



CAMP QUALITY USA VOLUNTEER GUIDELINES AND EXPECTATIONS

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The following Camp Quality USA Volunteer Guidelines & Expectations is provided as an overview guide for the camps and programs offered by CQUSA. Each camp and program location may require additional rules and guidelines as deemed necessary by the Area/Executive/Managing Director, which will be communicated to you. If you have questions or need more information, you are encouraged to reach out to the Field Management Director or your local camp COC.

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For more details on any of the policies, procedures, protocols and guidelines stated in this manual, please contact your local Area/Executive/Managing Director. More information will also be provided during your onboarding and training process.



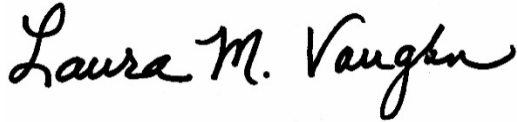
SECTION I: GENERAL INFORMATION

WELCOME

We are grateful that you have chosen to be part of the Camp Quality USA community. Our top priority is providing a medically safe, engaging, and fun experience for all camp participants. Whether this is your 1st or 10th year with Camp Quality USA, we look forward to sharing safe, impactful, and fun-filled camp experiences together.

This guidebook provides guidance regarding camp volunteer expectations and camp policies/procedures. This guidebook will be updated on an as needed basis. Please ensure you are using the latest version of this guidebook to follow the most current versions of the policies. In addition to the guidance provided herein, CQUSA is beholden to all applicable state and federal laws. As always, we are here to discuss any questions or concerns you may have as we partner with you to ensure the most successful camp experience.

Welcome to Camp Quality USA!



Laura Vaughn
CEO Camp Quality USA
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WHO WE ARE



Camp Quality was named based on the words of a pediatric oncologist: "No one can do anything about the quantity of one's life, but all of us can do something about the quality." It was founded in 1983 in Sydney, Australia, by Vera Entwistle, who was also responsible for introducing Camp Quality to several additional countries, including the United States.

The first U.S. camp was held the summer of 1986 in Northwest Missouri for 43 campers. Today, we host over 500 camp participants and families at our 14 week-long summer camp programs, as well as year-round camp programs and experiences for families, siblings, and teen campers.

Camp Quality USA Mission

Camp Quality USA serves children affected by cancer and their families by providing year-round programs, experiences, and companionship, at no cost. Camp Quality USA promotes hope and inspiration while helping children foster life skills and develop their full potential. Our motto is 'Letting Kids With Cancer Be Kids Again.'

Inclusion and Belonging at Camp Quality USA

Camp Quality USA serves the whole pediatric oncology community and believes that everyone deserves a chance to be their authentic selves. CQUSA is committed to being a place and providing camp experiences where everyone feels safe, included, respected, and valued. We support all our participants without regard to race, gender, sexual orientation or identity, religion, or any other classification.

How we all play a role in creating a camp where everyone belongs:

- We celebrate all our differences and foster the ability to thrive in a safe environment.
- We are kind, caring, compassionate, honest, respectful, and brave in our interactions with each other.
- We look for ways to help others and ask for help when we need it.
- We take responsibility for our mistakes and learn from them to build positive change.
- We foster positive relationships through interactions that are respectful, authentic, and direct.

WHAT WE DO

Camp Quality USA believes that a diagnosis of cancer should not prevent a child from experiencing the simple joys of childhood. Our camps and programs aim to help children diagnosed with cancer and their families reclaim their lives through 3 (three) foundational program pillars on which our experiences are built:

- Creating a sense of belonging through an increased sense of self and connection to others
- Expanding social and emotional awareness by fostering an understanding of feelings, why they matter, and of our authentic selves
- Providing an environment for inclusive play and exploration, building confidence in our abilities to try and accomplish new things.

CQUSA provides 4 (four) flagship camps and programs across the country

- Summer Camp Experiences
 - Week-long overnight residential camp experiences for Patient/Survivor campers ages 5-17 years old
 - Some camps invite Siblings to participate as well based on available spaces
- Family Camp Experiences
 - Weekend overnight residential camp experiences for families who have a child 5-17 years old with a cancer diagnosis in any stage of treatment or remission.
- Sibling Camp Experiences
 - Weekend overnight residential camp experiences for Siblings of patient/survivor campers, ages 5-17 years old
- Teen Camp Experiences
 - Weekend overnight residential camp experiences for Patient/Survivor campers ages 13-17 years old
 - Some camps invite Siblings to participate as well based on available spaces

Additional programs for campers and families are also hosted by individual camps, including day events, virtual game nights, holiday parties, and more. Additional information can be found at: campqualityusa.org

Providing Camp at No Cost

One of the core values of Camp Quality is that all camps and programs are provided to camper families free of cost. We can only accomplish this through the generous support of individual donors, business sponsorships as well as local and national foundations and grants. Families incur no other expenses to participate other than those associated with their personal transportation to/from camps and programs.

HOW WE DO IT

CQUSA Board of Directors

Camp Quality USA is guided by the work of our Board of Directors. The Board of Directors consists of volunteers who offer professional expertise, financial support, and dedication to the mission of Camp Quality USA. This group of directors is led by an executive committee consisting of the president, vice-president, treasurer, and secretary.

CQUSA National Support Team

Camp Quality USA is guided by the work of a National Support Team, which is overseen by a volunteer Board of Directors. This National Support Team, which consists of the CEO, Operations Director, Field Management Director, Marketing & Communications Director, Administrative Director, and Operations Manager, support all aspects of camp and program design, development, implementation, and review.

CQUSA Camp Organizing Committees

In addition to the Camp Quality USA National Support Team, each camp is guided by a Camp Organizing Committee (COC). Under the direction of their Area/Executive/Managing Director, each COC is made up of individuals focused on the medical, psychosocial, programming, volunteer, camper, outreach, and fundraising needs of camp. This team ensures the safety, quality and content of each camp and program, and leads the camp volunteers in bringing camp experiences together for our campers and families. To learn more about COC opportunities, please contact your Area/Executive/Managing Director.

MEDICAL SUPPORT AT CAMP

Camp Quality USA would not happen without all the amazing volunteers, like you, that serve our camps and programs throughout the year. Key to our program success are our Medical Team volunteers. This team of volunteers at each camp is led by a Medical Coordinator, that must be a licensed RN or Physician, and have working knowledge and background in Pediatric Oncology. The medical teams may also include physicians, nurse practitioners, physician assistants, and emergency medical technicians.

For camps and programs where parents/guardians will not be present, there will be two medical team members that are licensed to administer medications and perform treatments according to the laws of each camp's state. If one must leave for an emergency there will be another team member to continue to provide care. Parents/guardians will meet this team at check-in.

CQUSA makes every effort to ensure every camp participant has a wonderful and safe experience at camp. We ask that parents/guardians provide us information in advance about specific behavioral, health-related, emotional, or other issues that affect their camp participant in order to better equip you and your engagement with their child.

Each location also has a Psychosocial Team who oversees the social and emotional wellbeing of campers and participants. These team members typically work as Child-Life Specialists, Social Workers, Psychologists and have expertise in working with children affected by cancer.

Confidentiality & Release of Information

At Camp Quality USA we use camper/participant first names only to protect each child's privacy. No medical information regarding any camper/participant is disclosed to others inside or outside of the camp setting. The Medical Team are the only members of the team that have full access to the medical history of each camper. Pertinent information related to the daily support, care, and wellbeing of campers will also be provided to companions and volunteers.

For example:

- Inhaler usage
- Bedwetting
- Allergies
- Dietary needs or restrictions
- Sensitivity to loud noise
- Any specifics deemed necessary for a safe camp environment

This is in accordance with Camp Quality USA's confidentiality policy and standard practice among medical professionals per the Health Insurance Portability and Accountability Act (HIPAA). Additionally, volunteers and staff are trained to ensure that any information offered by a camper/participant cannot be discussed or shared with anyone else, inside or outside the camp community.

Dietary Needs

Your application provides space for any dietary needs to be listed. The food service staff at each camp strives to accommodate whatever dietary needs you may have. You are encouraged to work with the volunteer coordinator to ensure your specific needs are shared with the site location food service.

Vaccination Requirements

As we serve immune-suppressed children, we do require up-to-date immunizations for both camper participants and volunteers. These are based on CDC guidelines and are generally the same vaccinations required by schools; Tdap/DTaP, Varicella, and MMR. The cost associated with updating your vaccination status is not covered by CQUSA.

Camp Quality Vaccination Requirements			
Birthdate	MMR (Measles, Mumps, Rubella)	Varicella (Chicken Pox)	Tdap (Tetanus, Diphtheria, Pertussis)
On or before December 31, 1956	Not required	Not Required	Booster required within the last 10 years.
January 1, 1957 – December 31, 1979	Vaccine record or proof of immunity* required	Not Required for Staff/volunteers (except for medical team)	Booster required within the last 10 years.
On or after January 1, 1980	Vaccine record or proof of immunity* required	Vaccine record or proof of immunity* required	Original vaccine or booster required within the last 10 years.

MMR: The CDC recommendation, which we are following, is: Administer 1 dose of measles, mumps, and rubella vaccine (MMR) to adults with no evidence of immunity to measles, mumps, or rubella.

Evidence of Immunity to MMR includes any of the following:

- Documentation of age-appropriate MMR vaccination
- Laboratory evidence of immunity or laboratory confirmation of disease
- Diagnosis or verification by a healthcare provider, with documentation in the patients' medical record
- Evidence of laboratory confirmation, if testing was performed at the time of acute disease

Varicella: Documentation of age-appropriate varicella vaccine.

- Preschool age children (12 months to 3 years): 1 dose
- School age children, adolescents, and adults: 2 doses 4-8 weeks apart (If more than 8 weeks since the 1st dose, the 2nd dose may be given without restarting the schedule).

Evidence of Immunity to Varicella includes any of the following:

- Documentation of age-appropriate varicella vaccination
- Laboratory evidence of immunity or laboratory confirmation of disease
- Birth in the United States before 1980 (except healthcare providers)
- Medical record showing diagnosis or verification of a history of varicella (chickenpox) or herpes zoster (shingles) by a healthcare provider
- An epidemiologic link to another varicella case or to a laboratory confirmed case, with documentation in the patients' medical record
- Evidence of laboratory confirmation, if testing was performed at the time of acute disease.

