



Partners N Pals Camp Manual

*For People with Intellectual and
Developmental Disabilities*

Achieve with us.



Welcome! *Summer Camp* employees and volunteers to The Arc of Tri-Cities!

We welcome you to The Arc of Tri-Cities and wish you every success here.

We believe that each individual contributes directly to our summer camp's success, and we hope you take pride in being a member of our team.

This Summer Camp Manual describes some of the expectations of our employees and volunteers the policies, camp structure and disability information. Employees and volunteers should familiarize themselves with the contents of the Summer Camp Manual as this manual will answer many questions about your camp experience with The Arc of Tri-Cities.

We hope your experience at The Arc will be challenging, enjoyable and rewarding.

Again, welcome!

SECTION 1 GENERAL INFORMATION

1.1 SUMMARY

The Arc of Tri-Cities Partners N Pals summer camp has been in the community since 1960 and was started by families in a time when schools and the community did not offer programs or services. It was based on fun, safety, friendship, and high standards of conduct.

The Arc of Tri-Cities continues Partners N Pals today to create a bridge to the community for kids with special needs to be able to participate in fun summer activities. The standards continue to be the same, fun, safety, friendship, and high standards of conduct. We have also expanded our summer camps to include ages 2-7 in Junior PNP and kids with high functioning autism in Camp Discovery.

The Arc of Tri-Cities Summer Camp manual is to help staff and volunteers know the policies and procedures concerning the safety and service delivery.

1.2 WHAT IS THE ARC OF TRI-CITIES?

The Arc of Tri-Cities is a non-profit human service organization founded in 1955 by parents of children with developmental disabilities. The parents' vision was to promote support and services for themselves and their children. The Arc of Tri-Cities continues to support their vision today. The Arc's service delivery includes birth through adulthood.

The organization's name change was voted on at the National Conference in 1993 and then adopted by the local chapters. The name changed from the Association for Retarded Citizens to The Arc of Tri-Cities. This change reflects the organization's values and philosophy of promoting people first and disability second.

The Arc of Tri-Cities is affiliated with The Arc of United States which has 1,000 chapters and represents over 5 million individuals with developmental disabilities. All The Arcs are membership-based. Membership ensures individuals and families are kept informed of issues and activities on the local and national levels. The Arc of Tri-Cities membership entitles you to receive the newsletter and activity discounts. Please take a few minutes to consider membership and your level of support. Your support helps at the local and national levels.

1.3 THE ARC OF TRI-CITIES SERVICES

Adult Recreation: Staff supported organized activities provide social interaction and leisure choices, including swimming, camping, dances, movies, plays, sporting events, trips and more.

Advocacy: Provides individual and family support as well as workshops in areas such as government representation for individuals with intellectual and developmental disabilities.

Buddy Program: Peer mentoring offers teens with intellectual and developmental disabilities the opportunity to increase friendships and socialization in high school and junior high settings and community activities. These opportunities are carried over into broader community settings, such as dances, a prom and field trips.

Community Access: Adult day program for individuals over 62 years of age provides education and community activities enabling people with disabilities to participate in typical retirement activities.

Community Transition: Uses strong community connections to help high school students with one-on-one staffing to achieve greater independence through skill development and inclusive activities.

“Count me in” Puppets: Offers “typically developing” children an educational opportunity to learn about their peers with disabilities in a non-threatening and fun approach.

Education: Workshops and trainings are available to individuals with developmental disabilities for the purpose of continuing learning. Educational opportunities for parents and professionals are offered on specific issues concerning persons with developmental disabilities.

Infant Toddler Program: Family Resource Coordinators assist children with developmental delays, birth to three and their families to coordinate early intervention services. Family Resource Coordinators services are bi-lingual.

Junior Partners N Pals: Inclusive summer day camp for children ages two through seven. This program for young children promotes social interaction, crafts, games and outdoor activities.

Parent to Parent also Padre a Padre: Connecting a parent of a child with special needs to another parent of a child with a similar disability for one-on-one support. Experienced parent volunteers undergo training to be a positive, neutral support for parents in crisis. Parent to Parent works in partnership with local school districts and the Northwest Epilepsy Foundation.

Partners N Pals: Community based summer day camps for children ages 7 through 21. Children participate in swimming, bowling, skating, horseback riding, arts and crafts, building friendships and social skills. Camps offer bilingual staff.

Pre-Vocational: Provides vocational skills training for adults with developmental disabilities. A variety of community-based job tasks are used to train individuals to acquire skills that can be built upon to lead to successful employment.

People First: Empowers and supports persons with developmental disabilities who are advocates for the rights of themselves and others. The program revolves around advocacy events such as traveling to the state capital in Olympia during session time to speak to legislators.

Transportation: Provides transportation to and from adult day programs for The Arc of Tri-Cities, Columbia Industries, Goodwill Industries and Adult Day Services of Kennewick.

VIP: Staff and volunteer supported group activities that take place at The Arc of Tri-Cities and in the community. Activities are based on participant choices with a focus on promoting socialization, community inclusion and basic life experiences

1.4 MISSION

The Arc of Tri-Cities promotes the rights of all people with intellectual and developmental disabilities by actively supporting full inclusion and participation in all aspects of the community throughout their lifetimes.

1.5 VISION

The Arc will create opportunities for persons with intellectual and developmental disabilities and their families by:

- Providing high-quality service and growth of current programs that meet the needs of our clients and subsequently create a positive reputation for the organization
- Employing versatile, professional staff members of long tenure whose contributions, compensation packages and career development achievements meet or exceed industry standards
- Developing flexible funding options for operations and programming that come from a variety of sources such as grants, endowments, strategic partnerships and capital campaigns
- Providing facilities that meet the needs of The Arc clients and family members, including a large multipurpose space that can be configured for a variety of activities, conferencing areas for work with clients and their families and satellite facilities to serve outlying communities.

1.6 VALUES AND TENETS

Quality Client Care

The Arc believes all people with intellectual and developmental disabilities have strengths, abilities and inherent value, are equal before the law, and must be treated with dignity and respect. We believe in self-determination by empowering people with the support needed to make informed decisions and choices. Caring about the citizens with intellectual and developmental disabilities and their families is our reason for being. We reflect quality and excellence in all our services. Success will be measured by actual outcomes and not just by processes performed or dollars spent.

Efficiency

Good stewardship is fundamental to the way The Arc conducts business. Human and financial resources are organized to ensure that service outcomes are achieved efficiently. Duplication will be minimized and communication will be fostered between departments.

