



# **Volunteer Policies and Procedures**

"Building relationships and impacting lives for Jesus Christ"

## **Heartland Camp Policies and Procedures**

All of these policies are in place to keep all Heartland campers, staff, and volunteers as safe as possible. We want all staff and volunteers involved in the program to be aware that we have a plan in place in case any of these scenarios were to happen.

Please read these thoroughly so that you are confident and understand all emergency plans of action that Heartland Center has in place should they be needed.

## Policy 1:

### Camp Policies and Rules

1. **Always wear shoes.** This is to avoid injury to the foot by stepping on sharp objects.
2. **No running down hills.** Instruct campers to slow down to avoid injury. Don't play games on hills. Be prudent when making decisions on where to do activities.
3. **Adults should never be alone with a camper (or someone camper aged).** All adults need to be within sight and sound of another adult when one-on-one with a camper under 18 or volunteer under 16.
4. **Respect property.** Do not litter, graffiti, and/or deface anything on the property. Anyone who violates this will be expected to pay for, replace or clean the damage.
5. **Participate fully in the camp program.** Campers and counselors are expected to be on time for each activity and participate in that activity unless given permission by the Program Assistant and/or Church Coordinator. Campers should stay with their group at all times.
6. **Respect and listen to leaders.**
7. **Campers should be supervised properly at all times.** Campers should always be within sight or sound of an adult. For "free time" the counselor needs to designate boundaries and be aware of the whereabouts of all campers. HPC has a ratio policy that needs to be met at all times: 1 counselor: 6 campers.
8. **No put-downs.** As one of our program goals states: each camper should be treated as a child of God.
9. **Campers are not allowed to ride in any vehicle at camp.** Exceptions would be for any special previously approved activities or emergencies, only if given appropriate permission from the Traveling Day Camp or Executive Director.
10. **All visitors must follow the visitor policy.** Please refer to the "Visitor Policy" in regards to anyone not participating in the program. The visitor policy is to protect our campers, program, and site from unwanted guests.
11. **Horse Expectations must be followed at all times** (If the activity is taking place at your site).
12. **The following items should not have been brought to camp and should be confiscated:** Expensive articles, Radios, Cell phones, Electronic Games, Money, Fireworks, Food, Snacks, Candy, Gum, Soft Drinks, Alcoholic Beverages, Tobacco Products, and Clothing with questionable sayings or slogans, Weapons of any kind. (This has to be listed for our ACA accreditation)

## Policy 2:

### Heartland Center Camper Supervision Policy

Parents entrust counselors with the care and supervision of their campers. To maintain campers' safety, meet the parental expectations, and keep a safe working environment for staff, Heartland Presbyterian Center requires the following camper supervision rules:

1. Counselors are responsible for ensuring supervision of the campers in their small group during the camp session, from the time the parents release the campers to the counselors during sign-in until parents sign the campers out at the end of camp and take their campers home.
  - a. The counselor's vigilance must be constant and consistent during the course of the camp session.
  - b. Supervising means being responsible, caring for campers' safety, encouraging, listening, shepherding, nurturing, counseling, peace-making, leading, and more.
2. Counselors will implement a "head count" to ensure all campers are present in the small group.
  - a. Headcounts will be taken before leaving one program area to a different location and when arriving at the next activity site.
  - b. Counselors will follow all procedures for avoiding lost campers.
3. Counselors will never put themselves in a one-on-one situation with any camper.
  - a. There will always be a minimum of **two** trained and designated counselors present and within sight or sound of each other whenever children or youth are in the care of the Heartland Presbyterian Center.
  - b. As soon as feasible, either during the activity or at its conclusion, an adult worker (paid or volunteer) who is the only adult present during any activity involving youth should report that fact either to the immediate supervisor or to the director.
  - c. Counselors will work as a team with their co-counselors to see to it that their campers are well cared for and have an excellent camp experience.

### Policy 3:

## HPC Adult to Youth Ratio Policy

Heartland Presbyterian Center requires that all programs sponsored by the Center will meet the following minimum on-duty adult to youth supervision ratios.

Child / Youth Age	Number of On-Duty Adults	Number of Children / Youth
0-7 years	1	6
8-12 years	1	6

Definition of "on-duty adult" – An adult (18 years of age or older) or youth volunteer (16 years or older) authorized by the sponsoring organization to supervise/chaperone the children/youth from the organization. On-duty adults must be within sight and/or sound of the children/youth of their group for the purpose of maintaining a safe and appropriate environment for all who are participating in Center programs.

Exceptions to these ratios are allowed for large group recreational/educational activities where there is a controlled environment/area, and only when other adults are accessible and able to assist if needed. In these situations, the ratios may not exceed twice the stated ratio.

Examples of recreational/educational activities: organized field games, classroom settings, and worship settings.

