

Greater Colorado Council Seasonal Camp Staff Guide

McNeil Scout Ranch at Peaceful Valley

&

National Youth Leadership Training



This handbook and all policies within take effect January 1, 2025 and are effective for the 2025 camping season unless otherwise updated. This is the current Seasonal Camp Staff Handbook, updated March 7, 2025.

Welcome from Camp Management!

Dear Seasonal Camp Staff Member or Volunteer,

We are glad you are here for another wonderful camping season with the Greater Colorado Council! Thousands of Scouts and Scouters will come through our gates for a fun filled time of camping and activities! **YOU** have the ability to directly impact this experience and make it the best for these campers.

If you are a first-year seasonal staff member or volunteer, we are incredibly excited to have you onboard this year. A camp is a place where you can meet lifelong friends, have more fun than any other job and learn things about yourself that you may not expect. We are here to support you through these new experiences. Remember that returning seasonal staff or volunteers have been in your shoes and may be able to offer advice. Please feel free to reach out to any returning seasonal staff member or volunteers if you are feeling overwhelmed.

If you are a returning seasonal staff member or volunteer with a year or two or even eight years under your belt, please help the first-year staff members or volunteers with understanding camp and getting settled. Remember that campers, Counselors-in-Training, and first-year staff and volunteers are looking up to you. Set the example to make the best experience possible for everyone.

Whether this is your first season or your tenth season, please review this guide. This guide outlines the policies and guidelines that you will be expected to follow during the summer season. Please feel free to reach out if you have any questions. We look forward to working with you!

Yours in Scouting,

Dave Whitner
Director of Support Services

Amy Bechtel
Cris Dobbins Program Director

Jack Loats
Ranch Director & Cris Dobbins Director

Kaitlyn Mearing & Meg Enright
Cris Dobbins Asst. Program Director

John Braselton
Camping Specialist

Heather Graf
NYLT Council Coordinator

Scott Field
MSR Superintendent

Bee Zea & Emma Carlson
Counselor in Training Director

Josh Field
MSR Ranger

Camp Management Contact Information

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MSR Ranch Director Jack Loats	Jack.Loats@Scouting.org	913.944.2915
Camping Specialist John Braselton	John.Braselton@Scouting.org	720.266.2128
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Ranch Superintendent Scott Field	Scott.Field@Scouting.org	303.648.8889
Ranch Ranger Josh Field	Josh.Field@Scouting.org	303.648.8889
Cris Dobbins Director Jack Loats	Jack.Loats@Scouting.org	913.944.2915
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Cris Dobbins Asst. Program Director Kaitlyn Mearing & Meg Enright	MSRDobbinsProgram@Scouting.org	303.648.3023 (June-July)
Counselor-In-Training Director Bee Zea & Emma Carlson	MSRCITDirector@Scouting.org	303.648.3023 (June-July)
NYLT Council Coordinator Heather Graf	NYLTCOLORADO@gmail.com	303.895.9752

Terms Used in this Guide:

GCC or Council = Greater Colorado Council

Scouting Colorado = The Greater Colorado Council dba Scouting Colorado

MSR = McNeil Scout Ranch

NYLT = National Youth Leadership Training

CIT = Counselor in Training

Camp Staff = All seasonal staff, Counselors in Training and volunteers (including NYLT) that perform duties for the GCC at MSR

Camp Management = Supervisors to include: Camp Director, Program Director, Asst. PD, CIT Director, Health Officer, Ranch Superintendent, Ranch Ranger, Camping Specialist, NYLT Council Coordinator, NYLT Course Director, NYLT Scoutmaster.

Guiding Principles of the Greater Colorado Council Camp Staff

The Scout Oath and Law serve as the guiding principles that all Camp Staff should follow while employed with the Greater Colorado Council, and throughout life.

Scout Oath

On my honor, I will do my best
To do my duty,
To God and my country,
And to obey the Scout Law,
To help other people at all times,
To keep myself physically strong,
Mentally awake, and morally straight.

Scout Law

A Scout is:
Trustworthy - Loyal - Helpful - Friendly -
Courteous - Kind - Obedient - Cheerful -
Thrifty - Brave - Clean - Reverent

Scouting America Mission Statement:

“The mission of Scouting America is to prepare young people to make ethical and moral choices over their lifetimes by instilling in them the values of the Scout Oath and Law.”

Scouting America Aims:

Character Development, Citizenship Training, Personal Fitness.

Scouting America Methods:

Ideals, Patrols, Outdoor Programs, Advancement, Association with Adults, Personal Growth, Leadership Development, Uniform

Scouting Colorado Camping Department Statement:

The mission of the Greater Colorado Council summer camping program is to provide each Scout with a memorable and challenging outdoor experience. DAC camps enrich the fundamentals of Scouting through unique opportunities for leadership and educational growth.

Guiding Principles of McNeil Scout Ranch

Safety

Mission

Guest Service

Excellence

Ownership

Integrity

POLICIES

Applies to Paid Camp Staff, Volunteer
Camp Staff, Counselors-In-Training and
NYLT Staff

Alcohol and Drug Use Policy

The Greater Colorado Council prohibits the use or possession of alcoholic beverages and illegal drugs including marijuana (and medical marijuana) on Council-owned property.

As a condition of employment (volunteer or paid) with the GCC, staff members must agree to the following additional conditions of employment.



1. Staff members will not consume alcoholic beverages or use any illegal drugs including marijuana on GCC owned property, while on duty as part of the employment contract, and off-property on Council business.
2. Staff members will not store alcohol or illegal drugs including marijuana on Council-owned property including in personal belonging such as gear, housing, vehicles etc.
3. Staff members will not interact with Scouts, Scouters or other staff on GCC property while intoxicated, impaired or under the influence of alcoholic beverages or illegal drugs including marijuana.
4. Staff members will not consume alcohol or use illegal drugs including marijuana in the presence of minors or while responsible for minors.
5. Staff members will not operate a motor vehicle (including Council-owned vehicles) following the consumption of alcoholic beverages or use of illegal drugs including marijuana.
6. Staff members will be responsible for their consumption of alcoholic beverages off-property and will not consume alcoholic beverages to the point of intoxication, and when in doubt will not consume alcoholic beverages.

Animals - Pets

Seasonal employees are not allowed to have pets at camp. Do not bring or acquire any pets throughout your employment.



Animals - Service Animals and Emotional Support Animals

“The ADA and Colorado law define a service animal as a dog that is individually trained to perform tasks or do work for the benefit of a person with a physical or mental disability. The tasks or work the animal does must be directly related to the person’s disability.” Per Colorado law, the Council will only inquire about what tasks the animal performs for you, but you will not be required to provide any proof or documentation of training or your disability. You will be allowed to have a service animal on Council property if you need one. Please note that HB 16-1426 makes it a crime to knowingly misrepresent an animal as a service animal. **Emotional Support Animals (ESA) are generally not allowed on Council property and the Council has no legal obligation to allow them. The Council has the right to deny ESA’s being on property.** However, if you feel the need to have a ESA while performing your duties in this job, please reach out to the Ranch Director or designee to discuss your situation. Each situation will be handled on a case-by-case basis. It should be known that we do not have proper accommodations for most animals other than dogs. If you are granted permission to have a ESA you will be required to keep the animal on a leash at all times. Additionally, the animal must be in your possession at all times. Unattended animals will not be allowed. (You cannot put the animal in a location while you perform job duties and come back to it). The animal must also not interfere with your ability to perform your job duties and tasks. You are expected to clean up after the ESA. The animal must be cared for and maintained at your own expense.