Community Input

The Arc will be flexible and responsive to changes in our social, economic and technological environments. The Arc works toward and believes all people have the fundamental moral, civil and constitutional rights to live, learn, work, play and worship in safe and healthy communities of their choosing. We encourage public review and participation.

Collaboration

The Arc is sensitive to the needs of all stakeholders in providing services. Citizens are provided services in the spirit of individual choice. Cooperative relationships with government, nonprofit and business sectors are fostered. Employees are respected and encouraged to be innovative.

Ethical Workforce

Our employees and volunteers are our strength. Employees recognize they are entrusted to provide services to persons with intellectual and developmental disabilities and to conduct business in a responsive and professional manner that fosters public confidence.

Equal Opportunity

The Arc values diversity. We actively pursue and welcome diverse groups that include but are not limited by race, marital status, color, religion, ethnicity, national origin, age, geographic location, sexual orientation, gender, disability and/or other characteristics protected by law.

Individual Worth

The Arc of Tri-Cities believes every individual has sacred potential. We pledge to encourage, value and celebrate all individuals' unique efforts in seeking their potential throughout their lives.

Respect

We will seek, discover and value the gifts each person brings to the world.

1. We respect each person's personal identity that includes his or her family heritage, customs, rituals, the right to choose personal life goals, where and with whom to live, where to work and with whom to share his or her most intimate moments.
2. We believe each person has a sacred right to belong as a valued member of his or her community, perform valued social roles, have friends and participate in the life of the community.

Diversity

We celebrate diversity.

1. We will listen, observe and discover the spark of greatness that exists in the individuals we serve, our colleagues and our partners.
2. We will view the differences between and within individuals as diversity and not as deficiency.

Supportiveness

We'll be there.

1. We are unconditionally loyal to the persons we serve.
2. We will support needs to work, love, play and worship in fellowship with others.
3. We will respect and seek collaboration with our partners in meeting our vision and mission.

Excellence

We'll do our Best!

1. We will nurture our ability to grow and to discover new possibilities in ourselves, our world and those in whose lives we share.
2. We will encourage others to reach for their dreams and seek their potential.
3. Our destiny is to grow, to evolve, to learn, always becoming more of who we are.

1.7 GEOGRAPHICAL SERVICE AREA

Benton and Franklin counties are located in southeastern Washington where a network of bridges connects Kennewick, Pasco and Richland; three cities clustered on the banks of the Columbia, Yakima and Snake rivers.

1.8 WHAT IS AN INTELLECTUAL AND DEVELOPMENTAL DISABILITY?

An intellectual and developmental disability is a condition that:

- Occurs before the age of 18
- Is expected to continue indefinitely
- And results in a substantial handicap impairing one or more major life functions

Among the more common conditions are mental retardation, autism, cerebral palsy, epilepsy, fetal alcohol syndrome, and similar disabling conditions. Mental retardation is not a condition, not a disease, nor should it be confused with mental illness.

1.9 PEOPLE FIRST LANGUAGE

"Mental Retardation" to "People with Intellectual and Developmental Disabilities"

Terms such as "mental retardation" or "retarded" were used when many of us were growing up. People with disabilities see these terms as stigmatizing and have asked that they be replaced with the terms "intellectual disability" or "developmental disability."

The name change is reflective of a welcome change in attitudes toward people with intellectual disabilities, many of whom have pushed for all forms of the word "retardation" to be dropped from names of agencies and organizations across the country.

The Arc of Tri-Cities acknowledges the terminology of the past is offensive and asks all to use the more respectful terms "developmental disabilities" or "intellectual disabilities" (ID).

SECTION 2 STANDARDS OF TREATMENT

2.1 PHILOSOPHY

The Arc of Tri-Cities is committed to providing the highest quality of programs and service available. We are also committed to providing employees, clients and volunteers a safe and supportive environment. The Arc of Tri-Cities product is service and each of us serves the clients in some way.

Employees and volunteers are expected to be courteous, helpful, and kind at all times. Clients, visitors, staff and board members shall be treated in a considerate, friendly and professional manner in keeping with a high standard of hospitality and human relations.

2.2 UNIFYING PRINCIPLES

Those We Serve Come First

It is important to get to know the people we serve.

There would be no Arc of Tri-Cities without the people we serve.

There is no purpose for our organization other than providing service to families and persons with developmental disabilities.

Commitment to Excellence

Our standard of performance is excellence.

Those we serve depend on us to individually and collectively provide them with the highest degree of excellence in our service. It is their right to expect it and it is our responsibility to deliver it.

Be Dedicated

Believe in what you are doing. We will accomplish our mission through common sense, hard work, and dedication.

Communicate Effectively

Commit to listening to others.

Communicate in a positive manner: a smile or a kind word.

Team Work

It takes a team of people working together to build something bigger than possible as individuals. You are part of that team. Together participants, families, counselors, volunteers, and the community will be successful

2.3 PARTICIPANT RIGHTS POLICY *(based DDD Policy 5.06)*

All participants of The Arc of Tri-Cities are entitled to exercise and be aware of their personal rights with regard to their involvement in The Arc's services. The Arc staff will ensure that all participants' individual rights are promoted and protected. Each person served has the right to:

- Be treated with dignity and respect.
- Be free from abuse, neglect and humiliation.
- Be free from financial or other exploitation.
- Be free from discrimination.
- Respectful interactions with staff members.
- Privacy.
- Have personal information remain protected and confidential.
- Express grievances without fear of retribution.
- An investigation and resolution when a grievance is expressed.
- Have unrestricted access to personal property that will not be interfered with unnecessarily.
- An assessment to determine level of support needed during program.
- Be involved in making decisions regarding involvement in The Arc's programs, including but not limited to level of participation, individual planning of services, desired outcomes and setting of individual goals.
- Have preferences regarding staff worked with and be heard in the expression of those preferences.
- Make choices regarding activities and services to participate in.
- Decline services and seek a different service and/or provider.
- Review and correct one's own records.
- A service plan that meets the needs of the individual.
- Attend and be involved in meetings and reviews regarding the individual's program.
- Access an advocate to express needs and concerns.
- Access legal representation and/or self-help support services as needed.
- Be notified of any and all information related to the program and/or agency that may affect the individual served.
- Receive information in a timely manner in order to make decisions about the information received.

