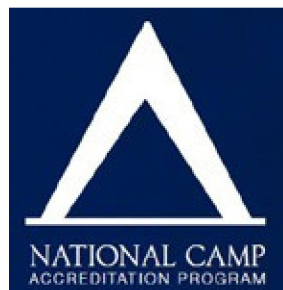




Camp Staff Manual 2024



Ed Bryant Scout Reservation is a nationally accredited camp through the National Camp Accreditation program. This document was updated October 2023.

Table of Contents

Welcome	Page 3
Summer Schedule	Page 4
Chain of Command	Page 5
Aims and Methods of Scouting Scouting Ideals	Page 6
Employment with Glacier's Edge	Page 7
"At-Will" Employment	Page 7
Staff Paperwork	Page 7
Staff Salaries	Page 7
Job Descriptions	Page 7
Staff Evaluations	Page 8
Youth Protection	Page 8
What not to Bring	Page 8
Staff Housing and Bathrooms	Page 9
Showers and Laundry	Page 9
Mail and Internet	Page 9
Rules and Guidelines	Page 10
National Standards	Page 10
State Laws and Standards	Page 10
Uniform Policy	Page 10
Grooming and Hygiene	Page 10
Visitors	Page 10
Time Off	Page 11
Leaving Camp	Page 11
Automobile Policy	Page 11
Absent and Tardiness	Page 11
Camp Equipment	Page 11
Cell Phone Policy	Page 11
Weapons and Firearms	Page 11
Alcohol/Tobacco/Drugs	Page 12
Staff Morals/Behavior	Page 12
Staff Discipline Procedures	Page 12
Dining Hall Expectations	Page 13
Health and Safety	Page 14
Health Lodge	Page 14
Health Forms	Page 14
Medication	Page 14
Emergency Procedures	Page 14
Staff Resources	Page 15-18

WELCOME TO CAMP STAFF

Dear EBSR Camp Staff,

On behalf of The Glacier's Edge Council, it is our honor to welcome you in joining us for the Ed Bryant Scout Reservation Summer Camp experience! We are thrilled that you have been selected as a person who has the "right stuff " to lead our camp and the youth who will attend. Summer camp is one of the most memorable experiences for any youth. We can all still vividly remember our first summer camp experience as one of the highlights of our youth. It changed who we were and set us on a course that would define the rest of our lives.

Hundreds of Scouts and Leaders will attend EBSR this summer and for many of them this will be their first summer camp experience. It is vital that we provide a MOUNTAIN-TOP SCOUTING EXPERIENCE. For most, there is only one week and one chance for this experience. What a great opportunity that is for us! We are literally responsible for that experience and for a chapter in each Scouts life. The memories will be based on the experience during camp. Will those be fond memories? Will camp be life changing? Will camp alter their lives in a way they cannot imagine? That is our challenge! Many of the things that we do this summer will manifest immediately but many others will be saved for future life.

As you read through this staff guide, realize that you are accepting the leadership role and responsibility to devote yourself to providing a MOUNTAIN-TOP SCOUTING EXPERIENCE to many youth. You will have great influence in their lives, they will remember you, and they will thank you later in their life for the devotion and time you took to be an influence for good.

WE ARE EXCITED TO HAVE YOU ON OUR TEAM! And we hope that you are excited as well! If you have any questions, please do not hesitate to contact us.

Yours in Scouting,

EBSR Administrative Team

Camp Schedule 2024

Ed Bryant Scout Reservation is located at:

N6960 Cty Hwy G
Mauston, WI 53948

Staff Schedule

March TBD	Staff Training at EBSR
May TBD	Staff Training at EBSR
May 14	Paperwork Due
June 1-7	National Camp School for Directors
June 5	Camp Admin. Arrives
June 7	Area Directors and Aquatics Arrive
June 9	All Staff arrives
June 9-15	Staff Training Week
June 16-22	Week 1
June 23-29	Week 2
June 30-July 3	Webelos Sleepover Camp
July 4-6	Cub Sleepover Camp
July 7-13	Week 4
July 14-20	Week 5
July 21-27	Week 6
July 28-August 3	Staff Clean Up Week
August 2nd	Staff Banquet

Arrival

Camp Staff is expected to arrive the first day of staff week no later than 12:00 noon or earlier if your contract states earlier. Lunch is planned for all staff and their families. This will give parents a chance to talk with the Camp Director, Program Director, and Camp Commissioner.

