2. Give them the opportunity to experience the joy of Christian service and fellowship.
3. Model a positive, Seventh-day Adventist Christian lifestyle.
4. Provide a safe, enjoyable, Christian environment for growth.
5. Encourage to personally ask Jesus to lead them to find ways to show Him.
6. Challenge abilities to help increase leadership skills and personal growth.
7. Train and mentor in principles of Christian leadership and service.

“A CAMPER IS . . .

A CAMPER

is the most important person in our ministry.

A CAMPER

is not dependent on us...we are dependent on her.

A CAMPER

is not an interruption in our work...he is the purpose of it

A CAMPER

does us a favor when she calls...we are not doing her a favor when we serve her.

A CAMPER

Is part of our business...he is not an outsider.

A CAMPER

is not a cold statistic...she is a flesh and blood human being with feelings and emotions like our own.

A CAMPER

is not a face or a number...he is an individual.

A CAMPER

is not someone to compete or argue with

A CAMPER

is a person who brings us her wants and needs...it is our job to fill those wants and needs.

A CAMPER

is the lifeblood of this ministry.

A CAMPER

deserves the most courteous and attentive treatment we can give them.

A CAMPER

is a precious child of God...and your chance to build God's kingdom.

How to Make FLAG Camp a Success

It is an honor and privilege to be on the Arden FLAG Camp Staff. Many hours, dollars, prayers and extra effort are combined to support the staff that will serve the Lord in this special place.

There are certain things that are important to remember:

1. Follow directions, guidelines, and leadership.
2. Be a doer (giver vs. taker).
3. Share in the vision of the ministry and how or why God has placed you here.
4. Give yourself to the ministry of serving others.
5. **BE POSITIVE:** Complaining, comparison, and sarcasm, have no place within our framework. Do not get caught in this trap.
6. Make the effort to stay in touch with the campers after camp. Staff and camper relationships are the heart of the matter. This is #1.
7. Guard your time with the Lord. The spiritual ministry of FLAG Camp largely depends on your walk with God.
8. Think safety.

Staff Camper Relations

- Campers are Children make sure you have appropriate expectations. Children are in the process of growing up. A child must therefore be childish. Even the Apostle Paul admitted, "When I was a child I spoke as a child, I understood a child, I thought as a child."

You will find children behave in ways you consider inadequate. They may not be able to keep their minds on the task at hand, wiggle, get up and move around, whisper when they shouldn't, and forget things. Don't be distressed when they fail to measure up. Try to encourage and challenge, but don't be disappointed at failure.

If the child had your ability and experience, manners and polish, and could do everything well, they would not be a child or a camper, they would be doing your job.

Try to let a child be a child. Many time when children frustrate us it's because we are asking too much of them.

Be content with daily small steps and not too shocked when the camper slips back a few steps.

- Gaining respect from campers
Respect isn't earned by being physically big, by yelling, by having a title, or by trying to be friends by not enforcing the rules. Fill your role as authority figure and leader. Take command and they will follow. Your Christian conduct will demand respect.

A camper will not respect a staff member who picks on the fat kid, assumes George is always guilty, leaves the group unattended, does a sloppy unprepared job in giving devotions, uses sarcasm and ridicule, or spends more time with the other staff rather than the kids. Be a leader, not a camper.

But remember - respect will be given to you as you give respect to your camper! That's right. You must respect little eight-year old Dirty Face Danny. Your respect is evidenced in the words you choose; in your tone of voice and in the way you give directions. Don't order them around like a sergeant. Make your request with a "please" and follow through with a "thank you." God calls each child by name. Do you? When they have a problem that is real to them, let it be real to you too. Focus your attention on the camper's needs and interests rather than on your own. You are here for them, to influence them to a Christian life style. Keep your priorities straight. Jesus first, Others (campers) second, and yourself last. This approach will bring JOY to all.

Questions that can help you tune in with your camper:

1. What foods do you like and dislike most?
2. Who is your best friend?
3. Who do you most want to be like when you grow up?
4. What embarrasses you the most in your family relationships?
5. What is your greatest fear?
6. What is your favorite activity?
7. What is your favorite song?
8. What person outside your family has most influenced your life? How?
9. What accomplishment in your life so far gives you the greatest joy?
10. What really makes you angry?
11. What is it that you really love about your family?
12. What do you want to do when you grow up?
13. What has been the biggest disappointment in your life so far?
14. If you had the power to change anything about the way you look, would you use that power? If so what would you change?
15. What do you appreciate most about each member of our tribe?
16. What biography has meant the most to you?
17. If you could change anything about me (counselor) what would you change?
18. When you get to the end of your life, what do you want to look back on and say that you accomplished for God?