- Share updated and applicable medical information with The Arc staff and to have that information safeguarded. It is also expected that participants share this information for the purpose of participant safety.
- Access The Arc staff to express concerns and preferences.

2.4 COMMUNICATION STANDARDS

How you communicate reflects on The Arc of Tri-Cities. Good language that uplifts, encourages, and compliments others represents The Arc of Tri-Cities standards. Speak kindly and positively about others. Never undermine another person by cutting him or her off, dismissing his or her opinion, or allowing the campers to believe it is okay to make fun of others. Avoid speaking in anger. If you can't say anything nice, don't say anything at all.

“Speak ill of no man, but speak all the good you know of everybody.”

- Benjamin Franklin

Gossip is dangerous and damaging. Sharing teasing stories about another person in camp may seem harmless, but it often leads to misunderstanding and makes that person an object of ridicule. No one wants to work in a place where everyone talks about them behind their backs. Do not allow anyone to share gossip with you. Refuse to even listen to it!

The clients we serve are highly sensitive and always aware of what we say. Word choice must reflect kindness at all times. Joking around, teasing, and playful put-downs are often taken literally by our campers. Take care you do not unintentionally hurt someone else's feelings or cause a misunderstanding.

Previous Incident: Counselors repeatedly teased one camper that the Site Director would be mad if he did not do what he was supposed to. As a result, the camper became intensely afraid of the Site Director and cried every day at camp for a week.

Always seek to be positive. How you choose to react to and speak about circumstances you do not like (such as a cancellation at the movie theater), will greatly influence everyone around you. Campers will use your words as a standard for what is acceptable and appropriate. Complaining and murmuring, especially about other people, leads only to contention and hurts our clients.

Previous Incident: A very dedicated and kind volunteer was misunderstood by counselors in camp. They joked about a mistake he made behind his back, but in front of others counselors and campers. The campers learned to make fun of and even dislike the volunteer, calling him terrible names. The volunteer eventually quit and never came back.

2.5 FRATERNIZATION

We ask that the focus of camp be on the people we serve. We want you to have a great camp experience and make new friends but do not let this affect how you conduct yourself. There will always be time to talk to friends outside of camp, and that is when you can arrange time to hang out or conduct any other affairs.

Previous Incident: Two counselors were talking and flirting. A camper in the female counselor's group ran off without anyone noticing. She was found dehydrated and hysterical 30 minutes later.

Flirting, talking about setting up dates even group activities, or any other actions that detract from the care of the clients will not be tolerated. Continuance of such behavior may result in removal from your position in camp or termination.

Previous Incident: Two counselors who became friends decided to plan a time to get together after camp to have ice cream. One of the girl campers who felt loved and thought of herself as their friend was hurt that she was not invited. As a result, she decided to leave and never come back to camp.

2.6 CHAIN OF COMMAND

The chain of command is an effective business tool to maintain order and assign accountability even in the most casual working environments. If you have a problem with a camper, volunteer, co-worker or even Site Director please bring it first to the person's attention if that does not resolve the issue please take it to your Site Director. If that does not resolve the issue please follow the Grievance Procedure.

SECTION 3 CLIENT SERVICES OF THE ARC OF TRI-CITIES

3.1 GENERAL ADMISSION POLICY

Policy

Clients are accepted for services in The Arc of Tri-Cities designated programs on reasonable criteria and under the expectation that their social, behavioral and personal care needs can be adequately met by The Arc of Tri-Cities designated program(s).

For safety and liability reasons, The Arc of Tri-Cities reserves the right to refuse acceptance into programs for those who display aggressive and/or challenging behaviors that are inappropriate to a community setting and/or puts the participant, staff or others at risk of injury

Purpose

- To provide clear guidelines for accepting clients for services to the Division of Developmental Disabilities, the Department of Human Services (County), the disability community and the lay community. These guidelines shall follow state/federal guidelines, where applicable.
- To comply with Title VI of the Civil Rights Act of 1964 (PL88-352) and all requirements imposed by, or pursuant to, the regulations of the Department of Health and Human Services (45CFR Part 80) issued pursuant to that title.

General Criteria for Client Admission

- A direct request for service shall be made to The Arc of Tri-Cities. It may be requested by a client, family member, the Department of Human services, School Districts, Division of Developmental Disabilities and/or other agency serving persons with developmental disabilities.
- The client must live in Benton/Franklin Counties.
- To accept a client under Department of Human Services, School Districts, Division of Developmental Disabilities and/or other agency serving persons with developmental disabilities a written referral must be made accompanied by an authorization for payment and/or a request for scholarship.
- Individual to be served and/or family member/caregiver/legal guardian must complete an intake packet describing person and authorization for service.
- There must be a reasonable expectation that the client's social, behavioral, and/or personal care needs, can be adequately met in The Arc of Tri-Cities designated programs.
- Reasonable expectation shall consider
 - Whether The Arc of Tri-Cities personnel and resources are adequate and suitable for providing the services the client needs.
 - The attitudes of the client and his caregiver toward services being offered by The Arc of Tri-Cities.

- The benefits of care as compared to care in other services.
- Whether The Arc of Tri-Cities physical facilities are adequate.
- Agency services must be appropriate to meet the specific needs and requests of the client and caregiver.
- Specific services of The Arc of Tri-Cities may have additional procedures to meet contractual obligations associated with service not mentioned in the General Admission Policy

3.2 TERMINATION POLICY

Any client whose behavior is potentially a direct threat to themselves or others, or is disruptive will be suspended and/or terminated from program. The length of the suspension will be determined by the immediate supervisor after discussion with the client, caseworker and/or family. The immediate supervisor may also consider referring the clients to another program if one is available that can meet their individual needs.

Clients may reapply for the program after action has been taken to correct the behavior. If a client is reinstated into the program it will be on a specified trial basis.

3.3 DISCIPLINARY ACTION(S)

The Arc of Tri-Cities has implemented the following disciplinary actions in order to (1) increase independence, (2) ensure safety (3) assist participants in taking personal responsibility (4) ensure quality programming.

Verbal Warning - Verbal cueing given to participant by staff. Staff is to notify immediate Supervisor if client continues behavior or refuses to follow verbal warning.

Limited Choice - A client who is not following verbal cueing requests and/or disrupting or hurting others in programming may receive specified choices. Example of Limited Choice: assigned seating, take a break from activity, or change of activity. Notify management immediately if behavior continues causing frequent limiting of choices.

