

Policies & Procedures **For** **Camp Sunshine**

Volunteer Requirements:

1. All volunteers are required to fill out a questionnaire form highlighting their week(s) of choice, position(s) requested and specialty skills.
2. All volunteers are required to fill out the volunteer “job” application as well as the Medical/history background form and waiver & release of liability form.
3. Volunteers are required to fill out a voluntary disclosure statement and allow Camp Sunshine to perform a third-party background check.
4. Volunteers must read and be aware of Camp Sunshine’s sexual harassment policy.
5. All volunteers 18 or older at the time of camp must take the State of Maine Mandatory Reporter training (once certified it is valid for 4 years).
6. All volunteers under the age of 26 years old must provide their immunization records or provide proof of immunization.

Meetings:

1. All Volunteers are required to attend a general orientation, before camp starts. Volunteers will be provided with information pertinent to the specific camper needs of the session, the session’s illness, and what to expect.
2. There will be additional meetings to attend for 1:1 assigned counselors, lead volunteer counselors, and assigned counselors to specific activities requiring additional training.
3. Volunteers will be asked to attend a camp evaluation session (volunteer meeting) near the conclusion of Camp, to discuss the overall camp experience in general (see what worked well, what should be changed, etc.).

Schedules:

1. Volunteers should show up approximately 10 minutes prior to the scheduled event, to meet day camps or set up for the event or activity. (This will ensure that children will not be left unattended and that events will go off on time.)
2. Schedule changes will be permitted with the approval of your lead volunteer counselor, and Director of Volunteer Engagement and Activities or Activities Coordinator. (This will help ensure that two or more groups don’t show up at the same location, for the same activity, at the same time.)
3. Should a change in location or event be required the Camp Staff will notify the appropriate Lead volunteer counselors.
4. Counselors should be familiar with their events, the rules of the event and the equipment needed well in advance of the actual scheduled event. (Contact the Lead

Counselor, Director of Volunteer Engagement and Activities or Activities Coordinator or designated support staff prior to the event should there be any questions.)

5. Starting of Camp each day: Volunteers will meet with their respective day camps each morning following breakfast in their designated room. The same is true for meeting day camps after lunch, for the afternoon session of camp. The only exception being that the teen groups will meet in the Dining Hall lobby every signing in and out time unless determined otherwise.

**** All children assigned to activity groups must be signed in & out of day camp by a parent or guardian** Siblings may not sign younger siblings in or out of day camp.**

6. Certain scheduled events may require advance sign up. It will be the Lead volunteer counselor's responsibility to see that those children interested in the particular event are signed up as required. This allows for better preparation time and the ability to handle all the children more comfortably. An example of pre-sign-up events are the talent show, 9-12 sleepover, and special activities such as bass fishing trips, antique boats, etc.

Attire/Appearance:

1. Volunteers are asked to maintain a neat, clean and well-groomed appearance. Your appearance directly reflects upon Camp Sunshine and the perception received by the families, media, and other potential visitors.
2. Please do not alter the yellow volunteer T-shirts.
3. Volunteers working in the kitchen and around food products will need their hair tied back and or/covered by a hat.
4. Be sure to always have your name tag visible.

Key Policies:

1. When children and volunteers deviate from the group, there should always be at least 2 volunteer counselors present with children at all times. No exceptions.
2. Children should either be near their parents or signed into groups, at all times. Children are not permitted to roam camp alone.

Basic Rules of Camp:

1. Camp Sunshine is a Dry Campus. Consumption of alcohol is not permitted on site. Individuals violating this policy will be asked to leave camp.
2. Camp Sunshine is a smoke free / tobacco free campus.

