MONKEY BUSINESS CAMP

Extra Details for Site Directors (Group Leaders also Reference)



Site Director Role: Mindset & Leadership



- You are holding the **big picture of camp** (campers, staff, youth leaders, families, & systems)
- You are the **bridge between the office and on-site experience**
- Hold **clear, kind boundaries** with campers, staff, youth leaders, and families
- **Consistency matters**—across staff, groups, & days
- **Support your team:**
  - Invite ideas and participation
  - Keep alignment with the plan
  - Expect bumps—communicate, adjust, and ask for support
  - Your presence sets the tone for camp

Leading the Day: Flow, Safety & Oversight



Be on time:
You are the leader of your group

Maintain group flow:
Help campers stay connected to staff & the group

Ensure coverage and safety:
Staff & YLs are spread out, ratios held, you know where everyone is

Support operations:
Clean-up, care for materials, edit & delete photos, take portraits, do your end-of-day prep for the next day

MONKEY BUSINESS CAMP

Daily Log and Check In & Out for Site Directors



Daily Log Check-In and Out details

Review at team mtg

Add notes to first day daily log

- To get medication
- To confirm you know of serious allergies
- If camper getting dropped-off or picked-up at a different time than usual times. We have 3 alternate times: 10:15, 1:30, and 3:30.

Confirm Identity

At pick-up, ask person their name: "Hello, I'm Phoebe, and you are?"

Cross check against authorized pick-up list if someone new to you

If person is not on list, text or call parent to check in; ask person to wait to the side while you wait for response.

Sick or Out

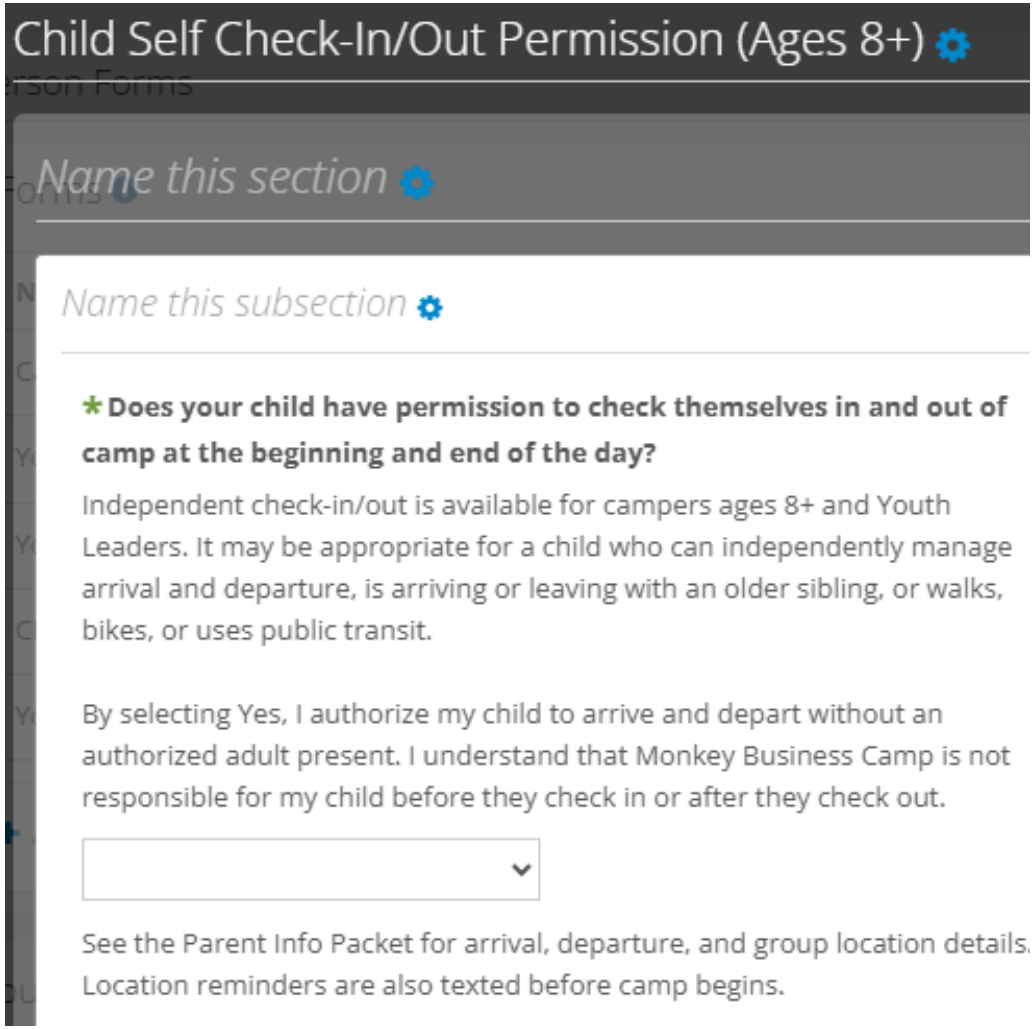
If the office or parent contacts you that a camper will not be coming, add in note area if you know why they are out, so others who look can know if its due to sickness or something else.

