



Staff at MBC

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Co-Founding Directors Share about MBC

Top 10 Things To Know About Monkey Biz

List created by Stacy Raye sometime around 2007

- It's all about the love and appreciation for all that we have
- Respect – each other for all that we are, the environment, the equipment
- Fun
- Really be with and pay attention to the kids, each other, and the group dynamics
- Conflict resolution through non-violent communication, redirection, “I” statements, and reparative justice
- Learning through play
- “From there to here, from here to there, funny things are everywhere” – Dr. Seuss
- Multiple intelligences are fostered through our curriculum
- MBC thrives only through the skills, talents, and dedication of our amazing staff
- We can do our part to make the world a little bit better

Heather's Blog Post [How I Camp](#)



Founding Directors Heather Mitchell and Stacy Raye
Meadows site Tilden Park in 2004

Our Values

We started Monkey Business Camp in 1998 to nurture the creativity and individuality of each child in a loving and magical environment. We develop programs with balance of structured and spontaneous activities, hire incredible and kind staff, and then go about co-building a community centered around fun and respect.

Our values are:

- RESPECT AND FUN
- Being Outdoors Is Something We All Need More Of
- Self-Care, Community Care, and Care For Our Planet Earth
- Positive Guidance and Being Friendship Coaches
- We are Similar and Different – Diversity, Equity, Inclusion
- Play Makes Everything Better
- Intergenerational Connection

To learn more, check out [Our Philosophy](#)



Camp uniquely benefits children by increasing*:

- social comfort, with increased social skills & ability to make friends
- independence and leadership qualities
- willingness to try and adventurousness
- confidence and self-esteem
- environmental awareness
- understanding of one's own values



These all seem to be true for youth leaders and staff too! We are in this together and influence one another.



*Findings from an American Camping Association national study

About Us

- Monkey Business has been around since 1998, and whether you're new to camp or returning and need a refresher we have many great resources to help you out from our experience over the past 25+ years.
- Check out [our website](#) for a wealth of information, such as details about [group sizes and location](#), our [founding directors](#), and more!
- With how long camp has been running and all the recent changes we've had to enact due to COVID and other major events, camp may not look the same as you remember.
- Just like any of us, the policies and practices at MBC have grown and adapted to reflect our values and goals or due to the limitations of being human in these times. If you feel a longing for something you miss from years ago, be sure to notice that and communicate with your team – If there is something we don't do anymore, there's usually a reason.

"I think this camp is one of the best in the nation. Gosh I really wish there was a Monkey Business Camp in the San Jose area. Keep up the great work!"

"MBC is amazing on so many levels—fun, professional growth, and building lasting relationships. I will never forget what I experienced this summer; everyone is a huge family—campers and workers are invested in this camp!"



Scholarships

- Up to \$50,000 given each year
- Supports vision of camp being accessible to more children who could not attend otherwise.
- Funded by:
 - Merchandise sales
 - Parents rounding up to higher payment tier, as we have 3 payment tiers for tuition.
 - Camp general fund
 - Donations-individuals can donate unused funds from their FSA work accounts or just in general, to support inclusivity.

All families on scholarship receive a coupon to use if we have merch table once/year, toward a purchase.



Groups, Ages, MBC slang for each



- SB = Strawberry Banana- ages 5-7, yellow
- MC = Mango Coconut- ages 7-10, green
- SME = Smoothie- ages 6-10, blue
- FS = Fruit Salad- ages 7-9, orange (Summer only)
- Each group uses its own area or gate for drop-off and pick-up.
- Depending on the camp, we will have 2-4 groups happening. 2 is usually the minimum.
- When there are more groups, there is smaller age range in each group than listed above.
- Bins and equipment are labeled in color tape for each group.



Prep for Camp & What to Bring Each Day 1

- **Clothing:** Wear **MBC T-shirt and/or sweatshirt daily**, except if Wacky Wednesday, when wearing costume. Wear standard blue color for 1st two days of session, so kids/parents easily identify you.
- **We encourage staff participation in Wacky Wednesday!** Wear different socks, a wacky headband, or colorful clothing (like tie-dye you can make at staff event in summer.)
- **Layer, layer, layer:** we spend lots of time outside. Staying positive about the weather really helps keep the vibe at camp upbeat.
- **Shoes:** Sturdy shoes/sneakers or close toed sandals only, no flip-flops.
- **Wear a watch** to keep track of timing. Our aim is to make camp more of a tech-free space.

Prep for Camp & What to Bring 2

- **Water bottle-** refill at water fountains, all staff bring to snacks & lunch for toasts. Regular hydration is so important for our well being.
- **Lunch and two snacks-** camp seems to make people hungrier, so pack accordingly. Some groups will be nut/nut butter free, but in most cases nuts are allowed. For your 1-hour break, it can be relaxing to have a packed lunch.
- There will be surgical masks in the first aid backpack in case of an emergent need. We recommend that you keep a better mask in case of bad air quality as a backup in your car or backpack. Extra masks may be brought up.
- Optional sun protection - hat, sunscreen, lip-block, sunglasses – in a lighter shade so people can always see your eyes.
- For a list to print and more about food and drink protocols, check out our [Staff pack list & food and drink info](#) document



Take care of yourself

- Start with small goals - those are easier to meet!
- Have visual or auditory reminder e.g., hang a note or set an alarm
- Bring awareness and compassion when you do not meet goals; maybe adjust or ask for support
- Celebrate when you accomplish. Could be treating yourself or sharing with buddy!

Why is self-care important?

1) For your own self – you'll be giving a lot at camp.

2) For camp - so you can be a strong team member.

Burning yourself out won't help anyone.



Ways Staff Help Make Camp a Kind, Fun Space for Learning and Connection

- **Getting to know campers and youth leaders (and other staff and parents!)** Welcoming, smiling, sharing stories, asking questions. Playing name games 1st two days of camp and more. Staff, YL and campers also make name tags 1st two days of camp.
- **Playing and bonding:** Engage with the kids to create connection and to channel their big energy into more positive directions. Lead games, create safe places to be together and practice respecting one another. Inviting kids to play together. During meals, socialize with kids or do some storytelling.





Tips from former Staff Director Ashkon Davaran

- **Don't sweat the small stuff** – Try to be patient. Some kids may talk out of turn. Rather than reprimand them, think of other ways to get their attention or change their behavior. Too much shushing can create distance between you and the campers.
- **Staff and YL placement/General awareness** - Know where the kids are and what they are doing. Even better, BE where the kids are. Engage with the kids. Especially during free time. At MBC, it's about playing with the kids, not supervising from the sidelines.
 - I really think we can nip most of our extreme trouble situations in the bud by heightening our awareness. Even just 30-45 seconds can be crucial in noticing a situation starting up.
- **Reinforce rules and support each other** - We may be strong when we're leading songs, games, activities... lets try and take it a step further and have that same sense of commitment to the kids and each other even when we are not the one leading the activity, and especially during free time. I think it's easy to assume someone else will take care of it, but ultimately, it's everyone's responsibility to be there for each other, and reinforce the rules.

What Helps at Camp

- **Positive re-direction:** Sharing boundaries and guidelines with what we **are** wanting from them when possible. Instead of saying, *“No standing on the bench,”* say *“Come and sit down here.”*
- **Transitions:** Check in with your staff and YL team before making calls. E.g. *“Brad is this a good time to call it? Brad: “Can we wait until this game ends in about one minute?”* Communicate at team meetings about how it’s going and find a solution together.
- **Label Art:** Make sure names are on all projects going home. Kids can usually write their own names - great practice.



Start of Day

Start time of 8:10 means you are ready to go then. You've arrived and have put down items, used restroom, eaten, and are set to go. If 8:10 is your start time, you might think about arriving at 8:00.

Staff Breaks

Leave for your break on time and arrive back ready to go after an hour. If away on a hike, do your best to plan to arrive back in time for lunch. It is your responsibility to leave for break on time, otherwise it will be shorter.

Special Guest Detail

Special guests need to start on time, so plan activities around that. E.g., do not start a long game 5 minutes before they plan to start. SDs please check in about how many kids can start, the # of staff or YLs needed to assist, & if the guest wants to share something about the activity with the entire group first.

Oops, timing off...

We know that timing can get off by 5 minutes or so here and there, and that seems to work out okay.

End of Day

Staying over for any reason? You are paid a little extra every two week pay period which is partially to pay for this.

Timeliness- Important in this kind of work



Communicating & Problem Solving as a Team



- Communication among staff members is important for everyone's enjoyment at camp.
- Expect to experience both magical and conflictual feelings with your team.
- While some staff may prefer leading certain activities, like running the field game or managing the art table, it is important to switch up the roles sometimes. This helps us grow and learn outside our comfort zones and not feel like things are too repetitive.
- Address things the day they come up, rather than letting a troubling situation fester.
- Know that we're all trying our best to have camp be as great as possible, and talking out issues as they come up really helps that happen.

Daily Schedule

Our goal is to have..

A Mix of :

- active and mellow activities
- time in shade and sun
- activities for different intelligences

Times when:

- kids can choose from lots of things, e.g., morning free time
- choices are more limited, e.g., circle/group time, snack, lunch, toasts



Check the youth leader handbook too! It delves more deeply into daily schedule, and includes this [Schedule PDF for YLs](#).

Mix of emergent and planned activities



The Basic Daily Schedule

**Honor the structure of camp AND
Bring your own inspiration to activities.**

- There is a basic structure to our day, and it really supports all when staff follow it. Please also bring energy for what feels right and good with the kids in the moment.
- Just because kids say *“I’m bored”*, doesn’t always mean you should change things.

We’ll review the daily schedule for the upcoming camp at team meetings.

- Each staff person gets a copy so they can help share in responsibility of tracking transitions and timing of the day. A copy is on the daily log Clipboard, too.



Activity Time Options

There are many activities that Staff can choose to lead with campers during an Activity Time that has nothing else planned. Supplies & equipment are available to you each day onsite.



Table Games – many, many board & card games, MTG

Nature Bin – bandanas for Meet a tree, Bat and moth, & other activities, animal guessing games, nature journal supplies, magnifying glasses, maps

Sports Equip – soccer, tennis, & rec balls, footballs, ball catchers, hoops, luna stix, ropes & balls for medic/monkey ball/artifact, capture the flag, , beemos, parachute

Legos & Blocks/Animals at Meadows & Lincoln Logs/Animals at Big Leaf

Art Activities – beading, watercolor, kumihimo, finger knitting, lanyards, friendship string, cootie catchers, paper airplanes, mini clay creatures, ← magic wands, scratch art, drawing books and supplies, craft stick puzzles,

Some Activities need supervision & get put away when a YL/staff can't be right there – field games, all art activities, bubbles, luna stix, diablos (at Big Leaf.)

Some Activities work better on a large field and Big Leaf groups have a travel sports bag they can take over to IC Field.

Book & Joke of the Day/Journals - Chill Time

Mid-day - all of us to get some down time; Site Director does admin – respond to texts, prep photos

Books

- YL/Staff (not SD) read 2-3 books; if time, SD can read after admin

Options for kids:

- Listen to books being read
- Quietly look at their own book or one from camp book bin
- Relax, close eyes, look around
- Do kumihimo/lanyard (if already started, otherwise tell them they can make at later time and bring next time)



Jokes after books read - Campers take turns to come up to tell a joke or riddle. They can read ones from books in book bin.

Older Groups - Chill Time is a more open variation of our book of the day/journal time. Still Chill. Books may be read or journals & table games may be the focus.

You'll talk about it at team meetings.

Journals

- Everyone sitting with their pages, working alone or with others at their table
- Fun to do the same sheet & either compete or help each other
- Table games & blocks or Legos can start after 10 mins.
- Give it a try even if there's resistance at first. Often kids end up getting busy and connecting with new kids in new ways.

3 Anchor Points for Meal Times



- **Transition to Handwashing-** The entire team works together to make sure all Staff and YLs are in different roles to anchor 3 important areas. This starts the 1st morning snack of each session and will become routine quickly. SD, please check with each person about where to be before the transition.
- **At lunch**, some staff may be going on break. **At PM snack** in the summer, some staff will be cleaning up for the day.
- Assign according to who will be working to these 3 areas:
 - ⚓ 1. **Handwashing in Bathrooms-** YLs (1 per bathroom at least)
 - ⚓ 2. **Backpacks/Bin Area-** 1 Staff remind/help kids get snack/lunch & water bottle, then direct them to find a seat with the group.
 - ⚓ 3. **Field/Yard-** 1 Staff stand/sit in area till all arrive. YLs (who are not washing hands) sit down to model for kids and welcome them. Please remind kids of boundaries when they push them to try to sit in other places. We want all kids to be close enough to the group and a staff/YL that conversations can be heard and we know that no one is choking or sharing food.



Wacky Wednesday

- Themes change each week, and are on the back of the Clipboard and on the Daily Schedule you'll see at the team meeting. Please dress up! No need to stay on theme. Having fun dressing up is the goal!!
- Costume Bin/bag at each site- shared by both groups and alternates every two weeks, for lice prevention. Don't share headbands or hats with campers.
- Staff please announce WW each Tuesday at closing circle, and as kids are getting picked up. Parents on the text thread will get a scheduled reminder about the theme.

Friday Fun



It's festive to do something special each Friday and/or on the last day of camp (usually a Friday.)