- a. "Smoking" means inhaling, exhaling, burning or carrying any lighted or heated cigar, cigarette, pipe or joint, or any other lighted or heated tobacco product or marijuana product. "Smoking" also includes the use of an electronic smoking device (such as vapes or "Juuls").
 - b. "Tobacco" is defined as all tobacco-derived or containing products, including but not limited to cigarettes, cigars, little cigars, cigarillos, bidis, kreteks; all smokeless and dissolvable tobacco products, including but not limited to, dip, spit/spit-less, chew, snuff, snus and nasal tobacco.
3. Be friendly, gracious and helpful towards our guests at all times.
4. The use of drugs will not be tolerated and will result in immediate dismissal of a volunteer. Even though it is legal in Maine, the use of recreational marijuana is considered drug usage.
5. Be punctual when reporting to camp events. In case of illness please notify your lead volunteer counselor and the Volunteer Coordinator as soon as possible (207-655-3800).
6. Please NO profanity.
7. No gambling allowed.
8. Please, help pick up litter in and around camp facilities and parking areas.
9. Vehicles should be parked in designated areas only. No parking along the roadways.
10. Report ALL injuries to the VP of Program Operations, Director of Volunteer Engagement or Director of Family Engagement immediately (both volunteers and guests).
11. Mealtimes: unless a volunteer must eat quickly to prepare for an event or activity, ALL families should be allowed to eat first.
12. Firearms, fireworks and all other forms of weaponry are not permitted at camp.
13. The kitchen and behind the food line is off limits unless you are an assigned volunteer to that area.
14. Unauthorized use of camp vehicles is prohibited (Camp Staff will assign any necessary vehicles). Anyone driving a camp vehicle must present a valid driver's license in good standing to camp staff. Driving checks will also be performed.
15. Volunteers are permitted to use all campus facilities. Please remember guests/families should come first.
- 16. Although bonding with our guests/campers is strongly encouraged, *volunteers must still remember to maintain both a proper and professional relationship at all times.***

Discipline:

1. When maintaining a smooth and effective running program, volunteers may have instances where some form of discipline will be necessary. During these instances remember to be *firm, fair and consistent*.
2. Avoid raising your voice or losing your temper.
3. Remember to treat all individuals with patience and respect.
4. **Never** resort to physical violence or restraint.
5. Don't be afraid to ask for help.
6. If possible, speak with the individual in a location away from the group or in a private area. If talking to a camper, be sure to maintain the 2-counselor minimum.

Additional Duties:

1. All volunteers are asked to assist with the set up and breakdown of the dining area when necessary (ex. Shows in the stage area, rainy day activities, clean up, etc.).
2. Please help assist in alerting both guests and volunteers not to take food from the dining hall to feed the animals. This is both a danger to the individual, as well as the animal.
3. Refer to job description (handed out by lead volunteer counselors) to familiarize yourself with your expected responsibilities.
4. Volunteers are expected to pitch in wherever and whenever necessary.

Additional Kitchen Procedures:

1. Volunteers working in the kitchen will be required to wear closed toe & low heel shoes. All shoes must have rubber soles to prevent slips and falls.
2. Machines can only be operated after you have a complete understanding of all pertinent facets related to that piece of machinery.
3. When using a knife, always use the proper knife for the job and cut away from the body.
4. Lifting correctly is important. Always bend your knees, get a firm grip and lift with your legs. Do not lift over 25 pounds without help.
5. When working around food, hair needs to be tied back and/or covered with a hat.
6. When handling food, volunteers should be wearing plastic/rubber gloves.

7. Do not handle your cell phone while on duty.
8. All volunteers are expected to adhere to all Department of Human Services and Bureau of Health requirements.

Camp Goals and Outcomes

Families with a child diagnosed with diseases such as cancer, kidney disease, lupus, solid organ transplants and other life-threatening illnesses attend one of the week-long camps. Our focus is on alleviating the strain that a life-threatening illness takes, not only on the sick child but also on other family members. Families have an opportunity to strengthen their relationships together and meet other families facing similar challenges.

Recreational hours allow children to relax and enjoy the simple pleasures of childhood while their parents find quiet moments to walk by the lake and reaffirm their support for one another. In addition, games and events are designed to foster family involvement, encouraging families to laugh and play as a unit. This approach builds a new foundation the family can take with them when camp is over to unite them during the darker times they may face.

Groups: Sessions and workshops are tailored to the needs of the families. These sessions may be the first opportunity the family members have had to share their fears and frustrations with others who can genuinely identify with the same experiences. The sessions provide a forum where family members can learn from each other and identify more effective means for dealing with the special issues that challenge their families daily.

Camp Activities: Volunteers, while working and playing with the children, should look to encourage and foster teamwork, self-esteem building, camper involvement, participation, a sense of belonging and most importantly, fun! The Camp Sunshine experience should be one that provides for all children to be treated equally, the ill child as well as the siblings. By providing an atmosphere of understanding, fun and by listening you will be able to create an experience that the children and families will remember for a very long time...you will be creating the “magic” of Camp Sunshine.

You will know when you have achieved this goal by hearing the sounds of happy children and seeing the smiles on their faces. You will also see the understanding between the

children and families when they realize that they are not going through this journey alone. The bonding that will take place between the children and you, the volunteers, and the friendships that develop, will amaze you.