Tdap: Tdap is the immunization given after age 11 (as opposed to DTaP, which is an immunization for infants/toddlers). Our staff must have had the Tdap and Td or Tdap booster within 10 years. The important item being that they have received an additional "post-kindergarten" dose of pertussis vaccine and are keeping up with boosters every 10 years.

Camp Quality uses the CDC immunization guidelines: <https://www.cdc.gov/vaccines/schedules/downloads/child/0-18yrs-child-combined-schedule.pdf>

The full policy can be found at: <https://www.campqualityusa.org/about/imm/>

Collection and Dispensing of Medications

Your local CQUSA team will have a specific timeframe set up for checking in at camp, which includes dropping off medications and meeting with members of the Healthcare Team.

- All medications will be checked in with the Healthcare Team upon arrival, and returned at check out. Please make sure these are in their original labeled prescription packaging (bottles, bags, packets, etc.)
- Please make sure that any new medications or changes to medications are noted in CampDoc in your application, and shared with the Healthcare Team at check in.
- All medications are distributed and logged by the Healthcare Team only. These medications should be listed on your application.
- Bring only the amount of medication(s) needed for the length of camp/program.
- Vitamins and over-the-counter medications will need to be turned in as well. Please label all with your name.
- **NOTE:** camps and programs where the parent/guardian is present, such as Family Camp, medications will not be collected and dispensed by the Healthcare Team. That will be the responsibility of the parent/guardian/volunteer.

SECTION II: VOLUNTEER EXPECTATIONS

The overall goals of camp are safety first and fun second. The expectations and policies revolve around keeping camp participants safe and creating a healthy environment for them to be together and share their experiences. Many of these considerations will not be typical at camp while other situations can arise that are unable to be anticipated.

CQUSA makes every effort to ensure all participants have a wonderful experience at camp. Please read and review the information below and raise any questions you may have prior to participation. Though these expectations may not be covered fully throughout the onboarding trainings and orientations, every volunteer is held accountable for knowing and following all CQUSA guidelines, policies, and procedures.

STANDARDS OF CONDUCT

CAMPER CODE OF CONDUCT

All camp participants are expected to act in a responsible manner. The following is a code of conduct which camp participants are expected to follow while on property owned or leased by Camp Quality USA and during all camps and programs. These standards will be provided as a separate document as part of the camp participant application process for all camp participants to acknowledge and sign. **PLEASE REVIEW WITH YOUR CAMP PARTICIPANT** before arriving at camp. The policies section of this handbook will cover these and other participant expectations in more detail.

- I agree and understand that for Camp Quality USA to create a positive experience and environment for all camp participants, the goals of camp are safety first and fun second.
- I will treat other camp participants, volunteers, and staff with courtesy and respect. This includes contracted vendors, facilitators, guests, employees, and anyone we encounter while participating in a camp or program.
- I agree and understand that participation in activities is an important part of the camp experience and that the camp volunteers and staff will make all reasonable efforts to adapt or modify activities as needed so that all can participate. I will sincerely try to participate in the activities to the best of my ability. Where these accommodations do not apply to me, I will be supportive of these efforts and encourage others in their participation.
- I understand that if, despite the efforts of the volunteers and staff, my behavior is disruptive, disrespectful, or dangerous, that it may be necessary to send me home in accordance with CQUSA policy. I also understand that this kind of behavior may result in being suspended or prohibited from attending future camps or programs.
- I understand that volunteers, CQUSA staff, and the CQUSA organization are not responsible for lost, stolen, or damaged items I bring to camp.
- I understand that the use of phones and tablets at camps and programs is prohibited. I also understand that if I violate the phone/tablet use policy, my device may be confiscated until the end of the camp session.
- I understand that CQUSA maintains a Zero Tolerance policy with regard to alcohol, tobacco/smokeless tobacco (including vaping), recreational and illegal drugs, weapons, sexual harassment, sexual abuse, and any behavior that threatens or endangers others, including bullying and cyberbullying. I also understand that any violation of this policy will result in my immediate dismissal. I also understand that this kind of policy violation may result in being suspended or prohibited from attending future camps or programs.
- I understand that I am not allowed to have contact with a volunteer outside of camp without my parent or guardian initiating the contact with the volunteer, and they must always be present and actively supervising the visit if it occurs. If it is learned that I am not compliant with this policy, it could result in my ineligibility to attend future Camp Quality USA camps and programs.

As the participant, I acknowledge Camp Quality USA reserves the right to send any participant home, should the severity of the offense warrant, and realize the following are possible consequences should I violate this code or other rules, policies, and/or procedures while participating in a Camp Quality USA camp or program:

- Camp staff will verbally warn me about breaking the policies and guidelines and discuss ways to improve.
- If my inappropriate behaviors or actions persist, CQUSA will contact my parent/guardian(s) to discuss the situation with them, and any further disciplinary actions deemed necessary.
- If I continue to have problems abiding by the policies and guidelines, I understand that I will be asked to leave the Camp Quality USA camp or program. Depending on the severity of my behavior and action, I may also be prohibited from participating in future camps or programs.

In addition to the above, as a parent/guardian, I understand and agree to the following:

- If I wish to know about my camp participant's experience, I will email or call a CQUSA staff member or the Area/Executive/Managing Director who will obtain the necessary information from my camp participant's companion and return my call or email as quickly as possible. I will not expect to talk directly with my child.
- I will provide Camp Quality USA with the necessary contact information to reach me or another designated responsible person while my camp participant is away.
- If it is necessary for my camp participant to be sent home during the camp session, I will help arrange for it to happen as quickly as possible.

VOLUNTEER CODE OF CONDUCT

It is important that Camp is a safe environment for all participants. This requires participants to act and behave in a way which does not endanger, intimidate, or interfere with the participation of others. Following the rules described here, as well as following instructions given by Camp Quality USA employees or volunteers, will promote a safe environment where participants can have fun.

- I agree and understand that for Camp Quality USA to create a positive experience and environment for all camp participants, the goals of camp are safety first and fun second.
- I will treat camp participants, other volunteers, and visitors with courtesy and respect. This includes contracted vendors, facilitators, guests, employees, and anyone we encounter while participating in a camp or program.
- I will create and foster a camp environment where everyone feels safe, included, respected, and valued.
- I agree and understand that participation in activities is an important part of the camp experience, and I will make all reasonable efforts to adapt or modify activities as needed so that all can participate. I will participate in the activities to the best of my ability with campers, and will be supportive of and encourage others in their participation.
- I understand that the use of phones and tablets by campers is prohibited, and I am not allowed to use my device in the presence of campers. I also understand that if I violate the phone/tablet use policy, my device may be confiscated until the end of the camp session.
- I understand that CQUSA maintains a Zero Tolerance policy with regard to alcohol, tobacco/smokeless tobacco (including vaping), recreational and illegal drugs, weapons, sexual harassment, sexual abuse, and any behavior that threatens or endangers others, including bullying and cyberbullying. I also understand that any violation of this policy will result in my immediate dismissal. I also understand that this kind of policy violation may result in being suspended or prohibited from attending future camps or programs.
- I understand that I am never to be alone with a camper, and my interactions with them must always be in the presence of other volunteers or employees.
- I understand that I am prohibited from releasing my personal contact information (phone number, email address, mailing address, social media handles, etc.) to campers.
- I understand that I am not allowed to share personal/private aspects of my life with campers or volunteers, including but not limited to political views, religious beliefs, romantic life details, or alternative medical advice.
- I understand that I may not, under any circumstances, abuse a child (physically, mentally, emotionally, or otherwise), or have inappropriate contact with a child or volunteer.
 - a. if abuse is suspected it will be reported to the local mandated reporter hotline
 - b. my volunteerism will be suspended pending results of an investigation
 - i. and terminated if the allegation is substantiated
- I understand and agree that appropriate touch of a camper will follow these guidelines:
 - a. Never against a child's will, unless in the case of clear and present danger of the child
 - b. Only on the shoulder, upper back, or upper arm and always with an open palm
 - i. I will demonstrate on myself first and ask for permission
 - c. Never on a part of the body that is normally covered by a bathing suit, unless for a clear medical necessity or emergency, and then only with supervision by another adult
- I understand that I may not, under any circumstances, share a bed, sleeping bag, or be under a blanket with a camper.
- I understand that I am not allowed to have contact with a camper outside of camp, acknowledge that I have received a copy of the full "Outside Contact and Communication Policy", and agree to abide by all requirements stated in the policy. If it is learned that I am not compliant with this policy, it could result in my ineligibility to serve at future Camp Quality USA camps and programs.

When signing this agreement, you acknowledge that you will uphold the above codes of conduct, as well as follow all other policies and procedures provided to you through the CQUSA onboarding and training process, and as explained in this volunteer handbook.

GENERAL CQUSA POLICIES

Accidents and Additional Care

If camp participants become ill during an in-person camp or program, medical volunteers will administer medical attention as necessary. In the event of an accident or illness needing more than routine care, the participant will be taken for additional treatment at a medical facility. Your signed authorization on the Medical Consent Form that is a part of the registration process allows your consent to secure proper treatment. In this event, the Medical Coordinator, Area/Executive/Managing Director, Camp Director (or other designated COC member), or a CQUSA employee will attempt to notify your emergency contact persons. It is important to keep emergency contact information up-to-date and to be available as needed during the duration of a camp session. Participant medical insurance information will be shared with outside medical facilities as needed, but payment for said medical services will be billed from the facility to the individual/family and is the responsibility of the covered party to cover all costs.

Activity Participation

Participation in activities is an important part of the camp experience. Camp volunteers are expected to make all reasonable efforts to adapt or modify activities as needed so that all can participate. During check-in, parents/guardians are given the opportunity to review a listing of all activities offered during the camp session. If there are any activities a parent/guardian does not wish to give their child permission to participate in, it will be noted by the Camper Coordinator.