Animals - Wildlife

It is the policy of the Council that all visitors to our camps **leave wildlife alone**. Wildlife should only be viewed from a distance. Harassment of animals is prohibited. Capturing, collecting, killing, obtaining trapping etc. wildlife is prohibited.

Appearance

Upon arrival at camp, and through the summer, you are expected to look as much as you did at your interview, or better. You must maintain a clean Scouting appearance. **All staff are required to shower regularly, do laundry, shave or trim facial hair as needed and get regular haircuts.** Appropriate undergarments must be worn while at camp and should not be seen. If attire or appearance is deemed inappropriate, management may ask you to make adjustments.

Appearance - Uniforms for MSR Staff (Excludes NYLT Staff)

While working at a GCC Camp it is expected that you are in uniform at all times. If you are “off duty” and on the camp property, it is expected that you are dressed in the camp uniform so that you are easily identified as a member of the camp staff. Camp uniforms do not need to be worn in your immediate living space (except for ID badges or name tags) or when traveling to and from camp. **Non-uniform items such as lanyards, face masks, socks, shoes, belts, swimsuits etc are to be “Scouting Appropriate” and are not to reflect personal opinion or political topics.**

<p>Camp Uniform The camp uniform for GCC Camps consists of the following items:</p> <ul style="list-style-type: none">• Navy Blue Polo - Scouting Colorado Adventure Staff Logo - (2) <i>Provided, More Can Be Purchased</i>• Grey Shorts or Pants - (2) <i>Provided, More Can Be Purchased</i>• Green Venturing Uniform - (1) <i>Provided if needed</i>• Scouting Colorado Socks - <i>One Pair Provided - Staff can wear their own solid color socks</i>• Appropriate Belt - <i>Not Provided, preferably black our Scouting related</i>• Closed-toed shoes - <i>Not Provided</i>	<p>OPTIONAL Uniform Items (Can be purchased from GCC)</p> <ul style="list-style-type: none">• Adventure Staff Tucker Hat• Navy Blue Hoodie with embroidered Scouting Colorado logo• Navy Blue ¼ Zip with embroidered Scouting Colorado logo• Navy Blue Rain Jacket with embroidered Scouting Colorado logo• Embroidered Name on Polos• Adventure Staff Council Shoulder Strip
<p>Inclement Weather Gear:</p> <p>Staff should provide their own appropriate inclement weather gear. This includes a full rain suit (jacket and pants). Ponchos, emergency ponchos and trash bags are not acceptable gear. Remember, we set the example.</p>	

Be Part of the Team

Camp Staff are proud of their camp, the GCC, Scouting Colorado and Scouting America. **We expect you to fully support Camp Management, operations, policies, and decisions, in public and in private while at camp.** Disagreements should be taken up with your supervisor in a business-like manner at a location away from campers or other staff. Additionally, all staff are encouraged to reach out to Camp Management at any time.

Behavior Guidelines

In agreeing to work for the GCC, you are affirming your commitment to always conduct yourself, both at and away from camp, so that you are a credit to Scouting and the Greater Colorado Council. Your understanding of the following requirements and behavior expectations is part of your Offer Letter, the Scouter Code of Conduct, the [Guide to Safe Scouting](#), and is necessary for your employment.

Bicycles

Camp Staff may bring and use their bicycles to get around camp. The camp will not provide bicycles to staff. **A helmet must be worn at all times.** Bicycles are only allowed on roads, no non-bike trails. After dark, riders must use lights. Please observe all speed limits. Make sure to bring a lock to properly secure your bike when not in use. Personal bicycles may **not** be stored in **any** camp building at any time.

Camp Awards (Excluding NYLT)

Each summer, a camp award (Wings of Excellence (Dobbins), Claimer's Dream (Dietler), Lion's Pride (Magness) and Mountaineer (Tahosa)) is awarded to a staff member that exemplifies the principals of each camp's acronym. More information on the acronym that staff are to live by is provided in staff training. Year-round Council staff (including Rangers), the Ranch Director, Camp Directors and Program Directors are exempt from being able to win. Voting is conducted at the end of the camping season. All staff who have fully completed their Offer Letter are eligible (except for previous winners). All staff on the ballot must be in good standing and complete their contracts. Staff members at Dobbins will vote for their top three choices, and staff members at Magness, Dietler and Tahosa will vote for their top choice. Ballots are tallied by the most previous winner(s) that are current employees. If no current employees exist, the Ranch Director and Camping Specialist will tally the votes. In the event of a tie, the Camp Director will cast the winning vote. Camp awards are only given out to camps in operation for that season.

See Appendix A for the current Wings of Excellence rules and procedures.

Camp Computers and Networks

Staff members who need a computer for their work will be provided for work purposes only. At each camp, there will be a computer that staff can use for work purposes or during breaks or personal time to check email and other needs. Each camp has a guest wifi network for staff to use. The network is closely monitored at each camp. Staff who are streaming, gaming, or viewing inappropriate pictures or sites will lose network access to their device or privileges to use camp computers. Access to the "business wifi" is for camp administration only, and only for work purposes. Computer or network use may be restricted or made unavailable at any time.

Cell Phones and Personal Electronics

During the time that staff members are in front of campers, cell phones and other devices are not to be used. Cell phones and other devices are allowed during breaks and in personal areas away from Scouts. The management team recognizes that devices may be used to play music in program areas. **Devices may be used for this, as long as the music is appropriate for Scouts to hear.** Generally, if you are questioning if it's appropriate, it's probably not. Management can restrict the playing of music if this privilege is abused.

Complete Assigned Duties

Camp Staff members are expected to comply with all the directions and requests of supervisors. You must fulfill all obligations of your primary job, and any other duties assigned by your supervisor or Camp Management within reason. **You must report on time for all activities and duties.**

Camp Staff are regularly expected to assist in aspects outside of their normal job description. This includes but is not limited to: serving food; cleaning the dining areas; performing janitorial duties in various areas around the camp; assisting with other areas in set-up, take-down, and conducting regular business; dispensing medications; performing minor maintenance; landscaping; and other tasks that make the camp operate.

Completion of Required Paperwork and Training

Camp Staff are expected to **fully complete** all sections of their WorkBright paperwork, CampDoc and training **prior to arriving to camp on the first day!** Completion of all parts is required by the GCC, Scouting America and the State of Colorado in order for you to work at camp. **Staff members who do not fully complete training and paperwork submitted on WorkBright by the time they arrive at the camp to start working will be sent home and not allowed to work until the paperwork and training is complete.**



Conduct

You must live by the Scout Oath and Law and set a proper example for campers at all times. Your language and actions must not cross the line of decency. **Conduct which would not be acceptable in front of a parent or Scout Leader is not acceptable in any setting or time and is grounds for dismissal.** Additionally, Camp Staff must agree and follow the Scouter Code of Conduct.