Notes

Add reminders of info to share at pick-up (do at admin time)

- Making friends with camper named ___
- Bee sting, applied baking soda
- Bumped knee, iced
- Accident, used extra shorts in backpack

Self Check-In/Out: What Staff Need to Know



Screenshot of permission that parents agreed to for self check-in/out

Some age 8+ campers/YLs may check themselves in & out. Parents authorize this during registration.

How to confirm permission: Check Looksee → "Approved Pick-Up List" (listed by camper full name or "self")

Permission changes: Parents must text the camp thread to add permission after camp starts. This also applies to changes in authorized pick-ups.

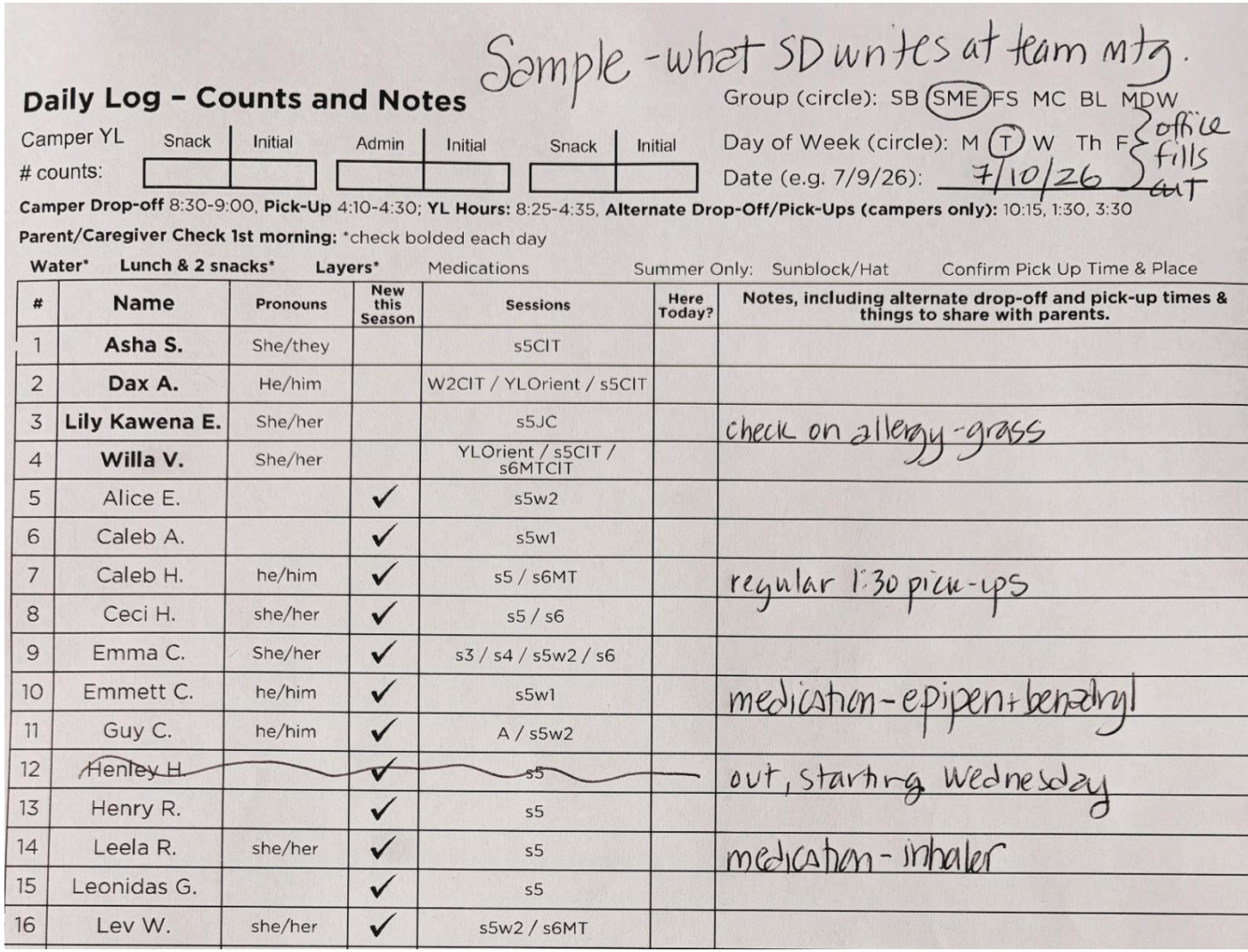
Important for SDs — Campers/YLs Who Self Check-In/Out

- **Check-Out:** Campers/YLs must check out with group staff before leaving.
- **Late Pick-Ups:** If parents are running late and their arrival time is unclear, check in with the admin team.
- **Parent Communication:** If you need to discuss behavior or another concern, text parents to arrange a conversation at drop-off or pick-up.