Application Review

All camps and programs currently accept applications through CampDoc, a secure database where Camp Quality USA applications are held. The application itself includes information about the participant(s), an uploaded photo, as well as all insurance and medical information, including uploaded annual camper physical exam forms and immunization records. Camp Quality USA adheres to strict HIPAA privacy standards and access to medical information can be only accessed and is reviewed by the Medical Coordinator.

All potential volunteers, whether new or returning, must complete an annual onboarding process before being eligible to participate in any camp or program. It shall be the responsibility of the Area/Executive/Managing Director to ensure that all volunteers meet the criteria delineated in this policy. Only volunteers who complete a successful onboarding process can be considered for participation in a Camp Quality USA camp or program. It will be up to the Area/Executive/Managing Director and Camp Director to determine the volunteers who best fit their needs for the required care of coverage of campers for each camp or program, which means not all volunteers who apply may be selected.

Automobile Keys

Some camper participants are age-eligible to drive themselves to camp, or may be arriving at camp without a parent/guardian. Camper participants will be asked to give a minimum of 1-week notice to the Area/Executive/Managing Director before the camp session begins in order to schedule a virtual "check-in" with the camper, their parent/guardian, Camp Director and Healthcare Coordinator where all "check in" paperwork and processes will be completed. The camper is to bring those signed forms with them to camp. Upon arriving at camp, a designated COC member will collect the keys to their vehicle at check in and will have them returned at the conclusion of the camp session. All camper and volunteer participants are not permitted to access their vehicle or leave campus throughout the duration of the camp session.

Behavior Management

Grounded in the 'Camper Code of Conduct' as a foundation of behavior overall, when behavioral problems arise, Camp Quality USA's Psychosocial Team members serve as active resources to resolve issues alongside the volunteers. In the event that behavioral issues cannot be corrected or resolved, the parent/guardian will be contacted to talk over a plan for success for their participant. If the behavioral issue is in any way self-harming or is expressed in the harming of others, the parent/guardian will be contacted immediately. Camp Quality USA never subscribes to any corporal punishment for any reason. Volunteers will be trained in appropriate disciplinary actions, including but not limited to, resetting of boundaries, warnings, establishing consequences and the creation of a 'Behavioral Progress Report' by the psychosocial team. We are dedicated to working beside each camper to ensure a positive experience at camp.

Bullying and Cyberbullying

Camp participants are expected to treat all other participants with courtesy and respect and to help one another achieve the best possible experience together. Bullying is when one or more people exclude, tease, taunt, gossip, hit, kick, put down another person, intentionally misgender or speak disparagingly about other camp participant's gender or sexuality, or threaten to do any of the previously stated, with the intent to hurt another person physically or emotionally. Bullying happens when a person or group of people want to have power over another, to get their way, at the expense of someone else. Camp participants who are bullied will not have the same potential to get the most out of their camp experience and therefore Camp Quality USA does not tolerate bullying. Any camp participant found to be harassing, degrading, demeaning, threatening, making fun of, or intimidating another participant is subject to disciplinary actions.

Cyberbullying is also not tolerated at camp. Cyberbullying includes any form of bullying noted above by use of electronic communication. A few examples of cyberbullying include sending threatening/intimidating messages via phone/email/social media, etc., posting private or embarrassing photos/videos online in any capacity, or spreading gossip/information about others through any electronic means.

Camp Quality USA takes all bullying and cyberbullying seriously. Volunteers are trained in preventative bullying measures and are expected to be good examples to all camp participants. Volunteers are also trained to promote communication with their camp participants and to encourage them to feel comfortable alerting leadership of any problems during their camp experience. Prevention, identification, management, and discipline all come together to ensure camp participants can make the most of their time at camp.

Camp or Program Cancellation

To ensure the highest level of safety for all participants, Camp Quality USA requires annual site reviews and qualified medical volunteers to care for the camp participants during camps and programs. If unable to secure the requisite medical coverage in compliance with current ACA and COCA standards at least 15 days prior to a scheduled camp or program, that camp or program may be subject to cancellation. Also, if a site location is deemed unsafe or unusable, such as damage from a recent storm, that camp or program may be subject to cancellation. In these rare situations, applied participants will be notified of the cancellation as soon as possible.

Cell Phones & Electronics

Camp Quality USA promotes camps and programs as "tech-free environments" and therefore prohibits camper participants from bringing electronic equipment to in-person camps, such as but not limited to cameras of any kind, smart phones, tablets, mp3 players, electronic games or systems, radios, laptop computers, and portable DVD players. If a camper participant or volunteer brings these items to camp, they will be assuming the risk. Camp Quality USA bears no responsibility for lost, damaged, or stolen items of any camper, volunteer, or employee.

Certain designated CQUSA employees, COC members, and designated volunteers may use cell phones or electronic devices for camp business during a camp session, while general volunteers can be allowed devices for use away from campers. Undesignated staff/volunteers are prohibited from taking photos/videos of campers on their personal cameras or cell phones. **Campers may not use staff/volunteer cell phones to make calls or send texts.** Campers calling and texting home or to outside-of-camp parties or reviewing social media can cause homesickness or take away attention from the camp experience, which is why these uses are highly discouraged while at camp.

Communication

Camp Quality USA will send communication via email, and in some instances via text, prior to and during camps and programs related to required documentation, arrivals and departures, transportation options, the packing list, and other information as necessary. In the time leading up to the start of a camp session, please ensure you're checking your email and junk email regularly to ensure compliance with all requirements. Where possible, Camp Quality USA will also provide relevant information on the CQUSA website. If your contact information has changed, please update your account in CampDoc or reach out to a CQUSA employee for assistance.

Dress Code

Our dress code allows for each person to be able to wear clothing and accessories that makes them feel comfortable, as long as all private areas are covered and it is deemed safe for programmatic or activity needs. (i.e., long pants required for rock climbing, long shorts and closed toed shoes required for zip lining, etc.) At the pool or lake, males may wear any swim trunks except competitive swim team apparel; females should wear one-piece swimsuits or tankinis. See local camp rules regarding acceptable swim wear.

Camp Quality USA does not allow clothing displaying or promoting alcohol, tobacco/smokeless tobacco (including vaping), recreational and illegal drugs, weapons, sexual harassment, sexual abuse, and any behavior that threatens or endangers others, including bullying and cyberbullying. Campers and volunteers may be asked to change their clothes if any CQUSA employee or COC member deems their attire in violation of this code.

Energy Drinks

Based on health research, camper participants are not allowed to consume energy drinks including but not limited to Red Bull, Rock Star, and Monster while at camp. Volunteers are encouraged to not consume them either, and are prohibited from drinking in front of any camper if they do bring any with them to camp. All energy drinks found with campers will be confiscated and not returned until the end of the camp session.

Falsely Reported Emergency Calls and Fire Alarms

Any camp participant falsely setting off a fire alarm, fire extinguisher, tampering with a smoke detector, or calling to falsely report an emergency to 911 will be subject to disciplinary action.

Family Visitors to Camp

No Camp Quality USA volunteer or camper/participant shall be allowed personal visitors during camp sessions except in case of emergency. Parents are received at camp during the designated times on check-in or check-out days. Parents, family, or friends visiting camp participants may elicit homesickness and/or disrupt the camp programming. When camp participants forget to pack something, family members are welcome to bring it to campus after drop-off. They will be asked to meet a member of the COC, a CQUSA employee, or member of the medical team at the campus entrance or office and will be asked to leave without contacting or connecting with their camp participant on site.

Fighting

Camp Quality USA does not tolerate camp participants harming others. Any camp participant involved in fighting, whether verbal (including degrading, demeaning, or malicious teasing) or physical, is subject to discipline and may be sent home.

Harassment

CQUSA is committed to maintaining an environment free of discrimination and harassment on the basis of race, religion, ethnicity, age, disability, national origin, ancestry, military or veteran status, marital status, sexual orientation, sexual identity, genetic information, or any other characteristic protected by applicable law.

CQUSA takes allegations of harassment seriously. If a participant feels they or any camp participant, volunteer, or employee is being subjected to offensive conduct in violation of CQUSA policies, they must report it. Camp Quality USA will not tolerate retaliation against any individual who makes a good-faith report of harassment, even if after investigation it appears that there have been no violations of this policy.

Health Insurance

All participants are required to have health insurance and must provide proof of valid insurance during the application process, including the contact information and birthdate of the primary insurance holder under which the participant is covered. If a participant's insurance changes after submission of application, it is the volunteer's responsibility to provide an updated copy of the new card. Volunteers are financially responsible for co-payments associated with hospital visits, clinic visits, or prescriptions purchased for them while at camp. Individuals without health insurance will not be able to participate in Camp Quality USA's overnight/residential camps or programs. Camp Quality USA does not carry health and accident insurance on camp participants.

Homesickness

For most camper participants, including those who've been to camp before, missing home is a common occurrence. Parents/guardians can play an important role in helping them to overcome missing home before and during camp. Here are some tips shared with parents for preparing their child for camp:

- Start by having conversations about camp and what they may experience while at camp.
- Review photos on the camp website and social media channels, talk about the types of activities they may experience, and explain the shared living experience of camp.
- Shared cabins and bathrooms can all be new to camp participants and it can be helpful to ease anxiety by talking about it ahead of time. Explain to your child that there will be other children and volunteers sharing the room with them and they must respect the property and space of others.
- CQUSA also encourages sending along something special from home like a stuffed animal or photos of loved ones.
- To help prevent continued homesickness and promote an independent growing experience, we do not allow children to call, text, or email home. However, we do encourage parents/guardians to send letters and packages to your camp participant, where applicable, and pack writing supplies like paper, postcards, and pens so they can write letters home.
- Avoid making promises to pick them up if they don't like camp. The single most important method of promoting a positive camp experience is to NOT tell your child that you will pick them up if they do not like camp. Making this deal will ensure that your child will give less effort to invest in the experience.
- Validate their feelings. The feeling of missing home can be a lot for a child to process. This is a normal feeling. Should your child begin to show anxiety or worry, it can be an effective tool to let your child know that many children – and volunteers too – miss aspects of home and have found ways to deal with this feeling.
- Encourage a positive attitude! Build up the camp experience and ensure your child that it may be challenging, but it will be an experience they will never forget.
- After all the check-in procedures are completed, you will unload your car, give your final hugs, and say your goodbyes. To keep prolonged departures to a minimum, family members won't be able to enter the campground beyond the check in location. Volunteers will take your child and their gear to the cabin or accommodation they are staying in, and the exciting camp week or program begins!