- Sometimes an activity will be on the schedule with supplies coming from the office. It might be with all groups or it might just be for your site or group. Other times your staff team will come up with something fun to do - Shark Tank, Jeopardy, site field game/obstacle course, water play, an exciting hike, group dance, variety show, circus. See your daily schedule at the team meeting.
- You can also do a special activity in the morning, not always in the afternoon.
- If an all-camp activity is planned at Meadows in the summer, MC and FS Site Directors please identify 3:30 pick up people and ask parents in the morning, if they can come pick up at Meadows that day. It can be hard to be back to Big Leaf before 3:30.
- Ending afternoon Chill time early (journals, books) is also important for these big events so there is enough time for the activity and your end of day routine (snack, gathering all the stuff, & circle.)



Special Guests

MBC Operations staff and other special guests will come to camp regularly to set up activities and do them with your group. It is much appreciated when staff support the guests.

Check in with guests about what they might need, number of kids at a time, etc. Your group may have another activity going on at the same time, nearby, so that kids can rotate in with the guest.

Nature Connection at Camp

- In summer we are outside all day.
- At breaks camps we're outside as much as possible.

You don't need to be an "expert" or know a lot of facts to inspire kids to think about nature and want to find out more themselves. Start a conversation with these phrases:

- ***I notice.....*** (Describe what you see and ask what they see.)
- ***I wonder....*** (Ask questions and imagine.)
- ***It reminds me of*** (Connect to what you do know about. Does it remind them of anything?)
- We like to use the tools we've learned from Naturalists who've worked at MBC. (Link to [Nature Connection Handbook](#))
- Tilden is full of life: trees all around, sitting on the ground, surrounded by a big sky, turkey vultures soaring, hawks crying out, deer in the mist, turtles on a log, ladybugs and dragonflies flying across the field.

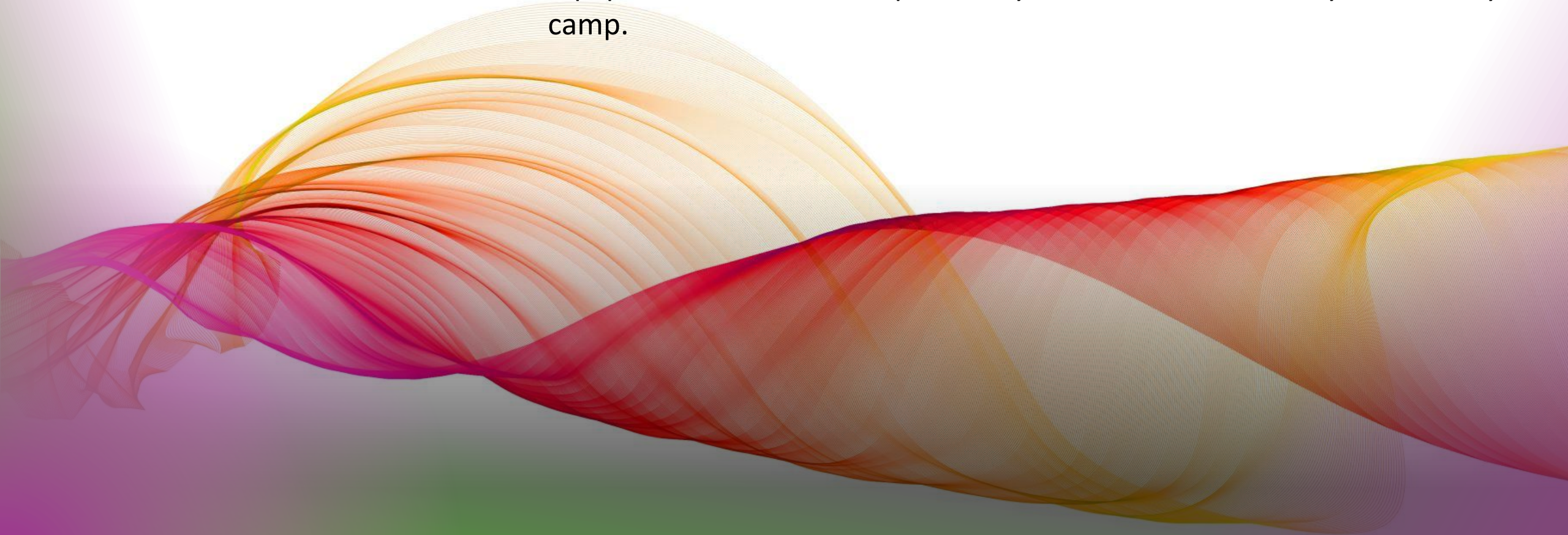


EQUIPMENT

We bring quite a bit of equipment to each of our camp locations so there can be some regular items, with some variety.

Bringing equipment helps us to have activities that honor multiple intelligences.

You may have a chance at a team meeting to see the supplies and equipment offered at camp. If not, you'll be able to see on your first day of camp.



Care of Equipment

- Look for equipment left on the field/yard, dropped pieces from games, art supplies left out, screws from canopy, and **SAVE!**
- If something is damaged or lost, let Brad and Samantha know ASAP to get it replaced, e.g., a missing chess piece or a ball with a leak.
- Remind campers to use equipment the way it was designed (No sword fighting with Luna-stix or whacking or bending the hula-hoops)
- You could say: ***“That looks fun, and we want our equipment to last a long time, so let’s try another way to use that.”***
- Have a camper take a break from using something if it’s hard to stop and it looks like it could get damaged.



Sustainability & Leave No Trace



- It is important for staff to set the example to keep a clean site. The park rangers notice and appreciate how we leave the park.
- Materials that spread easily and become trash, such as balloons from tiger tails, beads, yarn, or old nametags, must be cleaned up daily.
- ***“It’s time for Leave No Trace! Pick up 3 (or 5) pieces of trash off the ground and meet Will at the garbage to get your stamp before you head over to wash hands for snack! We can all do it quickly together.”***
- We have Ridwell, a service for processing plastic bags, so you might see notes to save bags for Brad to get.

Music on Site

- We love music at camp. **Spotify** is loaded on each phone, with playlists for quiet times, to do freeze dance, etc. Brad makes new playlists each year. Staff have also contributed some.
 - Text any playlist links to the group cell phone, so we can add them
- **Speakers pair with cell phones**; make sure to turn power off when not using to save battery.
- **Personal cell phones okay for music**, just do not check other phone details until your break.

Cell Phones-Photo and Video Taking-Each group will have a MBC cell phone- an Apple, so it works to air drop photos. Check Photo & Video Tips list for what are great photos for camp.

Cell Phone and Speaker Storage- Find out at orients where speakers and cell phones should be kept and please return at the end of the day.

Per park rules, please keep the music audible at the site, not out into the surrounding areas.

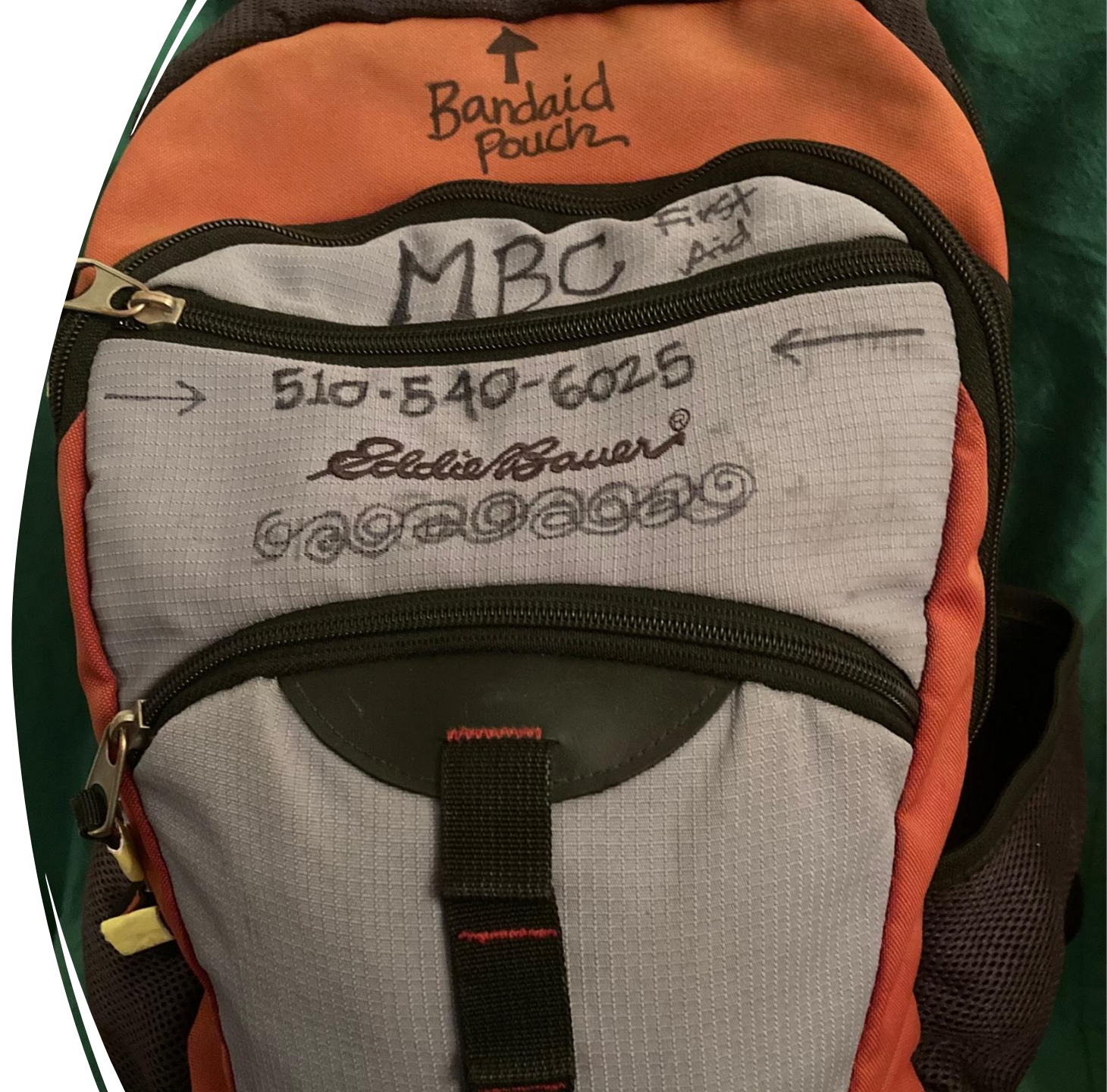


1st Aid Pack

Each group will have their own pack. In the Youth Leader slides you could see some parts that they might help with at camp.

Following this slide, we'll show other parts of the 1st Aid Pack that the Youth Leaders won't be getting into.

IMPORTANT: Please return all items from whence they came so others can find them later. It can feel hectic in the moment, and it's so helpful and calming to be able to find what you need quickly and easily.



First Aid: Admin Area

The thinner of the two larger zipper areas, **with a lanyard** is the Paperwork/Admin area, which contains --

- **Camper Binder** with medical info, emergency numbers & plans, first aid protocols
- **Daily log Clipboard** with check-in sheets and important paperwork
- **Paperwork folder** with used Daily logs and next week's Daily logs, ready to go
- **Medications pouch** connected to the pack (so always in the same spot) for meds parents bring to camp (usually epi-pens & inhalers).
 - At 1st AM drop-off, **SDs** will show parents info to fill out on a Ziploc bag to describe how meds used, put meds in that bag, then put that bag in the pouch for duration of camp. Important to remember to give Medications back on the camper's last day. Make a note on Daily Log!
- **Pens, pencils, clips, etc.,** in a zipper pouch
- Summer Only - **Flags** in your group's color to go up & down each day for Drop-off and Pick-up times



First Aid: Band-Aid Pouch Area

Find these items in the First Aid Area in wider of the two larger zipper areas:

1. **Pink Band-aid pouch** with paper towels to dry around wound, tweezers, gloves, and Neosporin (check OTC to see if OK or not)
2. **Saline Wound Wash spray.** Use when soap & water hard to get to, or camper is resistant to washing a wound. Works well if campers spray it on themselves. (Staff right there to support!)
3. **Surgical Masks** in a bag if someone needs or wants one.
4. Info about the **Blue lunchbox** on the next page.