Daily Log– SD Prep at Team Meeting

Site Directors: Review OTC & SNA lists and add notes to the Daily Log.

- **Absent:** On the correct day's log, write "out/taking day off", with a line thru the camper's name. (#12)
- **Starting late:** Note "1st Day" on their first day's log.
- **Ending early:** Note "Last Day" on their final day's log so staff can say goodbye.
- **Alternate drop-offs/pick-ups:** Note the alt. time on the correct logs (#7)
- **Medications & Allergies:** Note meds and allergies to check with parents about (#3, #10, #14)
- **Final day:** If medication was stored in the 1st Aid Pack, note "Return Meds."



Sample - what SD writes at team mtg.

Daily Log – Counts and Notes

Group (circle): SB (SME) FS MC BL MDW

Camper YL # counts: Snack | Initial | Admin | Initial | Snack | Initial

Day of Week (circle): M (T) W Th F } office fills out

Date (e.g. 7/9/26): 7/10/26

Camper Drop-off 8:30-9:00, **Pick-Up** 4:10-4:30; **YL Hours:** 8:25-4:35, **Alternate Drop-Off/Pick-Ups (campers only):** 10:15, 1:30, 3:30

Parent/Caregiver Check 1st morning: *check bolded each day

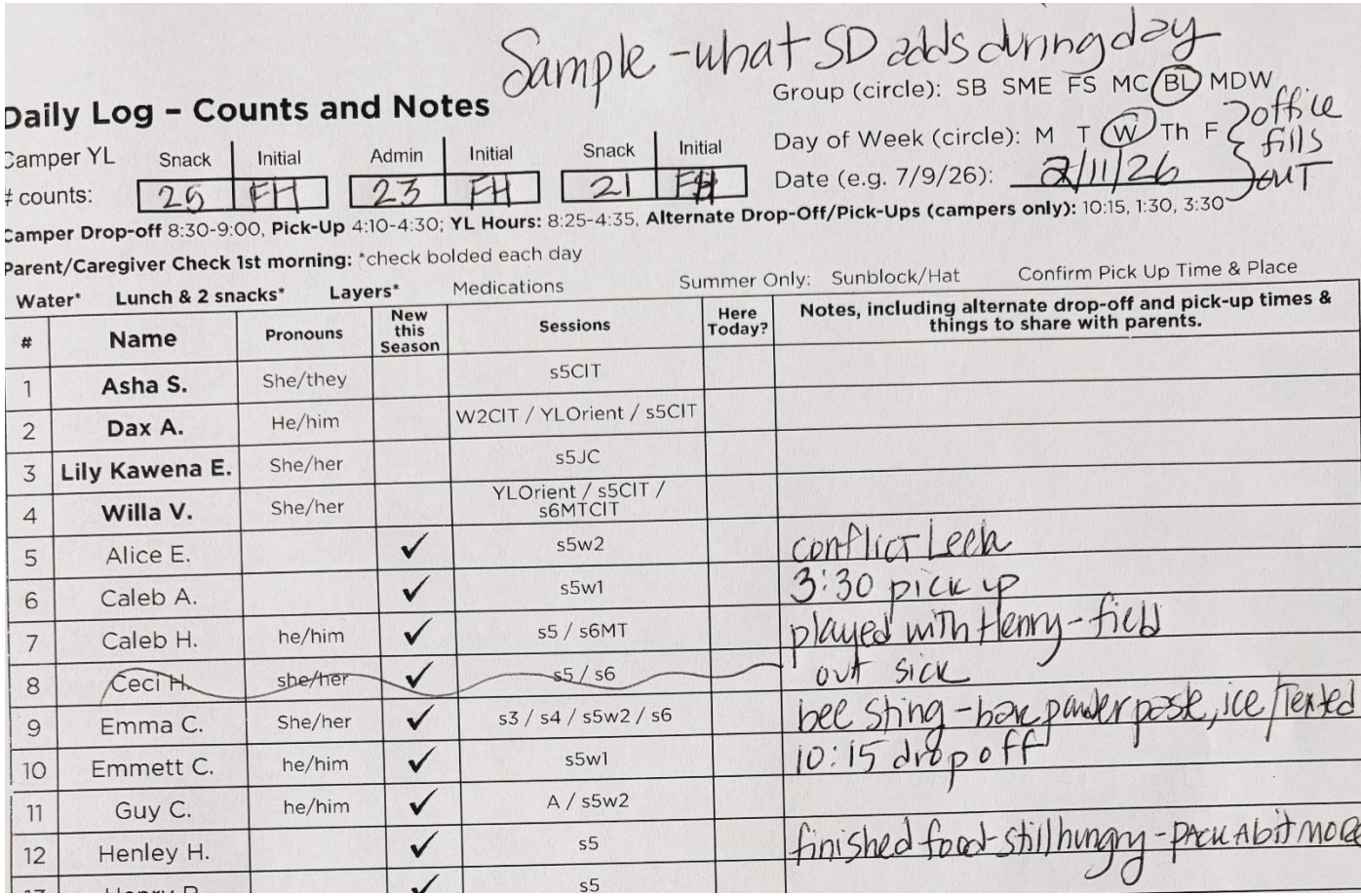
Water* **Lunch & 2 snacks*** **Layers*** Medications Summer Only: Sunblock/Hat Confirm Pick Up Time & Place