Volunteer “Staff” Behavior

Proper Behavior:

1. Friendly, gracious and helpful towards our families at all times.
2. Punctual when reporting to work.
3. Assist with picking up litter around campus.
4. Park vehicles in designated areas.
5. Families should be allowed to go through the food line first.
6. Volunteers and staff may utilize the campus and facilities when off duty, although guests need to always come first.
7. Report all safety issues or concerns to Camp Staff.
8. Act as a resource for families in need.
9. Treat all individuals fairly and in the same manner.
10. Don't be afraid to request help or assistance at any time.

Unacceptable Behavior:

1. Unfriendly or demeaning behavior.
2. Use of profanity is prohibited.
3. No gambling.
4. Use of firearms, fireworks, and other weapons are prohibited.
5. Camp Sunshine is a Smoke Free Campus.
6. Entrance to the kitchen is prohibited, unless you are part of the food service team.
7. Unauthorized use of camp vehicles is prohibited.
8. Although bonding is encouraged, fraternization with guests is prohibited.
9. Never resort to physical violence or restraint.
10. Avoid raising your voice or losing your temper.
11. Recreational drug use is not allowed.

**Inappropriate behavior should be brought to the attention of the group's immediate supervisor. In situations that require immediate attention or for repeated infractions the Volunteer Coordinator should be made aware of the situation and parties involved.*

Depending on the severity of the infraction the following steps will take place:

- A. Warning (discussion and review of appropriate and inappropriate behavior).
- B. Possibly in conjunction with the warning, shifting or re-shifting of volunteer placement.
- C. Loss of certain privileges and/or “perks”

Repeated inappropriate action or behavior:

- A. Temporary removal from program.

- B. Expulsion from camp.

Behavior or actions harmful to a camper/volunteer on campus:

- A. Immediate removal from the program and expulsion from camp.
- B. Unable to return to camp in the future.

Disciplinary Steps

When dealing with children:

- Notify and speak with your lead volunteer counselor.
- If necessary and depending on the severity of the action or issue, the lead volunteer counselor will notify the Volunteer Coordinator, Family Coordinator or other camp staff.
- Volunteers are to refer any behavioral or emotional concerns to the Family Coordinator or other year-round staff who are certified social workers, child life specialists or have experience in education in order to best create a path for the child to choose options towards positive outcomes.
- Volunteer Coordinator/ Family Coordinator will notify and speak with the parents or guardian.

When dealing with a fellow volunteer:

- The Lead volunteer counselor should be notified of any actions or behaviors that appear to be an issue.
- Lead volunteer counselor will address the issue with the general volunteer. Depending on the severity of the issue/ behavior/ infraction the Lead volunteer counselor may go directly to the Volunteer Coordinator, Family Coordinator or other camp staff (VP of Program Operations or Director of Volunteer Engagement and Activities).
- Lead volunteer counselors should notify the Director of Volunteer Engagement and Activities or Volunteer Coordinator of actions or steps taken to rectify the situation.
- When necessary, the Director of Volunteer Engagement and Activities will meet directly with the volunteer. Depending on the severity of the situation the following steps may be taken:
 1. Warning,
 2. Removal from assigned position and placed elsewhere,
 3. Dismissal from camp and if under the age of 18 years old, notification to the parents or guardian as to the individual's dismissal from camp.

Bullying

What is bullying?

Bullying is any intentional hurtful act by one or more children against another. It can be physical, emotional/verbal, or online in nature. It derives from the need or desire for social dominance. Children seek their place on the social ladder, and no one wants to be on the bottom rung.

Children who are targeted often have a difficult time dealing with conflict (i.e., being teased or feeling excluded from the group) or are still developing social skills.

Bullying usually takes place wherever and whenever there is a lack of a respected adult presence.

Forms of emotional/verbal bullying can include teasing about body shape, nonconformity to social norms (i.e., weird), actual/perceived sexual orientation, or exclusion of an individual from the rest of the group.

Since bullying is about an individual raising themselves higher on the social ladder, a bully will often perform for an audience. Most bystanders do nothing but observe, not wanting to be the next individual targeted.

How to stop it.

Part of Camp Sunshine's mission is to help those who may feel out of place or abnormal due to their illness feel. Please note that this is not limited to the sick child, but also includes healthy siblings as well. In addition, by having a high ratio of counselors to children, we minimize the opportunities a child may have to bully without consequences of adult supervision.