## **Policy 4:**

### **Heartland Center Intruder Procedures**

It is the goal of Heartland Camps to provide as safe an environment as possible for its program participants and protect its guests from unwelcome and potentially dangerous trespassers. For this reason, no one is allowed on the grounds without receiving preauthorization from the church office or Heartland Program Assistant.

All adults on the grounds are required to wear a Heartland-issued wristband at all times. Staff/volunteers must wear wristbands. If anyone is seen on the grounds without a wristband they are to be confronted by a Heartland staff person or church volunteer immediately.

#### **Procedure for Confronting a Possible Intruder**

- Notify another Heartland staff or church volunteer of the description and location of the person in question. If possible, report any distinctive details (i.e. license #, make/type and color of vehicle, hair color, gender, etc.) Have another adult join you prior to approaching the person in question.
- Set a specific amount of time to check in with a third person who will call the Sheriff's Department or Police Department if they do not hear back from you by the set time. If no one else is available to approach the person with you or to check in with, call the Sheriff's Department and report a trespasser.
- Have one person wait at a distance, but within eyesight, while the other approaches the person in question.
- Introduce yourself as a staff person/volunteer and tell the person that you are conducting an identification check as a safety precaution for the campers of Heartland Camp.
- Ask the intruder his/her name, and purpose for being where they are and ask to see ID.
- Ask them to please put on their wristband, and thank them for their cooperation.
- If they do not have a wristband escort them to the Church Coordinator or to the Program Assistant, to check-in and receive authorization.
- If the person refuses to cooperate, call the Sheriff's Department and report a trespasser. From a safe distance keep track of the trespasser's location until the police arrive. If you feel the trespasser is a threat to you or anyone else call 911 immediately and alert other leaders of the potential danger. Do not attempt to detain or physically restrain anyone.
- If necessary, enlist the aid of other staff and leaders to evacuate the immediate vicinity of the intruder.

## **Policy 5:**

# **Heartland Center Missing Person Procedure**

### **Prevention**

Every year children are reported missing in the United States. If there is a possibility that a child has gone missing, time is of the essence. The quicker the day camp and its staff respond to a possible missing person the higher the likelihood that the child will be found safe and sound. It is crucial that all Staff/Volunteers take each case seriously and that every precaution is taken.

### **Constant Supervision**

At all times campers should be within sight or sound of the adult(s) assigned as a leader(s) (i.e. counselors, activity leaders, etc.). If the adults responsible for supervising campers change (i.e. volunteer counselor changing mid-day), it is the outgoing adult's responsibility to ensure that the incoming adult in charge knows exactly who and how many youths are being left in their care.

### **Set Boundaries**

For "free-time" the director or counselor will designate boundaries and be aware of the location of all campers.

### **Head Counts**

It is important for counselors to conduct a count of the campers in their care every time the group gets ready to travel from one location to another and again when they arrive at a new location. Headcounts should also be conducted periodically throughout the day even when the group remains in the same location.

### **Should a camper be presumed missing:**

1. If foul play or a run-away is suspected skip to # 3.
2. The Program Assistant on duty will be notified immediately. An immediate search will be conducted by the adults in charge of the most recent places visited by the camper and the most likely places the camper is to go. Make sure to check restrooms, rooms, and other nearby small groups.
3. If the camper is not immediately found (5-10 minutes), contact the Program Assistant in charge and provide that person a detailed description of the missing person. Include height, weight, hair color, clothing, and any other distinguishing characteristics. The Program Assistant in charge will immediately:
  - a. Call the Sheriff's Department for help in the search.
  - b. Call the Traveling Day Camp Director and the Executive Director.

In general, this is the procedure suggested for a "lost camper." It is best that the other campers not be made aware of any potential missing campers unless it is believed that they could be of assistance in finding the person.

**EMERGENCY PHONE NUMBERS**

Ambulance/Fire/Police-----911  
Anna Rasmussen-----816-304-7581  
Jared Briscoe-----913-633-3699  
Jessica Briscoe-----785-643-4108  
Dan Scheneman Home-----816-891-8429  
Dan Scheneman Cell-----816-517-2502  
HPC Office-----816-891-1078

## **Policy 6:**

### **Heartland Camp Release of Camper Policy**

During camper registration, the adult who brought the camper to HPC will inform the Program Assistant (or appointed church volunteer) of the names of the authorized individuals the Center has permission to release the camper to at the end of the day or event. These names will be written on their sign-in/out sheet.

The PA, camp staff, and church volunteers will only release campers to authorized adults. Authorized adults must show proof of identification.

The same procedure will be followed for campers that will temporarily need to leave the program (i.e. a doctor's appointment, school enrollment, etc.).