#	Name	Pronouns	New this Season	Sessions	Here Today?	Notes, including alternate drop-off and pick-up times & things to share with parents.
1	**Asha S.**	She/they		s5CIT		
2	**Dax A.**	He/him		W2CIT / YLOrient / s5CIT		
3	**Lily Kawena E.**	She/her		s5JC		check on allergy - grass
4	**Willa V.**	She/her		YLOrient / s5CIT / s6MTCIT		
5	Alice E.		✓	s5w2		
6	Caleb A.		✓	s5w1		
7	Caleb H.	he/him	✓	s5 / s6MT		regular 1:30 pick-ups
8	Ceci H.	she/her	✓	s5 / s6		
9	Emma C.	She/her	✓	s3 / s4 / s5w2 / s6		
10	Emmett C.	he/him	✓	s5w1		medication - epipen + benadryl
11	Guy C.	he/him	✓	A / s5w2		
12	~~Henley H.~~		✓	~~s5~~		out, starting Wednesday
13	Henry R.		✓	s5		
14	Leela R.	she/her	✓	s5		medication - inhaler
15	Leonidas G.		✓	s5		
16	Lev W.	she/her	✓	s5w2 / s6MT		

Daily Log– Once Camp Begins

YLs are listed first in bold, followed by campers. Both are alpha by first name.

1. **Camper/YL # Counts:** Handwrite totals and your initials at 2 snack times and during admin time.
2. **Parent Check-Ins:** Use **1st AM Checklist** daily as a reminder. *Do your best—it's a practice, not a perfect!*
3. **Notes:** Record updates received by text or verbally, including:
   - Absences (sick or taking a day off)
   - Alternate drop-off/pick-up times (e.g., 10:15 drop-off)
4. **Pick-Up Notes:** Record anything staff should share with parents at pick-up (see next slide).