Things a camper needs you to know but may never tell you:

- Don't be afraid to be firm with me. I prefer it; it makes me feel more secure.
- Don't let me form bad habits. I have to rely on you to detect them in the early stages.
- Don't make me feel smaller than I am. It only makes me behave stupidly "big."
- Don't correct me in front of others if you can help it. I'll take much more notice if you talk quietly with me in private.
- Don't make me feel that my mistakes are sins. It upsets my sense of values.
- Don't always protect me from the consequences. I need to learn the painful way sometimes.
- Don't be upset when I say, "I hate you." It isn't you I hate, but your being a symbol of authority.
- Don't take too much notice of my small complaints. At times they bring the attention I need.
- Don't nag. If you do, I shall have to protect myself by appearing deaf.
- Don't make rash promises. Remember that I feel badly let down when promises are broken.
- Don't forget, I cannot explain myself as well as I should like. That's why I'm not always accurate.
- Don't tax my honesty too much. I am easily frightened into telling lies.
- Don't be inconsistent. That completely confuses me and makes me lose faith in you.
- Don't put me off when I ask questions. If you do, you will find that I stop asking and seek my information elsewhere.
- Don't ever suggest that you are perfect or infallible. It gives me too great a shock when I discover that you are neither.
- Don't tell me my fears are silly. They are terribly real and you can do much to reassure me if you try to understand.
- Don't ever think it is beneath your dignity to apologize to me. An honest apology makes me feel surprisingly warm toward you.
- Don't forget I love experimenting. I couldn't get on without it, so please put up with it.
- Don't forget that I can't survive without lots of understanding.

"... When the enemy shall come in like a flood,
 The spirit of the Lord shall lift up a standard against him"
 - Isaiah 59:19

Professional Responsibilities

1. Exhibit a spirit of cooperation with your fellow staff.
2. Share in the responsibility of maintaining an environment which is comfortable and appealing.
3. Be child-oriented. A successful counselor is busy interacting with children and does not have time to chat with friends or other counselors.
4. Respect children and parents as people. Because we are a community ministry, you will undoubtedly hear and be aware of some confidential information concerning children and their families. We expect all staff members to use their best judgment and refrain from talking about this information to parents and anyone else unless necessary for the good of the people involved.
5. Participate in all assigned duties such as staff meetings, morning worships, and parent meetings, as well as fulfilling responsibilities in the classroom. The welfare of the camp and its successful operation is largely dependent upon everyone's participation.
6. Continue spiritual growth by being "kind and compassionate to one another, forgiving each other, just as in Christ God forgave you." (Ephesians 4:32)

Hiring Requirements of Paid Staff

Before you can consider yourself to have completed the application process the following must all be turned in. You will not be considered hired until all documents are completed and turned in to the office.

1. FLAG Camp Staff Application
2. Three Reference Letters
3. Staff and Camper Handbook Acknowledgement Form
4. Criminal Background Check Authorization Form
5. Work permit or certificate (17 and younger)
6. W-4, I-9, NC New Hire, and NC-4 form

To Prevent Misunderstandings

- Working at FLAG Camp is considered a full time job. Working a second job is not permitted.
- All staff will be given a 30 minute break each day as scheduled by the supervisor.
- No one is expected to work when they are sick, however, you are limited to two paid sick days per summer. After that your summer pay will be reduced.
- Any time taken off for holidays or non camp activities will reduce your summer earnings proportionately.

Staff Job Descriptions

Director

Qualifications:

- Member in good standing with the Seventh-day Adventist Church
- Be at least 21 years of age or older
- Have had previous leadership responsibilities in day camp or summer camps

Primary Responsibilities:

- Secure church board approval for day camp operation
- Select a competent staff
- Involve the local church congregation in day camp special events
- Share in a personal way God's redeeming love for man
- Model Christian leadership principles in every day life.
- Oversee the daily operations of FLAG Camp
- Chair of Administrative Team

Key Activities and Tasks:

- Organizes finance/budget team and assists in developing camp budget and other financial arrangements with the committee.
- Conducts staff meetings on a weekly basis
- Works with marketing team on promotional materials
- Conducts staff assessments at the four and eight week marks
- Involvement in Family Appreciation Days

Reports to:

- Church Board, Finance Team, and Senior Pastor

Assistant Director

Qualifications:

- Should be a member in good standing with the Seventh-day Adventist Church
- Be at least 21 years of age or older
- Have had previous leadership responsibilities in day camp or summer camp.

Primary Responsibilities:

- Assist director in the selection of competent staff
- Develop a curriculum for class rotations
- Assist the director in overseeing the daily operations of camp
- Share in a personal way God's redeeming love for man
- Model Christian leadership principles in every day life
- Secretary of Administrative Team

Key Activities and Tasks:

- Prepare class rotation schedules
- Assign staff as teachers and assistants for class rotations
- Schedule staff for pre and post care
- Purchase supplies needed for class rotations
- Organize field trips
- Train staff in teaching responsibilities during class rotations
- Involvement in Family Appreciation Days

Reports to:

- Director

Administrative Assistant

Qualifications:

- Have 3 years FLAG Camp Experience
- Pleasant and friendly manner
- Organizational skills

Primary Responsibilities

- Staff a reception desk where parents and campers are welcomed and processed.
- Collect camper fees and provide receipts
- Prepare a bank deposit with a reconciliation form to be given to the Director daily
- Enter financial information into the computer
- Provide Director with daily accounts receivable statement
- Send weekly emails to parents appraising them of their statement
- Collect and file incident reports, tribe record sheets and other pertinent paperwork and file daily
- Organize camper files making sure that all appropriate forms are present and correctly filled out.
- Determine Camper afternoon choice and provide lists to Director
- Collect receipts enter them into the computer and process reimbursements
- Make sure campers are signed in and out by approved person
- Keep petty cash
- Prepare staff trading cards
- Keep and administer all medications
- Involvement in Family Appreciation Days