Check-In (Peter Rice Office)

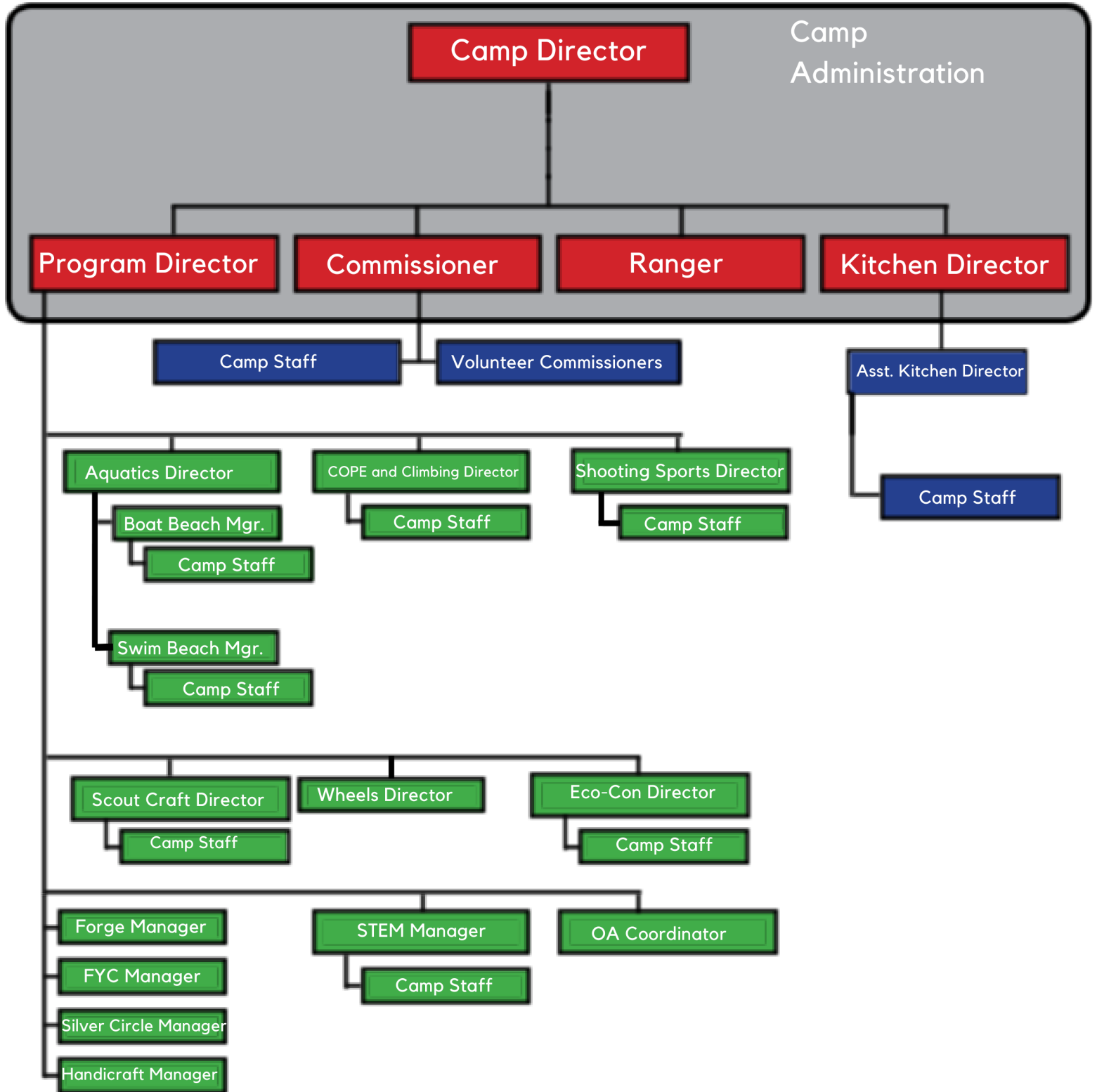
- Sleeping quarter assignments will be provided
- Health Forms will be reviewed and medication policies described
- Your direct supervisor will help you move into quarters

Moving In

- You will be permitted to drive to your quarters, please be respectful of camp and other staffers
- Take some time to settle in, the first staff meeting will not be until 3pm
- No more than 2 electronic devices should be plugged into an outlet. Camp electrical service is different than what is at home.