Sample - what SD adds during day

Daily Log – Counts and Notes

Group (circle): SB SME FS MC (BL) MDW

Day of Week (circle): M T (W) Th F

Date (e.g. 7/9/26): 2/11/26

office fills out

Camper YL # counts:	Snack	Initial	Admin	Initial	Snack	Initial
	25	FH	23	FH	21	FH

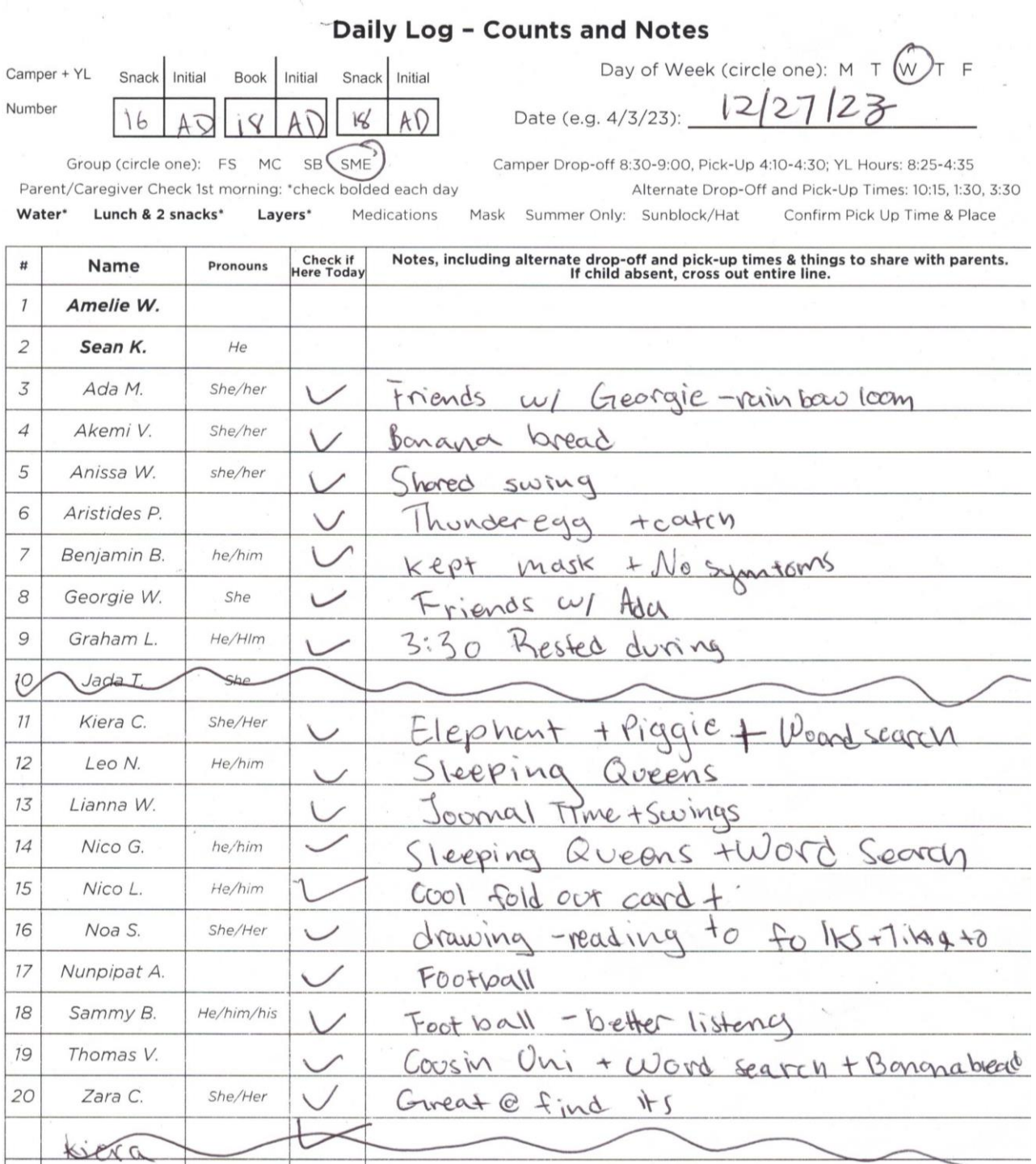
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Parent/Caregiver Check 1st morning: *check bolded each day

Water* **Lunch & 2 snacks*** **Layers*** Medications Summer Only: Sunblock/Hat Confirm Pick Up Time & Place

#	Name	Pronouns	New this Season	Sessions	Here Today?	Notes, including alternate drop-off and pick-up times & things to share with parents.
1	**Asha S.**	She/they		s5CIT		
2	**Dax A.**	He/him		W2CIT / YLOrient / s5CIT		
3	**Lily Kawena E.**	She/her		s5JC		
4	**Willa V.**	She/her		YLOrient / s5CIT / s6MTCIT		
5	Alice E.		✓	s5w2		conflict Leela 3:30 pick up
6	Caleb A.		✓	s5w1		played with Henry - field
7	Caleb H.	he/him	✓	s5 / s6MT		out sick
8	Ceci H.	she/her	✓	s5 / s6		bee sting - baking powder paste, ice / Texted
9	Emma C.	She/her	✓	s3 / s4 / s5w2 / s6		10:15 drop off
10	Emmett C.	he/him	✓	s5w1		
11	Guy C.	he/him	✓	A / s5w2		
12	Henley H.		✓	s5		finished food - still hungry - packed a bit more
			✓	s5		

If LookSee app not working (not common), use this log for check in/out.