Modified Program - Client is limited to approved activities agreed upon by the management and client/family/care-provider. Programming may not be modified without approval of the Site Director.

Suspension - Client cannot attend programming for a specified period of time. Suspension is a disciplinary action to be determined by manager. Staff must confer with their manager concerning behavior that may warrant suspension. Only the Site

Director can suspend clients from program attendance. Families/care-givers must be notified of suspensions.

The following situations require automatic suspension:

- Police action is required
- Injury to another person occurs

3.4 PHYSICAL/MANUAL INTERVENTIONS

The Arc of Tri-Cities provides services to persons with developmental disabilities in the least restrictive and least intrusive manner as possible.

When a person's behavior presents a threat of injury to self or others, threatens significant damage to the property of others, or interferes with the rights of others, steps must be taken to protect the person, others, or property from harm (DDD Policy 5.17) The following Physical/Manual Interventions which are permitted without a Behavior Support Plan:

Avoiding - Eluding/escaping physical contact through use of slides, stance, and are/hand maneuvers without holding on to the body of the person

Deflecting - Using physical contact, such as step and guide maneuvers

Blocking - Obstructing or hindering using physical contact

Releasing - Escaping a physical hold, this may involve holding on briefly to the person to release oneself and/or another person's

Supporting Ambulation - Physically holding a person to steady or support them while walking to keep them from falling or slipping.

3.5 USE OF RESTRICTIVE PROCEDURES_(DDD POLICY 5.17)-ADULT PROCEDURES

The Arc of Tri-Cities uses Positive Behavior Supports to promote independence and eliminate the need for restrictive practices. When positive behavior support alone is insufficient, a Behavior Support Plan must be developed.

The Arc of Tri-Cities in accordance with DDD Policy 5.15 (Use of Restrictive Procedures) does not use under any circumstances and for which no exceptions to policy may be granted are:

Corporal Punishment

Physical punishment of any kind (example: hitting)

- Electric Shock

- Locking a person alone in a room
- Physical or mechanical restraint in a prone position (example: lying on the stomach)
- Drills, such as running laps or push ups

Prohibited Physical Interventions

Physical interventions that involve any of the following elements are prohibited:

- Pain and pressure points (whether for brief or extended periods)
- Obstruction of airway and/or excessive pressure on chest, lungs, sternum, and diaphragm
- Hyperextension (pushing or pulling limbs, joints, fingers, thumbs or neck beyond normal limits in any direction) or putting the person in significant risk of hyperextension
- Joint or skin torsion (twisting/turning in opposite directions)
- Direct physical contact covering the face
- Straddling or sitting on the torso
- Excessive force (beyond resisting with equal force)
- Any maneuver that involves punching, hitting, poking or shoving the person
- Threatening (example: “If you keep hitting me I am hitting you back”)

3.6 BEHAVIOR SUPPORT PLAN

The Arc of Tri-Cities staff may provide behavior support for participants. If challenging behaviors are identified, staff will network with residential providers, family members, legal guardian and/or DDD case manager to obtain any positive behavior support plans that are currently in use.

If no positive behavior plan is in place, information will be obtained and used to create a positive behavior support plan which will be utilized during designated program hours to support the participant to be successful.

Behavior support is an optional for participants provided that his or her needs can be adequately met by staff. See “Admission Policy” for more information.

SECTION 4 GENERAL CAMP GUIDELINES

4.1 APPROPRIATE PHYSICAL CONDUCT

The Arc of Tri-Cities recognizes that what conduct we allow in camp will not only reflect on the organization but it will also strengthen campers' perception that it is okay to participate in that conduct.

- Avoid allowing campers to sit on their laps.
- Tickling or teasing a camper is not appropriate.
- Use wisdom and limit as much as possible regarding physical contact they have with campers.
- Do not give campers piggy back rides.
- Avoid excessive hand holding or hugging, unless necessary for safety.
- Do not pick up or carry clients unless for ambulatory support.
- Do not allow campers to dog pile on top of other campers or counselors.

4.2 PERSONAL PROPERTY

The Arc of Tri-Cities cannot be responsible for participants, volunteers or staffs belongings. Staff is to observe, transport, engage, with and interact with participants. They maintain a safe, fun and clean environment.

Staff cannot watch or hold onto campers' iPods, cell phones, laptops, sporting goods, or any other personal belongings. The Arc of Tri-Cities does not provide lockers or locks and cannot be held responsible for lost or stolen articles of personal belongings.

Note: This policy is given to families when they register for camp. Please help families by asking them to label belongings and limit camper's personal property during camp time.

PERSONAL CELL PHONES ARE NOT ALLOWED DURING CAMP HOURS, ON VANS, OR DURING ANY SERVICE DELIVERY. Work cell phones are distributed to each van driver for necessary contact. Drivers may use iPods or mp3 players on the vans *only* for music. Any personal devices used in during camp hours will be confiscated and held in the Partners N Pals office until the end of the day.

4.3 CODE OF CONDUCT

To assure orderly operations and provide the best possible program and work environment, The Arc of Tri-Cities expects participants, employees and volunteers to

follow a code of conduct that will protect the interests and safety of all employees, clients, and the organization.

The following is the conduct required from staff, participants, and volunteers while participating in The Arc of Tri-Cities programs. The Code of Conduct secures an environment where teamwork, respect of others, and community can be the focus.

- Be kind to others
- Respect others and their property
- Do not threaten, push, shove, hit, scratch or grab another person
- Do not participate while under the influence of alcohol or illegal drugs
- No swearing, yelling, and/or verbal abuse of any kind
- No smoking
- No sexual or other unlawful harassment
- No possession of dangerous or unauthorized materials, such as explosives or firearms
- Inform counselor or management prior to leaving the group area
- If you have a problem inform counselor or management
- Obey seat belt law during transportation
- Must stay seated during transportation
- Follow instructions of the management

4.3 VISITORS

Visitors can visit camp on a limited and pre-approved basis through the Site Director. If it detracts from your performance, you will be asked not to bring your guest to camp. Guests who would like to attend for additional days need to be registered as a volunteer and attend volunteer training. No counselor can bring a child who is under the age of 11. This is due to the inability to watch your child and a group of kids at the same time.

4.4 DRESS AND PERSONAL APPEARANCE

The Arc of Tri-Cities strives to protect a modest professional image to visitors and the public at large. The Arc of Tri-Cities is non-profit organization that values its reputation in the community and with the families and individuals The Arc serves. As representatives of The Arc of Tri-Cities, staff and volunteers are expected to dress in a professional manner that assures they are not offensive to the community and the people we serve and that it promotes safety and ability to perform their job.