Organization Chart

Ed Bryant Scout Reservation



Aims and Methods of Scouting

The Mission of Scouting

The mission of the Boy Scouts of America is to prepare young people to make ethical and moral choices over their lifetimes by instilling in them the values of the Scout Oath and Law.

The Vision of Scouting

The Boy Scouts of America will prepare every eligible youth in America to become a responsible, participating citizen and leader who is guided by the Scout Oath and Law.

The Aims of Scouting

Character Development
Citizenship Training
Personal Fitness

The Methods of Scouting

Ideals

Patrol Method
Outdoor Program
Advancement
Adult Association
Personal Growth
Leadership Development
Uniforming



Scouting Ideals

The Boy Scouts of America, Glacier's Edge Council conduct camping program based on the following Scouting ideals: The Scout Oath, The Scout Law, The Scout Slogan and The Scout Motto. It is important that all staff members memorize these ideals and strive to live by them. For more information, consult the BSA Handbook.

Scout Oath

On my honor, I will do my best, to do my duty, to God and my country. To obey the Scout Law, to help other people at all times and to keep myself physically strong, mentally awake, and morally straight.

Scout Slogan

"Do a Good Turn Daily"

Scout Motto

"Be Prepared"

The Scout Law

A Scout is:
Trustworthy
Loyal
Helpful
Friendly
Courteous
Kind
Obedient
Cheerful
Thrifty
Brave Clean
Reverent



Employment with Glacier's Edge

Welcome to the exciting world of Camp Staff! This is going to be one of the best summers of your life! In this section, employment procedures and policies are outlined as a baseline to get started. More in depth rules are in following sections.

Note regarding "At Will" Employment:

Although the Glacier's Edge Council always anticipates and expects a long and mutually satisfying relationship with each of its employees, all employees of the Glacier's Edge Council are employees at will and, as such, are free to resign at any time with or without reason. Similarly, the Glacier's Edge Council may terminate the employment of any employee at any time with or without reason. This Staff Guide is provided to employees of the Glacier's Edge Council so that they may be informed of current employment policies. It is not a contract or other legal guarantee that the Glacier's Edge Council will continue any policy or practice described in it.

Staff Paperwork

All positions on camp require that you fill out some paperwork before beginning work. Much of this paperwork is needed for us to legally compensate you for your time and talent at camp. Upon accepting a staff position, a letter of employment and job description will be emailed to you. In addition to these two documents, a checklist of what is needed will be included. All forms needed may be found on the Glacier's Edge web page. All paperwork must be completed and turned in before May 14th, 2024.

Staff Salary

Salary includes room and board (meals) in addition to monetary compensation. Salary is subject to City, State, and Federal taxes as well as Medicare and Social Security. Staff is paid on the 15th and 30th of each month. Timely payment is dependent on the return of paperwork on time! Paperwork is due no later than May 14th. Note that your salary will be directly deposited into a bank account.

Job Description

This is the basis for your job this summer. In the job description you will find your direct supervisor, qualifications and day to day responsibilities. This document is the basis for staff evaluations throughout the camping season. These can be found on the Camp Staff Forms page of the Glacier's Edge Website under Ed Bryant Scout Reservation.

Note: In each job description it will say "Participate in Camp Wide Activities." This means that it is required to participate in the following activities: Meals, Campfires, Flag Ceremonies, Camp Wide Programs (Ed Bryant Games, themed nights etc), Equipment moves, Tour Guiding, Scouts Own Service and other duties as necessary and assigned.