Council-Owned Property

All tools, materials, vehicles and other supplies are property of the Greater Colorado Council. Theft, misuse, and damage to Council property will not be tolerated and is subject to disciplinary action including termination. You may be charged for the repair or replacement of Council-owned property. **You are not allowed to throw out or give away materials, furniture, supplies, tools etc. without obtaining permission from the Superintendent, Ranger or Ranch Director.**

Council-Owned Vehicles

Council-owned vehicles are to only be used by approved Camp Staff members. To be approved, you must submit to a “Motor Vehicle Record” release by the Council’s insurance company. Once insurance approves you, then you must then be approved by the Ranch Director or Superintendent AND take a driving training course. All drivers are liable for damages caused by improper use and will be subject to termination or disciplinary action.

Vehicles are assigned to a person for the position they hold. You must obtain permission from the Ranch Director or Ranch Superintendent to operate a vehicle that is not assigned to you. Failure to abide by this may result in termination.

Discrimination

The Greater Colorado Council is an equal opportunity employer that does not discriminate based on sex, color, race, creed, ancestry, pregnancy, disability, sexual orientation, gender identification or expression, national origin, age, disability, genetics, veteran status, or religion. The Greater Colorado Council complies with all applicable state and federal laws governing non-discrimination. We do not tolerate discrimination of any type by our employees.

Firearms and Shooting Equipment

Council-owned firearms, ammunition and other shooting sports equipment are carefully controlled by certified staff. Personal firearms, including airsoft and paintball equipment, are not to be brought to camp unless authorized by the Ranch Shooting Sports Director. Personal firearms must be stored in camp firearm storage only. Staff are not allowed to carry or conceal firearms. Colorado HB24-131 makes it a crime to carry a firearm (concealed or unconcealed) on camp property.

Food/Meals

You will be provided with three meals a day. Meal delivery is available for those that must stay in their assigned areas during meals. We expect you to eat your meals in the assigned locations. Your presence during meals is an important part of interaction with campers and you will serve as a role model for manners and leadership. You are expected to help with serving and cleaning up meals.

Staff may not cook food in housing areas unless the housing area has a specific kitchen area and equipment provided by the Council.

All food and supplies in the kitchens or commissary areas are the property of the Council. Staff members may not take these items without permission from the manager of the kitchen. **If given permission, this is case-by-case permission and is not a “blanket” permission.**

The Council is willing to accommodate special diets for religious, medical or philosophical reasons. Please fill out and submit the “Special Diet Request Form” before your arrival to camp. All dietary restrictions and food allergies must be documented in your camp medical form. Please contact Camp Management if you have any questions or concerns.

Gratuities and Commercial Enterprise

Camp Staff members are not to accept substantial gifts, any amount of gratuities, any amount of money or any favors in return for services rendered as a Council employee. This includes “tips” from adults to treat the staff. Remember, a Scout is helpful. Staff members may not engage in any type of business at camp.

Harassment

Racial, sexual, ethnic or other types of harassment are not tolerated. “Hazing”, fighting, or rough physical treatment of campers or employees is not tolerated. You must comply with Scouting America Youth Protections policies. **You must complete Youth Protection Training before arriving to camp**. All Camp Staff must be Youth Protection trained. The official harassment policy is as follows:

“The Greater Colorado Council and Scouting America prohibits language or behavior that belittles or puts down members of the same or opposite sex, unwelcome advances, racial slurs, the chastisement for religious or other beliefs, or any other actions or comments that are derogatory of people. Any forms of hazing, initiations, ridicule, or inappropriate teasing are prohibited. The consequence of any of these actions will result in immediate termination and local law enforcement involvement if deemed appropriate. Each supervisor has the responsibility to maintain a work atmosphere that is free from any form of harassment.”

Any offense should be reported to the Camp or Ranch Director. Each complaint will be investigated promptly by the administration impartially and confidentially. Some cases may be investigated by the Scout Executive or designee. Repeated or serious offenses will result in disciplinary action or termination of employment. No staff member will be subject to reprisal or retaliation of any kind.

Sexual Harassment

Inappropriate touching or physical displays of affection is not acceptable and grounds for termination. Being in the living quarters of another gender is not acceptable. Sexual activity by anyone while on Council property is prohibited.

Sexual harassment is unacceptable. Actions that constitute sexual harassment include profane, abusive, or threatening words, degrading or suggestive language, touching a person where that person does not wish to be touched, making unusual requests, propositions, or advances, using graphic or suggestive photographs, or gestures that disturb others. Any actions of a sexual nature that are unwanted, unwelcome, or personally offensive to the recipient and/or other people present constitutes sexual harassment.

Housing (Excludes NYLT Staff That Provide Their Own Housing)

You will be assigned to living quarters during check-in, based upon your gender, age, job, seniority and arrival time. You are expected to live in the assigned location the entire summer. If a change is necessary, please talk to Camp Management. Most staff will live in tents, but some will live in multi-person rooms or buildings. You must provide linens, blankets, and towels. Do not move camp furnishings into or out of your quarters without permission from the Ranch Superintendent or Ranger. **Most NYLT staff must provide their own tents as they are not provided by the Council.** You must maintain a clean-living space, and eliminate hazards such as flames, overloaded electrical outlets, and food or trash that will attract animals. Your living space may be checked at any time for health, safety, and cleanliness. Camp Staff will not be dismissed for time off until their quarters are neat and presentable. Remember that a Scout is Clean.

Housing and Other Searches

The living quarters assigned to you, and your work area is property of the Greater Colorado Council, Scouting America. **Camp Management has the right to enter and search any Council-owned property, including assigned living areas and the contents within, with or without a K9 detection dog or other detection equipment and with or without notice.** At least two management staff will be together, with at least one person of the same gender as the assigned living area. While we don't anticipate going through personal belongings, if Management has reasonable suspicion or the K9 or other device indicates probable suspicion, we will search your belongings in a responsible manner. You may be asked to unlock your belongings if they are locked. **If illegal or not allowed items are found, they may be turned over to local law enforcement.** The results of searches could lead to disciplinary action or termination.

Key and Code Agreement

As part of your employment (paid or volunteer) for the Greater Colorado Council, you understand that you may be issued keys, access cards or codes to vehicles, buildings, gates, safes, alarms and other property that the GCC secures. If issued keys or codes, you agree to the following. **Violating this policy could result in disciplinary action and/or termination.**

- You agree to not share or distribute keys, access cards or codes to anyone. If you are given access, it is only for you to access the asset. You agree to keep the key or code in a secure location, inaccessible from others.
- You agree not to tamper with any assets to include locks, padlocks, safes, alarms and vehicles.
- You agree not to duplicate keys.
- You agree to return all physical keys or access cards at the end of your employment.
- You understand that you may be financially responsible if keys are lost. You will report lost keys immediately to Camp Management.
- You understand that if you are found accessing vehicles, buildings, safes, etc that you do not have permission to access, it could result in disciplinary action.