Other active ways you can help prevent bullying are:

- Watch for exclusion.
- Befriend those who have a difficult time with social skills, such as making friends. Try to minimize the feelings of being alone.
- Teach empathy by role modeling empathy.
- Be consistent with clear boundaries on what is acceptable and unacceptable behavior.
- If children try to exclude others, don't 'reward' them by joining them at that time.

Sexual Harassment Policy

It is the policy of Camp Sunshine that all employees and volunteers have the right to work in an environment free of discrimination, which includes freedom from sexual harassment. The Camp Sunshine organization will not tolerate any forms of sexual harassment, by supervisors, directors, volunteers, employees, guest or suppliers. This policy is intended to prohibit offensive conduct either physical or verbal, which threatens/disregards human dignity and employee or volunteer morale, and which interferes with a positive and productive camp & work environment.

Sexual harassment is illegal and, as outlined in the EEOC Sexual Discrimination Guidelines and the Maine Human Rights act includes:

Unwelcome sexual advances, request for sexual favors and other verbal or physical conduct of a sexual nature when:

1. Submission to such conduct is made either explicitly or implicitly on a term or condition of an individual's employment.
2. Submission to, or rejection of such conduct by an individual is used as the basis for employment decisions affecting that individual or
3. Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment can take many forms that involve verbal and or non-verbal behavior. While no conscious intent to harass may be involved, any sexually oriented behavior perceived by an individual as hostile, abusive, or unwelcome might be considered sexual harassment.

Examples of specific conduct that would violate this policy include, but are not limited to:

- Slurs, jokes, or degrading comments of a sexual nature
- Unwelcome sexual advances
- Suggestive or lewd remarks
- Requests for sexual favors
- Repeated offensive sexual flirtation or propositions
- The display of sexually suggestive pictures or objects
- Repeated unwelcome physical contact or touching such as patting, pinching or repeated brushing against another's body.

Consistent with the above guidelines, this policy prohibits any overt, or subtle pressure for sexual favors including influencing or threatening that an applicant's, employee's, or volunteer's cooperation of a person's employment, job assignment, wages, promotion.

or any other condition of employment or volunteering or future job opportunities. Supervisors and Directors are responsible for monitoring conduct which can be construed to be harassment and for initiating necessary action to eliminate such behavior. Any employee or volunteer who feels that he or she is a victim of sexual harassment should immediately report the matter to the Volunteer Coordinator or Family Coordinator.

The organization will immediately investigate any complaints of sexual harassment and where warranted, take disciplinary action against any employee or volunteer engaging in sexual harassment.

Crisis Management Camp Procedures

In all emergencies, it is critical to remember that you must keep calm, even if you do not feel calm. Other people, (especially the children), will respond to both your demeanor & tone, so you must give the impression that everything is under control, as much as possible. By acting decisively and confidently, problems may be averted before they have a chance to escalate.

Final responsibility for everything that happens at camp falls upon the director(s). Therefore, the director(s) will have final say in all decisions at camp. If the director(s) are not available, the doctor should be consulted. Whenever possible, the director(s) should be informed before anyone outside of the camp is notified concerning any situations involving our guests, *especially emergency situations*. It is sometimes necessary to seek medical attention before the director(s) can be contacted. In that event the director(s) should be informed as soon as possible.

The director(s) will meet with the volunteers/counselors to determine how best to relate an incident to the guests (parents & children) and deal with the anticipated psychological effects.

Possible crisis situations could be drowning or near drowning, serious injury, fire, vehicular accident, theft, storm damage, missing child, unwanted intruders, etc.

The signal for an emergency requiring the immediate awareness of the whole community will be 3 blasts on a foghorn. In such an emergency a volunteer at the scene should send a specific person to notify the director(s) of the situation. At that point the director(s) will assess the next appropriate course of action.

Communication and Emergency Services Policies & Procedures

Guest/Camper Service Coordination:

Every volunteer is an ambassador for Camp Sunshine's "customer" service. The service, attention and care a family receives at Camp Sunshine is very important to the quality of their stay.

To facilitate the guest's positive experience while here at Camp Sunshine in a consistent manner, the following standard procedure for "customer" service will be in effect.

When a volunteer is made aware of a particular request or problem the volunteer should:

1. Try and contact that specific camp area.
2. Identify themselves and the person who has a request.
3. State degree of urgency of need.
4. Describe in detail, name, location or unit #, complaint or action requested.
5. When unable to contact a specific department or if there is a question on how something should be handled, notify either the Volunteer Coordinator or Family Coordinator. *Never ignore a problem or request.*
6. Try to follow up later, to see that everything is alright or notify the Volunteer & Program Director who can do so.