Housing at Camp

Overnight/Residential camps for CQUSA take place at a variety of facilities with different room accommodations ranging from small cabins to dorm style buildings with multiple bunk beds, and larger lodges with multiple rooms. Bathrooms are either in the room, cabin, or in a nearby building and are furnished with flush toilets, sinks, and showers with hot water. Bathrooms are equipped with single-stall toilets and showers. If a camp participant's cabin assignment and bathroom access does not meet their basic needs, CQUSA will work with the camp participant to create a solution that ensures the camp participant's safety. Housing is based on the size and need of each of the Overnight/Residential camps. All camp participants will be assigned a bed for their sole use during the session. Camp Quality USA will never ask participants to share a bed with another individual, and volunteers may not, under any circumstances, share a bed, sleeping bag, or be under a blanket with a camper.

We make companion and cabin groupings prior to arriving at camp based on information collected on applications and other outside factors. All special requests will be reviewed and accommodated where able. After arrival to camp, additional requests for cabin or room changes will be granted or denied at the Executive or Camp Director's discretion. We only make cabin changes for safety reasons. Affirming a camp participant's gender identity is a safety concern and therefore a qualifying reason. If a camp participant presents a reason for changing cabins, we will determine with that camp participant whether they are experiencing feelings of discomfort or a threat to their safety or health. If a camp participant comes to you as a volunteer to request a cabin/room change, you may ask for a reason but should not assume gender identity as a motivation unless disclosed by the camp participant.

Camp Quality USA understands the need for camp participant privacy and that when camp participants are respectful of others' boundaries and have appropriate supervision, anybody can be safe(r) in any space. Camp participants will be allowed to use the restroom/shower/changing/facility that best aligns with their gender identity without question. Volunteers will be trained in appropriate supervision practices for "vulnerable spaces" (showers, restrooms, and changing areas). All bathroom stalls, showers, and changing spaces will be designated as single occupancy. Public nudity, including changing in a room with other individuals present, will be highly discouraged.

Identity Non-Disclosure

Non-disclosure of Cabin Mate's Identities - In keeping with our values, we will honor each individual's right to privacy as it pertains to their gender identity and/or sexuality. Parents/guardians and volunteers will not be notified if a transgender or gender expansive camper or volunteer is placed in a cabin with them or their camper participant. We consider this Personal Health Information (PHI). Families will not be notified of any personal information about a camp participant's cabin mates, volunteers, or staff before, during, or after the camp or program session.

Non-disclosure of Camp Participant Identity - Following our reporting protocol, volunteers are required to report to camp leadership any camp participant disclosure that communicates a safety risk, requires parent/guardian notification, or requires a change in housing or programming. Gender identity, sexuality, name, or pronoun use are not, on their own, safety risks and do not require reporting to anyone.

Late Arrivals/Early Departures

Each Camp Quality USA camp and program is planned and structured, from the time volunteers meet each other at the at-camp orientation through to the last good-bye. All volunteers are required to arrive on time for orientation, and stay until the last camper has departed camp. Once the camp experience has started, CQUSA does not allow volunteers to depart camp and return unless in the case of a medical emergency. If you have a reason for late arrival or early departure, please contact your Area/Executive/Managing Director to discuss if the situation can be accommodated.

Lost & Found

Mark all clothing and personal items with your full name. Found items are collected in a central lost and found, and can be retrieved from there. If there are any items left in Lost & Found at the end of the camp session, it is not CQUSA's responsibility to track down the owners of the items. They may be donated if left unclaimed or unidentified. Camp Quality USA is not responsible for lost or stolen items. We encourage camp participants to leave valuable items at home.

Obscenity

CQUSA expects all camp participants to be respectful to volunteers and other camp participants. Obscene, profane, or vulgar language, whether written, oral, played in music, or expressed by symbols is unacceptable and will not be tolerated. Any camp participant that violates this policy may be subject to disciplinary action.

Out-of-Camp Contact: Volunteers & Camp Participants

Camp is designed to be a special experience that has a beginning and an end. Appropriate relationships and positive experiences with our programs will create memorable experiences for our campers. We know that strong relationships are built at camp; however, Camp Quality USA cannot monitor or screen internet, written and phone communications, or private gatherings. This policy protects both our campers and volunteers/employees.

Camp Quality USA has no control over the decisions made by parents regarding their children's social interactions. Camp Quality USA prohibits visits between campers and volunteers/employees. However, if the parent or guardian of a camper decides they would like to facilitate a supervised visit between their child and a volunteer or employee, they may do so at their discretion. This scenario must be initiated by the parent or guardian, and not the volunteer/employee or camper themselves. The volunteer/employee member is not required to participate and should do so only if comfortable with the visit. The parent or guardian must be present and actively supervising the visit at all times.

This policy is noted as part of both the camper and volunteer application, code of conduct, and handbooks. The full policy can be found within the [Camp Quality USA website](#)

Packing for Camp

Camp experiences are filled with a wide variety of activities, so the packing list for each camp will be based on that specific program schedule. In general, the following is a basic list of items to plan on packing:

Clothing	Toiletries	Bedding	Extras
Play clothes for each day	Towel & Washcloth	Sleeping Bag or Bed Roll	Flashlight
Jeans or long pants	Soap, Shampoo	Fitted Sheet (Twin)	Beach Towel
Closed-toe footwear	Toothbrush & Toothpaste	Pillow	Hat
Flip-flops (for use in shower)	Sunblock & Bug Spray	Blanket	Laundry Bag
Rainwear or Jacket as weather requires			Book
Modest Swimwear			Water Bottle
Pajamas			
Light Jacket or Hoodie			

What To Leave at Home

Cell Phones and Wi-fi enabled devices – these are not allowed at camp

Expensive Items – we can't be responsible for lost or damaged items

Photographs and Media

Members of the media (for example, newspaper reporters, television, etc.) may visit camps and programs and it is possible they will want to photograph and/or interview camp participants or volunteers. These photos may be used for marketing and media purposes. If you do not want to have your photograph taken or be interviewed, please let your COC know.

CQUSA volunteers are directed not to share or post photos of camp participants taken at camps or programs on public social media platforms unless the image has already been shared by Camp Quality USA on our official organizational channels or has been approved by the Area/Executive/Managing Director.

Pranks

Unapproved/Unsupervised pranks, and those that are harmful to others will result in disciplinary action. While appropriate, approved, and volunteer supervised pranks can be a part of a fun camp experience, they should never include the destruction of someone's property, the invasion of someone's privacy, or the intention to hurt someone's feelings.

Search and Seizure

Volunteers are given the right to search a camp participant's property, either with the Area/Executive/Managing Director or COC designee, or with the aid of law enforcement officials, should they deem the search necessary to maintain the integrity of the camp's environment and/or the protection of other camp participants or volunteers.

Social Media

Personal websites, web logs (blogs), and internet networking sites (such as Facebook, Instagram, Snapchat, LinkedIn, X or Twitter, TikTok, etc.) have become prevalent methods for self-expression in society. CQUSA respects the rights of individuals to use these mediums during their personal time. If participants choose to engage in activity on a website, blog, or internet networking site, they must adhere to the following guidelines:

- If you identify yourself as a CQUSA volunteer on a website, blog, or other social media, make clear to readers/viewers that the views or opinions expressed are yours alone and may not reflect the views of the organization.
- You may post, share, or like images, likenesses, videos, reels, and other media content CQUSA shares or posts first.
- Do not identify or disclose information about camp participants, employees, donors, or volunteers.
- Do not disclose information that is confidential or proprietary to Camp Quality USA.
- Uphold the organization's value of respect for others and remember that the internet is public. Avoid making defamatory, disparaging, or embarrassing statements about CQUSA camp participants, volunteers, or employees. Even if posted anonymously, comments may be traced back to the author. Further, if the author posts or writes narratives or comments that undermine the organization or show it in a negative fashion, CQUSA may request a cessation of such activities, or the author may be asked to no longer participate in CQUSA activities. If you believe such narratives or comments are warranted, please contact CQUSA to discuss rather than posting.

Stealing

Stealing is a violation of the law. Anyone who is involved in theft of camp property, another camp participant's belongings, or a volunteer's belongings, are subject to disciplinary action. Stealing may result in being sent home early from camp.

Water Safety

Lifeguards will be present during swimming activities. Unsupervised swimming or use of watercraft is not allowed. To ensure the highest level of safety, camp participants using watercraft are required to wear a personal flotation device (PFD). Where applicable, CQUSA or the lifeguard team on site administers a swim test to gauge swim ability. Those who pass the swim test will be allowed in the designated deep swim area. Swimmers who have not passed will be confined to the shallow area. Swimmers of all swim abilities are always welcome to wear a PFD.

Weapons

All types of dangerous weapons must be kept off camp property. Items designed to cause bodily harm, or deemed potentially harmful, including but not limited to knives, clubs, guns, or explosives, are strictly prohibited at camp. Bringing such items to camp may result in being sent home early from camp. The item will be confiscated, and depending on the situation, the participant may not be welcomed back to camp in the future.

CQUSA recognizes that some of its camps and programs will require the use of knives as tools as part of supervised projects and activities. Where needed, those tools will be provided by Camp Quality USA or the approved vendor running the activity. Use will be restricted to adults or supervised by adults, and all tools will be locked at night to prohibit access.

Zero Tolerance: Recreational and Illegal substances

Alcohol, recreational and illegal drugs, and tobacco have no place at camp. Camp Quality USA has zero tolerance toward camp participants using or being in possession of recreational or illegal drugs, drug paraphernalia, alcohol and/or tobacco/smokeless tobacco (including vaping) on or off campus during any camp or program. Zero tolerance means any camp participant or volunteer caught in possession of or found to be using any of the above listed items will be sent home prior to the conclusion of camp. The item will be confiscated, and depending on the situation, the participant may not be welcomed back to camp in the future.