Laundry

Laundry machines are available for use. Staff must manage and provide their own supplies for the machines. **Please be courteous when using laundry facilities, by keeping the machines and area clean and completing loads of laundry promptly.**

Medical Care

Each camp offers first aid and limited medical care for Camp Staff. All services provided at camp are at no-cost to the employee. In the event of serious injury or illness, employees will be turned over to EMS personnel and transported to emergency facilities. Please review the Worker's Compensation form or Volunteer (CIT and NYLT) Injury and Illness form on WorkBright.

Medical Forms

All Camp Staff must complete the Scouting America Medical form parts A, B and C (at the employee's expense) as well as any other required forms prior to arrival to camp. These forms are required to be filled out and submitted per Scouting America policy and state law. Medical forms expire after one year. Please make a copy for your records, as the form you turn in will not be returned. **All staff (including NYLT) will submit medical forms electronically prior to camp via CampDoc.**

Medications

Under Colorado state law, all medications for youth including herbal supplements and over the counter medications must be securely stored and dispensed by health staff. All medications for youth staff must be checked in upon arrival. Staff members will be allowed to carry life-saving medications if the Contract to Carry is complete. **All medications must be in original containers, marked with the Camp Staff member's name. Daily pill containers are not allowed. Do not cover instructions on bottles. Medication in non-original containers are not allowed.** A letter or prescription is required to accompany vitamins or herbal remedies. If not provided, the vitamins and herbal remedies will not be dispensed. **DO NOT SHARE MEDICATIONS INCLUDING OVER THE COUNTER MEDICATIONS.** Health lodges have over the counter medications for staff and are dispensed by health staff.

Open Door Policy

Camp Management and the Greater Colorado Council has an "Open Door Policy". Any Camp Staff member is welcome to talk to any management member at any time to address any questions or concerns. If you are not satisfied with the handling of a concern taken to your supervisor, you are more than welcome to take your concern to the next higher supervisor.

Paychecks (Excluding CITs and NYLT Staff)

The Council issues paychecks bi-weekly to **paid staff** (excludes Counselors-in-Training and NYLT staff). Camp Staff are generally paid a salary (compensated for a week's worth of work), with some staff being paid hourly (compensated for each hour worked). The payment days will be posted at each camp. We use a direct deposit system. Employees who do not provide correct information for direct deposit will be issued a paper check that is mailed to the address we have on file, not to camp. Salary information is confidential. Pay is for days worked only. You will not be paid for time off (with some exceptions for time off ordered or approved by the Health Officer or Camp Director). Payment statements will be available online after payday.

Personal Vehicles

Camp Staff who bring a vehicle to camp must be licensed and insured drivers. Every passenger must use seat belts and riding in the back of pickup trucks is prohibited. Personal vehicles may not be driven around camp or for work-related purposes without prior approval from Camp Management except when leaving or arriving. Personal vehicles are to be parked in designated areas as assigned by Camp Management. Personal vehicles may be driven to staff living areas only on 24-hour breaks when staff are leaving or returning (not in the middle of the night). All vehicles/drivers must follow in-camp speed limits. **The Greater Colorado Council is not responsible for damage that may occur while the vehicle is on Council Owned Property.**

Politics, Social Organizations and Social Topics

There is no place for politics in Scouting. Staff are not allowed to share, discuss, or influence any political position and/or social topics while on duty and on GCC property. Topics that do not have a place in Scouting **especially around Scouts** include but are not limited to race, ethnicity, disability, sexual orientation or gender identification. Staff members are expected not to have these conversations while at camp, especially with campers. Any conversations among campers should end.

Public Relations and Media Contacts

All Camp Staff should always feel free to answer any general questions from Scouts or Scouters about their camps. **However, you are not allowed to speak with any media at any time, for any reason.** All media requests should be directed to the Council office by calling 303-455-5522. Please note: “No comment” is a comment.

Radios and Radio Systems

The GCC provides two-way radios for select staff members to use. The frequencies used (PV-RPT, TH-RPT, DAC-RPT, VHF Tac 2-5 and UHF Tac A-D) are registered to the Greater Colorado Council by the FCC and must be used for professional work-related purposes only. **Effective January 1, 2018 “radio handles” will no longer be used.** To call someone say: “First Name, Your First Name”. (Example, John is calling Jack: Jack...John). A person’s position may also be used such as “Jack-Ranch Director... John”)

Staff members who are assigned a radio have permission to use radios. Staff members that are assigned a radio are responsible for the possession and use of the radio at all times. At no time are staff members allowed to carry any radio not assigned to them. Misuse of radios may result in loss of radio privileges. Damage to radios may be charged to staff members.

Registered Member

You must be a registered member of Scouting America, subscribe to, and live by the Scout Oath and Law. All seasonal staff must be registered as a camp staff member even if they are a current member of Scouting America. NYLT staff are to be registered in any capacity with Scouting America or GCC.

Scouter Code of Conduct & Guide to Safe Scouting

All camp staff members and volunteers must abide by the Scouter Code of Conduct and must follow the Guide to Safe Scouting at all times while on GCC property or on GCC business.

Seat Belt Use Policy

The GCC recognizes that seat belts are extremely effective in preventing injuries and loss of life. It is a simple fact that wearing your seat belt can reduce your risk of dying in a traffic crash by 45 percent in a car and as much as 60 percent in a truck or SUV.

We care about our employees and want to make sure that no one is injured or killed in a tragedy that could have been prevented by the use of seat belts. Therefore, all employees of the Greater Colorado Council, Scouting America must wear seat belts when operating a company-owned vehicle, or any vehicle on company premises or on company business.

All occupants are to wear seat belts or, where appropriate, child restraints when riding in a company-owned vehicle or a personal vehicle being used for company business. All employees and their families are strongly encouraged to always use seat belts and the proper child restraints whenever they are driving or riding in any vehicle, in any seating position.

Failure to follow this safety rule may result in a reduction of certain workers’ compensation disability benefits.