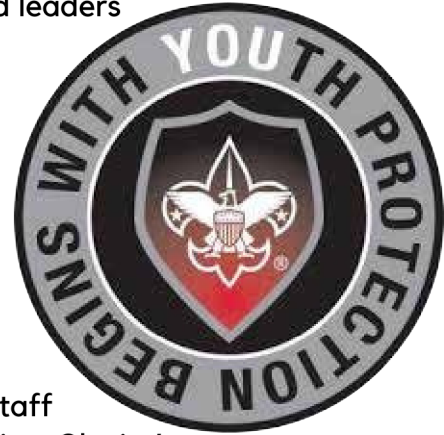


Staff Evaluations

At mid-season (end of week 3) and at the end of the summer season, your immediate supervisor will evaluate your job performance on several different levels. These are a tool and intended to help improve staff performance and Camp efficiency. This process is intended to help Camp Staff grow and improve for the future.

Youth Protection and Sexual Harassment

The Boy Scouts of America places the greatest importance on creating the most secure environment possible for our youth. To maintain such an environment, the BSA developed numerous procedural and leadership selection policies and provides parents and leaders with resources for the Cub Scout, Scouts BSA and Venturing programs. True youth protection can only be achieved through the focused commitment of everyone in Scouting. It is the mission of Youth Protection that volunteers and professionals meet the standard as set by the Boy Scouts of America to maintain a culture of Youth Protection awareness and safety at the National, Regional, Area, Council, District and Unit levels.



As such, ALL CAMP STAFF are REQUIRED to provide proof of current youth protection training with the staff paperwork. These policies are our responsibility to enforce and report throughout the summer. Additionally, each staff member is required to take the on-line sexual harassment training for their position. Glacier's Edge Council has a zero-tolerance policy regarding sexual harassment.

What Not to Bring to Camp

A complete list of what to bring to Camp can be found on Staff Forms page. The following items are NOT allowed on camp:

- BB guns
- Bean Shooters
- Fireworks of any Type
- Explosives,
- Alcoholic Beverages
- Illegal Drugs
- Pornographic Materials
- Slingshots
- Missile-launching Devices
- Personal Firearms of any Type
- Large Fixed Blade Knives

Additional items that constitute a threat to the safety of the camp community may be designated by the Camp Director and removed at once. These items pose health and safety risks to campers and other staff and therefore are grounds for termination.

Pro-Tip

Staff members with special talents can bring a lot to a staff and to a camp! If you have special talents or neat hobbies, how can you help benefit camp?



Staff Housing

Most Camp Staff positions are required to live at Camp when Camp is in session. Camp provides hard roof housing for all staff in either bunkhouse style quarters or small cabins. Your social conduct needs to reflect the ideals of Scouting. A few notes regarding housing:

- You will be assigned to a cabin or bunkhouse for the summer
- You must keep your quarters clean
- Your belongings are not covered under Council Insurance
- The Camp Director and Program Director reserve the right to assign and adjust housing assignments throughout the summer.
- No pets will be allowed
- Air conditioners brought from home are not allowed. Fans are suggested.
- \$100 will be withheld from your final paycheck contingent on the condition of quarters when the staff checks out.



Bathrooms and Showers

Staff has several bathroom and shower facilities to use throughout the summer. Staff are able to use the main shower house, staff showers and Castle Rock Lodge showers. Most of these showers are also available to campers so it is imperative that we keep them clean.

Laundry

Laundry facilities are available at Camp for staff to use free of charge. Capacity is limited.

Mail and Internet

Staff mail can be sent to camp during the summer. Please do not forward magazine and other subscriptions to camp. Please ensure that mail is addressed to your ATTN.

Ed Bryant Scout Reservation
ATTN: Staffer's Name
Ed Bryant Scout Reservation
N6960 Cty Hwy G
Mauston, WI 53948

Internet access is available at camp, but bandwidth is limited.

Rules and Guidelines

National Standards

All Glacier's Edge Camps are inspected for compliance with the BSA NCAP program. This program outlines standards for which our camp will operate. During staff training, you will be made aware of the standards that apply to your position in camp. Safety is paramount.

State Laws and Standards

All Glacier's Edge Camps are inspected for compliance with the State of Wisconsin recreational camp requirements. This program outlines standards for which our camp will operate. During staff training, you will be made aware of the standards that apply to your position in camp.

Uniform Policy

One of the methods of Scouting is Uniforming. It provides the wearer with a place to show achievements and to be uniform with a unit. Camp Staff is a big troop and staff are expected to be in uniform at all times when on duty.