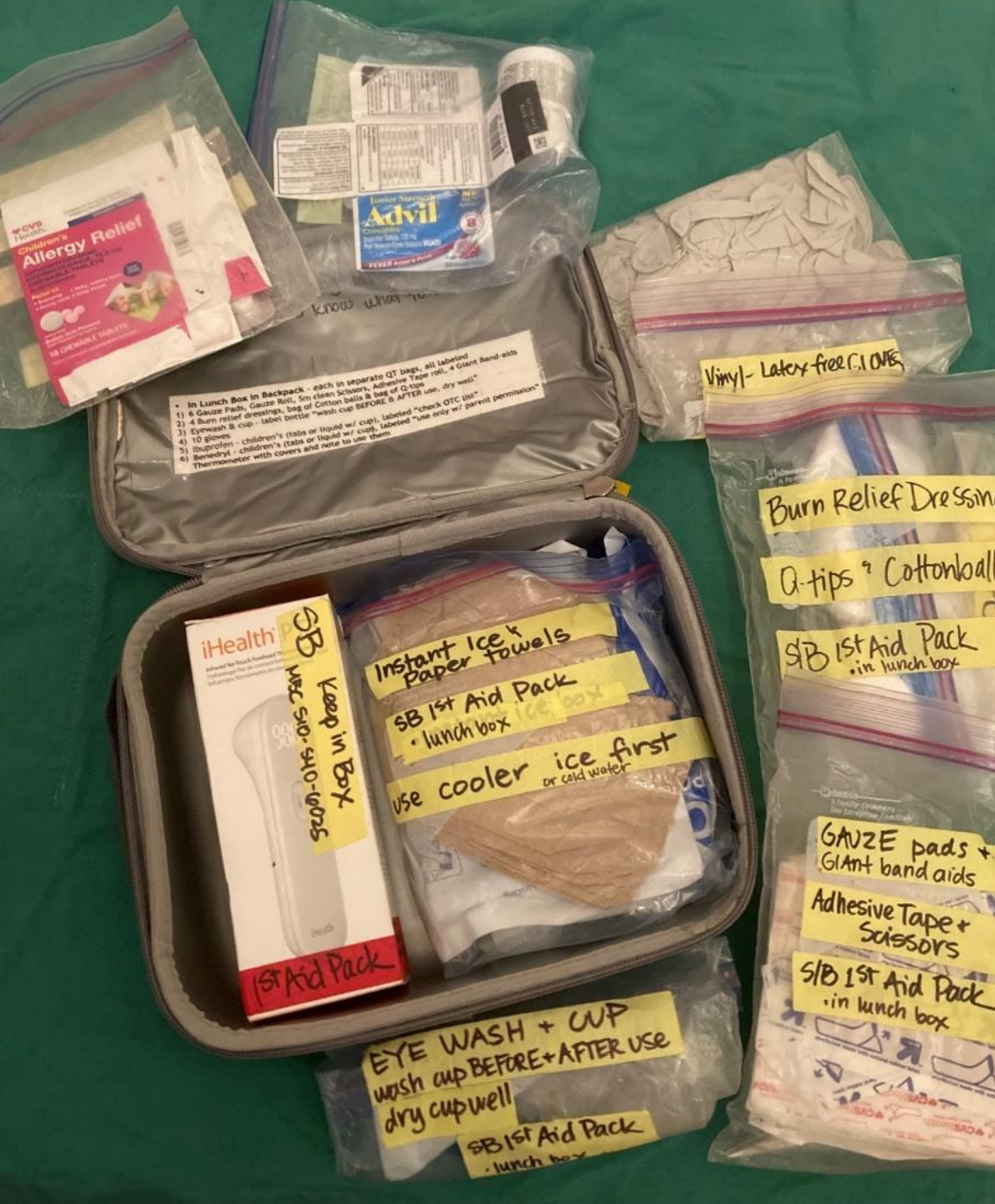


Blue Lunchbox in First Aid Area of pack

Lunchbox contains more serious 1st aid:

- Eye wash & cup
- Ibuprofen-check OTC before administering
- Benedryl (or generic)
- Thermometer
- Instant ice packs
- Large gauze pads
- Tape, scissors
- Burn pads
- Cotton pads & Qtips
- More Gloves

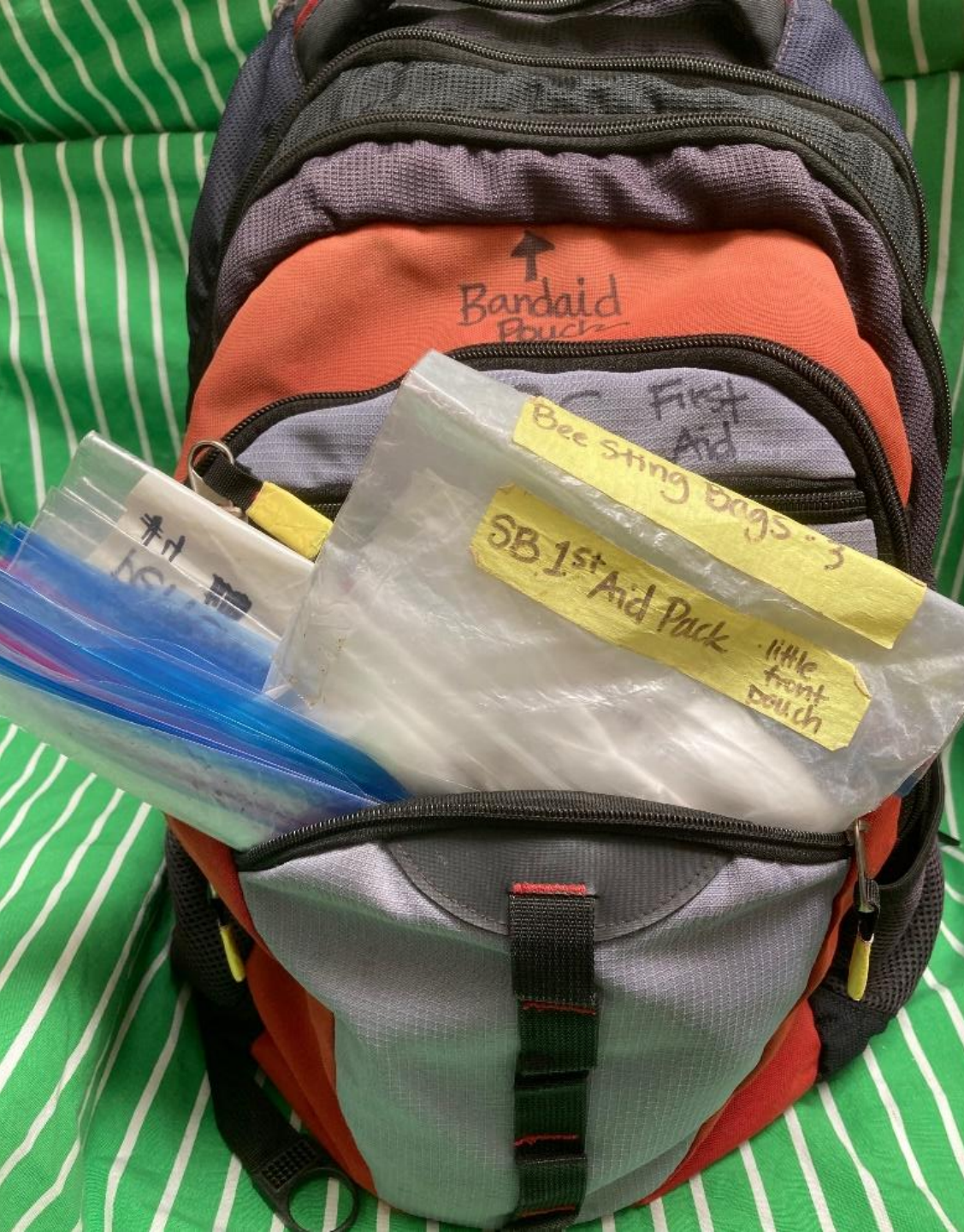
Keep all the bags in the lunchbox, so we know what to refill.



First Aid: Bee Stings & extra Qt. Bags

The flat and most front zipper area has -

- **Bee sting bags** with baking soda and a spoon to mix with water to help soothe (also distract a bit) and the suggestion to use ice and check about Ibuprofen, since bee stings can really hurt!
 - **Stings/bites Protocol** - All staff, make sure SD knows when anyone gets one. SD, stay with camper for first 15 minutes to make sure no allergic reaction. Reactions can get serious, as airway can be impacted. Usually, an allergic reaction will show up within minutes or up to an hour, so leadership staff keep an eye on the person for the next hour afterward.
- **Qt. bags for misc. items to send home** (e.g. a camper's broken watch or jewelry, a tooth that falls out naturally.)



First Aid: Sanitizer, Kleenex, & Bars

The smaller front zipper area that has the **Kleenex**, **Wipes**, **Hand sanitizer** and **Tecnu** also has -

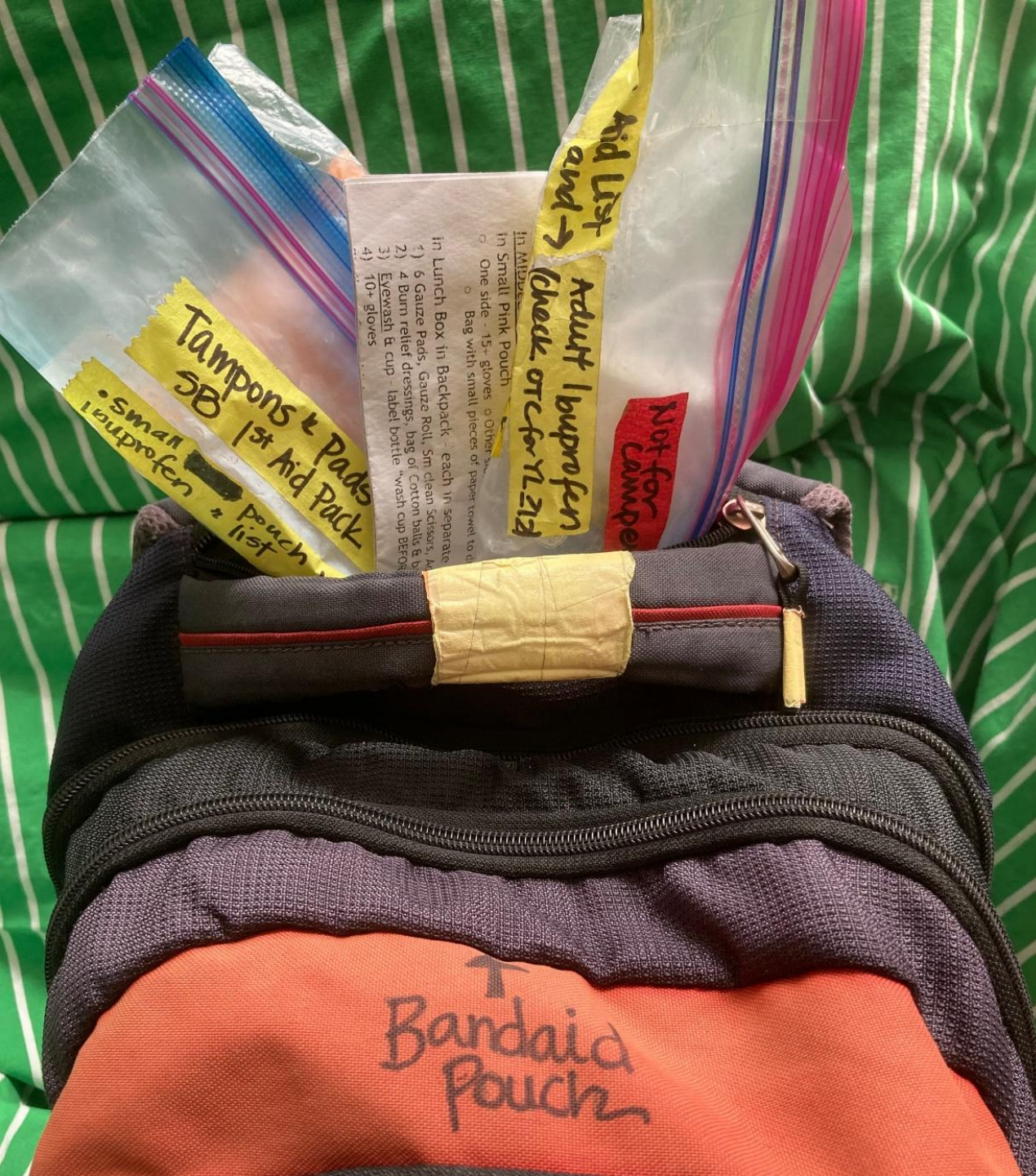
- **Sunblock**-in summer-for staff only, if you forget yours.
- **Nut-Free Bars** for if a camper finds they have no food for the day at AM snack & needs food until someone from their family brings up lunch and snacks. The day is too long for just a bar, so it's important for SDs to ask about "lunch & 2 snacks" at Drop-off each day.
- If someone doesn't have a PM snack encourage them to drink water and remind their parents at Pick-up that they need more food. ***The bars are to be used rarely, not to hand out to campers who don't like their own food.*** SDs, please tell parents in a kind way if their child seems to not be bringing enough food. All staff, let SDs know, if you notice.



First Aid: For Staff

The smallest zipper area either in the top back or middle contains:

- **Pads and tampons**
- **Ibuprofen** for Staff and YL over 12 years old (if OK on OTC)
- **List of 1st Aid Pack** contents
- Break Camps Only – SB pack will have a set of site keys here



COOLER AND ICE PACKS

Each group has small cooler with ice packs for 1st Aid. Ice is good for bumps & bonks, not open wounds.

If ice packs are still very cold, use paper towel from bathroom or camper sweatshirt between ice pack and skin.

Break camps – We have a freezer onsite. Staff get the ice & put it in the cooler, then return it to the freezer daily.

Summer – One staff per group brings the small cooler home each evening to wipe off & refreeze the ice packs, bringing them back to camp nice & cold each morning. This staff is paid an extra 1.67 hours every 2 weeks for managing the cooler.

- We have instant ice as a backup. It's not earth friendly, so please help each other remember the cooler!
- Keep the cooler in the shade to help the ice stay as cold as possible.



Large ice keeps smaller ones cold.



Ice packs may be a different style. Each labeled in group color. Track your ice.

SB=yellow

MC=green

SME=blue

FS=orange

SAFETY

At Monkey Business Camp, staff uphold high standards to keep campers and themselves safe.

We focus on

- Site Safety,
- Health & Safety,
- Emergency Plans & First Aid Protocols



SITE SAFETY

- Staff scan the site before campers arrive at Tilden Park.
 - Dispose of any sharp items or trash
 - Be aware of wasp ground nests, broken tree branches, toilet/sink not working in the bathroom, or the bathrooms being locked. Call the non-emergency Ranger # in the group phone to report or tell Brad or Samantha.
 - Clean up any animal scat in areas we use.
 - Put cones on any holes in the ground to avoid ankle twists
- At Tilden, we share public bathrooms, so campers may not enter the bathroom until checked first by staff/YL, by knocking on the door or looking in first.
- Model and reinforce safe use of all MBC equipment.
- If it's hot- use drinking reminders, shade, water play, & breaks from active play to keep things cool.
- If it's cold- keep things moving (e.g. active standing circle) and remind parents about layers at drop-off.
- If you see an adult near camp you don't recognize, approach, greet, and ask if you can help them. Sometime people are looking for another camp or get lost in the park. If a guest is coming to camp, the office will tell SDs.