The Arc of Tri-Cities has established a dress standard to ensure a productive and safe work environment as well as a professional image.

The Arc of Tri-Cities provides a summer T-shirt to be worn at all appropriate times during camp hours. Camp shirts are to be modest in their fitting and cannot be altered or garbed in a way that contradicts its intended use.

Shoes must be worn at all appropriate times though the duration of the camp hours.



Example of acceptable footwear

Sandals of any kind are not permitted, even fully-enclosed sandals, shown below:



Examples of unacceptable footwear

4.5 DRESS GUIDELINES

Dress guidelines are given to promote the safest work environment for counselors as possible. These guidelines are also implemented to protect our clients. Suggestive apparel of any kind will not be permitted.

Swimsuits

- Women: Swimsuits must be modest one-piece suits that meet the functionality of activities of a summer camp. (Tankinis may be worn if approved by Donna Tracy, Camp Director. Approval must be gained prior to the first day of camp service.)
- Men: Swim shorts must be modest and meet the functionality of a summer camp. Swimsuits *must have* liners. No board shorts, short shorts, or performance suits such as Speedos.

Tattoos

Should not be visible that contain text or pictures that promote violence or suggestive language or pictures that are suggestive they should be covered up during camp time.

Piercing Jewelry

No pierced jewelry during camp hours. It is wise to limit wearing any jewelry at the risk of loss, damage, or injury.

Shorts and Other Clothing

All other clothing must be modest in nature and must be free from highly visible text or pictures that would be deemed questionable or illicit in nature.

Shorts must reach past fingertips when arms are closed at your sides.



Examples of appropriate shorts

The Arc of Tri-Cities management has the discretion to determine appropriateness in dress and appearance. Staff and volunteers who do not comply with the Dress and Personal Appearance standards will be sent home to change.

4.6 ACTIVE SUPERVISION

The Arc of Tri-Cities staff and volunteers are responsible for making sure that no child is left unsupervised. Active supervision is a strategy that works..

Introduction

Keeping children safe is a top priority The Arc of Tri-Cities programs. Active supervision is the most effective strategy for creating a safe environment and preventing injuries in children. This is a proven strategy and used all over the world to make sure that children of all ages explore their environments safely by teaching all educators how to look, listen, and engage.

What is Active Supervision?

Active supervision requires focused attention and intentional observation of children at all times. Counselors that care for children position themselves so that they can observe all of the children: watching, counting, and listening at all times. Active supervision creates an understanding that campers in your care are the most important. It also creates the ability to They also use their knowledge of each child's development and abilities to anticipate what he/she will do, then get involved and redirect them when necessary. This constant vigilance helps children learn safely.

Supervision at All Times

Kids are not to be left unsupervised *ever*. This includes restrooms, vans, and play areas. Only one person may be in a changing stall or restroom at a time, unless required for personal care. When a camper wants to go to the restroom counselor must accompany them.

Prior Incident: A high-functioning camper decided to go to the bathroom at the swimming pool without telling anyone. No one was aware he left the swimming area. He was found nearly half an hour later, beaten, alone in the locker room.

Set Up the Environment

The Arc of Tri-Cities in planning activities and facilities must consider the ability to see, and here kids at all times. When activities are at a community park parameters must be designated and staff assigned to watch the parameters. Small spaces should be kept clutter free and big spaces are set up so that kids have clear play spaces and that staff can observe.

Park Guidelines

Site Directors are responsible for designating boundaries for play within parks and ensuring adequate supervision is available throughout the park.

- All parks and facilities must have bathrooms that are accessible.
- Fenced parks work great as they limit parameters.

Position Staff

Counselors must carefully plan where they will position themselves in the environment to prevent children from harm. They place themselves so that they can see and hear all of the children in their care. They make sure there are always clear paths to where children are playing, and eating so they can react quickly when necessary. Site Directors must take the lead by planning the environment and setting parameters for all counselors and participants know where and where they cannot go.

Scan and Count

Counselors must always be able to account for the children in their care. They continually scan the entire environment to know where everyone is and what they are doing. They count the children frequently. This is especially important during transitions, when children are moving from one location to another.

Interaction and Play

Counselors are the main source of fun at the camp. It is not enough to just supervise them you must play with them. If you are assigned to be with kids outside of the pool, bring a deck of cards, or crafts to interact with them.

If your kids are swimming then you swim with them, playing with them while scanning around the pool to account for all kids in your group.

Previous Incident: A volunteer was consistently ignored by her assigned camper during swim time. The volunteer decided to swim with someone else and left her assigned camper. The camper, who could not swim, was lost for almost an hour. Since it was a public swim time, the pool had to be emptied to find the missing camper.

Anticipate Participants Behavior

Counselors should use what they know about each child's individual interests and skills to predict what he/she will do. Be aware of when children might wander, get upset, or take a dangerous risk. Read the Information from the registration packet. Counselors who know what to expect are better able to protect children from harm.

4.7 WATER FIGHTS-GENERAL HORSEPLAY

The Arc of Tri-Cities wants all their summer camps to be fun for everyone. Common activities include games and water fights. The Arc of Tri-Cities also recognizes that most injuries occur due to horseplay for that reason The Arc of Tri-Cities limits the use of horseplay and asks staff and volunteers to create fun activities that limit risk of physical injury. Games can be played so long as they are well-planned and rules are in place.

Previous Incidents:

Counselor did a fancy dive off diving board and ruptured his eardrum.

Counselor running on the grass slipped and popped his knee out of its socket.

While playing red rover, a counselor was clotheslined, knocked out, and had to be taken to the hospital with a concussion.

Counselor kicked a big blue inflatable ball and blew out his knee (had to have surgery).

SECTION 5

SWIMMING

5.1 SWIMMING

Swimming is one of the most enjoyable camp experiences for the children. They enjoy interacting with counselors and other children. Swimming also benefits the kids physically through physical activity and cool's their body down on hot days. For this reason all kids are encouraged to swim. There must be good cause and the Site Director must approve people being outside the pool.