Reports to:

- Director, and Assistant Director

Girl's/Boy's Director

Qualifications:

- Be at least 18 years of age with past experience at FLAG Camp

Primary Responsibilities:

(Lead out every other week and work as camp counselor on the off weeks)

- Plan and facilitate staff worship for each morning by selecting speakers/ activities and keeping attendance.
- Schedule speakers, and facilitate Camp council each day
- Prepare staff trading cards within the first two weeks of camp
- Schedule staff for the following responsibilities
 - Pre-camp sign in and greeting
 - Camp Store
 - Craft dispersal
 - Afternoon activities
 - Stuff Room
 - Cleaning Crews

- Determine camper afternoon choices and have the list and afternoon supplies prepared and on the bus before line call
- Determine and appropriately reward the tribe of the day
- Check in with and support the staff whenever you are not teaching
- Facilitate second level camper discipline
- Be at the front desk as much as possible for ease of locating and to help process latecomers
- Be responsible for a group of campers called a “Tribe”
- Maintain Tribe records and turn them in to the Administrative assistant at the end of each day. Records include attendance sheets and incident reports.
- Meet all staff and tribe appointments on time
- Plan, promote and facilitate three staff nights during week 2, 5, & 7.
- Teach or lead out in your assigned class or activity
- Facilitate line call ensuring that all campers are present, in line, quiet, and following directions
- During classes and activities—stay with tribe, keep them occupied with the activity
- During lunch—help with lunch distribution, teach table manners, and supervise clean up
- During pool preparation—supervise changing bathrooms, applying sun screen if outside, changing, etc.
- Prepare well for all teaching responsibilities this means reviewing lessons and activities one day in advance

Key Activities and Tasks:

- Aid teachers during classes
- Participate in games and activities and encourage camper participation
- Participate in all staff meetings and staff worships
- Class/activity related responsibilities
 - Prepare necessary materials and equipment one day in advance
 - Care for and organize needed materials and supplies
 - Involve all campers in classes or activities
 - Incorporate the spiritual lessons designed for each class and activities
- Non-class/activity-related responsibilities
- Encourage all campers to participate
- Assist in supervising games, swimming, and other areas when not in class or activity or during class preparation
- Involvement in Family Appreciation Days

Reports to:

- Director, and Assistant Director

Counselor/Teacher

Qualifications:

- Be at least 14 years of age, freshman in high school

Primary Responsibilities:

- Be responsible for a group of campers called a “Tribe”
- Maintain Tribe records and turn them in to the Administrative assistant at the end of each day. Records include attendance sheets and incident reports.
- Meet all staff and tribe appointments on time
- Teach or lead out in your assigned class or activity
- During line call help campers to be present, in line, quiet, and following directions
- During classes and activities—stay with tribe, keep them occupied with the activity
- During lunch—help with lunch distribution, teach table manners, and supervise clean up
- During pool preparation—supervise changing bathrooms, applying sun screen if outside, changing, etc.
- Prepare well for all teaching responsibilities this means reviewing lessons and activities one day in advance

Key Activities and Tasks:

- Aid teachers during classes
- Participate in games and activities and encourage camper participation
- Participate in all staff meetings and staff worships
- Class/activity related responsibilities
 - Prepare necessary materials and equipment one day in advance
 - Care for and organize needed materials and supplies
 - Involve all campers in classes or activities
 - Incorporate the spiritual lessons designed for each class and activities
- Non-class/activity-related responsibilities
- Encourage all campers to participate
- Assist in supervising games, swimming, and other areas when not in class or activity or during class preparation
- Involvement in Family Appreciation Days

Reports to:

- Director, Assistant Director, Girls Director, Boys Director and Administrative Assistant

Engagement Requirements for Volunteer Staff

In order to volunteer for FLAG camp, the following must be completed.

1. FLAG Camp Volunteer Application.
2. Three references
3. Staff Handbook Acknowledgement Form

Volunteer Job Description

Qualifications:

- Be at least 13 years of age or older

Primary Responsibilities:

- Help counselor with assigned “tribe”
 - During line calls—help campers to be present, in line, quiet, and following directions
 - During classes and activities—stay with tribe, helping the counselor keep them occupied with activity, assist the teacher
 - During lunch—sit with the tribe and help with clean up
 - During morning and afternoon activities help watch the campers in tribe, by playing games, swimming, or on a field trip.

Key Activities and Tasks:

- Aid counselors and teachers
- Participate in games and activities and encourage camper participation
- Involvement in Family Appreciation Days

Reports to:

- Director, Assistant Director, Girls Director, Boys Director and Administrative Assistant.

Staff Evaluation Process

Staff members will be given a personal evaluation form to fill out during the second week of camp in preparation for a formal evaluation to be conducted in the third and fourth week. During the formal evaluation performance will be reviewed, growth areas identified and a development plan created. The truth is that we all have areas in which we need to grow so that we can better serve our Lord. This time of evaluation is intended to be a positive experience celebrating success yet calling for growth.