HEALTH & SAFETY



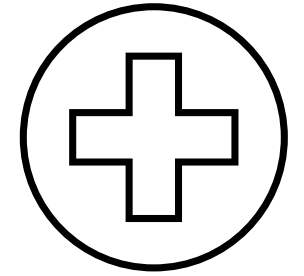
- Health details for every camper are in the Camper Binder in the 1st Aid pack and are reviewed before each session.
- Normally, nuts and nut butters are OK. When there are kids who cannot be around others eating nuts or nut butters, groups are Nut-free.
- All staff receive training on identifying the symptoms of anaphylaxis reaction and how to use an EpiPen. EpiPens brought in by parents/caregivers are kept in the Meds pouch in the 1st Aid backpack, which is with the group at all times during the day.
- Reduce the spread of communicable disease by making sure everyone is washing their hands throughout the day and materials are not going in campers' mouths.
- We do toasts and reminders to drink water at snacks and lunch times, during field game breaks, and during hikes. We encourage campers to refill their water bottles at the fountains. We have extra empty bottles to label with campers' names if they forget their own. All Staff & YL bring their bottles to each meal and drink water, too!



Sunscreen in Summer

- Parents have been asked to apply before camp if they use it, and to pack in backpack if they want their child to reapply mid-day.
- If campers say they cannot find their sunblock, check their pack, since it's usually there. If they did forget their sunblock one day, just remind them to stay in the shade more, and remind their parent at pick-up. If sunburn seems imminent use the staff sunscreen in the 1st Aid pack.
- Site Directors track daily at the 1:45 pm SPF time (at transition) to make sure each child gets support who is listed on the OTC list. This is not only a verbal reminder, but also to be present with them, to see if they have gotten it on all exposed skin.
- Coach kids to do it themselves, even if it takes longer. At a certain point, you might need to step in, saying "*Can I help you?*" and rubbing in an area that is hard to reach. It can be tricky for some campers.
- SB campers, our youngest, will usually need more help, so be aware and assist as needed.

Emergency Plans and First Aid Protocols



- FIRST AID PROTOCOLS for common first aid, such as nose bleeds, to less common, like seizures. When an incident is happening, pull out the camper binder to see how to manage.
- EMERGENCY PLANS include details around incidents we never want to happen at camp, like an earthquake or evacuation, but good to know what to do in the case of them!
- Find hard copies in the front of each camper binder on site (lives in 1st aid backpack).
- Links above, and also e-mailed to the group cell phones, so there for reference.
- These protocols and plans are not something to memorize but rather to skim, and know it exists and to pull out when needed.

In case of urgent scenario, Default is for these staff to manage these aspects, although if a specific person is better with injuries or with the other campers, adjust that piece, but not the parent communication:

- SD: assesses situation, determines with GL best plan or first aid; communicates with parents, emergency personnel
- S2: helps SD assess, if injury, stays with camper
- S3, Floaters, YLs: play with other campers, to keep away from the scene

Parent Communication about Illness, Injury, or Safety Details

RWFB = Rest, drinking **Water**, eating **Food**, or using the **Bathroom**, often help.



- There is a lot going on at camp, and some campers have momentary physical or emotional issues that show up as “not feeling good.” Parents are expecting us to take care of their kids, even when they feel a bit “off.”
- If a camper reports not feeling well, try RWFB & check with your SD. It can work to listen to a camper’s discomfort and ask them to check back in before the next transition. Then see if they get engaged in another way and move on from feeling discomfort or come back to you about it. Your knowledge of the camper will help you decide how to proceed.
- If needed, a SD will text a parent before giving Over the Counter (OTC) meds like ibuprofen, if it’s for a new situation the parent doesn’t already know about, like a sting or injury at camp, and the camper is in a lot of discomfort.
- Site Directors are the only people to contact parents and emergency personnel unless there is absolutely no other choice. Contact Heather or Samantha for any advice, support.
- When communicating with parents, make sure to tell them what you have done (RWFB), and what you are noticing and recommend. Do not diagnose. SDs, sometimes sending a text photo of a rash or bump could be helpful.
- If you text a parent, add your name at the end and “I can call you if you want more info,” since that can help.

Lice & Nits at camp

This has come up maybe once each year, but good to know what to do! Avoid sharing any hats or head bands and keep your hair away from campers' hair to help avoid.

If you discover a case of lice or nits at camp:

- Make sure to help that camper get their hair under a hat, and if it is long, in a braid too.
- Tell the camper to keep space from other kids, until their parent/caregiver comes to pick them up.
- Contact Heather or Samantha to determine next steps, which will include some of the below:
- Text parent to let them know and ask them to come pick up: If possible, take photo if of nit & save-tape to piece of paper or show in photo of hair.
- Office will share [lice policy](#), for what to do before the child can return to camp. This includes info on how to check hair for lice or nits.
- Office will also send out a message to all the families at camp to have them do a lice check at home. Staff please have someone check your hair, too.



- Tell campers to ask permission if they want to leave where the group is (e.g., go to the bathroom or get something from their backpack). YLs or Staff will go with them OR Staff will maintain visual contact while they go to their pack.
- At Tilden, Staff/YL always check the bathrooms before a camper enters, since they are public and anyone could be inside. If other Staff can see them, one (1) person can walk a camper to the bathroom and wait outside. Ask the other staff to watch that you stayed out of the bathroom after checking it's empty.
- No camper is ever alone with a single Staff/YL. This is the IMPORTANT Rule of 3 covered in the YL handbook.
- Show campers all areas that are ok to be in & those off limits.
- Count all your campers at 3 regular times throughout the day (on the Daily Log sheets), AND before & after leaving or returning to your site. E.g., count your group before you leave for the Little Farm AND when you get to the Little Farm.
- Only adults who are on the authorized pick-up list can get a camper at pick-up time. SDs text or call a parent to ask if someone else comes to pick up a camper.

BOUNDARIES TO KEEP KIDS SAFE



Sexual Abuse Prevention Guidelines

Recent research has shown that strong sexual abuse prevention policies serve two-fold in preventing incidents and discouraging potential predators from seeking employment.

Monkey Business Camp uses background checks as one form of protection. But since not all predators have a record, we also have the Rule of 3 to protect staff, campers, and MBC itself. This rule says to always be in groups of three or more, or within eyesight of other people at camp. By making sure you are never alone or out of sight with a camper, you protect yourself from any allegations, as conduct would have been visible to a third party. We put a strong emphasis on this rule because we know it can be hard to always keep in mind until you make it second nature. Always call for group bathroom/water runs. If you do need to walk up from Froggy Flats to the bathroom with one camper or need to help someone change clothes or clean up after a bathroom accident, bring a YL with you to support the process & act as a witness. In a pinch, ask for assistance from staff from other groups if needed.

- It's important to remember there is no one easy profile for a sexual predator, so rather than deeming anyone 'safe' or 'suspicious', focus on making sure you and other staff always adhere to the **Rule of 3**, even if it sometimes requires creative solutions such as standing in an open spot where you can see campers and other staff can see you.
- Leaders at camp will undergo additional training outside of this handbook. If you feel uncertain about something that has been occurring, reach out to your Site Director, and Heather or Samantha, to figure out next steps and to make sure everyone is in the loop.

Placement of Staff at Camp

- **Encourage campers to sit next to you, not on you.** It can be hard to be mobile & help others if you have a camper on your lap.
- **Sit or stand where you can see most of camp,** facing the most campers. Look up and scan the whole area at regular intervals.
- **Stay ahead of campers at transitions.** Asking kids to line up behind “So and so” helps keep it clear and slows things down.
- **Make sure ratios look right.** Are you with only a couple kids? Look to see if you need to move or support another staff who has more.
- **Everyone on the team spread out amongst the campers.** At least 1 Staff in each larger area where campers are playing or eating, and YLs spread out in those areas, as well.
- **Youth Leaders cannot supervise a separate area on their own.**
- **Stay with activity or area until transition** or check in with team to see if switching works. Plan to use restroom on your break or during morning snack or other time when things are slower.



Levels of Engagement

- There are 3 distinct levels of engagement with campers – **Individual**, **Small group**, and **Whole group**.
- The amount of time you'll spend at each level roughly tracks with your staff role in your group:
 - **Counselors, Floater/S3** will mostly spend time in the individual and small group level
 - **Group leaders, Counselors, Floaters /S2** will run Small groups and Closing circle. They also have their eye toward the whole group and timing.
 - **Site Directors/SD** will always have the Whole group on their mind, even while they are talking to individuals and running smaller groups. They will keep track of details like early pickups, the daily schedule, and timing throughout the day.



Social Emotional Aspects of Camp

With sessions up to 3 weeks long, we have a special opportunity to co-create with the same kids over time.

- Campers will usually come for an entire session. We sometimes need to fill spaces so kids may come for shorter bits. Welcome and integrate all kids into camp.
- **Many of us love being with kids because they are often super positive, creative, flexible, and curious about the world.** At camp, we can really connect with that joy and help encourage it as we relate to all the kids.
- **Stretching outside individual preferences in service to others** is the highest expression of what this camp is all about. E.g., you might go to bed earlier than usual, because then you will show up more rested and in a better mood at camp.
- **Camp illicit emotions a range of emotion in kids, all totally “normal”:** from glee to irritation and all in between. Support kids feeling or expressing in healthy ways. But, if someone is treating another person unkindly, it is important for staff to address it in a simple, direct way, not ignore it, for example, *“It’s okay to be angry, but not to push someone (or use unkind words), is there another way you can share about it?”*
- **What staff have shared that supports them when they feeling emotional** - Deep breaths, asking for support from team, seeing large picture, not automatically making yourself or others wrong or right, inviting in a calm image or place. Challenges and discomfort are a natural part of life, not something one can get rid of, so just ride the wave until there is ease again.





Ideas when these arise with kids:

“I don’t have my water bottle.” – *“We have an extra one for today, let’s get your name on it.”* Staff, get one from Staff Misc Bin. Remind parents to bring one at pick up, either in person or through text thread.

“I don’t have my sunblock.” - Remind parent to send tomorrow if camper marked on OTC to reapply & Use ours if sunburn feels eminent. Saying *“Come into the shade,”* helps as well.

“I’m hungry!” – Are we eating soon? Near the end of the day? Check lunch, often food is in there. SD, give friendly reminder to parent to pack more food tomorrow. Call parent at AM snack if no snacks/lunch packed to get food brought to camp quickly. Encourage drinking water, sometimes it’s thirst.



Challenging Behavior Communication Path

We want to have many points where we check in and deal with smaller problems before they become larger issues.

Site Directors, please follow this route of interactions for challenging camper behaviors *:

- Speak to the camper calmly and address the behavior directly.
- Talk to the parent at pick-up, ask questions, and make a plan together.
- Mention the behavior in End of Day Survey, include camper name.
- Check back in with parent, usually daily, so you both can track if things are shifting in a positive direction or not. Often this communication helps a lot.
- If things are not improving, reach out to Samantha so she can come observe & see if it would be helpful for her to communicate with parents, to develop a more on-going conversation with one person.
- Sometimes camp is not a great fit, and Samantha will be the usual person to communicate with parents at that point. This happens rarely, usually once a year, out of hundreds of campers.

***Behaviors that need to be communicated to with parents at pick-up (or you might have to text to call them if they are carpooling):**

- Needing 1:1 attention frequently throughout the day to help them transition, play with peers, manage emotions, stay with the group, or for other reasons
- Physically harming other campers

Conversations with Campers around Challenging Behaviors – All Staff 1

If a camper's behavior is posing challenges in the group:

- Lean toward them, get to know them, play with them, know their interests, so when you do need to remind, there is some connection & caring. Kids can tell!
- Addressing issues in a patient, proactive way is important, but not always easy. You might just want to avoid something, but some behaviors need addressing, it is not okay for them to go unchecked. Ask for help if you are noticing something, but unsure of what to do.
- Our jobs are not to force a camper, but to continually encourage and explain. Forcing a Sorry often doesn't work. Ask a camper to acknowledge and change their behavior.
- We might have to repeat things many times, that is not a failure.

Some scenarios at camp:

IF A CAMPER is teasing, putting down other campers', yelling loudly repeatedly, try saying

"That way you said _____ doesn't fit with how we talk with each other at camp. We are making a space here where kids can feel safe and talk with each other. Did something happen with ____? Do you want help to talk with them about something?" (& If someone is upset about it – *"Let's check in with them and let them know you won't keep doing that."*)



Conversations with Campers around Challenging Behaviors – All Staff 2

IF A CAMPER is shoving, throwing too hard at medic, grabbing things, etc.

- YOU CAN TRY – *“I wanted to check in about how excited you are about medic. When you threw that ball with all your force, it doesn’t work well, since we don’t want to hurt each other. Maybe we can play harder in some cases, when everyone has agreed, or you can throw harder at a friend on the other team, etc. Did something happen with ___?”* (& If someone else is upset about a camper’s behavior– *“Let’s check in with them and let them know you won’t keep doing that.”*)
- Sometimes boundary setting is necessary with campers who are making it not a great place for other campers. You might say, *“What’s happening now doesn’t work well at camp. This group of kids don’t all know each other yet and we need to stop doing things that bother someone. For camp to work for you, you’ll need to listen and change what you are doing.”* Or *“You need to stick with the group in order to be able to be at camp.”*
- All MBC staff, make sure your Site Director knows about any behaviors you have handled, so they can decide if they need to communicate with parents at pick up.