Anyone taking controlled substances (narcotics) prescribed by their health care team must discuss these medications with the Healthcare Coordinator and, if allowed, check these medications to the medical team upon arrival to camp. They will remain locked in the medical office for the duration of the camp session and administered by medical personnel as prescribed.

Medical Marijuana and CBD Use at Camps

Based on the inconsistencies between federal and state regulations, the use of medical marijuana and CBD is prohibited at all Camp Quality USA overnight/residential camps and programs.

SECTION III: CQUSA RULES & REGULATIONS

As a volunteer at Camp Quality USA, you are in a leadership position. Campers and families will look to you for guidance and encouragement throughout each camp session. Part of your responsibility is to lead with your own actions and integrity, and always do what is in the best interests of the participant and the organization.

All employees and volunteers are expected to observe other team members' behaviors, and are required to report violations of Camp Quality USA policies immediately to their supervisor. If the supervisor does not effectively respond, they then must notify the next level supervisor. The Field Management Director must also be notified of any reported violation, who will report that to the CEO. Camp Quality USA will investigate the alleged violation and determine the repercussions, up to and including termination of employment or volunteerism with CQUSA.

Appropriate Touch

Appropriate physical contact is important in the emotional development of all children. Camp Quality USA volunteers should never touch a child in any body location that would normally be covered by a bathing suit. CQUSA volunteers should not initiate hugs or perform frontal hugs of children – hugs should be from the side. The volunteer should get down to the child's physical level when possible to speak to or assist a child. No piggyback rides or shoulder rides are allowed at any time at camp. Campers/participants should only be lifted or carried when medically necessary.

Camper Care and Coverage

In Loco Parentis

The responsibility of all campers is that of all volunteers. Though you may have direct responsibility for one or more campers, every camper participating in a camp or program is under your care. When sending their child to camp, parents expect the staff to act "in loco parentis" and take on the role of a responsible guardian while the child is away from home. "In loco parentis" at camp means that camp volunteers assume the role of a parent while campers are at camp, meaning they have the responsibility to care for and make decisions regarding the children's well-being as if they were their own parents, including ensuring their safety and enforcing camp rules; essentially acting "in the place of a parent" during their stay at camp.

This is a legal doctrine, meaning it carries legal implications for camp volunteers who need to act responsibly and with the child's best interest in mind. Meaning if you do not respond to a situation as a reasonably prudent person would, you could be held responsible for any resulting outcomes.

Volunteer to Camper Ratio & the "Rule of Three"

While at an overnight residential camp, Camp Quality USA strives to have a 1:1 ratio of volunteer to camper, with no more than a 1:3 ratio of volunteer to camper. This ratio is inclusive of all volunteers at camp, and not just volunteers housed in camper cabin areas. A lower camper to volunteer ratio could be considered depending on health, age, and special needs of attendees. If state requirements are more stringent, state minimums must be met.

At no time should a CQUSA volunteer have direct care of a single child or be in a situation where they are alone with a child or children and cannot be observed by others. Following the "Rule of Three (3)", CQUSA will make every attempt to design and structure its camps and programs to eliminate the potential for a staff member to be in a one-on-one situation.

The Rule of Three (3) is a child protection policy that requires at least three people to be present in certain situations. The rule is used to ensure the safety of children in programs, camps, and other settings. How it works

- The rule requires that there are at least three people present, such as 2 children and 1 adult, or 1 child and 2 adults.
- The rule applies to all interactions with children, including transportation.
- If a one-on-one situation is unavoidable, the adult and child should stay in a public area or promptly move to a location where they can be observed by other volunteers or adults.

Why it's important

- The rule of three helps to prevent one-on-one interactions with children that could be unsafe.
- The rule helps to ensure that children are supervised at all times.
- The rule helps to ensure that children are protected from sexual misconduct.

Bathroom Coverage and Changing Times

Bathrooms are a place of privacy—so most of us have been taught from childhood. That privacy is good as it allows users a degree of modesty and it gives the rest of us separation from those personal activities, which our culture considers private. However, it also provides seclusion. Inadequate bathroom supervision allows children the opportunity to explore their curiosity or potentially be involved in other inappropriate acts, both of which constitute unacceptable behavior. Accessible unmonitored bathrooms can also allow predators unobserved access to children.

Each site is unique and specific bathroom styles will vary, possibly even within an individual facility. However, the following things should be consistent without regard to location.

- Preferred protocol should be to have an adult directly supervise the children from the bathroom doorway (one foot in-one foot out); oversight can be maintained without infringing on the personal privacy provided by the individual stall or fixture.
 - volunteers, not campers, should choose the group going to the bathroom; relationships and interaction between the campers should be carefully considered – don't set the stage for bullying or other peer-on-peer abuse
 - the number of campers allowed in the bathroom at one time should not exceed the number of stalls or fixtures
 - sending a responsible older child (including teen squad) to oversee the group is not an acceptable protocol – supervision must be by an adult
- If necessary to ensure the camper's privacy or safety, a volunteer could send a camper into an otherwise empty bathroom one at a time while supervising the rest of the children from outside the door.
- Carefully monitor behavior during group-use and changing times in restrooms, cabins, locker rooms, e.g., changing for swimming or any other similar activity where participants will be in a state of undress.
 - younger children's curiosity and inquisitive nature may result in inappropriate staring and/or touching
 - older children's behavior patterns and pressure from peers may result in inappropriate behavior
 - there should be no co-mingling of adults and children when either are in a state of undress
 - either have separate spaces for adults and children
 - or restrict access to the common space when children are using it
- Campers/participants that require assistance showering:
 - volunteers should be fully clothed or in a bathing suit when assisting
 - 1 volunteer that is not showering the camper should be present to supervise

Anti-Discrimination and Harassment

Camp Quality USA shall neither harass nor discriminate against any person because of his or her race, color, ethnicity, national origin, religion, creed, gender, socioeconomic status, sexual orientation, age, or disability. A person should immediately report any perceived harassing or arbitrary discriminatory conduct to the Area/Executive/Managing Director, Field Management Director, CEO, or the Chairperson of the Personnel Committee of the Board of Directors. All incidents reported to the Area/Executive/Managing Director shall be reported to the Field Director and CEO, in order to initiate, facilitate, and assure a prompt and adequate investigation, appropriate response, and any corrective action.

Situations that may be perceived as harassment and inconsistent with acceptable behavior at Camp Quality USA also include, but are not limited to:

- Unwelcome physical contact of a sexual nature such as patting, pinching or unnecessary touching.
- Verbal harassment of a sexual nature, including intimating by way of suggestion a desire for sexual relations or the making of jokes or remarks of a sexual nature to or in the presence of an individual who finds them offensive.
- Use of sexually suggestive terms or gestures to describe an individual's body, clothing or activities.
- Displaying, printing, or transmitting offensive sexually suggestive pictures or materials.

Any incidence of perceived harassment should be immediately reported pursuant to the policy listed above.

Recognizing Abuse and Mandated Reporting

Physical Abuse

Physical abuse is any act, including the intentional use of force, that results in physical injury to a child or adolescent. This type of abuse often results from physical punishment that goes too far or when a parent or caregiver lashes out in anger. Although there are cases where child abuse occurs outside the home, most often children are abused by a caregiver or someone they know, not a stranger.

Signs and Symptoms

You should suspect that physical abuse has occurred when:

- A child discloses physical abuse.
- It's hard to see how the injuries could have been caused by an accident. Maybe the injuries have a pattern. They could be in a straight line or a circle. Or the injuries could be located on areas of the body that usually are protected. It could be the inside of the legs and arms, the back, the genitals, and the buttocks.
- The explanation for the injury changes, or the explanation is just not believable.
- There are signs that the child has been hurt before. It could be new injuries over the scars of healed ones.
- Frequent physical injuries that are attributed to the child being clumsy or accident-prone.
- The child hasn't received medical care for his or her injury.
- Injuries attributed to accidents that could not have occurred given the child's age (for example, an immersion burn on a child too young to walk or crawl).
- Habitual absence from or lateness to school without a credible reason.

- A child is always wearing long-sleeved or high-collared clothing on hot days (to hide injuries).
- Awkward movements or difficulty walking (a child in pain or suffering from the aftereffects of repeated injuries).

The emotional effects of physical abuse can last long after the visible wounds have healed. The child victims of physical abuse may have more problems in their home lives, at school, and in dealing with peers than children from non-abusive environments.

Some psychological and emotional effects of child physical abuse include:

- Low self-esteem
- Excessive fear and anxiety
- Eating disorders
- An inability to concentrate (including ADHD)
- Hostility towards others, even friends and family members
- Depression
- Apathy and lethargy
- Aggression
- Sleep issues – insomnia, excessive sleepiness
- Many abused children may distrust others. Children who have suffered long-term abuse may struggle with basic social skills and have difficulty communicating naturally as other children can.

Emotional Abuse

Emotional abuse happens when a child is repeatedly made to feel worthless, unloved, alone or scared. Also known as psychological or verbal abuse, it is the most common form of child abuse. It can include constant rejection, hostility, teasing, bullying, yelling, criticism and exposure to family violence. The impacts of emotional abuse are just as harmful as physical abuse.

Signs and Symptoms

Signs that a child might be experiencing emotional abuse can include:

- Avoiding or running away from home
- Low self-image, self-esteem and confidence
- Delays in development or decline in school work
- Often anxious, distressed or afraid of doing something wrong
- Demanding, disruptive or secretive behavior
- Extremes of behavior – very aggressive to very passive
- Trying too hard to please or failure to connect with parents
- Being withdrawn or having difficulty relating to others
- Feels worthless, unloved or unwanted
- Increased fear, guilt and self-blame
- Lying, stealing or lack of trust in adults
- Self-harming or suicidal thoughts
- Drug and alcohol use

Mental Abuse

Mental child abuse is actions that result in the hindering of a child's self-esteem, sense of worth, and emotional and social development. These behaviors include neglect, embarrassment, criticism, and being unaffectionate. Abusers are usually excessively controlling and manipulative. In addition, abusers degrade, discredit and shame the child, purposefully lowering their sense of worth.

