



STAFF PROTOCOLS, PROCEDURES, COMMUNICATION, AND TEAM MEETING DETAILS

PROFESSIONAL ETHICS

PARENTS AND CAMPERS

As teaching professionals, we interact with the families and children at Monkey Business Camp in a professional, confidential manner. This includes interactions while at camp and away from camp. More specifically, you are instructed to:

- Confer with a Staff Director before discussing a serious issue with a parent if at all possible.
- Inform/phone Staff Director that you have discussed an issue regarding a child and confer with him/her to decide what to do next.
- Discuss a child's situation only with that child's parent or guardian.
- Discuss a child's behavior or progress only in private areas, not common areas, and only with appropriate staff members. It's tempting to talk about kids who are challenging with other staff, but be aware of who else might be listening (work exchange parents, campers, youth leaders). Imagine how a parent would feel hearing you talk about their child and keep things respectful.
- Mention the name of a child with an illness or a condition only when necessary or helpful to a particular individual (e.g. close friend)
- Be extremely cautious about discussing a child in a public place (using initials in such situations can be helpful) e.g. at team meetings or, after work, if hanging out with a fellow counselor.

STAFF

In general, these same 6 guidelines also apply to our work with co-workers; this intimate and personal teaching environment requires a professional commitment to confidentiality in all our dealings with each other. It is extremely important that we do not violate confidentiality with our peers. When in doubt, opt for the more cautious approach.

FRIENDSHIPS BETWEEN STAFF MEMBERS

We hope some of you become friends and we encourage you to spend time outside of work together, but we also expect that you'll be able to continue to work together as a team despite any potential outside conflicts. Please remember to be as inclusive as possible so that we work to create an open community.

CONFIDENTIAL INFORMATION

While working at MBC, staff members may have access to, receive, or become familiar with various confidential information related to the operations and activities of MBC, which is generally not available to the public and which is proprietary to MBC. This information includes, but is not limited to, financial, statistical, membership, and personnel information, client lists, and internal working documents and communications. *Staff is required to keep all such information confidential and to refrain from disclosing such information directly or indirectly to anyone, both during and after employment with MBC, unless they have express written authorization to disclose such information. All written materials must be kept confidential and not shared with others unless you have been given written permission by Heather Mitchell.*

BEING ALONE WITH CAMPERS

For your own protection, follow the RULE OF 2- never be completely alone with a child. This will help to safeguard you in the case of any possible allegation of improper conduct. If there is some issue that makes it so that this is not possible (like toileting accident), discuss with Site Director about the need and make best plan for how to manage, including a youth leader can be there to help. If all know, then easy to explain, if there are any questions. Make sure all on team sticking to this or report to Staff Director.

PARENTS ASKING FOR STAFF THAT BABYSITS OR CAN DRIVE CAMPER

There are times when parents wonder if a staff can drive their child (who may be camper or youth leader) to or from camp, or do childcare outside of camp. Monkey Business Camp is okay with arrangements you make outside of your camp time. You would negotiate details and the main thing we ask is that it not interfere with your ability to perform your duties at camp. Occasionally a youth leader or staff will post a note about being able to do child care outside of camp with their contact info and we are okay with that. Parents are often looking for people their kids know and trust.

FINANCES/REIMBURSEMENT

We provide camp materials for you on site, so no need for you to spend money on supplies.

PAYROLL INFORMATION-

Paydays are listed on the google calendar: Pay will be directly deposited to a bank account of your choice every other Monday. The office will make it clear if you need to fill out a timesheet, which usually only is true if you have a very erratic schedule or if you are on the year-round team.

Pay stubs- you will have online access to these. You will get an e-mail explaining how to access and you will set up a password. If you are having trouble and need your password reset, please contact heather@monkeybusinesscamp.com.

SALARY INCREASES

If you return next year, you can expect a 1-3 % increase in salary. If you move to a position with higher level of responsibility and pay rate, you would start at the lower end of the range. For example, if you made salary based on hourly rate of \$15.40 as a Group Leader in previous summer and are now getting hired for next summer as the PM Director whose range is salary based on hourly of \$18.50-\$23.00, you would start at salary based on rate of \$18.50/hour. Please let Staff Director know if you receive 12 units in child development or a degree (high school, B.A., Masters, etc), as those also bring you up a step (50 cents for degrees) on wage ladder.

VACATION DAY POLICY

There are no days off given for the summer period you have committed to before the summer, except for usual weekend time off. Campers and families, and the staff team, are counting on the consistency. It truly makes a very big difference as parents, kids and other staff make connections that are not always easily replaceable. If our enrollment is lower than expected, we will announce days that are available for taking time-off. If there is more than one person interested in the time and we need to decide between the individuals, we will choose the one with more seniority, or in the case of similar seniority, we will put your two names in a hat and it'll be the luck of the draw.