Daily Log – Counts and Notes

Camper + YL Number | Snack | Initial | Book | Initial | Snack | Initial
16 | AD | 18 | AD | 18 | AD

Day of Week (circle one): M T (W) T F

Date (e.g. 4/3/23): 12/27/23

Group (circle one): FS MC SB (SME)

Camper Drop-off 8:30-9:00, Pick-Up 4:10-4:30; YL Hours: 8:25-4:35

Parent/Caregiver Check 1st morning: *check bolded each day

Alternate Drop-Off and Pick-Up Times: 10:15, 1:30, 3:30

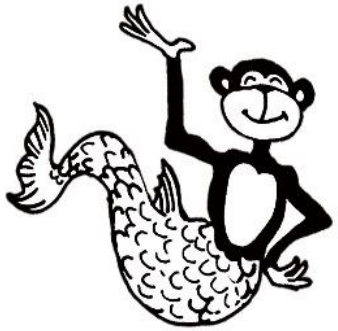
Water* **Lunch & 2 snacks*** **Layers*** Medications Mask Summer Only: Sunblock/Hat Confirm Pick Up Time & Place

#	Name	Pronouns	Check if Here Today	Notes, including alternate drop-off and pick-up times & things to share with parents. If child absent, cross out entire line.
1	***Amelie W.***			
2	***Sean K.***	He		
3	Ada M.	She/her	✓	Friends w/ Georgie -rainbow loom
4	Akemi V.	She/her	✓	Banana bread
5	Anissa W.	she/her	✓	Shared swing
6	Aristides P.		✓	Thunderegg +catch
7	Benjamin B.	he/him	✓	kept mask + No symptoms
8	Georgie W.	She	✓	Friends w/ Ada
9	Graham L.	He/Him	✓	3:30 Rested during
10	~~Jada T.~~	~~She~~		
11	Kiera C.	She/Her	✓	Elephant + Piggie + Woodsearch
12	Leo N.	He/him	✓	Sleeping Queens
13	Lianna W.		✓	Journal Time + Swings
14	Nico G.	he/him	✓	Sleeping Queens + Word Search
15	Nico L.	He/him	✓	Cool fold out card +
16	Noa S.	She/Her	✓	drawing -reading to fo lks + Tik + to
17	Nunpipat A.		✓	Football
18	Sammy B.	He/him/his	✓	Foot ball - better listeng
19	Thomas V.		✓	Cousin Uni + Word search + Bananabread
20	Zara C.	She/Her	✓	Great @ find its
	~~Kiera~~		~~✓~~	

Sample of Daily Log filled out during a day of camp.

This one has a lot of notes about campers & what they are enjoying to share with parents at pick up!

MBC Customer Service



When saying “No,” try to offer choices.

Example:

Parent: “Can I drop off my child at 11:30am ?”

Response: “We have alternate times at 10:15, 1:30, and 3:30—would one of those work? We try to limit extra times so staff can stay with the groups of campers.”

If those times don’t work, Check the schedule:

- “In this case, 11:30 works since we’ll be here/at the site.”
- Or: “12:30 works better, since we’ll be back from a hike and heading into lunch.”

For Questions:

- Refer policy questions to the office or website
- Office hours: 8–10am on the first day of each session; other hours vary
- If needed, ask parents to call the office so you can continue check-ins
- Check with Heather or Samantha (in person or by text) for answers to share at pick-up
- If you’re unsure, it’s okay to tell parents you’ll confirm with your team before giving an answer.

Managing Late Pick-ups

If a parent is not at camp by 4:30:

- Text right at 4:30 via LookSee using notes template on phone. Good to know right away if there's a mix-up.
- Reassure the camper: "This happens. It's all good. We have a plan."
- At 4:35, continue with usual check-out and clean-up tasks. Engage the camper by having them help or offering quiet activities or reading.

  Break camps: bring the camper inside while you complete end-of-day tasks with another staff member. (Rule of 3)

  Summer: keep the camper near your end-of-day work area, with other staff nearby.
- Most parents arrive by the end of your shift.
- As the end of your shift nears, text Samantha. Hand off the phone and let her know re: any parent communications. She will stay with campers until they are picked-up.



MONKEY BUSINESS CAMP

Parent Communications



How We Get Info to Parents/Guardians



Before Camp:

- Confirmation email sent at enrollment (parent info packet)
- Session letter sent 7–10 days before camp

During Camp:

- LookSee app for personalized and group messages (see other slides)
- Call parents for anything needing more than a text
  (leave group cell number if leaving a voicemail, it won't register automatically)
- Share quick updates at drop-off and pick-up
  (self check-out families may need a text to make time to connect)



Daily Log: Use to note info You'll give to parents/cargivers**:**

- Sunblock running low /missing
- Pack a bigger lunch/snacks
- Forgot water bottle—used camp supply
- Bee sting—treated, swollen but okay
- New friendships, positive moments
- Trouble listening—follow up with parent
- Accident—details on clothes and whether extras were used (return if needed)