Signs and Symptoms

Behaviors that indicate signs of mental abuse may include the following:

- A sudden shift in school performance and behavior
- Unexpected struggle with focusing and learning, excluding those diagnosed by a doctor
- Obstruction in emotional development
- Passionately pursuing affection from adults
- Constantly aware of surroundings as if something bad might happen
- Acting confrontational with peers or secludes themselves from friends
- Noticeable difference in weight and appearance
- Anxiety
- Depression
- Avoiding social gatherings or events
- Abruptly unconcerned with extracurricular activities they once had an interest in
- Unexplainable headaches or stomach aches
- Retrogression in developmental behavior, such as wetting the bed

Mandated Reporting

Mandated reporters are people required by law to report suspected or known instances of abuse. At Camp Quality USA, all employees and volunteers are mandated reporters.

Mandated reporters are required to call their Hotline when they have reasonable cause to believe that a child known to them in their professional or official capacity may be an abused or neglected child. The Hotline worker will determine if the information given by the reporter meets the legal requirements to initiate an investigation. Your Crisis Response Plan will have your specific number to call included.

It is the preference of CQUSA that the Area/Executive/Managing Director be made aware of the situation before calling and will support the volunteer through calling the Hotline. If the suspected abuse is perpetrated by the Area/Executive/Managing Director, then the Field Management Director should be contacted to be made aware and will support the volunteer through calling the Hotline. In any situation where the Hotline is being called for suspected abuse, the Field Management Director should be contacted who will work with the CEO to notify the insurance company.

Criteria needed for a child abuse or neglect investigation

- The alleged victim is a child under the age of 18.
- The alleged perpetrator is a parent, guardian, foster parent, relative, caregiver, paramour, any individual residing in the same home, any person responsible for the child's welfare at the time of the alleged abuse or neglect, or any person who came to know the child through an official capacity or position of trust (for example: health care professionals, educational personnel, recreational supervisors, members of the clergy, volunteers or support personnel) in settings where children may be subject to abuse and neglect.
- There must be an incident of harm or a set of circumstances that would lead a reasonable person to suspect that a child was abused or neglected

Information the reporter should have ready to give to the Hotline

- Names, birth dates (or approximate ages), races, genders, etc. for all adult and child subjects.
- Addresses for all victims and perpetrators, including current location.
- Information about the siblings or other family members, if available.
- Specific information about the abusive incident or the circumstances contributing to risk of harm—for example, when the incident occurred, the extent of the injuries, how the child says it happened, and any other pertinent information. If this information is not readily available, the reporter should not delay a call to the hotline.

Alleged Abuse Investigation

If your report is accepted, child protection specialists will begin an investigation to determine the occurrence of abuse or neglect. CQUSA will be informed of the investigation results, and may request a review of "unfounded" investigations if there is important information that was overlooked during the investigation. If the Hotline does not accept your report, you may ask to speak with a Hotline supervisor and have your information reassessed.

CQUSA will never solely conduct its own investigation of alleged abuse but will follow up on any allegations of child abuse by an employee, volunteer, or program participant. Camp Quality USA may utilize its insurance company or other agencies to interview staff, witnesses and/or children who are not known to be the victim. However, juvenile victims of alleged abuse should only be interviewed by trained law enforcement personnel or child abuse forensic investigators or interviewers.

Record Retention

Following the investigation of an allegation against an employee or volunteer, the collected information will be sealed and locked, with access available only to the CEO and the Field Management Director. The file will have no items removed or added. The file will be stored in a secure location.

Suspension of Employee/Volunteer

Any Camp Quality USA employee or volunteer, who is alleged to have abused a child, will be suspended pending the outcome of the DCFS investigation (employees suspended with pay). If the allegation is substantiated, the employee or volunteer will be immediately terminated. If the allegation is unsubstantiated they will be reinstated.

Volunteer Training & Onboarding Process

All potential volunteers, whether new or returning, must complete an annual onboarding process before being eligible to participate in any camp or program. It shall be the responsibility of the Area/Executive/Managing Director to ensure that all volunteers meet the criteria delineated in this policy. Only volunteers who complete an application and all required trainings can be considered for participation in a Camp Quality USA camp or program. It will be up to the Area/Executive/Managing Director and Camp Director to determine the volunteers who best fit their needs for the required care and coverage of campers for each camp or program, which means not all volunteers who apply may be selected.

General guidelines for volunteer participation consideration are as follows:

- Are at least 18 years of age by the start date of their first camp program at which they wish to volunteer
 - Teen Squad participants under the age of 18 are not official volunteers, but are required to fulfill the same volunteer onboarding and training requirements.
 - Teen Squad participants must be supervised by a volunteer 21 years of age or older during a camp session
- Successful completion of CampDoc application for each specific camp program at which they wish to volunteer
 - Including, but not limited to, up-to-date vaccination records, insurance, and photo
- Successful completion of CQUSA onboarding program, including online education modules and pre-camp national training virtual session, as well as participation in at-camp orientation
- Successful completion of cleared background check, which includes a Federal/Local Criminal Check, Sex Offender Search and Social Security Number (SSN) Trace
 - Flagged background checks will be reviewed by the CEO on a case-by-case basis
 - Drivers of vehicles used at camp must pass an additional motor vehicle check and complete the appropriate Driver's Agreement as stated in the CQUSA Transportation Policies
 - Some states in which we operate require additional background checks
- NEW VOLUNTEERS: Submission of at least 2 references as well as an interview with a member of the COC (which can be conducted in-person or via Zoom prior to their National Training session)

Application Process

Step 1: Submit an application via CampDoc for the camp experience at which you wish to volunteer

Step 2: Once your application is submitted, visit: campqualityusa.org/volunteer-training/ which will guide you through the onboarding and training requirements. Be sure to check your junk and spam folders for this confirmation email.

- NEW VOLUNTEERS: Once your application is submitted you will receive communication from the Volunteer Coordinator to schedule your interview and confirm your references.

Step 3: Complete your CQUSA Online Education Modules. These modules should take you approximately 3 hours to complete. These modules must be completed before the next step in the onboarding process.

Step 4: You will receive a request for information to be submitted for your required annual background check

Step 5: You will receive a communication to sign up and attend a National Training Session led by the CQUSA National Training Team. These virtual sessions will be held live, via Zoom, and offered at least monthly starting when Summer Camp applications open. For camp experiences happening outside of that timeframe, a recording will be available to review in the CQUSA Online Education Modules.

Once you have completed the 5 steps above, the Area/Executive/Managing Director and Camp Director will review all eligible applicants and determine the volunteers who best fit their needs for the required care and coverage of campers for each camp or program. This means not all volunteers who apply may be selected for each specific camp or program.

Onboarding/Training Process and Focus

Training will focus on:

- Meeting campers' needs.
- Speaking with and listening to campers in a manner that reflects respect for each individual, including those of different backgrounds and abilities.
- Creating and supporting an environment that provides emotional and physical safety.
- Guiding individual and group behavior in developmentally appropriate manners.

Volunteer onboarding occurs in 3 phases:

Phase 1: The training of volunteers begins with self-guided education through completion of the CQUSA Online Education Modules. These modules set the base knowledge for future trainings. You can access these modules through the campqualityusa.org/volunteer-training/ page, as well as in the email you will receive from your Volunteer Coordinator.

Phase 2: At the National Training Sessions (volunteers must attend at least one prior to their first camp experience each year), we will build on the base knowledge attained through your self-guided education. This will occur through real-camp scenario discussions, small group problem solving breakouts, and Q&A with camp leadership.

Phase 3: Volunteers will attend an at-camp orientation for each camp or program session in which they participate. These orientations are designed to introduce participants to the experience of working with CQUSA at that specific camp or program. This may include reviews of CQUSA Standards of Conduct and Volunteer Expectations as well as sessions on how to adapt games for special needs, how to collaborate with medical staff, campus tours, emergency protocols, meeting camp leadership, camper needs, and more.

Additionally, some camps and programs may have specific requirements for supplemental trainings and pre-camp orientations. The team from your specific camp or program will notify you of any additional requirements.

SECTION IV: GENERAL TIPS FOR SUPPORTING CAMPERS

Bedtime and Waking Up

Sleep is important to the health, safety, and emotional well-being of all participants, especially children. Sleeping less than the number of recommended hours per day is associated with attention and focus issues, behavior concerns, and learning problems. Insufficient sleep also increases the risk of accidents and injuries (American Academy of Sleep Medicine).

Scheduling your activities to support a good night's rest is important. Incorporating breaks/rest periods throughout the day may be beneficial. Please use these additional guidelines to promote healthy sleep at camps and programs:

- Camps may have different assigned bedtimes depending on the age range of the campers or if their parents are present. Make sure you know what time the bedtime is for each camp in which you participate.
- Campers must sleep in their own beds – 1 camper per bed. Exceptions may be made at Family Camp programs.
- Campers should not set their own bedtime hours. Some campers may need more sleep and may need to go to bed earlier than others. Recommended sleep hours per age group are:
 - Ages 4-12 months: 12-16 hours (including naps)
 - Ages 1-2 years: 11-14 hours (including naps)
 - Ages 3-5 years: 10-13 hours (including naps)
 - Ages 6-12 years: 9-12 hours
 - Ages 13-18 years: 8-10 hours
- Get campers quiet by quiet time and get lights out by lights out time. Each in-person camp location has different rules related to quiet hours. These apply to volunteers as well. Be familiar with the quiet hours for your location and abide accordingly.
- Once in bed for the night, volunteers are expected to make sure kids are staying quiet and getting their rest. Camps and programs are packed with activities and they need sleep.
- Ensure that all campers in your group/cabin know how to ask for help in the middle of the night should the need arise. Setting up a rotating "companion-on-duty" schedule is recommended.
- Make sure the campers are up and ready for breakfast-time when in person. Activities often start right after breakfast so eating in PJs or skipping breakfast isn't an option.
- With some campers, bedtime and wake up time also means assisting with daily cares like teeth brushing, showering, clothing reminders, etc.
- Monitor campers for signs of inadequate/poor sleep; lack of interest, not participating, falling asleep during activities, more emotions or acting out, short tempered behaviors, clumsiness or increased accidents. Insert down time and naps into your days where needed.