Arden FLAG Camp Staff Leadership Award

Arden FLAG Camp Staff Leadership Award

- Each week the administrative team (Director, Assistant Director, Girls Director, Boys Director and Administrative Assistant) will decide which staff has earned the “Leadership Award” based on the following criteria:
- A Positive Attitude: A top quality staff member is enthusiastic and looks on the bright side of life. He/she adapts well to new situations. They find ways to make fun in the situation and lift the spirits of the campers with songs, stories, and creative group games. When asked to do custodial duty, they do it with a smile and a willing spirit.

- **Teachable Spirit:** Excellent staff members are eager to learn and are willing to experiment, instead of insisting that things go their way, they listen, learn, and ask questions. When asked to help with praise time, class instructions, or something new, they jump right in and do their best.
- **Responsible Actions:** Valuable staff members take responsibility for their actions and don't play the blame game. They take care of the people and things entrusted to them. They always show up on time and follow through with all assigned tasks. They are prepared for camp activities and actively participate. They are not careless with camp equipment and they make sure everything is accounted for and in good order before storing in an organized manner.
- **Ability to Work Well with People:** Great staff members are friendly and love people. They are patient and encourage others. They demonstrate flexibility with different personalities. When faced with disobedient campers, a distressed parent, or a disagreeable staff member, they respond with love and sensitivity rather than anger.
- **Pro-active Habits:** The best staff members see what needs to be done and do it. They are aware when materials need to be picked up around the site and do the job before being asked. When campers look restless after lunch or during other breaks, they begin an activity that involves everyone.
- **Mature Judgment:** Quality staff members know what is appropriate and act accordingly. They realize that camp council is not the time to crack jokes or to be silly. They do not talk about their own personal issues with campers or talk negatively about other staff members. They are careful of what they say and do and are aware how their remarks and actions may affect other people. They use good judgment when called upon to make a quick decision.
- **Are Safety Aware:** Priceless staff members are aware of safety issues. FLAG Camp should be a safe place for the campers, volunteers and staff. A truly fabulous staff member will be involved in keeping the camp safe both in planned activities and personal conduct.
- **A Christ-Centered Lifestyle:** Superior staff members let Christ be Lord of their lives. To them, camp is viewed as a mission, not a job. Their commitment is made evident daily by their love for others and their personal lifestyle. They have active devotional lives.

Rewards

- The leadership award will be conferred on Monday mornings at worship and a creative appreciation gift bestowed. The name and picture of the leadership award recipient will be displayed at the sign-in desk for the week following its bestowal.

Policies and Procedures

Attendance and Release of Children

- Attendance records must be kept current for each line call throughout the day.
- Children are to be released only to those parents or adults who are authorized to pick them up. Any other person wishing to pick up children must see the administrative assistant or camp director

Class Rotations

Lesson plans will be provided for weekly class rotations. It is the teacher's responsibility to be prepared for the next day's classes before they are free to go at the end of the day. The assistant director will be available to assist and help you during your teaching times. Her presence in the class room is to observe, encourage, and help you with teaching.

Chain of Supervision

1. If at anytime during your employment with the Arden FLAG Camp Ministry you have a concern, suggestion, observation, you have a prescribed chain of supervisors who will listen and assist you. Please address your concerns to personnel in your chain of supervision in the following order.
 - a. Class concerns -- Assistant Director
 - b. General Camp Concerns -- Director
2. It is in the best interest of all concerned, you, the ministry, and particularly the children, that you be comfortable and happy in your position. Do not hesitate to resolve personal or job-related situations through your chain of supervision. "Accept one another, then, just as Christ accepted you, in order to bring praise to God." (Romans 15:7)

Room Organization

You have a responsibility to work with the other staff in your room to ensure good maintenance, orderliness and care of all equipment, furniture, etc.

Cell Phone Use

Cell phones may be used during the break periods but must not be used at any other time. This includes talking and "texting." Emergency situations and administrative uses are exceptions

Daily FLAG Camp Schedule

7:00—8:30	Pre-Camp Care
7:50—8:15	Staff meet for Worship
8:15—8:45	Meet n' Mingle / Group Games
8:45—8:55	Line Call #1
9:00—9:30	Camp Council
9:35—10:05	Class Rotation Period #1
10:05—10:35	Class Rotation Period #2
10:35—11:05	Class Rotation Period #3
11:05—11:35	Class Rotation Period #4
11:35—12:05	Class Rotation Period #5
12:05—12:10	Wash Hands for Lunch
12:10—12:15	Line Call #2 / Prayer
12:15—12:40	Lunch / Tribe Time
12:40—12:50	Line Call #3 / Camper Choice
12:50—1:00	Load Bus / Head Count on Bus
1:00—1:15	Travel to Afternoon Activity
1:15—3:20	Afternoon Activity
3:25—3:30	Load Bus / Head Count on Bus
3:30—3:45	Line Call #4 / Return to Camp
3:45—4:00	Snack / Tribe Time
4:00—4:30	Group Games
4:45—5:00	Staff Huddle
4:45—6:00	After-Camp Care

Emergency Procedures

- Regular monthly fire drills are conducted. Attendance sheets are taken with staff so they can account for children.
- Exit route diagrams are posted by exits.

Equipment and Materials

- Equipment and materials are costly. It is your responsibility to use them wisely. Paper, paint, brushes, and all expendable items are supplies that must be used with forethought so as not to waste. Non-expendable items (puzzles, books, toys, etc.) must be handled with care; children should be taught to use them with respect. Participating with the children as they play and learn is the best method for teaching proper care of items.
- All equipment and materials must be in clean, organized condition. Broken or missing items must be removed and or reported to the director.