Conversations with Parents around Challenging Behaviors – Site Directors 1

After you talk with the camper, give it some time to see how the behavior shifts. If it doesn't change in a way that works at camp, then check in with the parent/pick up person at the end of the day. If you want to check in with Samantha before you talk with a parent, she can listen and support you.

Some examples of ways to talk with parents that have worked in the past:

- *“Hi _____. I just wanted to check in with you about something that’s been happening at camp. (Describe in the most neutral way you can what’s going on, avoiding judgement)*
 - *_____ is pushing into people and grabbing them in ways that are upsetting other kids.*
 - *_____ is telling other campers they are bad at games and teasing them.*
 - *_____ is getting angry when games go a way they don’t like and is yelling at other campers and scaring them.*
 - *_____ is refusing to clean up with the group each day.*
- *“After talking about it with them ___ times, the behavior is still happening. I’m wondering what you do when this happens or if you have some ideas for me about how to work with this behavior at camp. Has this come up at school or in other camps?”*



Conversations with Parents around Challenging Behaviors – Site Directors 2



- Parents may reply with some ideas that you can try or maybe something you can't try – offering treats or toys for good behavior, etc. Be clear about what can work at camp and come up with a plan with them to try the next day. Ask them if they can also talk with their child to help make the next day work better at camp
- Then try the new plan and see how it goes.
- If things don't feel like they are improving after you try with parent input/support -
 - You can say to the parent - *“Things don't really feel like they are shifting and I'm going to ask our asst. director to come observe and see if they have some ideas to help this go better at camp.”*
- If it feels like this is not a good fit, Samantha will be usual point person to talk with the parents, describing the work you have done and what we have observed and go forward from there.
- If it feels like we can make some adjustments to help this work better at camp, we'll work on that together.

Special Needs

- In some cases, campers with special needs have worked well within our program from the start. In other cases, staff have communicated with a child and their family, to come up with plans that help to make camp work better, and, after some adjustments, it has worked overall. Sometimes the plans haven't worked to make camp a good fit for a camper and, unless the option of the family hiring a personal aide to support the camper was possible, the camper could no longer attend camp.
- Ultimately, we want to make sure that not only do we open camp to as many kids as possible, but also that kids do not take away one staff from the entire group to help support them, and that kids do not scare away other kids, due to their behavior.
- For our full policies regarding Special Needs and Behavioral Challenges, be sure to read details within our [camp policies](#). These are ones that parents signed off on, although sometimes they may not have read.





We learn best with positive feedback & connection. Discuss strategies at Team Meetings before Camp.

How to Work With...*

- Kids who are on their own at camp. Maybe 1st time at camp, don't know anyone.
- Kids at Circle who are not involved, or are distracted and distracting others, or wanting to go play something else. Kids who complain about activities.
- Kids who aren't listening to staff, YLs, or other campers.
- Youth Leaders who seem upset about what campers are doing and giving mixed messages to campers.
- Parents who arrive before 8:30 and want to enter the program (not YL parents.)

*We sometimes print list to discuss for team meetings.



Halfway done!
Photo Break



Wonderful staff like you make Monkey Business amazing! Thank you!

First Time Staff

- Welcome! Camp is better with new and the old, like a nature eco-system, which needs diversity.
- There will be some orientation before camps, and then you figure out stuff while camp is happening. Give yourself time to learn and ask questions if you are unsure what is going on.
- We have free-play time built into the schedule, and that is a great time to do any activity or fun thing that you've been wanting to do, otherwise the day is planned out. There will be other times too, to lead activities, games, and sing songs with campers.
- We've built up a lot of systems that work well. The reason why we do something the way we do isn't always obvious, so thanks for giving us the benefit of the doubt!
- Our hope is you will love camp and be a regular part.



Youth Leader to Staff Transition tips 1

- **See the forest and the trees:** A camper's priority within a game is having fun, maybe winning. A youth leader's is having fun and making sure the campers near them within the game have fun. A staff member's is making sure that everyone involved in the game or generally within that area is having fun and treating one another respectfully. Try to take a step back from the activity occasionally, to make sure you see what's going on around you.
- **Know what is happening now and what is happening next:** It's always important to be aware of what is happening at the current moment, whether it's sitting down for lunch or doing an art activity or even free play options. It is just as important to be aware of when the current activity ends and to know what comes next, so that you can be sure that a YL or Staff member has set everything up for a smooth transition.





Youth Leader to Staff Transition tips 2

Don't be afraid to ask for help: Camp works best when we play to our strengths! Stretch your boundaries and push beyond your comfort zone, but if there's something you especially like or dislike tell that to your team. We all have things that we struggle with and need to improve, so rather than plunging into the deep end, try watching someone lead something, then lead it with assistance, and then finally tackle it on your own.

Check in, check in, check in: If you're ever unsure about something, whether it's how an activity went or how to address a challenge, or even just a feeling you got after something happened, let your team know! This ties into the previous tip as well but in general others can't help you if they don't know that something is wrong, so be sure to bring things up as they occur.



Youth Leadership at Monkey Business Camp

Youth Leaders are a main part of each team!

- We're so grateful to YLs. They enrich our program so much.
- Welcome, get to know, thank, and mentor your YLs so you can work together well.
- Staff support YLs with leadership opportunities, and with setting boundaries with the campers.
- YLs can spend time with each other, if it is working out for the group. (For example, they could play a board game together if kids are engaged and doing well. Campers often enjoy watching YLs play each other.)
- Staff usually need to remind each YL group to spread out when we need their help to be more involved with campers.





Youth Leader Basics

- CITs are ages 11-15; JCs are ages 14+ who have attended before & can help mentor CITs.
- Hours: 8:25-4:35 (not flexible, since they help the team) with a half hour break mid-day
- We ask YLs not to miss camp, but at times they do. Please check in with them to see what's up and welcome them back. If parents don't seem to be aware of YLs needing to attend all the camp hours they signed up for, SDs please check in with them. Also please mention in End of day survey or text office about YLs being out.
- Youth Leader families pay to attend camp and we are responsible for them throughout the day. They need to stay within sight and follow camp rules like any other camper.

Youth Leaders- Transitions and Assigning Tasks

- Remind youth leaders to take their breaks and keep track of the time they're due to return to their group. Give them a few extra minutes if they have to start their break late.
- YLs help with handwashing at snacks and lunch. They stand inside the bathroom to help with soap, sometimes rinsing hands, and to remind campers to take one paper towel or if it's warm to shake those hands dry. They will need help to learn this routine and you may need to show them the first couple of days.
- It's important to assign YLs solo tasks that you know that they can handle and support them during any tasks that they are trying for the first time or starting to learn. While it may seem easy to hand off undesirable or tricky tasks, we want YLs to enjoy their time at camp, too.
- Before giving a YL direction, check in with them to see if someone else on the team has told them to do or be somewhere else.



YL Orienting & Check-Ins

- Site Directors lead a 1st morning 20 min. on-site orientation using the agenda on the Daily Log clipboard. Site Directors also give ongoing feedback (stars and steps) during camp sessions. Aim to check-in with your YL team Mon/Wed/Fri from 4:30-4:35pm.
- Help JCs take on more responsibility as they get closer to staff age, e.g., leading games and making calls. Discuss any challenges and what they'd like to accomplish.
- If more time to talk with YLs individually is needed during camp hours, find a time when other staff and YLs are engaging the campers, and you can step aside a bit. Be clear and supportive.
- Please do not compare youth leaders with one another. You can name e.g., "Kai has been a YL for 3 years, look at what they do to help you see what's needed at different times of the day."
- Summer only: Additional weekly Tuesday afternoon team mtg for sessions 2+ wks long only. Yls practice camp songs, share how things are going, and receive weekly sheets, with things to try out at camp that week. Usually led by Heather at Meadows and Samantha at Big Leaf.



Youth Leader End of Session Details

On the final day of camp at closing circle:

- SDs set aside a time to share thank you cards and a few verbal appreciations from campers and staff. Each group appreciation is enthusiastic and positive. In summer, there is also a diploma for those coming for 1+ weeks.
- SDs organize the kids starting a day or two before the end of camp, to make the thank you cards. Blank cards and info is in the Journal bins.
- Staff fill out diplomas for Summer sessions that last one week or more.
- Finally, camp provides end of session gifts for staff to give to each YL that the YL can open at home. Staff, please do not supplement these gifts with something of your own.



Summer Details-Tilden Park 1

We've been hosting camps in Tilden park since 1998. With 1200 acres of diverse flora and fauna, it's the oldest park in the East Bay Regional Park District System! What a gift. MBC has had a great relationship with Tilden, thanks to all the MBC staff efforts.

MBC staff take care of the sites and are friendly and appreciate the rangers. It has really made a difference in terms of their willingness to rent space to us for all these years.

MBC staff follows the Tilden regulations by

- Conserving water - not playing in water fountains or bathrooms
- Protecting trees - not spending regular time around bases of trees to help protect the roots, not tearing bark or branches off trees, no "tree forts," not climbing on downed branches piled up
- Leaving the park in the park - no collecting items (sticks, rocks, etc.) from the park to take home,
- Practicing Leave No Trace - leave an area the same as you found it (or cleaner) every day
- Parking safely – not in red zones, Above Meadows – turn around at Fern, no crossing oncoming traffic to park on the left side of the street, and Parking bicycles 15' from any trail
- Making sure parents do not block traffic & campers do not cross any traffic areas/parking lots alone



Healthy Parks Healthy People



Summer Details-Tilden Park 2

- **RESTROOMS & BREAKS:** Staff do not have their own personal bathroom in Tilden, so use any that are there nearby during camp. Use at a time campers are not, and let your team know. Take turns during am field game time, snack times, or circles when you are not leading.
- **BREAKS:** Find a spot away from the main area of camp, go to your car, or drive to another area. If at Big Leaf, walk to Little Leaf to sit at a table or the lower field of Meadows. If at Meadows, go down the field, or find tables and redwoods at Froggy Flats. It gets confusing to people if you stay on site near campers.
- **POISON/ PROTECTOR OAK:** Talk about ways to recognize Poison oak on first day/ before first hike, e.g., it can be red or green, leaves of 3, let them be, if it's shiny watch your hiney, if it's hairy it's a berry.
 - Explain we call it protector oak, as it helps protect other plants from humans or other animals disturbing them. If any balls or other equipment touches p. oak, apply Tecnu and wash thoroughly with gloves available in the 1st Aid pack. Similar process if a camper touches p. oak or touches something that has touched it. Check the OTC list on the clipboard or binder to see if campers can have Tecnu on their skin. Some cannot.



Summer Details-Tilden Park 3

Safety: a yellowjacket nest, cracked tree branch, backed-up toilet

- If you see a ranger, tell them, so it can be addressed quickly.
- Tell Samantha or Brad and they will reach out to Tilden non-emergency line/rangers (in phone contact of all phones).

Mowing: Rangers come to Meadows site at random times, (their schedule is complicated) so shift things as needed when they arrive.

Garbage/recycling Pick-Up: Usually toward the end of the day, please direct kids to move out of the truck's way when it drives into camp

- The park only has can and bottle recycling. We bring bins to do paper recycling.
- There is no compost, so remind your staff & YL team to encourage campers to pack things back into their lunches, so they can compost them once they get home. This also helps parents have a better idea of what was eaten or not. (Kids sometimes throw away food, otherwise).

Communications with the Park Staff - If Rangers want to talk about something related to MBC in the park they will do it through our office. If they think something is a safety issue or urgent, they will speak with staff directly. Say "Hi," and chat with & thank the Rangers if you see them. Check with the office if you have any questions.



MBC team will interface with park rangers most days

Froggy Flats (FF) + Creek Info



- All groups have some time at Froggy Flats on the schedule. It's a great place to lean into nature connection games, fairy & troll houses, and other fun under the redwoods.
- Campers can explore down by the creek and play by the water. This depends on current ranger attitudes and can change. If a ranger asks you to stay away from the creek, explain that we've had permission in the past, will stay out now, and move your group up to the main area. Text the office/Samantha so we know.
- Be sure to bring along some favorite games so that the campers can play up at the tables.
- The main FF areas we use - (1) the central woodsy area, (2) up by the tables, and (3) down by the creek. Offer different choices and most groups divide up so there aren't too many campers in any one spot. This helps prevent erosion & damage to the creek area. One staff can be in the central woodsy area and also watch the tables with YL help.