SICKNESS

- It is challenging for us when staff are sick, as sometimes hard to find a sub. *That said, please do not come to camp if you have a fever and/or are clearly coming down with something that is contagious.*
- Please contact Staff Director *on their cell phone* at the soonest possible time to let them know, even if only to say that you *might* need the day off, so they can start lining up a back-up. Texting is great.

FAMILY EMERGENCY POLICY

In case of family emergency, please contact the Staff Director *on their cell phone*. S/he will work with you to try to make your time off possible. FYI, there are certain days on site that are harder on us for you to miss, for example, Mondays (or at least Monday mornings, when all families greeted), Thursday swim days, and the last day of camp, Fridays, especially the afternoon, when saying goodbye to some kids and youth leaders.

PROBATIONARY PERIOD AND TERMINATION

All staff are on probation for the first three months of employment. This is actual work-time, since our camps do not run consistently. Your employment may be terminated for not following protocol and procedures explained in this handbook and at trainings and team meetings, lack of proper supervision of campers, or for creating a continuously negative work environment.

DUTY TO WARN

Any employee hearing a threat or implied threat to an employee, Monkey Business Camp, or Monkey Business Camp's property need to come forward to report it to a Director immediately.

ANTI-HARRASSMENT POLICY

Monkey Business Camp strictly prohibits harassment of any employee, based on ancestry, age (40 and older), color, disability (physical and mental, including HIV and AIDS), genetic information, gender identity, gender expression, marital status, medical condition, military or veteran status, national origin, race, religion (includes religious dress and grooming practices), sex/gender (includes pregnancy, childbirth,

breast feeding and/or related medical conditions), or sexual orientation. Any unwelcome sexual advances, physical, verbal or implied requests for sexual favors and other verbal or physical conduct of a sexual nature will not be tolerated. Harassment is a form of unlawful discrimination and is considered illegal under various local, state and federal laws. Not to mention such behavior interferes with an employee's ability to work effectively and can create a hostile, intimidating or offensive working environment.

Since we have no formal Human Resources Department, if you experience harassment, report it to anyone in the chain of command, including the Staff Director. Complaints will be held to highest confidentiality, to the extent possible and handled in timely manner.

All parties involved would be interviewed and we will try to solve the problem internally, reaching reasonable conclusions based on evidence presented. If that is not possible, we will seek outside counsel. If at the end of the investigation misconduct is found, appropriate remedial measures shall be taken. Employees shall not be exposed to retaliation as a result of lodging a complaint or participating in any workplace investigation.

MANDATED REPORTING OF CHILD ABUSE

Article 2.5 of the State of California Penal Code provides that it is a crime for certain individuals who have contact with and supervision of children not to report suspected abuse to the proper authorities. If an employee of Monkey Business Camp suspects a camper is a victim of abuse report it to the Staff Director immediately.

RESPONSIBILITY FOR ALL TO KNOW CAMPER AND YOUTH LEADER SPECIAL NEEDS AND ALLERGIES

There is Camper Binder with Special Needs Allergies (SNA) Lists, Over the Counter (OTC), and ALL Allergies sheets that will be available to you at the Wednesday team meetings, and on site during duration of camp. SNA lists get put up to google drive in early June, then updated every Wednesday before camp. Each group has a color designated for it: Strawberries and Bananas-bright yellow; Mangos and Coconuts-bright green; Girls on the Go-purple; Boys on the Go-blue; Pre-K-orange; Youth Leaders-bright blue.



WHEN CONFLICTS ARISE BETWEEN STAFF

UNDERSTANDABLE

There are many split second decisions we make on site and it is very understandable that there are times when conflicts arise. It may be over what we think should occur, how we should deal with a child, or how we felt disrespected. Something happens every year where someone's feelings get hurt and we just have to work through it, like we help campers with the inevitable conflicts that arise when people are close together sharing space, equipment, and responsibilities. It's part of life, let's handle it the best we can.

CLARIFIED ROLES

We have tried to clarify roles with the transition schedules (to snack, lunch, clean up, pick-up, etc. in curriculum sheets), so that people know what is expected of them. If you are not attending to the schedule, and your responsibilities to it, and realize it, please take care of it right away. We all have bad days or get distracted, so it helps to communicate with your team or Site Director, so they know that you are aware of the issue. Expect a Site Director to speak with you if they deem it necessary. If the same issues arise without correction, a Staff Director may need to help.