Dismissal

It is understood that because of improper conduct or inability to perform the duties assigned to the employee that the Camp Director has the right to dismiss the employee with full pay for only the time served.

General Appearance

The dress and appearance for all staff must reflect the highest quality of appearance and professionalism.

In an effort to keep our young men and young women pure in their thoughts and their activities, we feel that some general guidelines are in order for clothing and appearance. Please know that our efforts to direct in these areas are not anti-fashion, but rather protective for our campers and staff

1. Swimsuits are expected to be modest and should only be worn at times when it is appropriate. There should be no bikini or two-piece bathing suits. A dark t-shirt covering the entire swimsuit should be worn over any suit that is questionable
2. Pants must be neat, clean and without holes. Shorts must be near or below the knee, Capri's or Bermuda styles are excellent. You must have footwear on at all times. All staff must wear FLAG Camp logo shirts every day and the correct one worn on field trip days. FLAG Camp T-shirts from previous summers are acceptable. Pants/shorts/shirts must be clean and wrinkle free.
3. All clothing should conceal all articles of underwear. This would include bra straps and boxer shorts.
5. No jewelry (rings, necklaces, bracelets, earrings...) is allowed to be worn during camp hours.
6. Hair must be clean and well groomed. Male staff should be clean shaved and beards and mustaches neatly trimmed.
7. Any staff wearing clothing that does not comply with these standards will be asked to change.

Medication

- a. Parents must leave medication in the original container along with signed written instructions with the administrative assistant.
- c. The administrative assistant will store and administer medications and will record and sign name on daily medication chart.

Music

Be sure to bring your guitars, key boards, ukuleles, flutes, trombones, trumpets, drums, kazoos, or whatever you have to assist in the music of praising Jesus at camp. We want to form singing and instrumental groups for our programs. Keep in mind that musical instruments should not be offensive to neighboring staff or guests.

Lunch Hour

- Lunches will be eaten outside, weather permitting; in the case of inclement weather the community room will be used. Counselors will eat and interact with their tribe. Campers will remain with their tribe at all times during the lunch half-hour. Each counselor is responsible to make sure the campers help with the clean up of their lunch area (table included). **Campers must NEVER be unattended.**
- Have all campers wash hands with warm water and soap before eating. The use of baby wipes will not be permitted for hand washing. Assist young campers as necessary.
- Familiarize yourself with campers who have allergies; a list is posted in the community room. Ensure that children are not given food to which they are allergic.
- Allow children sufficient time to eat an enjoyable meal.

Personal Behavior

1. It is most important while working with children to consider the impressions we make and leave with them. Abusive language—both verbal and body—must be avoided at all times and is a violation of FLAG Camp policy. “Do to others as you would have them do to you.” (Luke 6:31)
2. You are required to report for work on time at 7:45 a.m. in time to be ready when staff worship starts at 7:50 a.m.
3. Incoming calls for staff members must be kept to an absolute minimum. As a general rule, a message will be taken and you may return calls when you have a break. Cell phones are NOT permitted during camp hours except for the team leaders. Directors may use their cell phones for the purpose of contacting the administrative staff or for camper emergencies when away from camp base.
4. Relationships and interactions between staff should be professional and appropriate. No sitting on laps, massaging, hanging on each other, or flirting. We discourage staff dating each other.
5. Gossiping or the spread of rumors is an unacceptable behavior. This type of behavior will not be tolerated.

Personal Vacation and Leave

Personal leave is approved at the discretion of the administrative team and should be requested at least one week in advance. All staff members will be required to take one week off during the summer as a vacation. The scheduling of which week needs to be agreed upon with the Assistant Director to ensure that staffing needs are covered. Staff shortages, short notice, and other factors may be reason for denial of personal leave. All personal or vacation leave is considered unpaid leave.

Sexual Harassment Prevention

FLAG Camp is committed to providing employees and campers with an environment free of discrimination, harassment or intimidation. Sexual harassment whatever category it takes (Staff-Staff, Staff-Camper, Camper-Camper) will not be tolerated. Those working at FLAG Camp are prohibited from engaging in unwelcome sexual advances, requests for sexual favors or other verbal, visual or physical conduct of a sexual, racial, ethnic, disability or age-related nature which could create a hostile, intimidating or offensive work environment. Harassment of co-workers or campers is intolerable and unlawful and will result in appropriate disciplinary action, up to and including termination of employment. Examples of conduct which may constitute sexual harassment include but are not limited to verbal or visual harassment or abuse (degrading sexual comments, unwelcome propositions, sexually offensive jokes, materials and tricks), unwelcome requests for sexual favors or activity, inappropriate touching, tickling or physical actions of a sexual or abusive nature (pinching, hugging, patting or repeated brushing against another individual's body).

Verbal, visual, or physical conduct also violates this policy when it belittles, threatens, or shows hostility toward an individual or group because of a characteristic such as race, color, national origin, ethnicity, age or disability, or has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment. Examples of conduct which may constitute harassment on account of race, color, national origin, ethnicity, age or disability include but are not limited to slurs or epithets; negative stereotyping; threats, intimidation or hostile acts based on a personal characteristic; or written or graphic materials that attack the reputation or show hostility toward an individual or group because of a personal characteristic.