## **Policy 7:**

### **Heartland Camp Healthcare Procedures**

All programs sponsored by Heartland Presbyterian Center fall under these guidelines and procedures.

All HPC paid program staff will be trained in the Camp's health care procedures prior to working with the Camp's programs.

#### **Medical Release Forms**

Before admission to an HPC program, all participants are required to provide the Center with a completed Medical Release Form (children/youth participants) or a Health / Emergency Form (adult participants). Medical Release Forms will be kept on file with the camp during the event and then archived after the event is over.

All medicines, medical conditions, and health concerns regarding participants will be communicated with the following personnel:

- Small-Group Counselor
- Program Assistant
- Church Coordinators
- Kitchen Staff



## **Medicine**

All medicine for children and youth participants will be kept and administered by the Program Assistant. Counselors are allowed to carry medicines for their campers' life-threatening conditions (i.e. inhalers, epi-pens) with them, and the counselors will check and make sure that the medicine is with them at all times and that it is returned to the camper at the end of the day. The participant's counselor will be trained in the administration of such emergency medicines by the parents of the participant.

## **Administration of First Aid**

All paid adult program staff are required to hold current certificates in First Aid and CPR for the Professional Rescuer, by the American Red Cross, or by another nationally recognized organization.

## **Policy 8:**

### **Heartland - First Aid and Emergency Protocols**

The following protocols will be followed when First Aid is needed by a program participant or staff person/volunteer.

#### **Minor First Aid Concerns**

- Small shallow cuts (less than an inch in length and did not penetrate both layers of skin)
- Small scrapes or abrasions (less than two inches in width or length, and did not penetrate both layers of skin)
- Small first degree burns (only damage first layer of skin, less than an inch in width or length)
- Minor Falls (victim fell less than three feet and has no signs of musculoskeletal injuries)
- Homesickness is considered a minor concern, however, if in doubt treat as a major concern

#### **Protocol for Minor First Aid Concerns**

1. Treat injury according to first aid training. If in doubt as to the severity or seriousness of the injury provide care using the Major First Aid Concern Protocols.
2. Record injury and treatment in Health Log
3. Notify the following personnel at the earliest convenience.
  - a. Counselor and/or Co-counselor
  - b. Program Assistant
4. Monitor condition to ensure proper healing.
5. If the victim is a minor, notify the parent of the victim's injury and treatment when the participant is picked up.

## **Major First Aid Concerns**

- Cuts long or deep (any cut longer than an inch or penetrating both layers of skin.)
- Cuts located on body parts that bend and/or put stress on the injured area.
- All injuries to the head or face
- Large Burns (damaging more than the outer layer of skin and or larger than an inch in size)
- Bleeding that cannot be controlled after a few minutes of pressure.
- Any dizziness or disorientation
- Dehydration
- Any chemical or electrical burn
- Puncture wounds
- Illness (Homesickness is considered a minor concern, however, if in doubt treat as a major concern)
- Fall from a height greater than three feet

## **Protocol for Major First Aid Concerns**

1. Immediately, have someone contact the Program Assistant and Church Coordinator. If the injury or illness is life-threatening or has the potential to become life-threatening or debilitating, have someone call 911 and initiate the Center's Emergency Action Plan.
2. Treat the injury according to First Aid training until more advanced medical personnel arrive and assume control.
3. If the victim is a minor, the Traveling Day Camp Program Director will notify the parents of the victim and include them in the decision-making process. The parents will be kept informed of the victim's status and location throughout the process.
4. If the victim is a minor and should see a doctor, but it is not an emergency, the victim's parents will make the arrangements with the doctor's office and for transportation to the doctor's office.
5. The following personnel should be notified of the incident as soon as possible.
  - a. Counselor and/or Co-counselor
  - b. Program Director
  - c. Executive Director
6. As soon as possible, the staff person(s) present at the time of the incident will complete an HPC Incident Report Form and document all pertinent information. If no staff person was present when the incident occurred, the report will be filled by the staff person(s) who first arrived on the scene.
7. The Counselor and/or Program Assistant will continue to monitor the condition to insure proper healing, while the participant is in the Center's care.