Examples of some possible requests or complaints:

- Toilet is backed up- contact maintenance.
- Would like information on taking out a canoe or kayak- contact waterfront or direct individual to the location.
- Child needs special diet- contact kitchen personnel.
- Etc.

Security Procedures

(Here at Camp Sunshine, we do not expect to have to enact any of the following procedures. We present them only as reference, should an event arise, that would make them necessary.)

Excessive Noise: (By either camp guest or volunteer)

- A. First time- simple warning
- B. Second time- warning by a Camp Sunshine staff member with the understanding that the next offense could result in eviction.
- C. If eviction is necessary (as a last resort), this will be done by the CEO or VP of Program Operations or Director of Volunteer Engagement and Activities or other designated Camp Staff.
- D. If the offender refuses to leave, the sheriff's department will be summoned.

Damage to Camp Sunshine Property:

- A. Depending on the intent or maliciousness of the damage, it may be grounds for eviction. Contact the VP of Program Operations, Director of Volunteer Engagement and Activities or designated Manager on Duty.
- B. Restitution of damages may be required.

Theft on Camp Sunshine Property:

- A. Grounds for eviction- contact the VP of Program Operations or Director of Volunteer Engagement or designated Manager on Duty.
- B. Contact the Sheriff's Department.

Illegal Use or Sale of Drugs or Alcohol:

- A. Grounds for eviction- contact the VP of Program Operations or Director of Volunteer Engagement or designated Manager on Duty.
- B. Contact the Sheriff's Department
- C. If under the age of 18 years old; notification to the parents or guardian as to the individual's dismissal from camp.

Fighting:

- A. With a staff member or volunteer: Grounds for eviction - contact the VP of Program Operations or Director of Volunteer Engagement or designated Manager on Duty.
- B. Non staff member or non-volunteer: depending on the severity of the fighting the following steps will take place:
 - 1. First time- warning
 - 2. Second time- warning of eviction or actual eviction
- C. Contact the Sheriff's Department if necessary.

Miscellaneous Infractions:

- A. Follow the same protocol of the above offenses.

Emergency Procedures for Fire:

In the event of a fire here at Camp Sunshine. *Personal safety is the prime consideration.* Each counselor/ volunteer should be familiar with the location of the nearest fire extinguisher and its operations as well as with the emergency exits. Counselors must strive to keep guests calm and out of harm's way until the crisis is stabilized.

1. The volunteers & families should quickly evacuate the building and assemble everyone together away from the building and to a pre-designated location. Family units will exit to the parking lots behind the building or to the activity areas in front of the building. Volunteer units will exit the parking lot in front of the building or onto the sports field behind the building.
2. Volunteers should send one responsible person to the main area to report the fire & notify the director(s), while exiting.
3. The director(s) will make the decision how to proceed (notify fire department if necessary and not already done, decide where to assemble people, etc.).
4. If fire engines are present or required at camp for a fire, volunteers and families will be assembled together away from the scene of the fire to minimize panic and maintain order.
5. Camp staff will be sent out to meet and direct the fire department as they arrive.
6. No person may re-enter a building until the "All Clear" is given by the fire department and Camp Staff.

Emergency Procedure for Missing Child:

Groups convene several times each day which gives counselors an opportunity to take a quick count of all campers in their day camps. (This should be done often while in a group). Children should also be signed in and out of day camp at the start and end of each session. We must be particularly attentive to keeping track of the children during the first few days of a session when a child might feel disoriented with their surroundings.

In the event that a child is missing, the following procedures should take place:

1. Ask children that know the missing child and that are in the child's group (at the most recent event) when they last saw him or her. They may also be asked where the child might like to go.
2. Notify the office (front desk) or any Staff member once it is apparent that we may have a missing child.
3. A systematic and simultaneous search of suspected areas will be made by the counselors/ volunteers. One volunteer should be in charge of each search party. Other campers should not participate in the search unless strictly supervised. At least two counselors should remain with the rest of the children at all times and continue with the activity to help keep the children calm and less anxious.

The Systematic Search will target the following areas:

- A. Current activity area
 - B. Other activity areas in Main building
 - C. Living units
 - D. Waterfront/Pool
 - E. Sports field, playground, volleyball court, basketball court, mini golf, etc. (all areas outside)
 - F. Challenge Course/ fitness trail (across the street)
 - G. Send the driver to check up Acadia Road.
4. If a child is not located within a reasonable time, Camp Staff will notify area police so that a broader alert will be communicated.
 5. Parents will be notified after a preliminary search proves unsuccessful. The first impulse should not be to run to the parents with panic, when it may be that the child is nearby, but if a preliminary search yields no results, parents must be contacted.