Employees who in good faith believe they have been harassed or have seen inappropriate behavior must report the incident to either the assistant camp director or camp director **immediately** so that a prompt investigation can be undertaken. FLAG Camp directors will investigate all claims of harassment in a confidential, objective and thorough manner. If the directors determine that a violation of this policy has occurred, they will take appropriate corrective action to terminate the harassment and prevent its reoccurrence. The directors will also take appropriate corrective action, as feasible, against non-employees engaging in harassment toward employees. FLAG Camp prohibits retaliation, harassment or intimidation against employees complaining of harassment.

Sick Leave

Staff unable to report to duty must notify the director/assistant director within two hours of scheduled report time. If after hours, call director/ assistant director at home, Mary Beth (828) 776-3396 or Pastor

Staff Meetings and Staff Worship

Morning worship and weekly staff meetings are required attendance for all paid staff. Volunteer staff are encouraged to come to morning worship but not required.

Sickness and Injury

Safety is our paramount concern, and as staff members we will and must do all within our power to prevent accident or injury. In addition we call on God to send His angels to protect our camp from danger and accident. In the event of an injury:

- a. Children who have been in an accident will immediately be taken care of in the following procedure
 1. Assess the extent of the injury and if necessary send for help at once.
 2. If there is blood loss, try to stop the bleeding at once and send for help!
 3. If there is loss of vital signs, begin CPR at once and send for help!
 4. If the injury is to the back, neck or spine do NOT move the individual unless there is immediate threat of loss of life if the individual remains in present location. Send for help!
 5. If injured person can be moved, take them to the sick area.
 6. In case of accident or injury do NOT give any public or private statements regarding the injury without specific permission from the camp director.
 7. Be aware of dangers of camp hazards and guide the campers appropriately.
 8. Fill out an incident report as soon as possible listing names of all who were present at the time.

- b. Accidents will be reported to the Boys' and Girls' director immediately. These directors then need to inform the camp director or assistant director and have the staff members who witness the accident file incident reports. Parents will be called immediately if the injury is serious else they will be informed when they come to pick up their camper. **All accidents, even minor ones, need to be reported immediately.** An incident report must be filed within 24 hours.

- c. If a child becomes ill the parent will be called. The child will wait in the lobby with the boys' or girls' director, as appropriate, until the parent comes.

Staff Training

1. All paid staff is required to attend staff week.
2. All paid staff must be oriented in the following:
 - Child care policies, including discipline, guidance, and the release of children.
 - Procedures for handling emergencies.
 - Use and location of fire extinguisher.

Swimming, Games, and Group Activities

- Never allow children out of your sight.
- Patrol and participate; do not sit down unless necessary to become actively involved in a particular activity with the children. Ensure that caregivers are spread throughout playground. Do not stand next to a co-worker to chat.
- Children may never climb on fences, swing frames, trees, or buildings.
- Cell phones are not to be used at this time.

Transportation Rules

These safety instructions will be given to campers and staff when transporting campers to various events.

1. Campers will be checked on and off of the bus by a assigned attendance officer.
2. Passengers should remain seated at all times with hands and arms inside vehicle.
3. Seatbelts should be fastened – one person per seatbelt.
4. Noise level should be such as to not distract the driver. There should be no throwing of objects or other disruptive behavior.
5. Passengers should enter and leave the vehicle under the direction of a staff member and/or driver. If the vehicle makes an emergency stop, passengers should follow directions of staff.

Unregistered Visitors

All visitors are expected to register at the front desk and be given a visitors tag. Staff members that see someone in their area that they cannot identify, must approach them, introduce themselves and inquire if they can help them. If they are a visitor who has not registered, they need to be sent / taken to the front desk. If at any time a staff member questions or has an uneasy feeling about a visitor, even if they seem to be properly registered, they should report to an administrative team member immediately. Under no circumstances should a staff allow a visitor to remove a camper from their charge without expressed direction from an administrative staff member. If a visitor ever attempts to remove a camper from a staff member's care without specific permission, you must notify an administrative staff member immediately. Get help immediately. At no time will an Administrative staff member, or anyone else, release a camper without verification that this is a person listed on that particular camper's check out form. In the event an individual does not cooperate, notify the administrative staff immediately.

Supervision of Campers

Camper Relations

- **Campers must NEVER be left unattended.**
- While on duty, you are responsible for the children in your unit. Their safety and well being are your most important consideration. Always know where each child is, what he/she is doing.
- An adequate number of staff must be present to protect the children's health and safety, insure opportunities for child and personal interactions and provide program activities. If for some reason the staff/child ratio exceeds that allowed, it must be called to the attention of your team leader for immediate correction.
- Be alert to the total classroom situation. Use the most strategic position for supervising -- involvement.

- Learn the names of the children as quickly as possible and use them often in as positive a way as possible. Build them up with smiles and warm greetings making them feel good about themselves and about coming to camp.
- Respect and care for our buildings and equipment. The longevity of our camp depends on it.
- Be alert to individual differences. No two children are the same. There are no standard methods that apply to all children. Different standards may have to be set for different children in the same group. As far as possible be consistent with the campers. Remember individual differences and RELAX.
- Encourage walking inside the church, LPC, and any time the campers are inside a building.
- Include the campers in cleaning up after activities.