## **Emergency Conditions**

- All head or spinal cord injuries
- Severe Illness
- Severed Body Part
- All life-threatening conditions
  - Loss of Consciousness
  - Severe Bleeding
  - Shock
  - Severe Burns on more than one part of the body
- Severe Burns on the head, chest, neck, back, or genitals
- Severe Electrical or Chemical Burns
- Respiratory distress or arrest
- Circulatory (Cardiac) distress or arrest
- Hypothermia
- Poisoning
- Stroke

### **For all Emergency Situations Initiate the Center's Emergency Action Plan**

1. Have someone immediately call 911, and send someone to meet the emergency personnel at the front entrance of the church and direct them to the site of the emergency. If a phone or radio is not nearby, 3 loud noises of anything (3 yells, 3 honks of a horn, 3 whistle blows, etc.) is a signal for help.
2. Immediately have someone contact the Program Assistant, Program Director, or Church Coordinator.
3. The staff person present will provide First Aid care for the injured person according to their American Red Cross training until more advanced medical personnel take over.
4. If the victim is a minor, the Program Director will notify the parents of the victim and include them in the decision-making process. The parents will be kept informed of the victim's status and location throughout the process.
5. As soon as possible, the Program Director will be contacted and he/she will contact the following personnel:
  - a. Executive Director
  - b. Counselor and/or Co-counselor
  - c. Program Assistant
  - d. The Executive Director will contact the following persons:
    - i. The Moderator of the HPC Board of Directors
    - ii. The Executive Presbyter of Heartland Presbytery and if necessary the Executive Presbyter of the Presbytery of Northern Kansas
    - iii. Insurance Provider for the Center
6. The Executive Director is the only person authorized to represent the Center to the media. If the Executive Director is unavailable the media will be directed to the Moderator of the HPC Board of Directors.
7. As soon as possible, the staff person(s) present at the time of the incident will complete an HPC Incident Report Form and document all pertinent information. If no staff person was present when the incident occurred, the report will be filled by the staff person(s) who first arrived on the scene.

## Policy 9:

# HEARTLAND PRESBYTERIAN CENTER Child Sexual Abuse Prevention Policy

Heartland Presbyterian Center desires that it be a safe and secure place for all children, youth, and adults who attend or who participate in activities. Incidents of child sexual abuse or neglect cut across every racial, social, economic, and religious boundary. Each year, over one million children are victims. Sexual abuse is devastating. It causes deep and sometimes lifelong psychological damage to the victim.

- **Definition**

- Child sexual abuse is any sexual activity with a child under eighteen (18) years of age. The abuser may be an adult, an adolescent, or another child, provided the child is four years older than the victim.
- Child sexual abuse may be violent or non-violent. All child sexual abuse is an exploitation of a child's vulnerability and powerlessness in which the abuser is fully responsible for the actions.
- Child sexual abuse is criminal behavior that involves children in sexual behaviors for which they are not personally, socially, or developmentally ready.
- Child sexual abuse includes behaviors that involve touching and non-touching aspects.
- Types of abuse that involve touching include, but are not limited to:
  - Fondling
  - Oral, genital, and anal penetration
  - Intercourse
  - Forcible rape
- Types of abuse that do not involve touching include, but are not limited to:
  - Verbal comments
  - Pornographic videos or pictures
  - Obscene phone calls
  - Exhibitionism
  - Allowing children to witness sexual activity
- Sexual behavior between a child and an adult is always considered forced whether or not consented to by the child.

- **Child Sexual Abuse Policies**

- All employees and volunteers must complete and submit a Self-Disclosure Statement prior to any involvement with Heartland Center programs or activities. Annually, a Self-Disclosure Statement must be completed in order to continue employment.
- All volunteers who work with children or youth must complete the Self-Disclosure Statement prior to any involvement with Heartland Center programs or activities. No exceptions will be allowed.
- Adults who have been convicted of or have pleaded guilty to either child sexual abuse or physical abuse will not be permitted to work with children or youth in any capacity.
- All applicants for employment to work with children or youth must undergo a criminal background check.
- Survivors of childhood sexual or physical abuse must discuss their desire to work with children or youth with a professional counselor (i.e. therapist, pastor, psychologist) prior to engaging in any staff or volunteer capacity.
- Adults in the presence of children are to be within sight or hearing of another adult at all times. If an adult is ever the only adult present during any activity involving children or youth, they shall report that fact either to their immediate supervisor or to the director, as soon as feasible.
- Any inappropriate conduct or relationship between an adult and a child or youth must be confronted immediately and investigated. Such inappropriate behavior must be reported to the head counselor or a director. The head counselor must report such behavior to the Program Director or Executive Director who will inform the Human Resources Committee. In the event that the Executive Director commits inappropriate behavior, the report should be made to the Moderator of the Human Resources Committee.
- Abuse, suspected abuse, or neglect must be reported by the Executive Director to the Division of Family Services of the State of Missouri immediately, no more than 24 hours after the event. In the absence of the Executive Director, the Program Director or any other director shall make the report. Telephone reports should be made to 1-800-392-3738. The Missouri statutes specifically provide that privileged communication (except between attorney and client) shall not constitute grounds for failure to report the suspected abuse or neglect. The reporting person may additionally, if desired, report the matter to law enforcement or juvenile officers.

The reporting person can also request information on the general disposition after the report has been made. Missouri and Kansas statutes provide penalties for failure to file reports or for intentionally filing false reports.