If staff/volunteers have concerns about a camper swimming please notify the Site Director immediately

5.2 COUNSELOR RESPONSIBILITIES

- Counselors must know the limitations of their assigned children in the water.
- If a participant is in a wheelchair, we should still, if at all possible, prepare them for swimming and interacting in the pool.
- If a child does not want to swim they must be with an assigned counselor that is not in the swimming area. Make sure the area is shaded and is visible from the pool.
- Swimming requires counselors' full concentration.
- If your participants are swimming you must also be in the pool. (Watching from the side is inadequate)
- If part of your group is not swimming, you must ask a counselor that is able to swim to watch over your kids. And you can watch over the children assigned to him/her.
- One-on-one counselors stay at all times with their children.
- One-on one counselor cannot switch with other counselor.

5.3 CITY POOL RULES

- Boys must wear swimming trunks with liners, no cotton material is allowed in the pool, including underwear.
- Girls must wear a swimming suit that is made of a non-absorbent material; cotton and velvet are examples of materials that are not allowed.
- Food and drinks will be allowed ONLY on the grassy areas of the facility.
- No glass containers are allowed.
- No smoking in and around the pool facility.
- No gum allowed.

- Use of the facility by anyone under the influence of alcohol or drugs is prohibited.
- All swimmers must take a cleansing shower before entering the pool.
- Swimmers with open sores, cuts, a communicable disease, diarrhea or that have been vomiting within the last 2 weeks are PROHIBITED from pool use.
- All patrons requiring a diaper, must have appropriate swim diapers for pool use and the changing of diapers must be done in designated areas.
- No flotation devices of any kind, including life jackets, are allowed in the pool. Any person with a disability requiring a floatation device must check in with the Pool Manager or Head Lifeguard prior to entering the pool.
- No running or horseplay allowed.
- No diving in the shallow end, diving only allowed where marked on the deck.
- No flips off the side of the pool.
- You must enter the water feet first and facing the pool.
- No belly flops except where diving is allowed.
- No carrying people on backs/shoulders.
- No unwanted or excessive splashing.
- No snorkels or goggles that cover the nose are allowed.
- Lifeguards reserve the right to administer a swim test to all patrons wanting to swim in deep water.
- Patrons are not permitted on the lifeguard stands at any time.
- No unnecessary conversation with the lifeguards on duty.
- Leaders of visiting groups or clubs shall assume the responsibility for the conduct of their group while visiting any of the pool facilities.
- No playing on ladders is allowed.
- Anyone with seizure, heart, or circulatory problems should swim with a buddy and alert the staff in case of emergency.
- Disciplinary action is at the discretion of the lifeguards and pool manager on duty, if you are asked to leave you must do so, and you will not receive a refund.
- Anyone refusing to obey the pool rules is subject to removal from the premises.

5.4 DIVING BOARD RULES

- Only one person is allowed on the diving board at a time.
- Swimmers using the diving board must wait until the previous diver has cleared the area before they are allowed to dive.
- No running allowed on diving board.
- Only one bounce is allowed on the diving board.
- You must be able to swim across the pool to use the diving board.

5.5 PASCO CITY SLIDE RULES

Pasco Pool Orange Slide Entrance Rules

- Maximum operation load: 1 person, 300 lbs (136 Kg).
- Children under 48 inches (1.22 m) tall are not permitted on this ride.
- Eyeglasses must be securely affixed to riders with head straps.
- Swim wear with exposed zippers, buckles, rivets or metal ornamentation are not permitted.
- Only one rider to enter the flume at a time. Single Riders Only!
- Never form chains.
- Slide must be ridden feet first lying on your back with legs firmly crossed at the ankles and arms folded across the chest (to prevent elbows contacting the flume).
- Riders must wait for the attendants start signal before starting the ride.
- Do not uncross your legs or attempt to sit up until you come to a stop in the shutdown lane.
- Do not run, dive, stand, kneel, rotate or stop in the slide.
- At the end of the slide, obey all instructions by attendant and exit quickly.
- Do not block the end of the slide.
- Leave the shutdown lane quickly and orderly.
- No swimming or flotation devices allowed in the shutdown lane.

SECTION 6

CLIENT CARE

6.1 SUNBURN

Sunburn is a painful skin condition, which occurs as a result of over exposure to the ultraviolet rays of the sun.

THE RISK OF SUNBURN IS HIGHER FOR:

- Persons with fair skin, blue eyes and red or blonde hair
- Persons taking some types of medications (check with the family)
- Persons exposed to a lot of outdoors sunlight
- Persons whose skin is already compromised

PREVENTION:

- Avoid being directly in the sun- Shade is great!
- Protect the skin using sunblock with a sun protection factor (SPF) of 15 or more: the lighter the skin, the higher the SPF should be.
- Apply sunblock 15 - 30 minutes before going in the sun and every 1 to 1 ½ hours thereafter
- Wear sunglasses that absorb at least 90% UV rays (check the label on sunglasses).
- Clouds and particulate matter in the air scatter sunlight. You can receive a “surprise sunburn” even on a cloudy day!
- Come in out of the sun when you first start to notice that your skin is getting pink.
- Wear clothing, but remember it only has an SPF of 4!

6.2 DEHYDRATION

Dehydration is the loss of body fluids and electrolytes due to profuse sweating and inadequate intake of water.

SIGNS OF DEHYDRATION INCLUDE:

- Heat exhaustion
- Headaches
- Nausea and/or vomiting
- Fainting
- Blurred vision
- Confusion
- Urine output decreases & becomes concentrated and appears dark
- Sunken eyes
- Wrinkled or saggy skin
- Extreme dryness in the mouth
- Fever or temperature over 102°F
- Sever pain or blistering of skin

IF DEHYDRATION IS SUSPECTED, REHYDRATION IS THE KEY TO PREVENTING FURTHER COMPLICATIONS. REMEMBER TO DRINK LOTS OF FLUIDS!

6.3 SUN STROKE OR HEAT STROKE

Sun/heat stroke is a serious life-threatening condition.

- It begins with dehydration.
- As the core body temperature rises, heat exhaustion becomes more serious.
- If not rectified quickly, heat stroke is the final shutdown of the body's organs from lack of these vital fluids and nutrients, and can lead to delirium, coma and death!

6.4 SUNSCREEN

Parents are requested to place waterproof sunscreen on their child before camp begins. If the child is extremely sensitive to the sun you will have to re-administer sunscreen when provided by the parent. If your camper needs sunscreen and does not have any please notify the Site Director.