Dining & Meal Times

- Enforce all camp safety protocols.
- Try to mix it up and sit with all the kids and volunteers at some point during the camp session.
- Depending on the age range of the kids you're working with, there may be rules about caffeine consumption (like coffee). Make sure you know what they are and follow accordingly.
- Keep kids under control during the meal: in their seats; no wandering around; they can go to the bathroom but come right back afterward (following stated "Bathroom Coverage and Changing Times" standards).
- No playing with food.
- Sometimes campers won't like the meal that's being served. Where possible, offer alternatives like toast, salad bar, etc. but don't force the meal on them. When they are hungry, they will eat. Pay attention and check in where needed. They could have a stomachache or homesickness, or they could be struggling with an eating disorder. If you have concerns about a camper's eating habits, talk with Medical Staff or Camp Director as needed.
- Many of the campers have food allergies. Allergies can be mild such as having an upset stomach or diarrhea after eating a certain food, while other food allergies can be more severe and cause life-threatening medical concerns. It is important to know if your camper has allergies so you can assist them during their food selection to ensure they are making the right choices. Check labels closely and ensure foods are safe before allowing them to eat. Some campers will need to carry an Epi-pen with them in case of an allergic reaction. The medical team will provide information regarding food allergies to your program leadership. Please ask about any food-related allergies.

Appropriate Discipline

- Remember: Discipline is saying to a camper, "I don't like your behavior." It is not saying, "I don't like you."
- Deal with issues as they occur – right away. You may need to remove a participant from a situation, let them cool off, then talk to them. Use other volunteers as resources where needed.
- The campers are expected to be civil to and respectful of the other kids and volunteers.
- You have responsibilities for every camper even if they are not assigned to you.
- Don't allow bad behavior just to be liked – you are their volunteer first, not their friend.
- Try to handle things yourself but rely on your co-volunteers when needed.
- Be consistent! Be consistent! Be consistent! Behaviors and interactions should be consistent no matter which

camper you are addressing to avoid showing favoritism.

- Don't threaten to take something away unless you're prepared and able to follow through.

Personal Care/Hygiene

As part of good daily hygiene and infection prevention, campers should:

- Practice good handwashing frequently as outlined in the handwashing guidelines.
- Shower at least every other day; daily if on treatment, participating in activities with excessive sweating, after swimming in a lake or river, or if visibly dirty.
- Brush teeth at a minimum of twice daily (in the morning and prior to bed) and if necessary, after all meals.
- Ensure that campers change clothes at least daily and when visibly dirty. Keep an eye out for kids who are wearing the same clothes every day. Some campers may not remember what they wore the day prior. If campers are running low on clean clothes, work with your COC to arrange time to wash clothes if possible.
- Some campers experience memory issues because of their disease or treatment and may need regular reminders to complete daily tasks while other campers may not enjoy performing these daily activities. Monitoring, reminding, encouraging, and supporting some campers with these tasks may be needed.
- Some campers may need assistance with these tasks due to their level of ability while others may not have the strength or dexterity that is required – for example, opening the tube of toothpaste and squeezing the paste on the toothbrush.
- Discourage use of shared items such as hairbrush, comb, toothbrush, or razor.
- For campers who need assistance with toileting, ensure the following:
 - Safety – discuss with the medical team if you need to stay with the camper or be right outside the door. If the camper is unstable, work with the medical team on safely transferring the camper to and from the toilet.
 - Maintain privacy for the camper.
 - Protect yourself – wear gloves if there is potential contact with body fluids – for example, if you need to help a camper clean themselves up after using the restroom. Gloves and wipes can be obtained from the medical team.
- Some campers may need assistance with showering or washing their hair and may need assistive devices available – handheld shower, shower chair. Work with your medical team to arrange for this equipment and to teach you safety techniques.
- When assisting with private health care situations, always ensure that there is a 2nd volunteer or medical staff member there to assist you.

Physical & Cognitive Challenges

- Safety remains our top priority.
- Share responsibility for camper care and be sure to ask for help if you need assistance – this includes asking for help with pushing wheelchairs, carrying supplies, etc.
- Campers may offer to help but volunteers should be the ones to assist campers who use mobility devices (pushing wheelchairs, assisting with gait belts, walkers, etc.)
- Adapt games as needed to fit every participant's needs.
- Encourage the camper to do as much on their own as they can. If you're unsure of participation levels or need to know if an activity needs to be modified, talk with your COC or medical staff.
- Provide frequent review/overview of the schedule for the day.
- Some campers work better with set times, others better with pictures of what we're doing. Employ whatever is useful.
- Some campers need time to adjust to schedule changes – make sure you know which campers might need extra time.
- Concentration and focus can be difficult for some campers. Keep an eye on the campers to see who may be disengaged or if someone needs a little extra help or time on an activity. Some campers may need periodic breaks during an activity.
- If you feel uncomfortable assisting with any of the cares for the campers, please share concerns with your COC.

Waterfront/Pool

- This is our most vulnerable spot for safety issues – make sure all hands are on deck.
- Be at your designated post (pier, water, sand, pool side etc.) watching the campers at all designated times.
- Know where the kids are at all times – ideally you are in the water with them.
- Know where other volunteers are in case you need assistance.
- Make sure you and your campers are wearing sunscreen and other sun protective gear as necessary (hats, sun shirts, etc.)
- Some locations will employ a buddy system or use a check-in board – make sure your campers are following whatever safety systems are in place.
- When in the lake, follow all safety rules as provided by the host site, and obey direction from the lifeguards.
- Be familiar with swim test process so you can help ensure campers aren't in water areas outside of their skill sets.

- All campers and volunteers need a swim band (i.e., pass the swim test) to go in the deep end and to use a boat, kayak, or paddleboard by themselves. Kids or volunteers who haven't passed the swim test may go in a 2+ person watercraft with a volunteer that has passed.
- Some campers will require a 1:1 when in the water due to medical concerns such as balance issues, history of seizures, etc. These campers will have a companion assigned directly to them during water time. The companion must always be within arm's length and in sight of the camper.
- Life jackets need to be worn when using all watercrafts.

Working Together: Volunteers and Medical Staff

Our volunteers and Medical staff work closely together to ensure the health and safety of our campers. Each camp and program will have different parameters for working with the medical staff assigned to your session. In some of the camps, medical staff may be embedded in the housing set up with you and the campers. In other camps, there may be a centralized process where campers need to go to the medical office for care. You will be told the location of the medical office, any on-call rooms, and the medical coverage process as part of your orientation for each camp/program or on arrival in your first volunteer meeting. Here are some other items to know:

- When in doubt, just ask. Medical staff is available 24 hours a day.
- For all life-threatening emergencies – loss of consciousness, near drowning, severe allergic reactions, etc. **call 911** if medical is not readily available.
- If a camper tells you they don't feel well or you think they look unwell, please contact one of the medical staff so they can assess the camper. Some campers may need to stay in the medical office while further evaluation and work-up is completed.
- Ensure that campers get proper hydration, sunscreen, food, and sleep.
- Medications will be handed out by our medical team. Do not dispense any of your own medications to campers – even Ibuprofen and Tylenol need to be monitored by the medical team due to the nature of each camper's medical history.

Addressing Psychosocial Needs

What makes Camp Quality USA different from other camps for kids?

- All campers share one thing in common – a diagnosis of cancer in their lives.
- The campers' personal experiences with cancer, whether the patient, sibling, or parent, potentially impacts their specific needs during the camp experience. What phase of treatment they are in (newly diagnosed, maintenance, off therapy, relapse, end of life) will impact their emotional state and coping skills.
- All campers have experienced a significant life-altering and potentially life-threatening event, and as a result have experienced many physical and emotional changes in their lives. Some campers may be experiencing long-lasting effects from their disease and treatment that impact on their daily life.
- Campers are looking for a place to be "normal", a place where everyone understands without explanation, a place where new friendships and connections can be made – a place where they belong, where being different doesn't matter, and where they can experience the joy and happiness that life brings.

Children and adolescents with cancer experience many changes in their life because of their disease and treatment. Some of these changes may include physical and emotional changes. Some examples include:

- Amputation of an arm or leg limb
- Hair loss or hair has grown back with entirely different qualities (i.e. thicker, thinner, different color, now curly vs straight)
- Weight change (heavier or lighter) or appetite changes – need for supplemental feeding through tubes or IVs
- Skin changes including stretch marks, dark spots, or skin sensitivity
- Chronic nausea
- Balance issues
- Chronic fatigue or chronic pain
- Visual or hearing impairment – may be legally blind or may need to wear hearing aids
- Immune system is impaired – may be more at risk for infection
- Emotional changes - mood swings, difficulty connecting or relating to peers, social isolation, anxiety, depression, post-traumatic stress symptoms
- Change in mental processes or thinking – processing information may take longer or may have short-term memory issues

These campers often face the reality of their own mortality as they navigate the ups and downs of their cancer. Dependent on their age at diagnosis and level of understanding, campers may be fearful of relapse and possibly even death.

Campers may also talk about their concerns for relapse. This is more often seen in the school-age and adolescent campers as they understand the severity of the cancer diagnosis. Upcoming blood draws and scans that are due after camp can often cause additional anxiety.

Some campers may experience Survivor's Guilt. Survivor's guilt is a symptom of post-traumatic stress disorder; however,

people can have survivor's guilt without a PTSD diagnosis. The pain and despair that results from having one of their cancer friends die can make it difficult to cope. The severity and duration of symptoms varies between people. Initially, campers may feel gratitude for being alive, but as they start to relive the experience, they may experience regret, blame, shame, and guilt. Siblings can experience this as well.

Siblings of children with cancer undergo health related transitions as a result of their sibling fighting cancer, and also experience normal developmental and situational transitions at the same time. Siblings may have had to grow up faster than planned, may have been left with others, isolated from parents and their ill sibling during treatment. Rules, regulations and even expectations are often different with more responsibility landing on the sibling – they may be asked to help more around the house or take care of the younger children. They may be resentful or jealous of the attention their sibling received. They may become over-protective of their ill sibling or act as a surrogate caregiver. They may experience guilt with resuming their normal activities and having fun or may experience guilt over not having cancer. They may no longer be asked about how they are doing but instead the focus is shifted to their sibling with cancer. They often become isolated and may become insecure about themselves and lose their sense of self identity.