Parental Relations

- Greet each camper and parent with a warm smile and a “Hello”. If you are able to call them by name, it would be fantastic. The transition which the camper makes from home to the camp each day is difficult, at best. A warm greeting makes him or her feel wanted, and an important part of the group. Every day, tell them how happy you are to see them.
- Assist campers in becoming involved in activities as soon as they are ready. Comfort and reassure any child who appears to be upset or ill at ease.
- Make sure all campers’ belongings are labeled and placed in a safe consistent place.
- We must always be warm, loving, and deeply interested in the welfare of our campers. Keep in mind that we are a service to the community and to the children. They don’t owe us anything.
- You should make every effort to welcome parents and answer their questions about their child’s daily activities. “I don’t know” is not an acceptable answer to a parent’s question. Replace it with the answer or with “I will find out.”
- Assist campers in preparing to depart camp prior to the parent’s arrival: toileting, washing hands and face, gathering personal possessions.

Discipline

Discipline is not a matter of punishment for breaking the rules. Discipline is encouraging an individual to be a positive influence in our society. Discipline is not to a child, but for a child.

The Purpose of Discipline

The purpose of discipline is to teach. Sometimes punishment must be used to help in the teaching process, but the punishment should never be used as an end in itself. Every camper is here of their own free will (or at least that of the parent). We cannot act like a prison or a boot camp. Therefore, our system will only work when there is an atmosphere of trust. We must be able to trust the campers and they must be able to trust us. Discipline helps to maintain that

atmosphere of trust. Campers who are unwilling to cooperate with any authority within the camp will most likely be sent home. This is a last resort and will only be exercised after a variety of approaches have been tried.

Safety Nets

The purpose of a chain of command is to create a safety net system that benefits both the counselor and the camper. It helps ensure that good decisions are made. Problem campers who do not respond to simple disciplinary measures should be referred to the next person in the chain of command.

All serious disciplinary actions must be documented and discussed with the FLAG Camp Director.

A Camper's Perspective

Discipline with love; remember, the camper is not as old as you, nor from the same background and will make mistakes, sometimes not even knowing what they have done. Be sure to give them reasons for the discipline. When you correct them, be reasonable, gentle, but firm. Remember losing your cool results in losing your credibility and the possibility for ministry. If you grab, shake, or hit a camper, it is grounds for immediate dismissal.

Incident Reporting

Incident reports must be filed following situations; injuries and accidents, harassment of any kind, suspected child abuse outside of camp, and all disciplinary actions. Additionally if you have a feeling that your actions may be misunderstood complete a report and it will be kept on file for your protection.

Appropriate Disciplinary Actions

- a. Based on an understanding of individual needs and behaviors of children at varying developmental levels, simple, understandable rules will be established so that expectations and limitations are clearly defined.
- b. Discipline will be constructive in nature, including such methods as separation of child from situations, praise for appropriate behavior, and specific redirection.
- c. Children are NOT to be punished in any of the following ways:
 - Spanking, pinching, shaking or other corporal punishment.
 - Isolation for long periods.
 - Confinement in closets, boxes, or similar places.
 - Binding to restrain movement of mouth or limb.
 - Humiliation or verbal abuse. Humiliation is the most common abuse of children. Never make fun of a child for any reason. Embarrassment can inflict irreparable damages.
 - Campers will not be punished for refusing to eat their lunch, however, the parents will be notified of the concern

- Deprivation of meals, dessert, snacks, outdoor play opportunities, or other program components. Short-term restrictions on the use of specific play materials and equipment or participation in a specific activity are permissible, but the punishment must fit the infraction.
- d. **All disciplinary actions must be logged on an “Incident Report and turned in to the camp director in a timely fashion.** This is very important, as issues will come up later and the report will protect all involved. This record is critical to solving problems with parents and churches. Please be specific when logging information. These reports will be available from the administrative assistant

Preventing Child Abuse

Stop the offender(s) remove the offender(s) to a private location, (call for help if necessary), try to resolve the issue, try to get apologies and forgiveness, give a punishment that fits the offense, log the incident, report the incident no matter what. If it cannot be controlled by a subtle action or private consultation, then requesting a conference with the next in your chain of command may be appropriate. If cooperation cannot be gained then an appropriate punishment should be given and followed through.

Under All Circumstances:

- Do not discipline when angry
- Do not seek vengeance
- Do not strike, hit, or use abusive language
- Remember this is not your child
- When possible, have at least two adults present in negative situations
- If you do not feel you can control your emotions ASK FOR HELP!
- Pray before disciplining
- Leaders should hold each other accountable. If you think a leader is crossing the line in discipline, report it to someone you trust within your chain of command.