Service Hours

Some positions, such as Counselors-In-Training and NYLT staff are eligible to use their time at camp as volunteer service hours. Paid staff may coordinate with their Camp Director to complete tasks or work that can be used for volunteer service hours. NYLT staff can have hours approved and signed off by the Council NYLT Coordinator or designee. For all other staff, hours must be approved and signed off by the Camp Director or designee. **Seasonal Management may not sign off on volunteer service hours.**

Social Media

Camp Management recognizes that social media has become a part of everyday life, especially in teenagers and young adults. With this being said, we ask that you are responsible for your social media use. You are a role model for children in your position. It is not our intention to (and we will not) “police” your social media and personal lives but we ask that you please review the following:



- **POLICY:** Following CRS 8-2-127, you will never be asked to provide passwords or a personal electronic device to access your social media; and will never be expected to add an employee or manager to your contact list on social media; and you will never be asked, required or suggested to change your privacy settings.
- **POLICY:** Do not “friend”, “add”, “follow”, or “message” any campers on social media. Additionally, do not accept any requests from campers.
- **POLICY:** **Do not post photos or information of campers to your personal social media pages. Exceptions are when campers are in the distance and/or cannot be seen clearly, or if their face is not pictured in the photo.**
- **POLICY:** The official camp social media and staff social media pages are listed on the Camp Staff Website. These pages are managed by trained staff. Do not make any social media accounts, profiles or groups on any social media platform that represent the Greater Colorado Council, McNeil Scout Ranch, National Youth Leadership Training or it’s staff. This includes social media groups (such as Snapchat) where groups can be named. If you are making a group, it should not be named anything to do with camp or the Council.
- **POLICY:** Do not post from your personal social media accounts on to pages and sites that represent the Council or the Council’s programs or properties in ways that are not representing the Council in a respectful manner. If you have questions, comments or concerns about the Council, it’s policies or how the Council is (or is not) responding to certain events or policies, please bring those up with Management, and not post about it on Social Media.
- **SUGGESTION:** If you choose to self-identify yourself as an employee of the Greater Colorado Council or McNeil Scout Ranch, please remember that your followers see you as an employee of the organization. If you post inappropriate content, it could reflect on you and this organization. We ask that you make sure your posts are appropriate if you self-identify yourself as an employee of the organization. *(Again, you are a role model for children in your position).*

Management will not be monitoring your accounts. However, if it is brought to our attention that a post you made violates the above policies, we will investigate (Following CRS 8-2-127). Remember, you are a role model for children in your position. It is not our intention to (and we will not) “police” your social media and personal lives but we ask that you make good choices by following these policies and suggestions.

Staff Lounge

Each camp has a designated “staff lounge” area. All Camp Staff using this area are expected to keep the area clean and orderly.

Terminations of Employment “Page 9”

Your employment with the GCC is based upon the continued satisfaction and needs of the Council. **The Greater Colorado Council may terminate your employment for any reason, at any time, with or without notice.** Any decisions that the GCC makes will be final. You may terminate your own employment by submitting written notice to your Camp Director.

The following are examples of actions that may result in termination of employment. The decision to terminate an employee is on a case-by-case basis. The following are reasons, but not limited to, an employee may be terminated:

- Unauthorized or personal use of Council-owned vehicles.
- Violating the Seatbelt policy.
- Carelessness or deliberate failure to observe safety measures and protocols.
- Theft of camp, Council or personal property, including food.
- Violation of local, state or federal laws (including traffic violations and perjury).
- Excessive tardiness or absence from work.
- Gross misconduct or insubordination.
- Fighting, to include with Scouts, adults, or other Camp Staff.
- Failure to wear the proper uniform or maintain acceptable appearance.
- Willful damage to council property (including graffiti).
- Soliciting funds, sale of property, or the use of Council facilities or property for personal gain.
- Unauthorized use of camp phone, radio, network or internet systems and services. This includes but is not limited to illegal downloading of copyrighted materials, streaming of any type, or viewing illicit or inappropriate materials.
- Use or possession of fireworks.
- Arson.
- Tampering with fire safety equipment to include but not limited to smoke detectors, carbon monoxide detectors, fire alarms, fire extinguishers, fire hoses, fire hydrants, or search and rescue equipment.
- Tampering with safety and security equipment to include but not limited to locks, padlocks, doors, gates, siren systems, radio equipment, and surveillance cameras.
- Harassment of any type towards another person.
- Inappropriate conduct or language, profanity, verbal and or physical confrontation with campers or staff.
- Abuse of a child or anyone else including Camp Staff.
- Being in the living quarters of the opposite gender, except married couples.
- Participation in sexual activity of any kind on council owned property, or during Council business.
- Unauthorized possession or use of firearms or archery equipment.
- Failure to abide by all policies and guidelines set by the Greater Colorado Council and Scouting America.
- Violation of drug, alcohol and tobacco policies.
- Providing medications of any kind to others.
- Capturing, hunting, killing, harassing, injuring wildlife and other animals.
- Failure to follow Youth Protection guidelines.

Time Off - 24 Hour Break (Excluding NYLT Staff)

Your employment contract is for 6 days a week. You will be given a minimum of 24 hours off each week. However, this is contingent with all tasks being complete, all areas in the camp are clean and the camp is ready for the next session. If you are under the age of 18, **you MUST leave the camp property during this time unless other arrangements are made with Camp Management. Parents that are picking their child up must wait at the camp headquarters. Parents are not allowed in staff areas or other areas around camp unless escorted by a staff member.**

Time Off - Driving

When traveling to or from camp, all Camp Staff members must follow the Guide to Safe Scouting polices regarding driving. Seatbelts are required. Camp Staff traveling to and from camp must abide by the permissions set in WorkBright. All staff, drivers and passengers, must follow this. Failure to abide by these rules will result in a loss of off-camp privileges and/or disciplinary action.

Given the nature of the facilities, Camp Management can't ensure that Camp Staff are following these policies at all times. Thus, it is understood by all parties that they must follow all rules related to driving and leaving camp. When a Camp Staff member leaves the property, they are no longer the responsibility of the Greater Colorado Council.

Time Off - Nights Off (Excluding NYLT Staff)

Staff members who leave the property on their nights off must be back by Midnight, or the agreed-upon time with the Camp Director at your camp. **Nights off are a privilege and can be revoked if the privilege is abused, as deemed on a case-by-case basis by camp management. Nights off are only available if the needs of the camp are met by your completed work and/or the required needs of the camp during your time off. Nights off can be canceled at any time, for any reason by Management to meet the needs of the camp.** Nights off are assigned by Camp Management. You will generally be released once your work for the day is complete (or camp activities no longer need your assistance.) Please note, there will be no nights off during staff training weeks to ensure proper operation of the camp.

Time Off - Paid Time Off (Excluding NYLT and Volunteers)

Public Health Emergency Leave - If the Colorado Department of Public Health has declared a public health emergency, employees can use PHEL if they meet the criteria set by the State of Colorado.

Paid Sick Time - Every employee earns paid sick time for the time they work. Accrued sick time is based upon hours worked. For most employees, they will earn 1.3 hours per week. Sick hours are tracked in each employee's ADP profile (payroll system). Sick time must be approved by the Health Officer and will be deducted if used.

Unused PHEL or Sick Time will be forfeited at the end of the employment contract.

Time Off - Rest Periods During Work Time

Employees at each camp are given frequent rest periods. These rest periods are compensated. Colorado Labor Laws require 10 minutes for every four working hours. Generally, these rest periods are between classes (passing periods) or transition periods between activities. Rest periods should be scheduled with your immediate supervisor. You will not be expected to perform work duties during this time **except in emergencies where you will be required to work.** Longer rest periods can be allotted at the discretion of your supervisor and/or the camp health staff.

Time Off - Other Exceptions

Camp Staff may request additional time off at the discretion and approval of Camp Management. Requests are filled on a first-come, first served basis. The needs of the camp take priority, and time off may be denied based upon the needs of the camp. Time-off unless listed in this guide is unpaid.