Academic performance may suffer due to difficulty with concentration and focus, and their involvement in extracurricular activities may change due to other responsibilities at home.

How will I know if someone needs additional support?

PTSD (Post-Traumatic Stress Disorder): Most people who go through traumatic events may have difficulty adjusting and coping temporarily, but with time and good self-care, they usually get better. Symptoms of PTSD may include intrusive memories (flashbacks, nightmares), avoidance, negative changes in thinking and mood, changes in physical and emotional reactions (anxiety). Individuals may have difficulty connecting with others and may shy away from social interactions. They may also have difficulty performing normal daily tasks.

Anxiety/Depression: Anxiety and depression is commonly seen in campers during and post treatment and can last for many years after treatment is completed. Many campers take additional medication to manage their anxiety and depression, and a number of campers receive counseling, both during treatment and after completion. It is important that we monitor campers closely for any signs or symptoms while at camp. Anxiety can be manifested in a variety of ways. Some common signs of anxiety are excessive worry, intense fear, irritability and restlessness, insomnia or fatigue, hypervigilance or hyperawareness, avoidance, and even physical complaints such as headache or stomachache. Signs of depression may include sadness, irritability, loss of interest, self-criticism, self-blame, trouble concentrating, trouble sleeping or sleeping too much, changes in appetite, agitation or restlessness, withdrawal or isolation, inability to engage with others, and various other signs determined on an individual basis.

Grief and Bereavement: Some campers may be grieving the loss of a loved one – this could be another friend who had cancer or possibly a sibling. How a child responds to death varies depending on the age and developmental level of the child. There is no right or wrong way to grieve, and there is no timetable for grieving – the loss is something that will always be there but grief should improve over time.

It is common for all children to feel a wide range of emotions in response to the death of a loved one, including shock, sadness, anxiety or anger. Some young children might regress to immature behaviors (baby talk or thumb sucking) or become clingy or irritable. Others might act out in angry outbursts. Remember that these changes in behavior are likely manifestations of unexpressed emotions like confusion or frustration. Common reactions to death in school-aged children may include difficulty concentrating, problems sleeping, and recurrent thoughts about the death. School-aged children may report physical reactions like stomach aches and headaches, which can be triggered by being in places that remind them of the person who died. Teens will likely feel a wide range of emotions surrounding the death, including sadness, anger, guilt, and helplessness. In response, some may withdraw, while others may engage in risky activities such as self-injury or substance abuse. Recognize that these actions are their attempt to regain control and cope with their emotions.

Strategies that can be useful when supporting the grieving camper include:

- Acknowledge their loss. If you know the individual, acknowledge their importance and consider sharing a story about their loved one.
- Express your concern for them as an individual. Acknowledge their feelings and let them know it's okay to show their feelings in front of you.
- Be genuine in your communication. Don't try to minimize their loss, provide simplistic solutions, or offer unsolicited advice. It is far better to just listen or simply admit "I don't know how you are feeling or what to say but I want you to know that I care."
- Allow them to talk about their loved one. Early on, this might include discussions regarding their death; as they move through their grief, it often shifts to memory sharing. Take time to listen to their stories.
- Be willing to sit in silence. Comfort may come from just being in your presence.
- Offer your support. See if there is something specific you can do to help the individual.

Avoid statements such as:

- "They are in a better place now" or "They are no longer suffering." The bereaved individual may not share these same beliefs with you.
- "This is behind you – it's now time to get on with your life." This may be difficult for the bereaved as they may be fearful of forgetting about their loved one.
- "Look at what you have to be thankful for." They know that they have things to be thankful for but right now they are not important to them.
- Statements that begin with "You should" or "You will". These statements are too direct. Alternatively, you might consider saying something like this, "Have you thought about....." or "You might try....".

Other Significant Life Events: Aside from cancer-related items, there are many other factors that need to be considered when making camps and programs safe, comfortable places for children and teens. Many of the campers have experienced other significant life events such as the loss of a parent, parental divorce, bullying, substance abuse within the family, witnessing violence in the home or community, or experiencing personal violence, abuse, or neglect. These adverse childhood experiences (ACE's) may impact on how the camper interacts with others, and on the development of a trusting relationship. Puberty, body image, sexuality, relationships, and infatuations at camp also impact on the camper's sense of well-being.

**Being aware of and sensitive to what the campers have experienced in their life
is an essential component of what is done at Camp Quality USA.**

What are some strategies that can be used to support campers?

- Show interest and concern for the camper.
- Never force a discussion about their cancer or what they have been through but if a camper wants to share their experiences, be a listening ear. Provide time to listen – don't appear rushed.
- Respect where they are coming from – if you have similar life experiences, share strategies that have positively worked for you to address your thoughts, feelings and emotions or have the camper talk through strategies that have worked for them previously in other situations. Focus on the camper's strengths.
- Respect their need for privacy – find a quiet place away from the crowd to talk. Keep your conversation confidential unless you feel that the camper is in danger of harming themselves or others.
- Explore the camper's concern. Use open-ended questions to gather more information. Try to identify what the camper needs, what they are looking for.
- If the camper wants to share in a group setting, check in with the group to see if they are comfortable having this conversation. Watch for the behaviors of the individual group for their comfort level. Recognize the need to shift the conversation from negative thought to positive coping strategies.
- Recognize when you need additional assistance from others – feel free to say "I really appreciate you sharing these concerns with me. Is it ok with you if I find someone who may be able to provide you with some additional support?"
- Depending on the conversation, set a time to check in with the camper to see how they are doing.
- Encourage the use of mindfulness or meditative practices such as yoga, journaling, and gratitude exercises.
- Provide opportunities for creative expression – painting, coloring, craft projects, etc.
- Support a healthy diet and healthy sleep routine at camp. Inadequate sleep can impact on the camper's overall health, well-being, and coping skills.
- Keep the communication between yourself/campers and campers/campers positive. Eliminate swearing or the use of inappropriate language from your group. Avoid negative language such as stupid, dumb, loser, etc.
- Statements that may make cancer patients or survivors uncomfortable include "I was just dying up there on stage," "it cost an arm or a leg," or "that person was strong – he looked like he was on steroids."
- If your campers start talking openly about their cancer experiences in a joking manner, gauge how far it is going. It may not be a positive experience for every camper. Humor is a great healer, but it needs to be used appropriately and in moderation.
- Identity is very important to our campers, and all participants should have the opportunity to be their authentic selves at all of our camps and programs. Be sensitive to skits, activities, and programming that may shame campers' personal or group identity. This may include cultural appropriation, phobic language or behavior, or exclusionary treatment. If you're unsure, ask a member of the COC or CQUSA team.

KEY TAKE-AWAY: Camp is a fun place. Every conversation or interaction that happens doesn't need to be controlled, but it is a key responsibility to ensure that the campers' feelings and their emotional safety are always considered!

SECTION V: EMERGENCY RESPONSE

The safety of all campers, volunteers, employees, and guests is of utmost importance. Any illness, injury, or potential hazard should be reported to the Healthcare Coordinator, medical volunteers, COC, and/or a CQUSA employee immediately.

Camp Quality USA follows emergency response protocols associated with the site location for each of its camps. The COC will review the emergency response needs for each location and provide any adjustments or specifics to the below guidance in advance of the start of each in person camp as needed. For specific information regarding the Crisis Response Team and their designated responsibilities, please reach out to your Area/Executive/Managing Director.

Campers, volunteers, employees, and visitors will be oriented upon arrival to these emergency responses. Drills will be run and evaluated for effectiveness and efficiency for the following emergencies:

- On volunteer arrival day - **Code Amber** (Missing Person)
- On camper arrival day - **Code Red** (Fire) and **Code Grey** (Severe Weather)

Emergency Response Protocol Codes

- **CODE AMBER** - Missing Person
- **CODE GREY** - Severe Weather
- **CODE RED** - Fire Hazard
- **CODE PURPLE** - Behavioral Crisis
- **CODE PINK** - Medical Crisis
- **CODE BLACK** - Hostile Intruder/Active Shooter
- **CODE YELLOW** - Bomb Threat
- **CODE GREEN** - Evacuation/Transport

Radio communications will be utilized unless inoperable, in which case cell phones will be utilized. Volunteers must alert any member of the Emergency-Crisis Response Team to any illness, injury, potential hazard, or other emergency situation. That team member will then alert the Area/Executive/Managing Director along with the other needed Emergency-Crisis Response Team members to ensure implementation of the appropriate Emergency Response Protocol.

Death of a Camper/Volunteer

In the unforeseen occurrence of a death during a camp or program, notification of emergency contacts and the appropriate officials is necessary. If a participant is found to be unresponsive, pulseless, or not breathing during a camp, the person discovering the unresponsive individual should immediately initiate the EMS system (911) and call for assistance from the medical staff. Any individual in the area of the incident, if appropriately trained, may initiate CPR until the med staff and/or EMS arrives. An exception to this is a camper receiving end of life care and that has a Do Not Resuscitate (DNR) order. When the EMS system is activated, communication to the front desk of the facility should occur. It is also important to identify a COC member to watch for EMS and to direct EMS to the appropriate location.

It is important to maintain privacy, respect, and dignity for the individual. Campers, volunteers, and employees who are not needed at the scene will be asked to return to their cabins or other camp activities. If possible, a barrier should be placed around the individual where emergency care is being provided.

The Medical Coordinator, Area/Executive/Managing Director, Field Management Director, and CEO should be notified of the incident as soon as possible.

In addition, sensitivity to the needs of the remaining participants, both campers and volunteers, must be addressed. In addition to intense grief, the death of a volunteer or child engenders an overwhelming sense of injustice— for the lost potential, unfulfilled dreams, and senseless suffering. When the death occurs in a setting specifically designed to keep children safe, feelings of insecurity among surviving children and families may increase.