There are 2 basic uniforms at camp:

- **Field Uniform:** Official BSA shirt with correct insignia, BSA pants/ shorts, BSA socks, BSA Belt. Venturing shirts are also accepted. Hats worn must be BSA hats.
- **Activities Uniform/Staff Polo:** BSA related or plain T-Shirt, BSA pants/shorts, BSA Socks, BSA Belt, Hats worn must be BSA. Staff are also provided with two Camp Staff polos that is considered a uniform shirt. **ALL SHIRTS MUST BE TUCKED IN!**



Staff will also each be issued a name tag that is required to be displayed on your shirt at all times. This is part of your uniform! More information regarding uniform will be shared during pre-camp staff training.

Grooming and Hygiene

Camp staff are expected to maintain an appropriate level of personal grooming and hygiene. Staff are expected to report each day neat and clean and ready for work. Poor grooming and hygiene can have a negative effect on campers. Issues regarding this will be shared directly with you by the administrative team.

Visitors

Visitors of staff members are welcome during your time off, and at the Friday Night Campfire. The Camp Director must approve all arrangements for persons visiting in advance. Meals for visitors cannot be guaranteed. All visitors must check-in and check-out at the camp office. **REMEMBER PETS ARE NOT ALLOWED IN CAMP.** Housing or camping for visitors is not available.

Staff members are given time off appropriately based on their position. All staff will be given one night off per week effective after afternoon program responsibilities are completed. Additionally, staff will be dismissed at 11am on Saturday and expected to return to camp by 11am on Sunday. Exact times may vary week to week depending on staff completion of Saturday tasks.

Youth note: you cannot leave camp without written parental permission and Camp Director approval.

Leaving Camp

Any staff member leaving camp for any reason must sign in and out. The sign out log is located in the Peter Rice Office. **NO MINORS MAY LEAVE WITHOUT PERMISSION OF THE CAMP DIRECTOR AND PARENT.** If a staff member is over the age of 21, they may leave when all assigned and additional duties are completed. Times will be allotted for the staff as a whole to participate in outside-of-camp activities. Remember, minors are not permitted to leave camp without permission from the Camp Director and their parents. When leaving camp, specific driving and riding rules apply. Please read the Glacier's Edge Council Driving and Riding Policy.

Automobile Policy

Staff members of legal driving age are allowed to bring a car to Camp. All cars on camp must have current state registration and insurance. The car is allowed to be parked in the area designated by the Camp Director. Your car is not allowed to be driven into camp further than the parking lot without permission from the Camp Director. Youth are NOT allowed to transport any other staff in their car. Youth can only ride in other adult staff vehicles with written parental permission and Camp Director approval. As part of your staff paperwork, you must sign the Glacier's Edge Council Automobile Policy. Parent approval is required for youth. Damage to your personal vehicle is not covered under the Glacier's Edge Council Insurance.



Absentees and Tardiness

All staff members are required to be on time to all meetings, meals, and planned activities. If you are going to be late, you must call your immediate supervisor to let them know the situation. All absences need prior approval by the Camp Director. Excessive absence or tardiness will result in disciplinary action and possible termination if not corrected.

Camp Equipment and Maintenance

As member of Camp Staff, you will use many different items of camp equipment. This equipment is purchased for the support of the camp program and needs to be treated with respect and care. If you do not know how a piece of equipment works, ask before you use it! To use any camp vehicle, tractor, power tools etc, you must have training and permission from the Camp Ranger. If any equipment is lost, stolen or broken, tell your supervisor. We cannot replace or fix it if we don't know about it. Area Directors and Administrative Staff will fill out the appropriate paperwork and submit it to the Camp Director. All maintenance requests will be prioritized and directed to the Camp Ranger. A training of the process will be conducted during staff training.

Cell Phone Policy

Cell phones are a useful tool for information, communications between staff members and are an integral part of the emergency communications. They are also useful educational tools and can be used as such. If you are repeatedly seen using your cell phone for personal use (games, personal calls or other distractions) during working hours you may face disciplinary action.