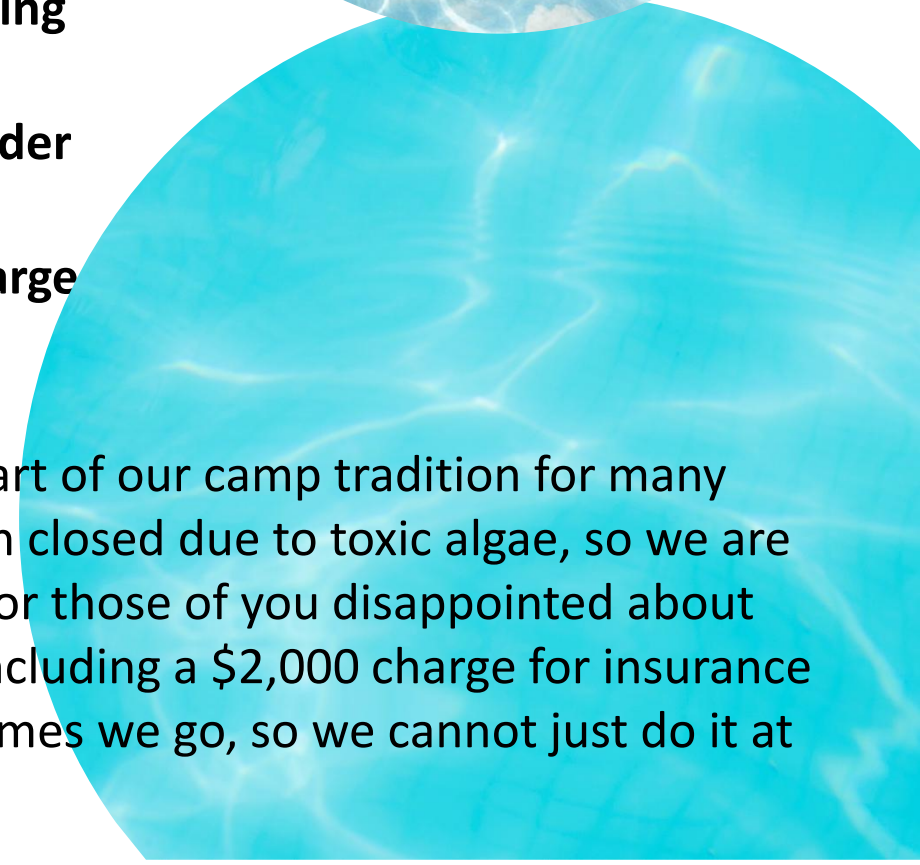
Summer Water Play

When it's hot, there will be spray bottles filled with water available to keep kids cool throughout the day, and other things to play with water available. Some equipment will just be for YLs or staff to use because it gets broken easily or it's hard to manage safely.

Staff make sure to

- **Make it clear where the “I want to get wet” space is and where the “I do not want to get wet” space is, so kids can watch or do something else if they don't want to get sprayed or splashed.**
- **Be aware how water play can get kids really excited and make it harder to remember to check in with each other and listen to a “stop.”**
- **Not waste water. We can't have water running constantly or pour large amounts of water on the ground.**

Note about Lake Anza: swim days were a part of our camp tradition for many years, but in recent years, the lake has been closed due to toxic algae, so we are no longer to schedule them. We are sorry for those of you disappointed about that! There are also a lot of logistics to it, including a \$2,000 charge for insurance just to use the lake, no matter how many times we go, so we cannot just do it at the last minute.





Summer Rainy Day Procedures

If rain in the forecast:

- Admin and Operations may contact you outside of camp hours to share the plan. Depending on amounts of rain, there could be an option to meet at a different location or have a Zoom camp day.

If rain emerges last minute:

- Check in with Admin and Ops team asap to confirm plan and that they will send message to all parents, so you do not get so many individual ones.
- Both of our sites have forests surrounding, where the group can hang out and play for a while. We also have canopies. If rain continues, Brad will likely bring items to build more shelter, like rope and tarps. This is an ideal time for storytelling, riddles & jokes, dancing together, playing Concentration if it's chilly.
- In case of heavy rain, go to the Nature Center (closed Mondays). There is shelter around the Little Farm, around the cow enclosure, in the chicken barn, by the bathrooms. There are redwood tree cathedrals to the left of the Nature Center building that would be dry and fun to play in.
- When you are hiking around the park keep an eye out for places you could imagine being with a group of kids in the rain and report back to us so we can have more options to share.

Tree Climbing

There are a few trees in Tilden that kids love to climb.

Guidelines:

- Three points of contact, Staff are near and can reach kids if on higher branches. Riskier climbing good to do with family members, not at camp. - Covered in YL Handbook.
- On the Wildcat Gorge Trail - The Mystery Tree →→→ a favorite Bay Tree, accessed near Lone Oak Parking. Staff need to stand nearby so they can catch kids if they start to fall when on this branch, due to its height. It is best if a staff person manages this, not youth leaders.
- Big Leaf Woodsy area Tree- Kids need to stay in the upper area before the tree goes down to the creek.
- Redwood Trees in Froggy Flats - the park wants kids to take care and not spend too much time around the base where roots are, so groups visit, but not every day.

Check out some [Language Prompts When Want to Say Be Careful](#)
For example: *“Does that branch feel strong and reliable?”*,
“Take your time” to help support thinking about safety, not just reacting to adults being nervous. This link also has ideas for navigating consent w/kids.



Staff Details

- **Staff Schedules** - Job offers give you basic idea of hours, and closer to camp, the google invites will have links to schedules for final hours and group assignment. Most schedules include an hour break, when working a full day, 15 minutes paid. For breaks, go where you wish, and away from the kids. If you have questions, contact Heather.
- **Payroll Details:** check your payroll schedule [on the google drive](#) used for payroll processing, which also include a worksheet with paydays, which are every two weeks, directly deposited one week after a 2-week period.
- **Payroll Contact:** Contact Heather for any help. *You should be able to make updates directly to your Workforce account, including resetting password.*
- **Emergency Contacts**-we suggest adding at least one to your phone.

Communications

- **Emails:** All staff, please start checking & responding to emails/google invites *in the month leading up to camp.* Get back to us within 48 hours. This helps support Heather & others on the team, as it is a challenge to remind up to 30 people! Email anytime and we will get back to you, as well.
- **Texts:** We do our best to share updates in person, at team mtgs, or will text the group cell phones info you'll need that day. If something is more pressing, we will text your personal phones between 8am-6pm. Try to text other staff during these hours, too. If something is very urgent we will reach out at other times.



If I Finish Cleaning Up Before End of Camp Day, Is it Okay to Leave?

- Often there is something more to do, like Leave No Trace at your site, deleting photos, or checking in with your team, so lean into that first.
- You are paid a bit extra, which includes for staying over sometimes, but if you have been staying a lot over, or finished earlier most days, check in with Heather asap.

Guiding Principles for Meetings & Orients at Monkey Business Camp

- Maintain Confidentiality
- Take a small risk, Give and Receive Support
- Step Up/Step Back; Honesty-speak your truth, ok to pass; Ask for clarification; Acknowledge feelings
- Respect differences
- Honor time, Accept/expect lack of closure
- Take care of yourself
- Team meetings are tech free times. Put phones on silent/airplane. Exception: *If you want to take notes on your phone, please name that at the meeting.*



Staff Orients & Team Meetings Timing

Admin Team sends google calendar invites with info about reading and prep in the month before camp, please respond. All MBC staff, start checking your e-mails in the month before camps & reply!

1. School break camps - Autumn, Winter, February and Spring Camps:

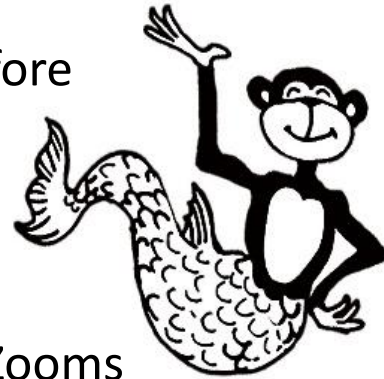
- Team meetings-Saturday or Sunday before camp when camp starts Monday; Monday before February Camp, which usually starts Tuesday.
- Hours to save: 1-5pm, but usually it is shorter.

2. Pre-Summer:

- Leadership Zoom Orient- sometimes held for all in late April, otherwise some individual Zooms
- Youth Leader Orient- 3rd Wednesday in May from 4:45-8:15. Some leadership staff attend and occasionally counselors. It's not mandatory and not all staff will attend, since the focus is on youth leaders, and we already have about 30+ of those.
- Staff In Person or Zoom Orient-for sessions 1 - 2, sometime on a weekend or after school, since some staff working summer are still in school then.

3. Summer (for two week+ sessions, not one week or less sessions)-Weekly hour mtgs, Wed or Th 2:30-3:30

- Great time to check in about camp with your staff team without the kids
- For mtgs for upcoming session, only staff working those will go to meeting, otherwise staff stay with kids. Floaters always stay with kids. Some S3 staff go to other sites to help-see daily schedule.



Roles of Staff: Site Director (SD), S2 (Staff 2), S3 (Staff 3), Floater

- There are different levels of responsibility, depending on role. **MBC is grateful to each role at camp!**
- **S3:** main foci is engagement with the kids, and supporting overall goals of camp. S3s can lead circle games, songs, or transition calls, but always check with SD or S2 first.
- **SDs** lead the entire group for most of the day and deal with admin details & parent communications.
- **S2** leads smaller sections of the group or the entire group when **SD** away, like at lunch or chill time.
- See chart to the right with some examples when **SDs and S2s** have unique responsibilities. Also refer to this document: [SDs and S2 Comparison](#).

Time of Day	Site Director	S2
Greet & Check-In	Welcome & check in campers, Respond to texts, track timing	LNT, Site Scan, Oversee Camp Site at Morning Drop-off
Pick-up	Greet parents/caregivers & check out; respond to any incoming texts from office and Looksee	Leading closing circle, make sure that campers take their art and belongings
Special Guest	Make sure to be ready in time for them to start when planned. Engage timers if you need, ask S2 for support.	Help get special guest situated, and make sure campers thank at the end.

Floater-important role, usually only in summer. Supports overall at one site, visiting each of two groups, but will also step in and sub if someone out (floaters usually find out last minute about this, as often to cover sick staff), which could shift their break time. Someone from back end team may text about subbing, or find out once at camp.

Taking Photos & Posting LookSee Activity Feed 1

- Great way for parents to get a feel for camp, see the value of our program, and start conversations with their kids!
- Parents receive text to link, if there are posts, by 7pm daily. They see all photos from the session, newest at the top.
- The SNA will specify a child without photo permission. It's very rare. Don't save or post pics with this child in them.
- All Staff/YLs can take pics at camp on their group's phone. If staff use their personal iPhone, airdrop to group phone; use Android, text and SD, please save the photos at admin time.
- **Posting:**
 - **At Break Camps, SD will post pics each day during admin time or at the end of the day.**
 - **In Summer, Samantha will take phones & post in strong wi-fi each day. SDs- Delete pics at admin time or lulls at pick-up, so you have between 5-20 good ones at the end of each day.**
 - **This is a new system for Summer – not posting from Tilden. Text Samantha info if it might not be clear what's in the pic, it's a new activity, or something surprising/fun happened.**



Taking Photos for LookSee Activity Feed 2



- It can be a challenge to take photos with everything else you are doing, **and** it is important. Please try, but do not get too worried about it. All staff on the team & some YLs also want to help, so engage them.
- Get a mix of activities – nature exploration, active play, art.
- Choose your location to get a nice background – trees or field rather than the parking lot.
- Aim to get a clear photo of each camper’s face regularly. Parents love to see their kids in the feed. Prioritize photos with multiple kids.
- Ask kids to look up, smile, or make a funny face! OR try *“Who wants to be in a photo with (add in name of staff person or YL)?”*
- Get pics of your Staff & YL teams. We’ll post these pics to the feed the first day of new sessions, since we can’t post to the future session while in the current session. If we can post before the first session, we will.

Contacting Parents



- In general, we do not want to contact parents/guardians during the day unless necessary. They are usually working and depending on us during the camp day.
- When campers ask if you can call their guardians, try to address the problem, whether it is an injury, feeling unhappy, etc., and redirect the camper towards something that will help them feel better, such as a game or art activity. Some helpful phrases here: *"Can you tell me what's going on/ how you feel?"* *"Want to go draw together?"*
- Be sure to use the templates in the notes app for any scenario they cover, for consistency and your own convenience.
- All communications with parents should be done through the LookSee app, whether by messaging or calling the listed person. If you need a parent to call you back, tell them correct sgroup phone #, since Looksee is a relay number.

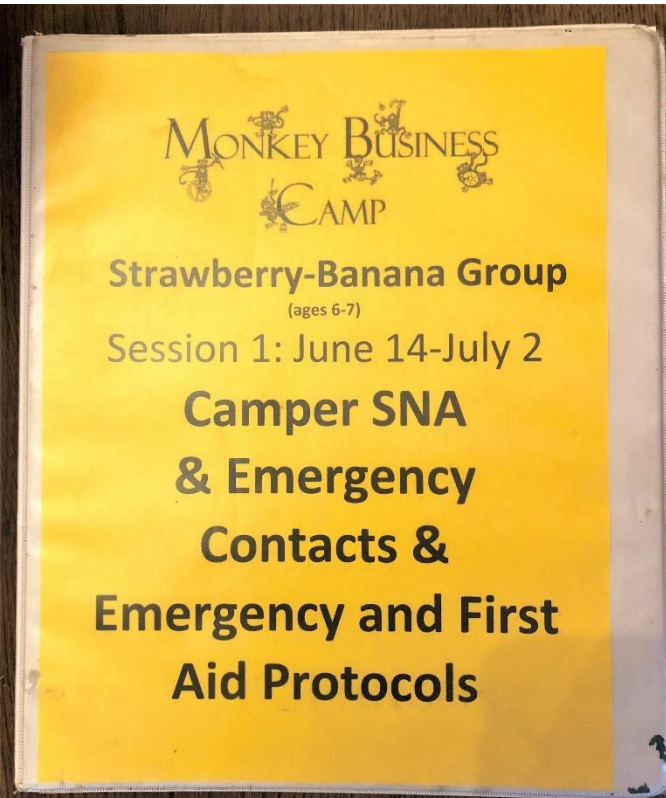


Paperwork and Parent Communications

Examples of Camp Paperwork



Camper Binder- always return to 1st Aid Pack



Contents Include:

- Camper Reports-reviewed at pre-session meetings
 - OTC- Over the Counter Medication permissions
 - SNA- Special Needs & Allergies
 - Family Contact Info w/ Authorized Pick Up & Emergency Contacts
- Contact sheet with phone numbers for emergencies.
- Protocols for emergencies, first aid, illness, lice, rain, air quality
- [Staff Team Meeting Checklists](#) & [Sample Filled Out Daily Logs](#)
- Medication Carrying Waivers
- Youth leader Surveys (rear pocket) & lists to see which YLs like to take photos and what games/activities known-rear area in sheet protectors

Regarding last minute registrations or transfers:

1. Medical form w/ OTC, SNA info is uploaded to google drive folder & usually a hard copy delivered to site, SD file in inside front pocket
2. SD hand writes name to daily log and notes to OTC on clipboard.
3. Office adds child to Looksee check in and out app

See upcoming slides for examples for many of these documents

OTC Medication & Sunscreen Report

of records: 25

Key: Blank-parents did not comment, staff need to ask; NOT OK-permission not given; OK-permission given

Notes:

For ingestible medications, only senior staff can administer.