Emergency Procedure for an Unauthorized Person (Intruder):

There is no reason for a person to accidentally stray onto the Camp Sunshine property. Everyone at camp should have a reason for being here and director(s) should know what that reason is. If you encounter someone you don't recognize, you should simply ask, "Hi! Can I help you?" in a friendly voice. Most of the time they will have a reason and appreciate your assistance. Any visitors anticipated by the director(s) will be introduced to the camp or at least be made aware of (Ex. Media arrivals, e.g.).

In the event that an intruder enters camp, the following procedures should be followed:

1. A counselor/ volunteer who identifies a stranger and has reason to believe that they do not belong at camp should attempt to keep the intruder in sight, while staying at a safe distance.
2. At the same time, the counselor/ volunteer should send a responsible person to go get the director(s). If the director(s) are not available, other camp staff will come to the scene.
3. In the event that an unwanted visitor does not leave upon request or appears potentially dangerous, the police will be contacted by Camp Staff.

In the event a situation happens after hours please call the Manger on Duty phone @ 207-272-4164

Waterfront Emergency:

Red Alert: (life/death, severe injury)

*3 solid blasts of an air horn from the emergency site (may be repeated 2-3 times).

*Use radio provided to notify Medical Doctor and Camp Staff.

*Remain calm, keep your group together and carry on unless you are directly called. (Refers to other day camps)

Procedure:

- A. Lifeguards directly involved will stay with the injured and perform necessary first aid, removing victim from further potential harm.
- B. Lifeguards and volunteers not directly involved in the rescue should immediately get everyone else out of the water and away from the rescue area.
- C. Volunteers will go to the Front Desk to notify director(s) and/or medical personnel if necessary.

The decision on how to proceed will be made by the director(s) and doctor(s) or lifeguard, depending upon the urgency of the situation and the arrival time of key personnel. In the event of a life-threatening emergency, fire rescuers should be notified immediately. In all other situations, the victim should be kept calm and warm and have his/her condition stabilized before being moved.

- D. In the event of a neck or spinal injury in which the victim's breathing and circulation are not stable, he/she should not be moved, until professional rescue personnel arrive on the scene.

Water Search for Missing Child:

Signal- One Long Air Horn Blast

Use radio provided to notify Volunteer & Program Director and Medical Doctor.

****When a missing child is not found, a water search will be performed. This is even more imperative when the last known location of the child was by the waterfront.**

1. The swimming area should be cleared of swimmers.
2. A responsible person should be sent to notify the director(s) and Doctor.
3. The lifeguard will enlist the help of all able body ADULT swimmers (both guests and volunteers) to form a human chain by grasping hands.
4. This human chain will wade through the water feeling for anything along the bottom of the lake.
5. As the chain walks deeper into the lake, they will take 2 steps forward, dive underwater and then take 1 step back (this will continue to be repeated).
6. Fire rescue and Police will be notified.

Waterfront/Aquatics Safety:

*All volunteers and guests must wear a PFD (Personnel Flotation Device) when any watercraft is being used.

* Swimming may only take place at the pool/beach front when a lifeguard is on duty.

* The following rules will apply to the pool area:

- a. No running
- b. No horseplay
- c. No diving
- d. No breakable beverage containers
- e. No swimming alone

*The following rules will apply to beach/dock area:

- a. No running on docks
- b. No horseplay
- c. No Diving
- d. Swim using the buddy system.
- e. No breakable beverage containers
- f. No crashing into other boats
- g. No intentional jumping off of paddleboards, kayaks, paddleboats, etc. in the non-swimming area.
- h. Paddleboards for use by individuals 9 years of age & older.
- i. Children under 13 years of age must be accompanied by a counselor or adult when using a canoe.
- j. Children under 9 years of age must be accompanied by a counselor or adult when using a paddleboat, canoe or tandem kayak.
- k. Follow all boating safety rules.
- l. Wear PFD at all times in boats
- m. After 5pm, no one allowed on the docks.
- n. After 10pm, no one allowed at the waterfront.

Emergency Management & Communication

Action in the event of a serious accident or emergency!