Weapons and Firearms

Personal firearms, bows, arrows and large fixed blade knives are not permitted at Glacier's Edge Camps under any circumstances!

Alcohol, Tobacco and Controlled Substances

Alcohol

It is the policy of the Glacier's Edge Council that the use of alcoholic beverages and controlled substances are not permitted at encampments or activities on property owned and/or operated by the Glacier's Edge Council, or at any activity involving participation of youth members. For staff of legal drinking age, use your best judgment before consuming any alcohol. As adults of legal drinking age, you are permitted to drink off camp property. Please note that any choices and actions off camp that affect business on camp will result in termination and you will be held financially responsible for any damage to personal or camp property. It is illegal to provide any alcoholic beverages to a minor.

Tobacco

All Glacier's Edge Council properties are smoke free environments and the BSA supports that adult leaders should refrain from all tobacco use on Scouting functions. This includes vaping, chewing tobacco or other traditional smoking alternatives.

Medical Marijuana

It is unacceptable for anyone to use or be under the influence of medical marijuana at or during any Scouting activity.

Illegal Drugs

Any staff member possessing or using any illegal drug or controlled substance will be subject to legal action as deemed fit by the Camp Director. Authorities and parents will be notified.

Any person under legal age possessing or under the influence of the above substances that are against the law will be dealt with accordingly. This could include police or other law enforcement as well as parents.

Staff Morals and Inappropriate Behavior

Staff are expected to uphold the ideals and morals of Scouting. The following list are examples of unacceptable behaviors, these are only examples and this is not a complete list. Supporting or participating in these behaviors will result in disciplinary action.

- Public Displays of Affection
- Sexual conduct with other staff members
- Working a second job that interferes with your job performance at camp
- Clothing/decorations that advocate drugs and/or alcohol

Staff Discipline Procedures

Staff discipline is based on a 3 strike system. This system is designed and intended to help staff members grow and correct actions to be a more productive member of the team. Certain actions fall into our zero-tolerance policy and result in immediate termination. These are outlined above. Many of our staff will make mistakes from time to time so this system is intended to promote good behavior rather than punish bad.

Each staffer's immediate supervisor is responsible for the discipline of his/her team. This is done through the "Adverse Action" form. The process is as follows

- Strike 1: Verbal reprimand is given. The staffer is told what they did wrong, and reminded of the expectations. No formal paperwork is created at this time.
- Strike 2 – If the same offense is committed again, a written reprimand is given. The staffer is again told what they did wrong, reminded of the expectations and asked to sign a written form. For all youth staff, they are required to call and inform parents of the situation. At this time, the Program Director or Camp Director is included in the discussion.
- Strike 3 – If the behavior continues, the staffer is either terminated or asked to take a suspension for the remainder of the session. At this time, the Camp Director is included in the discussion and makes the decision to suspend or terminate the staff member. Again, youth are required to call and inform their parents.

Purchasing and Reimbursement

In the event that any staff member needs to personally purchase supplies for camp they **MUST** have prior approval for the expense from the Camp Director. Expenses not receiving prior approval may not be reimbursed. **ALL** reimbursement requests must be submitted to the Business Manager within 14 days of the purchase date to be considered for reimbursement. The goal is to submit needs for materials to the Program Director and/or Business Manager prior to the necessity of purchasing things as a staff member and requiring reimbursement.

Dining Hall Procedures and Expectations

Staff are provided three meals on all week days; Breakfast, Lunch and Dinner. While camp is in session **ALL** staff are required to eat with the participants attending camp that week. We believe that in eating meals together creates a welcoming environment for participants and helps bring the camp together as one.

Weekend meals are limited to Saturday Breakfast and Sunday Dinner. Meal times vary by program and are outlined in the Leader's Guide for each camp session. Saturday Lunch, Saturday, Sunday Breakfast, and Sunday Lunch are on your own. There will be designated food including leftovers that will be available for staff staying at Camp.

Please understand that as a staff member, you are still on duty at meals and are expected to act as such. All staff are expected to help set up, serve and clean up all meals. Each staff member will be expected to lead or help with songs/entertainment in the dining hall. Your break time between lunch and program depends on efficiency in the dining hall!