6.5 THE LOCKER ROOM

A counselor or volunteer must be in the locker room when a child is in the locker room or bathroom. Check locker rooms before leaving for any lost articles of clothing. Make sure that the locker rooms have been left clean. There are times when attends must be changed in the locker room. Please use the most private place for this. Please ensure you place diapers in **garbage bag** and then in the wastebasket.

The last counselor out of the locker room is responsible for ensuring all campers safely exit. *Even if you are not directly assigned to the camper, you MUST remain in the locker room until he/she leaves with you.* Additionally, no campers are allowed to exit the locker room without supervision.

6.6 LUNCH

The Arc of Tri-Cities does not provide lunch for the campers. There is no refrigeration available. You must pack water and a lunch as staff and volunteers are not allowed to leave to obtain lunch.

Please do not share your lunch with the campers. If a camper does not bring a lunch inform the Site Director immediately. Families are responsible for their lunch and can be contacted to bring food to camp.

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Staff and volunteers are asked to ensure kid eats their lunch and drink water. Helpful hint: have kids show you their lunch before and after

Make sure kids drink water every day. Inform your Site Director immediately if any camper does not have water with them.

Note: Counselors cannot leave camp to get lunch, nor can Site Directors take orders for lunch.

6.7 ACTIVITY GUIDELINES

Help make camp fun. Encourage all campers to participate in activities. For example if you like baseball, start a baseball game. If you like arts and crafts let the Site Director know what supplies you need and lead a group of campers in it.

Activities must be pre-planned and based on calendar schedules to ensure:

- Safety
- Availability of supplies, funding, facilities, equipment, transportation
- Activities centered around client personal interest
- Activities are based on client input
- Clients, parents/guardians and caregivers are informed of any scheduled activities
- Changes in schedule or calendar activities
 - If a change must occur on a calendar written and/or verbal notification must be given to client, guardians/parent/and caregiver
 - Change due to equipment failure, weather or any immediate circumstances must be approved by the Direct Manager.
- Staff and volunteers are expected to facilitate activities with clients and personally engage in the activity. The following are examples:
 - Swimming - staff and volunteers are expected to be in pool to ensure water safety, encourage water activities and provide a fun filled environment including racing, exercising.
 - Bowling days - staff and volunteers are expected to bowl with clients, if clients choose not to bowl staff is expected to facilitate other activities while at the bowling alley.
- Staff will bring alternative activities with them into the community to encourage interaction with client during community activities. Example: While at the park, if a client cannot participate in planned group activities, staff will bring a deck of cards to engage the client in an alternate activity.
- Staff is required to be resourceful in every situation to ensure that clients are always engaged, provide a learning atmosphere, provide skill development, and

promote physical health in an environment that supports their goals and personal development.

6.8 AUTHORIZED LOCATIONS OR PERSONS

The Arc of Tri-Cities summer camps follow the following policies to promote the safety of campers.

Partners N Pals

Transportation is provided to and from the home. Families are asked to inform in writing pick up and drop off locations. Parents are also asked to sign a release to inform us if they want us to drop the camper off without anyone at home. The camper must be age 12 or over to be released to his home without a person being present.

Ride A Longs are required to walk the camper to the door to ensure someone is home.

Ride A Longs cannot enter the home. Family members and care providers must come to the door.

Jr. PNP and Camp Discovery

Parents are to fill out in their application in designate who can pick up the camper. Campers will not be released unless The Arc of Tri-Cities receives in writing verification that the camper can go with the adult picking up.

SECTION 7 DAILY CHECK OF CLIENT CARE

7.1 THE ARC POLICY

The Arc of Tri-Cities is committed to respect of the individual, quality care and safety of kids participating in our summer camps. The following are guidelines to promote The Arc Policy:

- Counselors should be aware of assigned client's needs including, allergies, swimming capability and physical needs.
- Counselors should ensure that assigned client is drinking adequate amounts of water during camp activity. Inform Site Director if child is not drinking adequate fluids.
- Do not force a child to drink and/or eat. Try to encourage by making a game of it and/or drinking your self
- Counselors should ensure that clients who require changing are changed as needed.
- Counselors are responsible for sending the client home with a clean attend on.
- Please inform Site Director if you are a group counselor and one client is taking a disproportionate amount of time

7.2 CHANGING PROCEDURE

The most important aspect of diaper changing is treating the person with dignity and respect. Ensure you provide a way to address privacy and security during changing a client.

Use diaper changing as a time for relaxed one-on-one interaction with the person. Don't communicate disgust or disapproval. Handle participants gently as you are diapering. Talk to the person constantly. There should be lots of eye contact, smiles, and social games. Pleasant and interactive diaper changing times are especially important for persons whose range of activities is limited.

Changing Rules

- Campers who require attends **must be changed at least once** during camp participation, additional changing may be required due to camper's health and/or comfort.
- Counselors are to follow changing procedures.

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- Counselors must notify the Sight Director immediately if changing supplies are low. It is *your* responsibility to ensure the changing bag is stocked!
- Notify the Sight Director immediately if clients are not supplied adequately with attends or wipes in their bag.

I. Prepare Supplies

- a. Remove attend out of client's bag
- b. Place sanitary wipes within arm's reach for easy access
- c. Place plastic garbage bag under counter on floor of changing room
- d. Place surface wipes within arm's reach for easy access
- e. Obtain cup and syringe for tube fed clients
- f. Place paper towels within easy access

II. Place Client on Changing Area

- a. Remove client from wheelchair
- b. Lifting of 50 lbs. Required
- c. Use 2 person lift

III. Safety Procedure

- a. Place latex protective gloves on hands

IV. Undress Client

- a. Undress the client from the waist down only
- b. Change top only if soiled or wet

V. Soiled Attend

- a. Remove soiled attend
- b. Place in plastic garbage bag on floor

VI. Replacement of Clean Attend

- a. Place new attend under client
- b. Wipe client with sanitary wipes
- c. Clean clients soiled areas
- d. Secure tabs of new attend on client

VII. Redress Client

- a. Replace soiled clothing as needed

VIII. Return Client from Changing Area

- a. Remove client from changing area
- b. Lift client using 2 person lift off of changing pad or area
- c. Return client to wheelchair

IX. Disinfecting of Changing Area

- a. Wipe changing pad or area with surface wipe
- b. Allow to air dry

X. Disposal of Garbage

- a. Tie garbage bag and place in dumpster

7.3 CHANGING SUPPLIES

The Arc of Tri-Cities Responsibilities

The Arc of Tri-Cities maintains the following supplies in order to support the personal care needs of participants.