****Please, follow the procedures and instructions below****

1. Keep yourself safe.
2. Assess the situation before reacting – remain calm.
3. Summon assistance: Contact the Front Desk and/or notify Camp Personnel, Family Coordinator or Volunteer & Program Director. In the event of a serious medical emergency contact the onsite physician.
4. In an emergency call 911. When time and circumstances allow the Volunteer Coordinator, Director of Operations, and/or the Executive Director should be contacted immediately.
5. Give priority attention to providing all possible care for the injured.
6. Make environment safe/ tend to campers.
7. Emergency Communication: The Executive Director or Director of Operations will be or will designate the appropriate person to notify and/or speak with the parent or guardian.

When dealing with an emergency situation be ready to provide the following information to the appropriate authorities:

1. Your name & position
2. Nature of emergency
3. What happened—order of events (be specific)
4. When & where it happened – date, time, and exact place.
5. Name, ages, addresses, phone numbers.
6. Others involved.
7. Cause of emergency or accident.
8. Witnesses—include names & addresses.
9. Phone # where you can be reached (remain at/by phone).
10. Do not discuss the situation with the media. This should be handled by the Chief Executive Officer or Sr. Director of Communications, or other spokesperson designated by the camp.

Disaster Procedures

(In case of severe weather, tornadoes, hurricanes, etc.)

1. Volunteers & guests should get immediately indoors, unless movement to this area would be deemed unsafe. If it is unsafe to move, volunteers & guests should seek shelter as best they can.
2. Camp personnel will direct assembly locations and instructions pertaining to the disaster via bull horns, intercom, speaker and phone systems (if safe to use).
3. Volunteers trapped at an activity with children should move only when it is safe to do so. When remaining at an activity, be careful to stay away from electrical equipment, including outlets. Don't use phones, unless contacting emergency personnel.
4. When with or supervising children, NEVER leave them unattended.
5. In the event of evacuation, prepare proper clothing and equipment: rainwear, hats, boots, blankets, flashlights, etc.
6. Secure rooms and buildings being utilized: close windows, shut doors, etc. (unless tornado)
7. Movable equipment should be brought inside: deck chairs & tables, benches, etc.
8. Beach paddleboats, power boats, etc.
9. Have flashlights available.
10. Vehicles should be moved away from trees & hanging limbs and parked in open spaces such as the sports field.
11. Be aware of local reports on impending storms.

The following guidelines should be used when preparing for a storm or severe weather strikes:

Preparedness can prove the best defense against severe weather: Know what is coming!

Hurricane Watch:

Means a possible hurricane within 24-36 hours.

Hurricane Warning:

Means a hurricane is expected within 24 hours or less.

Thunderstorm Watch:

Means severe thunderstorm and lightning are possible.

Thunderstorm Warning:

Means a severe dangerous thunderstorm and lightning are imminent. You may only have a few minutes to go to safety. Thunderstorms can happen so rapidly that you may not get a warning.

Tornado Watch:

Means a tornado is possible.

Tornado Warning:

Means a tornado has been spotted or is about to strike.

Severe Storms: Steps to take

Lightning/Thunderstorm/Hail:

*NO boats or swimmers will be permitted to be in the water at the first sign of lightning. Re-entry is permitted when all danger of lightning has passed.

1. Count 5 seconds from the time you see lightning to the time you hear thunder – this represents storm distance of a mile.
2. If severe weather is imminent, get children and families inside quickly.
3. Indoors:
 - A. Stay away from doors, windows, and skylights.
 - B. Avoid talking on the telephone.
 - C. Stay away from electrical appliances.
 - D. Avoid taking baths, showers or running water.
4. If Outdoors:
 - A. Get in a car or bus, if possible
 - B. Stay away from water, open fields, isolated trees, boats, get rid of metal objects on your body and get off golf carts, etc.
 - C. If in an open area: go to low lying area. If in a group, spread out and stay several yards apart. If you feel your hair stand on end, assume lightning position (squat low, on balls of feet, hold knees)
5. After a thunderstorm/tornado, avoid loose or dangling electrical wires and electrical items in wet areas.

Tornado:

1. The best places to go are basements, interior hallways, or small interior rooms.
2. If a warning is issued move to designated tornado safe area (lower floors, small rooms, basements).
3. Evacuate areas with large spanning roofs.
4. “Drop, cover and hold” – put something overhead.
5. If struck, turn off all utilities.
6. If in a vehicle (camp van) – do not try to outrun. Stop vehicle, run away from the vehicle, find ditch, drop, cover, and hold.