Health and Safety

Camp Administration and the Council is charged with providing the most comfortable, sanitary and appropriate living situation for all those at Camp. The following section provides information and policies the Council has adopted to meet this important goal.

Health Lodge

At camp a health lodge is provided and employs a Health Officer that is available to you, as a staff member, 24 hours a day. First Aid and some over the counter medication will be administered by our Medical Officer. For any other treatment, we have agreements with local emergency and medical services. A member of the camp administrative team will always go with staff members to the hospital.

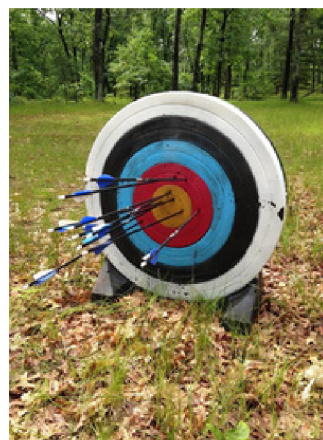
At EBSR, there is one primary Hospital:
Mile Bluff Medical Center St. Clare Hospital
1050 Division 707 14th St
Mauston, WI 53948 Baraboo, WI 53913

Health Forms

All Camp Staff are required to submit the completed Annual BSA Health Form when reporting to camp, which includes a simple physical (Part C) completed within the last calendar year. Upon arrival at camp, all staff are required to meet with the Medical Officer and review information. At this time any restrictions, allergies, physical conditions, etc. need to be communicated to the Health Officer. The Annual BSA Health Form can be found on the Staff Forms page on the Glacier's Edge website.

Prescription Medication

If you must take prescription medication while at Camp, you must complete the Routine Drug Administration Form and present your medication to the Health Officer in its original container. Minors are required to leave medication with the Health Officer and the Health Officer will administer the medication as indicated on the prescription. Please fill out the Routine Drug Form before arriving at Camp.



Emergencies in Camp

Emergencies in Camp are signaled by one long blast on the Camp Emergency Siren for a lost camper emergency and three short blasts for inclement weather. Emergencies at camp include: inclement weather, fire, lost swimmer/boater, lost camper, and serious accident. In the event of hearing the emergency siren, all present in camp are to report to Fellowship Hall immediately for a head count and will remain till the all clear is given. The Camp Director and Camp Ranger may also organize staff to begin addressing the emergency. More specific procedures will be addressed during staff week. There will also have an emergency drill every Monday.

Staff Resources

The motto of a Scout is "Be Prepared" and you can best be prepared for your assignment this summer by reading all that you can about your assignment, listing needs, gathering resources and preparing teaching outlines and/or other things that will help you in your tasks. Also important is practicing the skills needed to lead Merit Badges.

No matter what the Camp assignment, the greatest skill of all is that of working with other people, whether staff members, Campers or Leaders.

- **Read:** Once you have your assignment, gather and review all the manuals or books that you can on the subject and read. Take notes, which you can use later.
- **List:** Make a list of all the materials you could use to better carry out your assignment.
- **Gather Resources:** Many of the items you will need are at camp. Some you will need from home, or perhaps from teachers you know. Resources come in the form of people, books, teaching guides, as well as materials like rope or compasses.
- **Teaching Outlines:** Whether you are a Program Instructor, work in the Commissary or Trading Post, the Camp Ranger or Health Officer, at some point you will have to teach others. Keeping open program in mind, make sure you have a plan for each requirement for the Merit Badges you are instructing, listing the materials you will use and the teaching method you will follow. Scouts can show up at any time looking to work on any requirement. Be flexible and provide them with a quality program. Start with a clear "outcome" or expectation for the task so you will know if you are on track. Remember, in Scouting we teach using the EDGE method. Explain, Demonstrate, Guide and Enable.
- **Practice:** Using the materials you have available, and your outline, practice a few times alone in front of a mirror. Then practice on your Troop members and your family. This will develop your timing and presentation while also improving your confidence, knowledge and skills.
- **People:** The best resources are your teachers. Ask them about the skills they use in preparing for teaching and about how they control a group of young students. Other important resources are your parents and your Troop Leaders. Your teaching will be greatly enhanced by this encouragement and advice. Finally, your fellow staff members are a good resource for advice in skills and the materials available for use in Camp. "Be Prepared." That's the motto of a good Scout and a good Camp Staff team.