TALK TO PERSON INVOLVED, OR ADMINISTRATOR, DO NOT GOSSIP

It may sometimes be easier to talk about hard things you are dealing with (another person on your team, a curriculum schedule or set up detail, or some admin protocol) to another person the team, perhaps trying to see if they are experiencing the same thing, to get some validation. And, what we have found, is that often this is not the best route, especially when it is not a one-time thing, as it can lead to more negative results, especially if you never actually ever talk things out with the actual person or bring concern to administrator. At Monkey Business Camp, we are committed to open communication, as it is such an important ingredient to actually resolving an issue! Thanks for your help with this, we all as a team can steer in this direction.

NON-VIOLENT COMMUNICATION

The use of "I" statements when discussing a heated issue helps to keep the channels of communication open. If you are the person listening, practice taking a moment to really take in what the other person is saying, breathing and paying attention to your reactions, but not speaking. Use an "I" statement when you are ready to speak, "I am sorry, thank you for pointing that out. I will try to be aware of that so that I do not do that again". Even if the other person is not speaking to you in the most respectful way, you can do your best to be respectful and your work will help others see another way to be.

We appreciate all of your efforts to create a respectful and fun work environment. If after you have tried communication, please go the Site Director or Staff Director for help.

Please go to the Bay NVC website to get materials on non-violent communication, as well as see a few details below. Non-violent communication (NVC), has supported a lot of our staff.

Four Part NVC Process: <http://www.nonviolentcommunication.com/aboutnvc/4partprocess.htm>

Definition of NVC: <http://baynvc.org/what-nvc-is/>

Quick Reference Guide: <http://baynvc.org/nonviolent-communication-quick-reference-guide/>

List of Universal Needs: <https://www.cnvc.org/Training/needs-inventory>

List of Feelings: <http://baynvc.org/list-of-feelings/>

Nonviolent Communication Quick Reference Guide

by Inbal Kashtan and Miki Kashtan

Expression	Empathy
Observation <i>When I see/hear . . .</i>	[Observation] <i>[When you see/hear . . .]</i>
Feeling <i>I feel . . .</i>	Feeling <i>Are you feeling . . .</i>
Need <i>Because I need . . .</i>	Need <i>Because you need . . .</i>
Request <i>Would you be willing...?</i>	[Request] <i>[Would you like...?]</i>

Observations: Description of what is seen or heard without added interpretations. For example, instead of “She’s having a temper tantrum,” you could say “She is lying on the floor crying and kicking.” If referring to what someone said quote as much as possible instead of rephrasing.

Feelings: Our emotions rather than our story or thoughts about what others are doing. For example, instead of “I feel manipulated,” which includes an interpretation of another’s behavior, you could say “I feel uncomfortable.” Avoid the following phrasing: “I feel like . . .” and “I feel that...” — the next words will be thoughts, not feelings.

Needs: Feelings are caused by needs, which are universal and ongoing and not dependent on the actions of particular individuals. State *your need* rather than the other person’s actions as the cause. For example, “I feel annoyed *because I* need support” rather than “I feel annoyed *because you* didn’t do the dishes.”

Requests: Asking concretely and clearly for what we want (instead of what we don’t want). For example, “Would you be willing to come back tonight at the time we’ve agreed?” rather than “Would you make sure not to be late again?” By definition, when we make requests we are open to hearing a “no,” taking it as an opportunity for further dialogue.

Empathy: In NVC, we empathize with others by guessing their feelings and needs. Instead of trying to “get it right,” we aim to understand. The observation and request are sometimes dropped. When words are not wanted or are hard to offer, empathy can be offered silently.

Self-Empathy: In self-empathy, we listen inwardly to connect with our own feelings and needs. It is that connection which enables us to choose our next step.

MEDIATION

If you need help after trying communication, please contact Staff Director to schedule mediation to help resolve the issue. If you have an issue with the Staff Director and are not able to resolve it, please name that.



Communication

We love communication, as it can help things run smoothly!

- ⇒ That said, we know that e-mail inboxes and social media can take up a lot of time and we do not want to add too much onto your plates in this regard. So, in the interest in keeping everyone's tech life to a minimum, we have come up with following details:
- ⇒ the admin/operations (ops) team (Heather, Kira and Samantha, Brad) aim to communicate when you are working: at team meetings, talking personally, or by site cell phone.
- ⇒ At times, we need to reach out to you individually or to larger team or before the camp season and the best ways are e-mail, and sometimes text format, so there is record of details.
 - We sometimes have 20 people to tell the message to, at different camp programs, and could not individually communicate.
 - Non-urgent items: We will use e-mail
 - Urgent items (e.g. someone out of camp, it's raining, parent upset): We will text/phone
 - Hours for Texting: 8-6pm M-F unless there is something urgent. Please do the same with us. Don't want to forget your message? Then, e-mail it and we will get it during work hours.