For neosporin, technu, sunscreen-all staff can apply

Before ibuprofen administration of childrens or adult (12+only), 1) try hydration, food, bathroom, rest, unless more immediate need like sting, injury or brace tightening.

2) Ideally contact parent before administering, unless they specifically oked that morning for something.

#	Camper/YL	Ibuprofen	Neosporin	Technu	Sunscreen	Parent or Staff Notes (handwrite in)	New
1	Darwin Fallis	OK	OK	OK	YES REAPPLY		
2	Iona Maxfield	OK	OK	OK	YES REAPPLY		
3	Olivia Smith	OK	OK	OK	YES REAPPLY		
4	Aiden Estis	OK	OK	OK	YES REAPPLY		✓
5	Alice Martin	OK	OK	OK	YES REAPPLY		✓
6	Ava Staller	NOT OK	OK	OK	YES REAPPLY		✓
7	Bowen Niles	OK	OK	OK	YES REAPPLY		✓

[Full Version Here](#)

IMPORTANT NOTES:

- 1) YLs are listed first, then campers.
- 2) When “New” is checked on this or other reports, it means they are new this Season, which runs fall to summer, so they might not really be new to this camp.

Special Needs + Allergies

of campers: 25

Camper/YL	Age	Notes	Special Needs	Details	New
Darwin Fallis	12:6		Medical Condition	Asthma Very Mild - may be slightly allergy or illness induced. No inhaler needed to send - if he ever needs it, it is only typically at night	
Sessions: 1DayYL / 2CIT					
Iona Maxfield	10:10		Dietary Restrictions	Dietary Restriction Iona is vegetarian.	
Sessions: 2CIT					
Olivia Smith	11:1	Olivia is 50-50 at mom and dad's houses			
Sessions: 2CIT					
Aiden Estis	6:3				✓
Sessions: Sum2					
Alice Martin	5:3	Friends w/Ava Wolf Staller.	Drug Allergy	desflurane; enflurane; halothane; isoflurane; sevoflurane; succinylcholine	Alice has no known food allergies. In a medical emergency she should not be given any of the drugs listed (desflurane; enflurane; halothane; isoflurane; sevoflurane; succinylcholine).
Sessions: Sum2 / Sum4					
Ava Staller	4:11				✓
Sessions: Sum2					

IMPORTANT NOTES:

- 1) Sessions attending are listed below name, with "Sum" short for Summer.
- 2) If attending more than one, give a bit more attention to creating connections

[Full Version Here](#)

ACP-200 Family Contact Info

Apr 6, 2025 6:38 PM

Aiden Estis

Age: 6

Date of Birth: 3/27/19

Parent/Guardian 1 Yvonne Cheung

yeeyancheung@gmail.com

Parent/Guardian 2 Jake Estis

jake.estis@gmail.com

Phone	Number
Cell	+1 310-460-8516

Phone	Number
Cell	+1 831-295-3220

Family Structure:

Pick-Up Authorization: Marjorie Kirk

Emergency Contact Name	Relationship	Home Phone	Work Phone	Cell Phone
Marjorie Kirk	Dad's mom			5109103249

Alice Martin

Age: 5

Date of Birth: 3/12/20

Parent/Guardian 1 William Martin

willhmar@umich.edu

Parent/Guardian 2 Katherine Martin

katherinecwarren@gmail.com

Phone	Number
Cell	+1 510-529-1361

Phone	Number
Cell	+1 415-225-4883

Family Structure:

Pick-Up Authorization: Elaine Warren, Phillip Warren

Emergency Contact Name	Relationship	Home Phone	Work Phone	Cell Phone
Elaine Warren	Grandmother			415-846-1295
Phillip Warren	Grandfather			415-310-9820

Contact
parent/guardians
first, then emergency
contacts after.



[Full Version Here](#)

Waiver for Medications Being Placed in On Site First Aid Backpack

I give permission for my child _____,

to carry their own (please enter in all details about medications/equipment on this line)

while at any Monkey Business Camp program so that they can administer it themselves if needed. I understand that if my child needs staff assistance to administer the medication, this may delay the time it would take, therefore I relieve Monkey Business Camp and its employees of any responsibility or liability in such a situation. This will be in force until I contact Monkey Business Camp to tell them otherwise.

Printed Name: _____

Signature: _____

Date: _____

Usually medications from families are kept in our 1st aid backpack, but sometimes a parent wants to give their child, usually older, permission to carry themselves.

In this case:

- 1) There will be a note on the SNA
OR
- 2) SD needs to have parent fill out this form in camper binder, then file in rear pocket.

Daily Log Clipboard & Paperwork Folder

- Daily Log Clipboard for upcoming session will arrive with team mtg bin, with one week of Daily Logs already on clipboard. SD will fill out basic info on all logs at team meeting & during camp (see later slides for examples).
- Additional Paperwork on the Clipboard
 - OTC Medication list – duplicate in binder
 - All Allergies list- lists allergies only (see next slide)
 - Daily Schedule
 - Staff/YL Schedule
 - Photo and Video Taking Tips
 - YL 1st AM Orient Agenda
 - Whole Camp list- all campers & group assignment (SDs use on 1st day if parents show up & their child not on your daily log, as they are likely in another group)
- Paperwork Folder includes: Daily Schedules, Additional Daily Logs (and file used ones), and at Break Camps - Staff Set Up & Clean Checklists to post in the classroom
- Where to Keep: Folder in First Aid Backpack, Clipboard out on table when being used, then returned to backpack.



All Allergies

of records: 5

Camper/YL	Age	Allergies	Details	Group	New
Iona Maxfield	10		Dietary Restriction Iona is vegetarian.	Strawberry Banana Group (SB)	
Alice Martin	5	Drug Allergy	desflurane; enflurane; Alice has no known food allergies. In a medical emergency she should not be given any of the drugs listed (desflurane; enflurane; halothane; isoflurane; sevoflurane; succinylcholine).	Strawberry Banana Group (SB)	✓
Everett Ransohoff	5	Food Allergy Food Allergy	Tree nuts (almonds, Sesame EpiPen Okay to be around others, must not eat food processed on shared equipment, must not share food Okay to be around others, must not eat food processed on shared equipment, must not share food No previous reaction.	Strawberry Banana Group (SB)	✓

[Full Version Here](#)



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 person getting dropped off or picked up at different time than main times. We have 3 different times: 10:15, 1:30 and 3:30.

Confirm Identity




- At pick-up, ask person their name: “Hello, I’m Phoebe, and you are?”
Pick-up: Cross check against authorized pick-up list if someone new to you
If person 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 due to sickness or other.

Notes

- Add reminders of info to share at pick-up (do this at admin time)
 - Making friends with camper named Angie
 - Bee sting, applied baking soda
 - Bumped knee, iced
 - Accident, used extra shorts in backpack

only fill out if you want to give permission (default will be no self check out, unless you fill this out giving permission)   

*** Does your child have your permission to self-check in and out at the beginning and end of the program? There are usually a few reasons to give: 1) Your child is a youth leader now and can check themselves in and out 2) Your child is a camper, but old enough to hop in or out of the car and check themselves in or out, 3) If you have two kids enrolled in different groups, and your older one could get dropped off at the same group as their younger sibling, then walk over to their group and check themselves in (and then, at pick up, check themselves out, and then walk over to the group of their younger sibling) or 4) your child might walk, bike, or take public transportation to camp on their own. By answering yes, you agree that an Authorized Adult does not need to supervise your child's arrival and departure.**

 Edit

Our Site Directors check everyone in and out, so when arriving, the Site Director notices them (and direct your child to say hello) and checks them in. When leaving, the Site Director helps remind them and checks them out.

Campers & YLs with Self Check Out (& In)

1. Parents can choose to give this privilege to their children, read more to the left on the form, offered at time of registration.
2. How you know they have permission? View in Looksee in the “approved pick up list”, which will either have their entire name or “self” listed. It is also listed in the family contact info in camper binder.
3. Parents who did not fill out the form can give permission once camp has started. SDs let them know to text the thread and then office will update their account.
4. If a Site Director needs to do a verbal check in with the parent about behavior, they would text parent to please come to a drop-off or pick-up time.

Daily Log– Upcoming Session Team Mtgs- Needs to Be Filled Out by SD

Add “notes” while viewing OTC and SNA lists

- If Absent, enter on correct log: “out/taking day off” & cross out name
- If camper starting camp after the session starts, note their “1st Day” on that log
- If ending early, note their “last day” on that log, so you remember to say goodbye
- Alt. drop-offs/pick-ups - enter info on correct log, e.g., “3:30 pick-up”
- Medications- e.g., “inhaler” if list says they will bring, so you remember to ask parent
- On Final day log: Add note “Return Meds” if they brought some & we held it in our 1st Aid pack

Sample Log Filled Out @ Team Mtg.

Daily Log - Counts and Notes

Camper YL Snack Initial Admin Initial Snack Initial

counts:

MBC OFFICE WILL USUALLY DO THIS!
Group (circle one): FS **MC** SB SME

Day of Week (circle one): **M** T W T F
Date (e.g. 8/18/25): 6/9/25

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

#	Name	Pronouns	Check if Here Today	Notes, including alternate drop-off and pick-up times & things to share with parents. If child absent, add reason why if known, and cross out entire line.
1	Cecily F.	She/hers		
2	Felix R.	He/him		
3	Lucy S.	She/her		
4	Aila Monique M.			
5	Alex R.	He/his		
6	Arabella T.			
7	Bodhi R.	He him		
8	Calliope K.			meds - inhaler
9	Eli G.	He/him		
10	Gemma T.	She/her		
11	Isobel M.			
12	Jasper K.	He/his		out - returning from trip - start tomorrow
13	Jojo A.	She/her		

[See example larger by viewing this PDF](#)

Daily Log— **Once Camp Begins**

Alphabetically listed by first name, with YLs listed 1st, bolded, then campers

1. Camper YL # counts- *handwrite total # and your initials at snacks & admin (oops, not included in sample log!)*
2. Check-In w/Parents-refer to list of items to review on 1st day & each day. *Do the best you can- it's a practice, not a perfect*
3. "Notes" section additions when text or verbal communications about:
 - camper out sick or out-taking day off
 - camper drop off/pick up at alternate time, add note, e.g. 10:15 drop off
4. Notes to mention at pick-up-see more details on upcoming slide:
Communications-Parents
If LookSee app not working (not common), use this log for check in/out.

Sample Log Filled out - ONCE CAMP STARTS

Daily Log - Counts and Notes

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

Camper YL Snack Initial Admin Initial Snack Initial

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

counts:

Date (e.g. 8/18/25): 6/9/25

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 Mask Summer Only: Sunblock/Hat Confirm Pick Up Time & Pla

#	Name	Pronouns	Check if Here Today	Notes, including alternate drop-off and pick-up times & things to share with parents. If child absent, add reason why if known, and cross out entire line.
1	Asha S.	She/her		
2	Dylan I.	He		
3	Ian P.	He/his		
4	Abby R.	she/her		
5	Alice M.			3:30 pick-up
6	Atlas S.			
7	Edwin M.	He/His		wasp bite - baking soda paste, ice
8	Fiona G.	she/her		
9	Gus K.	He/him		
10	Hayes L.			enjoyed hike
11	Josiah W.			
12	Kaden L.			out sick

[See example larger by viewing this PDF](#)

Daily Log - Counts and Notes

Camper + YL Snack Initial Book Initial Snack Initial
 Number 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.		✓	Thunder egg + 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 + Word search
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 + taking to
17	Nunpipat A.		✓	Football
18	Sammy B.	He/him/his	✓	Foot ball - better listening
19	Thomas V.		✓	Cousin Oni + Word search + Banana bread
20	Zara C.	She/Her	✓	Great @ find it's
	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!