Customer Service

Who are the customers? Scouts, Leaders, Parents, Relatives, and anyone visiting Camp

- What does the customer want? To be heard.
- What can you do to resolve the situation? Do you need to send this situation up the Chain of Command?

The cardinal sin of Customer Focus is, "That's not my job." If you don't know an answer, find out. Don't leave the customer hanging. Exceed expectations. Serve the customer the best that you can in your position. What the customer perceives (whether right or wrong) is most important element. If the customer leaves camp unhappy, chances are the unit will go elsewhere in the future. Without customers, we have no jobs and no camp.

WE DON'T HAVE PROBLEMS, WE HAVE CHALLENGES! Always put the customer first and remember that the Camp Staff is here to serve our customers. Some requests will be impossible but we need to do our best to meet every challenge. If the customer (especially an adult) becomes upset direct the person to the Camp Director.

CUSTOMER SERVICE TIPS

Sometimes, the most costly business mistakes can happen in only four to six seconds upon meeting a new business contact. Here are five phrases you don't want to use when talking to a customer:

- Forbidden Phrase #1: "I don't know." If you don't know, find out. Instead say, "Let me check and find out and I will get you the answer."
- Forbidden Phrase #2: "We can't do that." This one is guaranteed to get your customer's blood boiling. Instead say, "Let's see what we can do." Then find a solution.
- Forbidden Phrase #3: "You'll have to" Instead, use phrases like, "You'll need to," or "Here's how we can help you with that," or "The next time that happens, here's what we can do."
- Forbidden Phrase #4: "Hang on a second. I'll be right back." Instead, "It may take me two or three minutes to get that information. Can you wait while I check?"
- Forbidden Phrase #5: "No," at the beginning of a sentence. The word "no" conveys total rejection. Instead, turn every answer into a positive response. "We aren't able to refund your money, but we can replace the product at no charge."

Remember, always put the customer first in every interaction. We are at Camp to serve our customers.



Ages and Stages

The Camp Program is designed to be based on age and development stage of the scout at each level. As we are working with Scouts at different age levels, different behaviors will be present. One major note is not to assume the age or stage of a Scout, or treat them like they are younger or older. Work with them and observe how they react to different situations in order to tailor your service and instruction to the Scout. Below are some general behavioral characteristics displayed by different age groups. This is a general list and not intended to be a hard and fast rule.

7-10 Year-Olds

- Usually 2nd-5th grade
- Very enthusiastic
- Willing to participate in most activities
- Short attention span, 30min max
- Tires quickly and easily discouraged
- Curious and eager to learn
- Easily motivated but can get out of hand
- Usually Camp is the first time they are away from their parents
- Need supervision of hygiene

11-13 Year-Olds

- Usually in 6th-8th grade
- Very Peer oriented, like to do what friends are doing
- Developing fine motor skills
- Curious, eager to learn and understand more complex ideas
- Longer attention span
- Able to plan and make decisions themselves
- Conscious of privileges of older campers
- Like talking about themselves, home, and family

14-16 Year-Olds

- Usually in 9th-11th grades
- Tremendous differences occur between ages
- Desire to experience different things
- Searching for identity
- Likes to socialize
- Want to see Counselors as "Friends" as they break away from parents
- Strong desire to take care of themselves
- Able to work and concentrate for long amounts of time

Camper Discipline

Camper discipline is primarily the duty of Scoutmasters and/or parents. Camper discipline issues that arise in your area of responsibility should be handled quickly and politely. If you are unsure what to do, ask for help from a senior staff member. All camper discipline matters should be referred to the Scoutmaster. If this yields no help, then the next level is the Program Director. The final resolution rests with the Camp Director. "Hazing" or "initiations" are not the Scouting way. All incidents that occur in camp must be reported quickly.

Open Door Policy

If any staff member has a concern or suggestion regarding any aspect of Camp Administration or Camp operations, that staff member should share it immediately with his/her supervisor. If the staff member does not feel that the concern/suggestion was resolved, the staff member should go to the Program Director and/or Camp Director. If no resolution is reached then the staff member should contact the Council Program Manager/Director.