We hope this plan helps support us all to have some downtime after camp. Rested, well fed counselors/admin/ops team who get some adult play time are happy ones.

We very much appreciate your support if e-mail or other written formats are not your favorite.



What this means on your end in terms of your job responsibilities regarding e-mail/text checking:

- We need you to respond to the messages asap, or by deadline. Otherwise we do not know if you received the message. This can be a simple “got it”, if there is no question.
- So, when working at camp, we have these expectations:
 - AM start positions: we expect you to check e-mail/texts on your break or after camp, but by 6pm
 - PM positions: we expect you to check e-mail/texts before arriving at camp
- Outside of camp times expectations:
 - Check for e-mail messages from us a month out to two weeks before camps with important details about meetings and things to read before those.
 - Check for e-mail messages with schedule and hiring details or paperwork for your staff account during course of year
- We do not expect responses to these, but during the year we also send e-mails to check in with you about work possibilities and to vote for us in Best of Contests and what not, and LOVE responses.

Teaching From Nature

FACT: When the lead goose in a flying formation tires, it rotates back into the formation and another goose flies to the point position.



It pays to take turns doing the hard tasks and sharing leadership. As with geese, people are interdependent on each others skills, capabilities and unique arrangements of gifts, talents or resources.

Paperwork, Google Calendar, Google Drive, Photos and Video

Paperwork: the office gives details on how to upload items like I-9s and direct deposits and CPR/First Aid. If you have not received yet, you will soon! For return staff, make sure that things are current on your [staff account](#), (sometimes people need to make changes to W-4 or if new bank account, to direct deposit forms). First Aid/CPR certifications last 2 years; TB tests 4 years. Some of your paperwork will be stored in former seasons (camps in the past). Ask Heather if you need help.

Google calendars: usually about 3 weeks to month before camp, we will invite you with info regarding staff meetings, reminders of what to bring to camp daily, paydays.

Google drive: we upload documents about 3 weeks before camp for you to read before camp orientation. When we e-mail you with camp orientation info, we'll remind you about this reading.

- 1) Handbooks about camp details-the staff, staff leadership and youth leadership handbooks, and parent info packet. We want you to check back on them once you are working, to make sure you understand details correctly, as you are responsible for upholding details and protocols. Reading for

basic staff usually takes 2 hours; leadership-3 hours, and you are paid to do it! Copies of handbooks will be on site in handbook binder/folder, for additional reference.

- 2) Songs and Games Handbooks-more on this later in the document
- 3) Articles about camp life- Heather has uploaded these. They are offered to inspire and assist in learning. Feel free to send her something if you want it added.
- 4) Camp specific documents about campers and staff duties on site-these do not need to be read in advance, but there for reference, as some people like a bit more info before and during camp. Camper docs will be reviewed at weekly team meetings. Kira uploads each Monday before camp, and people register after this sometimes, so the ones on site will be most up to date.
 - a) camper and youth leader SNA (special needs, allergies) report- will be on site in camper binder
 - b) OTC (over the counter medication) report- will be on site in camper binder
 - c) sign in sheet for one day (with parent names). The upcoming week reports are updated every Monday before camp. Will be on site in sign in binder or clipboard.
 - d) Staff checklists- some staff have specific duties and we want you to use these lists until you internalize details. Please don't go rogue!

Photos and Video: There is also a google drive folder for staff to upload photos/video. We do have a site cell phone where most of these should be done, but sometimes you get great shots on your personal devices and would be AWESOME for you to upload in support of camp (if easier, text site cell phone 510-660-5558)

Confidentiality Regarding Program Details

Much of what we have learned has been through our 20 years of doing camp, and we do not want it shared without thought and care. We also know that a lot of stuff we learned from others, and a lot in public domain. But, *unless given permission* from Heather, please do not share specific details about camp admin or operations or handbooks with others.



Schedules, Timeliness, Time-Off, Sickness

Schedules:

- Tilden and School Break Camps:
 - Schedules for the session will be provided at the team meeting before a camp session begins. There are occasional changes based on camper numbers and afternoon extended care enrollment, but usually details remain the same or very close, unless Staff Director has communicated in advance about larger changes.
 - On the Go Camp schedules do not vary, usually, so no communications will happen, unless needed.
- You will usually be on the same team for the entire time, although this is not always true. It is hard to know what will happen in terms of staffing. Thank you in advance for working with the changes.

Coming to work on time – start of work day and post break- this is a requirement and one of the best things you can do for your team, and in the end, yourself!