- Gloves
- Wipes
- Clorox Wipes
- Changing Pad

Family Responsibilities

- Change of clothes
- Attends (diapers)

SECTION 8 CAMP SPECIFIC INFORMATION

8.1 PARTNERS N PALS HOURS OF OPERATION

Mondays	8:00am	Camp Morning Meeting Receive Camper Assignments Learn of Weeks Activities Opportunity to refresh supplies are obtain needed equipment
Tuesday- Friday		Drivers and Transportation Assistants arrive when needed to pick up kids and get the days information
10:15am		Volunteers arrive at Site
10:30am		Vans with campers arrive at Site
2:30pm		Camp is over
2:35pm		Volunteers can be picked up at facilities
4:00pm		Transportation done for the day

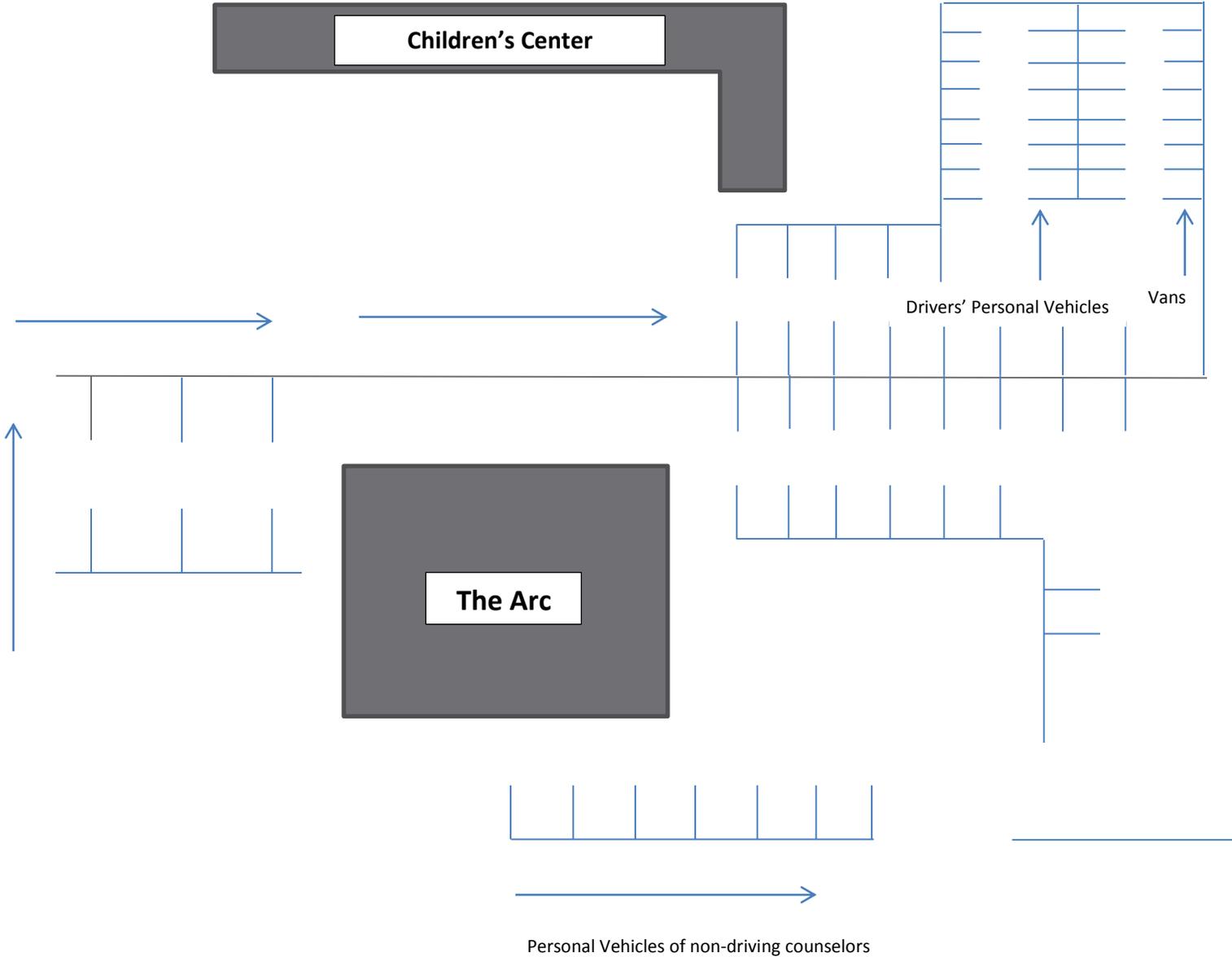
8.2 MONDAY MORNING MEETINGS

All counselors and ride a longs are required to attend Monday Morning Meetings at 8:00 AM. At this meeting assignments will be given for the week of camp including:

- Route Changes
- Staffing Assignments
- Transportation Assignments
- Paperwork completion

8.3 PARKING AT THE ARC OF TRI-CITIES

Personal vehicles may not be parked in The Arc of Tri-Cities' parking lot. Drivers may park personal vehicles adjacent to vans in the Children's Developmental Center parking lot. All other counselors must park on the street.



8.4 TIMECARDS

Timecards are due on the last Friday of every pay period. All staff and LITs must submit a completed and accurate timecard for time worked in camp.

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8.5 COUNSELOR EVALUATIONS

The Arc of Tri-Cities and Partners N Pals value the counselors and volunteers who contribute to the camp. In order to educate and invest in each individual, all counselors will receive a mid-camp and end-of-camp evaluation.

Direct supervisors will fill out the evaluation sheet (shown below) for each counselor and submit them to the Program Director to fairly assess each individual's needs. Counselors will then meet individually with the Program Director to discuss progress, counselor's concerns, and areas for improvement.

PARTNERS N PALS COUNSELOR EVALUATION FORM

Name: _____

1. Punctuality/Attendance

Arrives on time for camp, no unnecessary or non-approved absences

A

B

C

2. Professionalism

Represents The Arc of Tri-Cities mission and values at all times, behaves appropriately during work hours

A

B

C

3. Teamwork

Supports all other counselors and volunteers, takes direction from management, communicates with others in positive ways, demonstrates flexibility and problem-solving

A

B

C

4. Fulfillment of Duties

Interacts with campers, follows all camp rules, submits timely & accurate paperwork

A

B

C

Overall Grade: _____

Comments: _____

Evaluated by: _____