Tobacco Use Policy

Guide to Safe Scouting Section IV:

"An important way adult leaders can model healthy living is by following the policies on alcohol, tobacco, and drugs. Leaders should support the attitude that they, as well as the youths, are better off without tobacco in any form and may not allow the use of tobacco products at any Scouting America activity involving youth participants. This includes the use of electronic cigarettes, personal vaporizers, or electronic nicotine delivery systems that simulate tobacco smoking. All Scouting functions, meetings, and activities should be conducted on a smoke-free basis, with smoking areas located away from all participants."



Per the State of Colorado Child Care Facility Regulations section 7.711.75 W, smoking of any type is **not permitted on camp property.**

The GCC prohibits smoking of any type and the use of tobacco products and vaporizers on Council owned property. Staff members who are over the age of 21 and choose to consume tobacco products must do so off property during time off. The use of tobacco products including vaporizers anywhere on GCC property is prohibited and subject to disciplinary action for the staff member. Staff under the age of 18 caught using tobacco products, vaporizers are subject to disciplinary action and possible referral to local law enforcement. **The sale or distribution (especially to minors) of tobacco or vaporizer products is prohibited and grounds for disciplinary action.**



Trading Post, Concession Stands, and Vending Machines

These facilities are provided to you while at camp. Staff will receive a discount for all in-store purchases. Vending machines are excluded from the discount. They can only be used during regular store hours and cannot interfere with your work or schedule. Taking any items without paying is considered theft and is grounds for termination.

Training and Guidance

All Camp Staff must complete a pre-camp training program, known as “staff week” before beginning work. NYLT will host various training sessions for their staff prior to camp. Your area supervisor will also provide you with training and guidance throughout the summer. Your supervisor is interested in helping you grow and develop. You will be evaluated twice, once halfway through the summer and again at the end of the summer (only once for NYLT). During these evaluations, we will talk about your performance, how you can be more effective, and how to best use your talents.

Violations of Local, State or Federal Laws

Violations of local, state or federal laws will reflect poorly on the camp and your character. This can lead to termination. Drivers of council-owned vehicles may be terminated for serious traffic citations on or off camp.

Visitors

Seasonal Camp Staff can have visitors at camp when they are not working or during designated family/friend events. All visitors must be approved to visit by Camp Management and must sign in and out. **No overnight stays are permitted, including over 24-hour breaks.**

Youth Protection Policies

All Camp Staff shall comply with all Scouting America Youth Protection guidelines and State of Colorado laws and policies regarding child care facilities including **but not limited to**:



- Two-deep leadership must be followed at all times. One-on-one contact between adults or Camp Staff members and youth is not permitted. In situations that require personal conferences, the meeting is to be conducted in view of others.
- **Two-deep leadership is required for online interactions as well. Staff should not be communicating with campers, but this rule applies to staff communication.**
- Adults and Camp Staff must respect the privacy of youth in situations such as changing clothes and showering. Separate facilities or times shall be established for youth, adults, and Camp Staff.
- No youth Scout or Camp Staff member is permitted to sleep in the lodgings of an adult. (Except in Cub Scouts where the youth can lodge with their parents or guardians.)
- Youth in accommodations together may not be more than two years apart in age.
- Scouts will not be subjected to physical harm, intimidation, or humiliation.
- Scouts will not be roughly handled, punched, spanked, punched, bitten or subject to any physical punishment.
- Discipline must be constructive. Discipline used in Scouting must be constructive and reflect Scouting's values. Corporal punishment is never permitted. Disciplinary activities involving isolation, humiliation, or ridicule is prohibited.
- Authority to control negative behavior will not be delegated to campers or CITs.
- While counselors are responsible for the control of their classes, Area Directors or other supervisors should be involved in extensive and more complicated situations requiring further disciplinary action.
- Verbal abuse or derogatory remarks about the Scout will not be permitted.
- Meals will not be denied to a Scout or youth staff as a disciplinary measure.
- As an employee of the Greater Colorado Council, as required by Scouting America policy and State of Colorado law, you are responsible to report any suspected child abuse or neglect. **YOU are responsible for making the report. Here are the steps you should follow.**
 - 1. **Ensure that everyone is safe before doing anything.**
 - 2. **Notify the Camp Director and/or Camp Ranger/Superintendent immediately.** They can assist you with this process, but YOU must still make the report.
 - 3. **Notify the local Law Enforcement Agency.**
 - McNeil Scout Ranch: Elbert County Sheriff's Office 303-621-2027 or 911
 - 4. **Notify the Colorado Department of Human Services. 844-CO-4-KIDS**



FACILITY & CAMPER SAFETY & SECURITY POLICIES & PROCEDURES

Applies to Camp Staff, Volunteer Camp Staff, Counselors In Training and NYLT Staff

Emergency Procedures

McNeil Scout Ranch has an extensive Emergency Operations Plan (EOP) that is followed in emergencies. Camp Management Team Members are required to become familiar with the EOP. All Camp Staff should be familiar with the 5 actions used (from the iloveguys Foundation) and what their role is when one or more of the actions are implemented.

HOLD! In your area. Clear the roads and trails. (NO Siren - Staff Announcement Only).

Synopsis: A HOLD may be called when it is necessary to hold campers where they are in order for staff to respond to an emergency. An example includes when an ambulance is called, a HOLD may be called so that campers are out of the way for emergency responders. A HOLD may be called for the entire ranch, a specific camp or a certain area or building.



Staff Responsibilities: Keep campers in your immediate area. If you see campers near you, instruct them to come join you until the HOLD is lifted. Do business as usual or conduct an alternate activity during the HOLD. You may be assigned to a road/intersection to keep it clear for emergency vehicles.

SECURE! Get in main camp. Lock the gates. (NO Siren - Staff Announcement Only).

Synopsis: A SECURE may be called when there is police activity in the area, or something is going on that we do not want to come on to the ranch. Business is conducted as usual, but programs are to remain in the main camp area for accountability.



Staff Responsibilities: If you are at the horse corral, on a hike, bike ride, trail ride etc, come back to main camp. Rangers and Camp Management will lock the gates. Conduct business as usual.

LOCKDOWN! Locks, lights, out of sight! (Short wavy siren. All clear is evacuate siren).

Synopsis: A LOCKDOWN may be called when a dangerous situation is occurring on camp such as someone who is irate and armed, or there is an active shooter. All business stops and campers and staff seek safety.



Staff Responsibilities: Lead campers into a lockable building, lock the door, turn off the lights and remain out of sight. If a lockable building is unavailable, lead campers to move away from the main camp area in small groups and hide in the wooded areas out of sight. Along the way, collect campers and bring them with you. Maintain silence and prepare to evade or defend.

EVACUATE! Report to assembly point. (Long flat siren).

Synopsis: EVACUATE may be called when it is required to assemble all persons to one safe area. Situations could include fires, dangerous animals, people who cannot be found and evacuation of the property. EVACUATE protocol does not mean that the ranch will be evacuating.