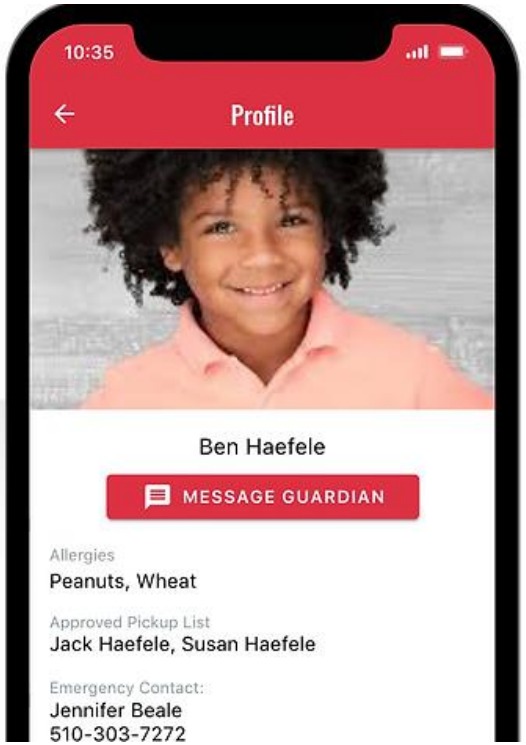
LookSee (Family Communication & Check In/Out)

Each group has a shared phone with LookSee installed.

Site Directors use LookSee to:

- Check campers/YLs in and out
- Text parents/caregivers (use phone Notes templates)
- Upload camper portraits
- Check/edit authorized pick-ups (for unfamiliar pick-ups, ask their name and verify against the list)
- Reference scheduled office texts to families (camp locations, Wacky Wednesday themes, etc.)

★ *LookSee training is provided during staff training.*



Camp Photos for Families to see

- **Admin Team:** Shares photos and info about the day at camp 3 or more times per week via a link sent to families.
- **Site Directors & Staff:** Take photos, edit, & delete duplicates throughout the day to have a group of 5-20 great photos at the end of each day. Take portraits if needed, upload, & save.

Site Directors: Talking to Parents

Be clear, calm, and kind



★ *You don't need to have all the answers —just keep parents informed*

If a camper got hurt or had an accident:

- What happened
- What you did
- How the camper is doing now

- Focus on **partnership**, not blame, low drama

Common Situations

- **Everyday updates** (need more food, water, lost items)
  Share simple, helpful information/requests
- **Health or behavior concerns**
  Keep parents informed and follow up as needed
- **Requests (group change, friend request, contact info)**
  Tell families you'll check with the office –no promises
  (Do not share contact info without permission)
- **Early arrival (before 8:30) or boundary-setting**
  Be welcoming and clear about how camp works

Support

Check in with Samantha or Heather if you want support before reaching out

Challenging Behavior Process

We aim to address small issues early and work with families.



All Staff:

- Speak with the camper calmly and directly.
- Review Special Needs & Allergies (SNA) information in the Camper Binder or Staff Google Drive

Site Directors:

- Talk with your staff/YL team for a consistent approach & language.
- Connect with parents at pick-up to discuss concerns and make a plan together. Check in regularly with parents as needed.
- Reports details in regular End-of-Week Surveys.
- Occasionally, camp may not be the right fit.
- **Always communicate with parents and loop in Samantha if:**
  - A camper needs frequent 1:1 support.
  - A camper is physically harming others.
  - You are thinking a camper needs to be picked-up early.

Challenging Behavior: SDs Talking with Parents

- Share patterns you are noticing over time
- Be honest if something you've tried isn't working yet
- Invite parent perspective and ideas
- Work together on what to try next

You could say:

"I want to check in about something we've been seeing at camp… Have you heard this before or have ideas of what would be helpful?"

"We've been trying …. And it doesn't seem to be helping now. Do you have any other ideas?"

★ ***You don't need to have all the answers—focus on partnership and next steps***









Challenging Behaviors – If things not improving

- Try ideas from parents that fit within camp structure
  Be clear about what works at camp, e.g. We cannot offer treats, stars, or toys for good behavior.
- Make a simple plan together and try it the next day
- Keep notes and track what you're seeing
- If things aren't shifting:
  → loop in Samantha for observation and support
- Continue to communicate with parents and adjust as needed
- If it's not a good fit, Samantha will lead next steps with the family