Hurricane:

1. Stay indoors away from windows.
2. Be aware that the calm “eye” is deceptive; the storm is not over. The worst part of the storm will happen once the eye passes over and the winds blow from the opposite direction. Trees, shrubs, buildings, and other objects damaged by the first winds can be broken or destroyed by the second winds.
3. Be alert for tornadoes. Tornadoes can happen during a hurricane and after it passes over. Remain indoors, in the center of the building, in a closet or bathroom/room without windows.

Blackout / power outage:

*Camp is outfitted with a generator in the event of a power outage. If the generator is disabled:

1. Only use a flashlight for emergency lighting. Do not use or depend on candles.
2. Turn off electrical equipment you were using when the power went out.
3. Stay away from any downed lines that may be causing the outage.
4. Keep all the children together, unless picked up by parents.

Camp Sunshine Lock-down Procedures:

*For potential weapons related to violence & emotionally disturbed person(s).
These threats could include a violent person attempting to enter the building/campus, a perpetrator already inside/onsite, or nearby criminal or terrorist activity.*

Strategy:

Deny the attacker access and exposure to potential victims, by hiding or fleeing with your campers. Prepare to defend them and yourself if necessary and practical against an attack.

Fundamental principles:

**Avoid moving campers toward the threat.*

**Take appropriate action to keep the threat from getting to the campers.*

Things occur quickly. Trust your intuition!

OODA: Observe, Orient, Decide and Act!

1. Dial 9-1-1 ASAP
2. Notify camp directors.
3. Staff notified of "Lock down" implementation.
4. Get everyone inside: Direct campers to take the closest and safest route to the building.
5. Move campers, volunteers and staff to designated "safe zone".
6. Close and lock all doors and windows.
7. Quiet portable radios, cellular phones and other devices if hiding from an intruder becomes necessary.
8. Go to where you cannot be seen. Safe corner of the room – turn off lights / remain quiet. Position campers out of the line-of- sight of doors and windows.
9. Take roll/note of everyone in attendance and identify any missing campers.
10. Keep campers calm, monitor for stress/anxiety.
11. Wait for the police.

**Adapt as necessary.*

Unlock Procedures:

1. *Remain Calm (allows for clear thinking, better morale and cohesion)*
2. *Prepare for evacuation (police will confirm unlocking the doors)*
3. *Police will direct evacuation (wait for police to open your door)*
**Locations may change, or people may be moved more than once.*
**Await further instructions "All Clear".*
4. *Report any medical concerns.*
5. *Check attendance, making sure that everyone is accounted for.*
**Reunite any separated family members*
6. *Camp representative (Executive Director/Director of Operations) confers with police representative.*
7. *Ongoing.... Communication, Collaboration and Coordination*
**Get camp back to normal*
8. *Staff liaison (Executive Director/Director of Operations) available for any other needed communication (Media, families, updates, etc.)*
9. *Staff Critical incident debrief.*

Shelter in Place

Shelter-in-place is more commonly appropriate for threats posed by atmospheric contamination. These threats could include accidents or attacks involving chemical, biological or radiological hazards.

For the most part execution and procedural action will be very similar to "Lock down" protocol, with the exception of the following:

****Select a safe area with the least potential exposure to outside air.***

****Turn off all heating, ventilation and air conditioning (HVAC) systems.***

****Secure/cover any potential air gaps as best as possible.***

****If possible, bring along the (AED) Automatic External Defibrillator.***

Lockdown / Intruder Additional Information for Staff

*Designated locations: When able to get to, without crossing paths with the intruder.

Front/Upper portion of Camp:

- (1) Space below the Sports Center (around to back end).
- (2) Space under Volunteer/Family lodging (by basketball court).
- (3) Space under townhouses (basements).
- (4) Main building – away from doors and windows.

Back/Upper portion of Camp:

- (1) Family Suites – away from door and windows (draw curtain/lock doors)
- (2) Utility Closets – end of halls.

Lower portion of Camp:

- (1) Bottom portion of Clubhouse: Locker rooms, aquatics room, etc.
- (2) Leave campus – seek assistance from neighbors.
- (3) Leave campus – seek assistance from Point Sebago

In all locations:

- *Lock doors
- *Draw blinds, curtains, etc. (when available)
- *Remain quiet
- *Put cellphones on mute.

Communicate via radios and/or cellphones:

- (1) Alert police and camp directors of your location.
- (2) Confirm with the authorities before opening doors.
- (3) Stay with children until released into the care of their parents or authorities.