Staff Responsibilities: Lead campers to the assembly point. Discourage use of main roads. Clear areas that you were in, checking for people. Clear any areas that you pass on your way to the assembly point. Once at the assembly point, assist units in using the Card System for accountability and await further instructions from management.

SHELTER! Hazard and safety strategy.

Synopsis: SHELTER is called when shelter needs to be taken for a hazard. A safety strategy will be followed.

Staff Responsibilities: When SHELTER is called, pay attention to the hazard and safety strategy. Direct campers to follow the safety strategy. For heavy rain/hail/lightning shelter is usually taken in buildings and business is conducted as normal, or with an alternate activity. If the hazard requires everyone to gather in a safe location, for example, a tornado, then the long wavy siren will sound. If the siren sounds, and it is safe to do so, direct all campers to the camp shelter. Collect campers along the way. Once at the assembly point, assist units in using the Card System for accountability and await further instructions from management.



Staff Training in Emergency Procedures

Upon your arrival at the camp, all camp staff are required to participate in emergency procedure training. It is a requirement that all staff become familiar with emergency procedure training in order to direct campers safely in an emergency.

Emergency Drills

Periodically during camp, emergency drills will occur. Some drills may be announced or unannounced. All LOCKDOWN drills will be announced in advance to staff. No unannounced LOCKDOWN drills will occur. As a staff member of a childcare facility, you are required to participate in emergency drills. It is a requirement that you act appropriately in emergencies and direct campers to respond safely. Exclusion from drills does not adequately prepare staff to respond to emergencies.

Activating an Emergency Response

In the event that any staff member comes across a situation that could warrant an emergency response, or a situation is reported to them, they shall report the situation to a Camp Management Team Member immediately. Staff members that do not carry a 2-way radio shall find a staff member or location with one immediately.

The following staff members are required to be accessible by 2-way radio 24/7 unless they are off ranch: Ranch Superintendent, Ranger, Ranch Director, Director of Support Services, Camping Specialist, Health Officer, Health Aides, Program Director, Assistant Program Directors, Horses Director (for the purpose of caring for animals in an emergency), NYLT Course Director, NYLT Scoutmasters, NYLT Health Aide.

If an emergency is called during off-hours such as overnight or 24-hour breaks, when radios are away from staff charging, staff that are assigned radios shall collect their radios if possible, when responding to the emergency.

Emergency Response

During an emergency, duties may be reassigned, and time off may be cancelled.

Managing Camper Behavior

While the care and supervision of campers is provided primarily by unit leaders, Camp Staff are responsible for operating an enjoyable program for everyone. If a participant becomes disruptive to program, interferes with others, or jeopardizes the health and safety of others, staff will work informally with the camper and/or adult leaders in managing the problem following Youth Protection and other established Scouting America and camp policies.

If a Camp Staff member encounters a problem that cannot be dealt with informally, or one that they are uncomfortable handling themselves, it should be referred to Camp Management. Management will deal with the problem on a case-by-case basis following appropriate procedures. A final decision on managing behavior that affects the camp program or other participants rests solely on the Camp Director or Ranch Superintendent/Ranger, who reserves the right to take any action necessary.

Camper Safety

YOU are responsible for each camper's safety unless they are under the direct supervision of a parent/legal guardian or their unit leaders. This should be remembered always. It is your responsibility to ensure they get to and from classes and activities safely, and most importantly, making sure that they respond correctly in a emergency. During emergencies, you are responsible for making sure the campers follow the safety and security protocols that are established.

Following the prescribed rules and procedures we've set forth will go a long way in preventing tragedy. If staff and campers pay attention to the seemingly "insignificant" rules, like requiring campers and staff to wear closed-toed shoes around the campgrounds all the time, then the truly crucial ones will be heeded almost automatically. But a counselor must also be able to anticipate an unsafe situation and act to intercept it. What appears to be a simple water fight can turn into a life-threatening moment. This is why staff must be with campers and be aware of what's going on even during some of the "idle" time. You will quickly become adept at sensing trouble approaching, and you must be able to redirect their focus and attention.

Supervision of Campers

In compliance with the State of Colorado Child Care Guidelines, campers must be supervised by fingerprinted and background checked individuals 24/7 while in camp. As a staff member, you will be required to help meet this requirement as directed by your Camp Director. This may include sleeping in an area near campers to supervise and be available overnight. More training, guidelines, expectations and information will be provided at camp.

CAMP CRIS DOBBINS SPECIFIC AREA & DUTIES POLICIES AND PROCEDURES

Applies to all Camp Staff assigned to work at Camp Cris
Dobbins (Excludes NYLT Staff)

ADVENTURE PROGRAM AREA - POLICIES AND PROCEDURES

- 1) Staffing & Training
 - a) Climbing shall be minimally staffed by one Climbing Director that is at least 21 years of age or older. The Director shall have a valid Scouting America Climbing Level 2 certificate and valid National Camp School Climbing Section training.
 - i) Climbing shall be minimally staffed by one Climbing Counselor that is at least 18 years of age or older. Counselors shall have a valid Scouting America Climbing Level 1 certificate.
 - b) ATV's shall be minimally staffed by one ATV Director that is at least 21 years of age or older. The Director shall have a valid ATV Institute: ATV RiderCourse Instructor certificate.
 - i) ATV's shall be minimally staffed by one Counselor that is at least 18 years of age or older. The Counselor shall have a valid ATV Institute RiderCourse certificate.
 - c) Cycling shall be minimally staffed with one Lead or Director that is at least 18 years of age or older.
 - i) Cycling shall be minimally staffed with one Counselor that is at least 16 years of age or older.
- 2) Policies & Procedures
 - a) The climbing program shall follow Scouting America climbing guidelines and regulations.
 - b) The ATV program shall follow the All-Terrain Vehicle Safety Institute guidelines and regulations.
- 3) Emergency Procedures
 - a) This area shall follow the camp-wide emergency procedures as directed with the following exceptions:
 - b) This area shall not operate when lightning is detected and may not resume until 30 minutes after the last detection.
 - c) When rocks are wet and slippery, Climbing may not operate.

EAGLEBOUND PROGRAM AREA - POLICIES AND PROCEDURES

- 1) Staffing & Training
 - a) This area shall be minimally staffed with one Area Director that is at least 18 years of age or older.
 - b) This area shall be minimally staffed with two counselors that are at least 16 years of age or older.
- 2) Policies & Procedures
- 3) Emergency Procedures
 - a) This area shall follow the camp-wide emergency procedures as directed.

HANDICRAFT PROGRAM AREA - POLICIES AND PROCEDURES

- 1) Staffing & Training
 - a) This area shall be minimally staffed with one Area Director that is at least 18 years of age or older.
 - b) This area shall be minimally staffed with two counselors that are at least 16 years of age or older.
- 2) Policies & Procedures
- 3) Emergency Procedures
 - a) This area shall follow the camp-wide emergency procedures as directed.