Specific Behavioral Problems and Suggestions:

Remember all staff involved or having viewed incidents involving disciple must fill out incident reports and turn them into the director

Bully

Reason for behavior:

- Craves attention
- Seeks peer approval

Things to do:

- redirect their energies in other directions
- don't put them in authoritative position unless it's part of the routine and all the other campers have the same opportunity
- praise them for right actions
- don't tolerate violence

- invite the appropriate director (girls' or boys') to join you as you speak to the bully quietly and away from the group so they are not embarrassed

Dirty Jokes, Stories, and Swearing

Reason for behavior:

- May be habitual
- May be trying to put on a tough image

Things to do:

- Don't laugh even if it is funny, because this gives them positive reinforcement
- Explain that camp should provide an atmosphere for spiritual growth for the other campers
- Encourage long term changes

Disobedience

Reason for behavior:

- Wants peer approval
- Little discipline at home
- They think they're hard - hot stuff

Things to do:

- Discipline is "to make a disciple of"
- Never use unreasonable discipline
- Insist on obedience from the beginning

Hyperactive

Reason for behavior:

- They may be on medication
- Most normal kids are somewhat hyperactive

Things to do:

- Keep them from hurting themselves.
- Don't try to wear them out - you will wear out before they do
- Try to keep up with them - it's good for your heart

Negative

Reason for behavior:

- Didn't want to come to camp
- Often camper feels that they have been mistreated

Things to do:

- Counselor must never show a negative attitude toward the camper or staff but rather be positive.
- Be supportive and participate in everything with them
- Have the camper try everything and be involved
- Find out why they are negative and remedy the situation if possible

Outsiders

Reason for behavior:

- Arrived late

- Don't know anyone
- Often they feel like they are not part of the crowd

Things to do:

- Introduce them to the rest of the tribe by name
- Show them that you are glad that they are here
- Help them make friends with other campers of common interests
- Give them responsibilities

Shy and Withdrawn

Reason for behavior:

- Extremely sensitive
- Put down at home a lot
- Low self-image, insecure, little self-confidence
- Doesn't have ready made group of friends at camp

Things to do:

- Give responsibilities
- Praise them for what they do
- May be gaining more than you think; you are their example
- In conversation ask open ended questions - not yes or no ones - to try and draw him out

Staff--Staff Relations

It is possible for staff to be disrespectful of each other. This is extremely wrong and will not be tolerated. If you think a leader is being physically or verbally discourteous to another staff member please report it to either the camp director or assistant camp director immediately.

- A staff being verbally abusive to another staff
- A staff inappropriately touching another staff
- A staff speaking ill of another staff member in front of campers
- A staff being too bossy
- A staff regularly interfering with another staff member's area of responsibility

Teaser

Reason for behavior:

- Usually a bright kid with misdirected potential

Things to do:

- Keep away from rude, vulgar or malicious teasing
- Use discretion in teasing the teaser
- Don't single out individuals; but tease the whole group
- Counselors should tease in kindness
- Don't let teasing get out of hand or be the primary conversation

Uncleanliness

Reasons for behavior:

- Lack of education or maturity
- Lack of parental concern

- Poor self image

Things to do:

- Don't discourage peer pressure against sloppiness
- Hands and face must be washed before every meal
- Share personal testimony of cleanliness

Violence

Reason for behavior:

- Repressed anger
- Stress
- Lack of maturity

Things to do:

- Intervene immediately, separate the children, evaluate the severity of the situation, if necessary involve the girls' and boys' director and camp directors according to the level of recurrence and gravity.
- Direct the children to more constructive activities. As a last resort, remove the child who is disruptive from the play area for a short "time-out." One minute for every year of age.
- Be at eye level when talking to children—have their attention.
- Set realistic standards of behavior—be in charge. In correcting behavior, state: "What you are doing is...and what you need to do instead is..."
- Compliment or reinforce acceptable behavior. Create willingness to cooperate by focusing on good times—often.
- Use praise. Try praising a child when he/she is doing something GOOD. Combine this with positive re-direction and you will see a changed child. "I am not going to chase you. Walk back here to me—use giant steps."

Remember

Remember that words cannot be recalled.

The wounds they cause can be permanent.

Remember to be fair.

Campers are quick to sense unfairness.

Remember to listen.

Campers should have opportunities to express themselves.

Remember to be cheerful.

A smile is contagious and good humor is a friend to cultivate.

Remember to be courteous.

You are showing them how to live.

Remember to use the camper's name as much as possible.

There is no sweeter sound to their ears.

Remember God is an ever-present help.

Pray to Him without ceasing.

**ARDEN SEVENTH-DAY ADVENTIST CHURCH
FLAG CAMP DEVELOPMENT TEAM**

Church Office	Phone: 828-684-6700
	Fax: 844-270-7501
	Address: 35 Airport Road
	Arden, NC 28704
	Website: ardenadventist.org
Senior Pastor	Pastor Eric Bates
FLAG Asst. Camp Director	Brittany Braister-Sturgis
Assistant Camp Director	Mary Beth Hagan
	828-776-3396
	ardenflagcamp@aol.com
Pre-Camp Care Supervisor	Adult Staff
After-Camp Care Supervisor	Adult Staff
FLAG Camp Steering Committee	Chairman: Dewayne Butcher
	Mary Beth Hagan
	Shawn Betchley
	Walter Hutton
	Gail Bremner
	Pastor Eric
Curriculum Development	Mary Beth Hagan
Marketing Director	Heath Betchley
Sponsorship Director	Walter Hutton
Church Secretary	Whitney Barron
Church Treasurer	Bruce Davis
Church Webmaster	Raymond Assiongbon
Staff Meal Coordinator	Deaconesses