- ⇒ This means ready to go at start of day and after your break, including having finished all personal items (eating, using restroom, putting away backpack). A good “go to” is arriving 5-10 minutes early, so you can really start at beginning of my shift.
- ⇒ We know this is not the easiest thing to do! It takes some thinking and preparation. The night before camp, readying your water bottle, snacks, lunch, clothing, hat, wristwatch & sunblock could be helpful. Or maybe just making sure to wake up with enough time, so give yourself a bit longer than you might think. Consider what you need and how you like to do it.
- ⇒ Even if you are taking public transit, do not use that as an excuse for being late. Plan for a lot of extra time.

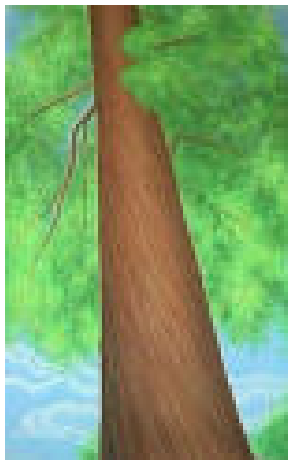
Time Off: Weekends only, and also any weeks off during the camp season.

- ⇒ Occasionally someone working the entire summer or very large chunk will have time off, in case you notice and are wondering. Our camp environment counts on the consistency of staff.
- ⇒ *Exception is* if too sick to come in/potentially contagious, in which case contact Staff Director or other person indicated to you asap, including texting the evening before.

Teaching from Nature

FACT: As each goose flaps its wings it creates an "uplift" for the birds that follows. By flying in a V formation, the whole flock adds 71% greater flying range than if each bird flew alone.

People who share a common direction and sense a community can get where they are going quicker and easier because they are traveling on the thrust of one another.



Team Meetings, Check-Ins, Coaching Feedback

TILDEN:

BASIC DAY STAFF: We will have team meetings on site after camp on Wednesday afternoons from 3:45-5:15ish, unless communicated otherwise. Make sure to keep this in your schedule.

- Staff Director will facilitate start of team meetings, with Site Directors leading when separate with their team. Teams discuss plans for the coming week, who will lead activities, site details, team dynamics, and campers.
- We will have a few snacks on hand, but make sure to bring a bit yourself to help you through, just in case. Bring your water bottle along as well.

End of day check in with those on your age group team only who walk back from “camper pick up” area. SDs focus conversation.

SB AND MC SITE DIRECTORS END DAY: FOLLOW END DAY AM TO PM TRANSFER LIST.

EXTENDED CARE STAFF:

- Thursdays: 6:30-7/7:15 weekly team meeting with PM team to review next week camp paperwork and check in about how things going. PMD will lead this.

ON THE GO CAMPS:

Check in as you can as traveling, when girls engaged to see how things going. We usually try to plan a longer check in for once a week, for 20 minutes post camp.

GROUND RULES/GUIDING PRINCIPLES

As part of creating a kind, supportive, and respectful space for us to explore and be together at camp...

- Maintain Confidentiality (talk about your own experience as much as you want outside the circle, but please leave the names of other participants out)
- Accept responsibility for your own well-being and safety-give and receive support, speak your truth, maintain the right to pass, ask for clarification, acknowledge feelings
- Step Up/Step Back (if you tend to talk a lot, step back, if you tend to share less, step up)
- Finish on time/honor time
- Respect differences
- Take a small risk
- Accept/expect lack of closure- use all for your own growth and learning

CHECK IN WITH YOURSELF & COACHING/FEEDBACK

At this job, we really count on you to check in with yourself, not wait for someone to tell you to stop doing something. So, if you notice you are showing up late or not attending to some aspect of the job, we are counting on you to take ownership of that and make adjustments. It is awkward for members of your team to have to bring these things up, so that is why we ask you to consider it when you are at work.

That said, Site Directors, P.M. Directors, the Staff Director, and Operations Director, will also be checking in with you about the job details and giving coaching/mentoring/feedback. At all times, our goal is to do this in a private manner, aiming to bring awareness to something that needs to be addressed. We are here to guide and support your development as an educator, and learn how we can better support all staff. At times, something may be addressed on site, instead of waiting to check in after camp. For example, the Operations or Staff Director may tell you that kids are wandering over by the water fountain/bathroom and need supervision, or a certain area is the one for setting up a project, in case it was set up in a different area and needs to be moved. The main goal is to keep camp working smoothly and safely, together. We will do our best to follow the chain of command.

Monkey Business Camp is known for its high quality care and has won many Best of Camp awards due to our diligence in caring for the kids in a professional manner.