Communications → Parents

How Info gets to Parents/Guardians

Before camp starts besides Looksee details listed on other slides:

- Confirmation Email with parent info packet sent from the office at time of enrollment and in session letter 7-10 days before session start

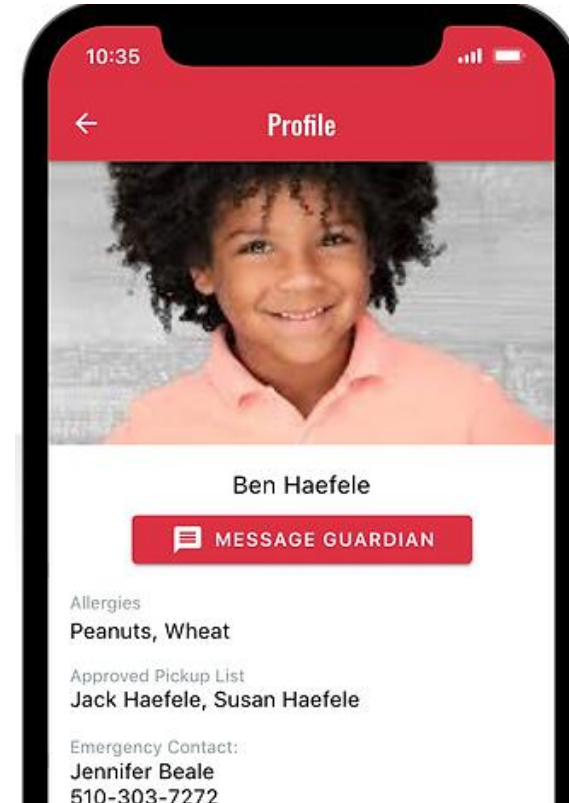
Once camp starts:

- LookSee app personalized and group messages (see other slides about these)
- Call parents if issues arise that need more than just text. Make sure to tell parents the actual group cell # if you need to leave a voicemail, as the Looksee number is a relay number, not actual phone #.
- Verbal communication from you at drop-off or pick-up - You may have to text folks who have self check-in and out to come to talk with you if you don't see them usually.
 - Jot down notes on Daily Log to remember
 - Sunblock running low
 - Reminder to pack bigger lunch and snacks
 - Forgot water bottle, used our plastic water bottle & water fountain today
 - Stung by bee- we applied baking soda paste, swollen but okay
 - Friendship starting w/ Laila, lots of fun playing board games together
 - Hard time listening today, need to check in with parent
 - Accident- clothes in plastic bag in backpack, used extra pants in backpack
 - Accident - clothes in plastic bag in backpack, used MBC extra clothes, please wash & return

LookSee App on Group Cell Phones 1

For Site Directors to 1) check kids in and out, 2) as main way to communicate with families via text thread, & 3) connect camp and home via photo feed posts.

- Lots of info at your fingertips:
 - Camper & YL name & pronouns if parent sent to us
 - Photo of Camper/YL – or please take one or update if old one & add
 - Authorized Pick up list, including if camper or YL have self check in/out
 - Parent/guardian names and phone numbers
 - Allergies, medications, or special needs – title at top, details at bottom
 - Info on OTC form NOT in Looksee
 - When lengthy, there is a note referring to binder for more details
- App will be loaded with all campers and YL by team meeting for break camps and start of summer. For all other camp sessions, when one after the other, the Admin team will archive one completing and load new one over weekend, so staff will see details only on the 1st morning of camp.
- Edits to each person's account: Onsite staff or office can, for example add a camper photo, a new pick-up person (it will only update for that session), or add another guardian to get texts. This will only be for that camp session. Sometimes the office will answer texts to ask parent if they want updated for their main account.



Looksee is the main parent communication pathway:

1. Between individual parents and group via text “chat” area. SDs, when you respond to texts, it is important you use templates in “note” area of phone for consistent messaging across all camp groups and sessions.
2. Between group and parents to share photo posts.
3. From office to all parents via “Groups” area -
 - Scheduled texts: link to location(s) & timing for drop off and pick up-sent Saturday & 1st morning before camp, then reminders about Wacky Wednesday theme, if any merch sales days & end of camp parent/YL survey
 - emergent texts: Heather or Zach can send last minute messages, like if parking difficult, due to construction.

Note: Parents receive texts through a relay #, *they do not have the actual group cell phone number.* We emphasize to communicate via text best. The group cell outgoing voicemail message says staff will not be tracking, so to text instead & also gives Heather’s cell number if needed.

****If Looksee not working, log out & back in, using sign in info in camper binder**

LookSee App on Group Cell Phones 2



MBC Customer Service

Customer service – **when saying “No,” try to offer a choice, whether verbally or texted.**

- Example Parent: *“Can I drop off my child at 11:30am?”*
- Response:
 - *We have 3 alternate times 10:15, 1:30, and 3:30, is there anyway one of those would work for you? We wanted to have a few times outside our usual windows, but also not have too many, as starts to get a bit hard to coordinate, and it pulls staff away.*
 - *If they push, you can check schedule, and say: “In this case, we can do it, as we will be here at 11:30.” or if you will be on hike, you can say “12:30pm would work, as back from the hike and heading into lunch”*
 - *“Thanks overall to keeping to the 10:15, 1:30, and 3:30. This is due to groups being at different places at other times and it being tricky to get to gates or explain. We can make occasional exceptions to that, please check in with me in the morning or the day before, and I will check the schedule to see what times work.”*

For policy questions, or anything you’re unsure of, refer parents to the office or our website.

- Office is open 8-10am first day of every session. You can ask a parent who needs help to call the office directly so you can handle other check-ins
- Other office hours vary, so they may not get a response from the office until the next business day.
- Try to check in with Heather, Samantha in person or text the office for answers to relay to a parent at pick-up time.

Notice if you are unsure, and really want to say “YES” or “NO.” It is okay to tell a parent you are not sure, and you need to check in with someone else on the team.

Responses to Parent Questions or Circumstances 1

Practice, so that when it happens you feel more comfortable setting limits & supporting families and camp. Here are some common one at camp:

Parent arrives with camper at 8:20 when you are setting up, and camp does not start until 8:30.

Please say, *“Camp is not open yet. We will be ready for campers at 8:30, and you are welcome to explore nearby with your child till then. We need this time to be all set for the day.”*

Exception to this: Youth leaders were told they could arrive 10 minutes early, so they may show up to help at 8:15 to be all ready to start their shift at 8:25.

Parent says, *“Will my child be with their friend? Their friend is in the other group.”*

“Oh, I’m sorry to hear that. The office matches people based on choices listed at time of registration and in outreach emails before camp. Let me try to contact the office to see if they have more info, and see what options are.” (Note for staff: If there is room in the other group, or seems like we can squeeze in, we will try to switch campers.)

A camper or parent asks for another family’s phone number:

Ask that parent, *“Can I give them **your** info and then they can get in touch with you?”*

Don’t give out anyone’s info without asking. If you see campers swapping numbers at camp, step in to include parents to help them be able to get in touch outside of camp.

Responses to Parent Questions or Circumstances 2

I'm not sure my child has been drinking any water and hardly any lunch has been eaten, how do you track that?

"We have staff and youth leaders spread out sitting with campers to watch the best we can, making sure everyone is sitting for 15 minutes to eat until we do toasts to drink water together at the end of meals. We also announce water breaks throughout the day. Campers refill their water bottles when needed, so sometimes they are full because of that. I can focus in more on your child and their eating/drinking today and ongoing to see what's up."

Items were lost. Parent mentions it's not showing up in camp lost and found and staff haven't seen it.

"We do our very best to gather all belongings! We're so sorry we are not finding it in the MBC lost & found. We go on hikes, and sometimes kids belongings might drop during the walk. We try to notice, but we might not have this time. It's worth checking back in with us if today is your last day, since sometimes things have gone home with another family and do show up later. Email or call the office to let them know details, so they can check and then if found, they can be in touch."

A child tells you that they threw up last night and they seem like they do not feel well.

Text parent *"Zoe is not feeling well, and said they threw up last night. We will watch them for the next hour and have them rest and drink water, and let you know how it is going"*. And you would make sure they put on a mask, and have time away from other kids, reading for example. Sometimes kids have a reaction to food and aren't sick, or don't know that 2 days ago is different than last night.

For Site Directors 1



- Site Directors need to keep holding the container of camp, which includes setting boundaries with parents, campers, youth leaders and other staff in kind and clear way. This is not always easy, even when you know what the boundary should be! It is a practice.
- Consistency is important between each group, and between different camps, from summer to school breaks, etc. What a Site Director does at one group impacts the whole camp. Please stick with the guidelines outlined in our handbooks, or default to, ***“Let me check in about that and get back to you.”***
- Do your best and know you will sometimes mess up. Just admit it as needed and adjust in the future. Lean on your team when you need support! Together you have a lot of experience at camp.

For Site Directors 2

- If campers don't want to play a game, hike, or come to circle, for example, please don't change the plan. Usually, when staff listen and explain, campers will watch or try. It is okay if a kid decides *"I don't like it here."* We do not want staff to try so hard to please one camper that we lose the overall camp we are making.
- It might be good to have a few back up phrases that work for you, and are in alignment with us being understanding, kind, and clear about what camp is.
 - ***"That's a great thing to do with your family or a smaller group. It doesn't work well at camp with so many other people in a big group."***
 - ***"You're an amazing climber. Please do some of that trickier climbing with your family. At camp I need to be able to reach you and keep it safe with the other campers I'm also paying attention to here."***
 - ***"You have so many cool ideas. Some of those won't work well at camp with equipment that can break and other kids I need to also watch and keep safe."***



- Camper input is great, e.g., to ask which game to play or to walk to one place or another. But please don't ask whether to do one part of the day or not, e.g., to ask if they want to do circle or a hike or not.

For Site Directors 3



- Be on time, you are biggest role model for everyone.
- At mealtimes, kids need to be close to the group, so please share boundaries for where to eat at the first am snack, so clear from start. Otherwise, kids will spread out too much. We want to be sure they aren't choking or sharing food and be able to hear the gist of the conversations.
- Delegate or encourage some tasks to younger staff or YL, to help them learn to lead and show enthusiasm when they do. Ask later how it felt.
- Do not reach out to parents whose children have not arrived to ask if they are coming. Just mark absent at admin time if they have not come.
- LNT- each location needs to look pristine at the end of the day, so include all campers in a Leave no Trace before the closing PM snack!
- Lost & Found – Try to get all belongings back to kids. When we have things at the end of camp, parents can contact the office, and we either have them come by the office or our team may be able to deliver.

- **Staff and YL team:** Connect, direct, and support.
- **Communications:**
 - Cell phone: Respond to LookSee and other Texts 3 times a day during drop off window (final check at 9am), pick-up window (check at start, then final check at end), and admin time. *Always refresh Looksee app, to make sure you have latest messages.*
 - Take photos/video (or delegate) & delete extras so ready for feed
- **Create atmosphere:**
 - Lead opening circle. Start closing circle then go to check-out kids.
 - Play music or delegate! Use Spotify on phones.
- **Boundary Setting:**
 - **With parents** - There will always be those who ask for alternatives or just do them, so gently remind and appreciate them for the support. Explaining The Why can help, e.g.. *“We are with the kids in an activity at that time, and it’s hard for us to step away to check you out”*
 - **With other staff** – It’s natural to want to connect on a personal level. Keep it short during the camp day and focus back on the program.
- **It’s likely there is something we forgot to cover.**
Our system is strong enough to manage with that.
- Heather and Samantha are available, as well as other Staff. **Ask us!**
- **Learn as you go!**

Building Blocks of Site Director Role



Other Misc. Info for Site Directors



Alarms on phone

- Set to be ready for alternate drop-offs & pick-ups, and for 4:10 pick up time (set for 2 mins before times). We ask parents to honor time for us and we want to do the same for them, as much as possible.
- You can set any other reminders if it helps -
 - a Tuesday pm reminder to announce Wacky Wednesday to kids, for campers to sign YL thank you cards near the end of the session, or for other transitions.
- Alarms can be turned off or set to vibrate.

Ritualized Endings- We honor and celebrate the times together and the endings/pauses until next time.

- Final circle of camp- Time to appreciate!! It's fun seeing staff doing appreciations for one another, too.
- Summer only: Camper End of Session Bracelets



Outside of Camp Details for Site Directors- End of Day (EOD) Surveys

EOD Survey – Do outside of camp time. Submit on the 2nd and last days of the week, usually Tues & Fri (okay by Wed am before camp, or Sat, but no later.) For weeks 3 days or less, just submit once at the end of the week.

- These help the Admin and Ops team get an overview of how things are going with each group. We also search through them to help us understand about how things went in the past, e.g., if a youth leader is ready to shift into a staff role, or for asking parents to write google reviews.
- SDs will be paid about 45 minutes/week for work outside of camp hours. This time might also be used communicating with the office or helping with a late pick-up hand-off when your shift ends.
- Please spell names correctly, since we search them, so if names are incorrect, we will miss info. Refer to [Staff google drive Camper List folder](#) for names and ages of YLs.
- The surveys now are in google, so you can write some and come back later and info should be saved, but keep open in browser. Continue through to section 4, then *Press “submit”*. *You must take step to submit, otherwise, we will not see it.*
- Operations staff in summer will take the cell phones home at 4:45 to charge for the next day, or lock school during breaks, so please do not plan to use group cell phone after that time.

Managing Late Pickups

If parent is not at camp by 4:30 -

- Text them through LookSee to make sure they know and let you know when they/someone else are coming.
- If no response within a few minutes, call them. Ask them to text back or give them the group phone #. They won't see the right phone # - Looksee uses a relay number.
- Reassure camper, *"This happens. It's all good. We have a plan."*
- At 4:35, continue with usual check out and clean up details. Engage camper with helping you or maybe they have a string art thing or book they can read.
 - Break Camps – bring camper inside while you do end of day tasks with other staff person. Rule of 3.
 - Summer – have them stay near the area you usually do your end of day tasks (sometimes other staff there)
- Usually, parents arrive by the end of a staff shift.
- Text Samantha once it nears the end of your shift. Give her the phone and tell her what you've done to reach out so she can follow up. She'll stay with campers till they get picked up.





Thank you for your kind attention!

We all contribute our individual strengths to create something greater than any of us could alone.

Camp is the product of our love, care, and amazing selves.

Here's to having an incredible camp, and many more to come!

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