Working with Campers- Boundaries & Support

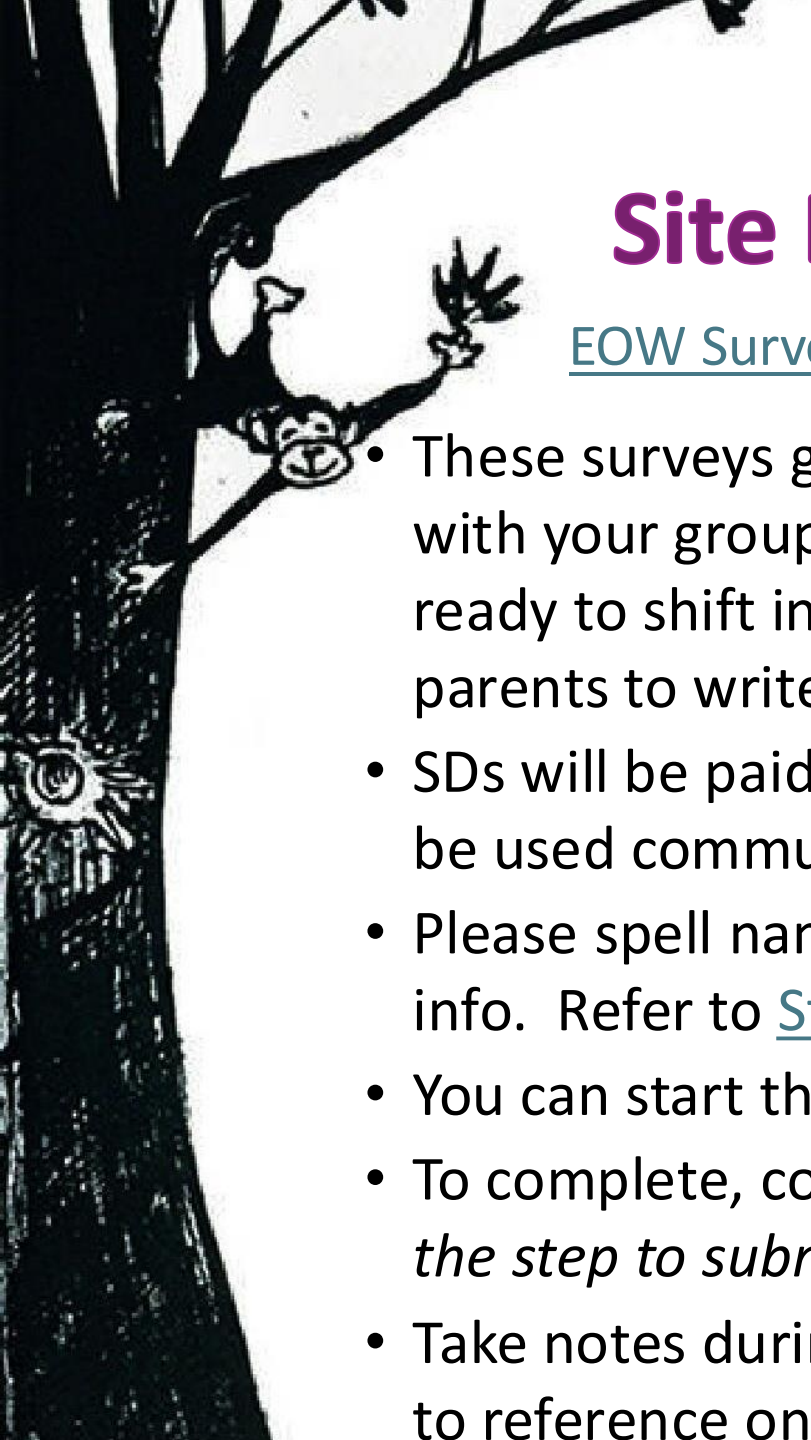
You don’t have to say yes to every request or change the plan because someone is complaining.
→ **Keep the group experience in mind.**

Camper input is welcome within the structure of the day. One staff gives the group 10 secs of moaning if it’s not their first choice of circle games. When it’s over, they get ready to play together.

Use clear, kind language, e.g. ***“That’s a great thing to do with your family or a smaller group. It doesn’t work as well at camp with so many people in a big group.”***

Support each other and hold consistent boundaries in your group.





Outside of Camp Details for Site Directors- End of Week (EOW) Surveys

EOW Survey – Do outside of camp time. Submit by Saturday each week of camp.

- These surveys give the Admin and Ops team an overview of how things are going with your group. We use them to know how things went in the past (e.g. if a YL is ready to shift into a staff role, or for camper behavioral issues) or for asking parents to write google reviews now.
- SDs will be paid about 45 mins/week outside of camp hours. This time might also be used communicating with the office or helping with a late pick-up hand-off.
- Please spell names correctly. If we search for the incorrect name, we will miss info. Refer to Staff google drive Camper List folder for names and ages of YLs.
- You can start the survey and come back to it later.
- To complete, continue through to section 4, then *Press "**Submit**". You must take the step to submit, otherwise, we will not receive it.*
- Take notes during admin time (or drop-off time) on your phone, so you have ideas to reference once you're home and completing the survey.