HOLLYWOOD PROGRAM AREA - POLICIES AND PROCEDURES

- 1) Staffing & Training
 - a) This area shall be minimally staffed with one Area Director that is at least 18 years of age or older.
 - b) This area shall be minimally staffed with two counselors that are at least 16 years of age or older.
- 2) Policies & Procedures
- 3) Emergency Procedures
 - a) This area shall follow the camp-wide emergency procedures as directed.

HORSES PROGRAM AREA - POLICIES AND PROCEDURES

- 1) Staffing & Training
 - a) This area shall be minimally staffed with one Area Director (titled “Horses Director”) that is at least 21 years of age or older. The Director must have at least two years of training or experience in the safe conduct of riding activities. The Director must be qualified to provide leadership to the program staff and supervision in the proper care, handling, feeding and grooming of horses.
 - b) This area shall be minimally staffed with two Counselors that are at least 16 years of age or older who work under the supervision of the Director or other horses staff that are at least 18 years of age or older.
- 2) Policies & Procedures
 - a) The following specific NCAP standards apply to this area: PS-209, SQ-412
- 3) Emergency Procedures
 - a) This area shall follow the camp-wide emergency procedures as directed with the following exceptions:
 - b) When SECURE procedures are initiated, operations at the horse corral shall cease and campers and staff are to report to the main camp area unless approval from Incident Command is given to remain at corral. All horses shall be secured before staff leave.
 - c) When EVACUATE procedures are initiated, horses’ staff shall contact the Incident Commander and ask the purpose. If the procedures are initiated for evacuation or fire, staff shall direct campers to follow the camp-wide procedure. Horses staff shall report to the corral and report staff attendance via radio to Incident Command. Staff shall prepare horses for evacuation using the Horses Evacuation Operations Plan based upon timeline and information received from Incident Command. If EVACUATE procedures are not for evacuating camp, staff shall follow camp-wide procedures.

LAKE PROGRAM AREA - POLICIES AND PROCEDURES

- 1) Staffing & Training
 - a) This area shall be minimally staffed with one Area Director that is at least 18 years of age or older. The Director must be trained and certified as a Lifeguard. The Director must have valid and unexpired Safety Afloat and Safe Swim Defense training from the Scouting America.
 - b) This area shall be minimally staffed with two counselors that are at least 16 years of age or older. The Counselors must be trained and certified as a Lifeguard. The Counselors must have valid and unexpired Safety Afloat and Safe Swim Defense training from the Scouting America.
- 2) Policies & Procedures
 - a) This area shall maintain a 1:10 Lifeguard:Participant ratio when participants are in the area of or in the water.
 - b) The following specific NCAP standards apply to this area: PS-201, SQ-406.
 - c) This area shall use and follow the procedures of the “Buddy Tag Board” at all times.
 - d) This area shall be responsible for administering the Polar Penguin program.
 - e) This area is responsible for the cleaning of the visitor latrine.
- 3) Emergency Procedures
 - a) This area shall follow the camp-wide emergency procedures as directed with the following exceptions:
 - b) During LOCKDOWN and EVACUATE procedures, staff are to direct boaters and swimmers to the nearest shore. Staff shall ensure water is clear of boaters and swimmers before following camp-wide procedures.
 - c) This area shall not operate when lightning is detected and may not resume until 30 minutes after the last detection.

POOL PROGRAM AREA - POLICIES AND PROCEDURES

- 1) Staffing & Training
 - a) This area shall be minimally staffed with one Area Director that is at least 18 years of age or older. The Director must be trained and certified as a Lifeguard. The Director must have valid and unexpired Safety Afloat and Safe Swim Defense training from the Scouting America.
 - b) This area shall be minimally staffed with two counselors that are at least 16 years of age or older. The Counselors must be trained and certified as a Lifeguard. The Counselors must have valid and unexpired Safety Afloat and Safe Swim Defense training from the Scouting America.

- 2) Policies & Procedures
 - a) This area shall maintain a 1:10 Lifeguard:Participant ratio when participants are in the area of or in the water.
 - b) The following specific NCAP standards apply to this area: PS-201, SQ-406.
 - c) This area shall use and follow the procedures of the “Buddy Tag Board” at all times.
 - d) This area shall be responsible for providing adequate staffing to the lake during the Polar Penguin program.

- 3) Emergency Procedures
 - a) This area shall follow the camp-wide emergency procedures as directed with the following exceptions:
 - b) During LOCKDOWN and EVACUATE procedures, staff are to direct swimmers out of the pool. Staff shall ensure water is clear of swimmers before following camp-wide procedures.
 - c) This area shall not operate when lightning is detected and may not resume until 30 minutes after the last detection.

SCOUTCRAFT PROGRAM AREA - POLICIES AND PROCEDURES

- 1) Staffing & Training
 - a) This area shall be minimally staffed with one Area Director that is at least 18 years of age or older.
 - b) This area shall be minimally staffed with two counselors that are at least 16 years of age or older.
- 2) Policies & Procedures
 - a) The following specific NCAP standards apply to this area: PS-212
 - b) Pioneering structures may not be more than six feet above the ground.
 - c) This area shall be responsible for leading the “overnighter” program.
- 3) Emergency Procedures
 - a) This area shall follow the camp-wide emergency procedures as directed with the following exceptions:
 - b) When SECURE procedures are activated, any programs away from main camp area shall return to the main camp area or lodge.

RANGE AND TARGET ACTIVITIES PROGRAM AREA - POLICIES AND PROCEDURES

- 1) Staffing & Training
 - a) This area shall be minimally staffed with one Range and Target Activities Director that is at least 21 years of age or older and has certifications in the following: National Camp School - Shooting Sports Director, NRA Certified Rifle Instructor, NRA Certified Shotgun Instructor, Range Safety Officer, and Archery Instructor.
 - b) This area shall be minimally staffed with one Rifle Area Director that is at least 21 years of age or older and has certifications in NRA Rifle Instructor and Scouting America Rangemaster.
 - c) This area shall be minimally staffed with one Shotgun Area Director that is at least 21 years of age or older and has certifications in NRA Rifle Instructor and Scouting America Rangemaster.
 - d) This area shall be minimally staffed with one Archery Area Director that is at least 18 years of age or older and has certifications in USAA Level 1 Instructor and Scouting America Rangemaster.
 - e) This area shall be minimally staffed with one Next Level Shooting Adventure Director that is at least 21 years of age or older who is certified in USAA Level 1 Instructor, NRA Rifle Instructor, NRA Shotgun Instructor, NRA Muzzleloader Instructor, NRA Pistol, and Scouting America Pistol Instructor.
 - f) This area shall be minimally staffed with two Rifle Counselors that are at least 18 years of age or older and are trained in First Steps Rifle and Scouting America Rangemaster.
 - g) This area shall be minimally staffed with two Shotgun Counselors that are at least 21 years of age or older and are trained in First Steps Rifle and Scouting America Rangemaster.
 - h) This area shall be minimally staffed with one Next Level Shooting Adventure Counselor that is at least 18 years of age or older and is certified in NRA Shotgun Asst. Instructor, NRA Rifle Asst. Instructor and USAA Level 1 Instructor.
 - i) This area shall be minimally staffed with one Archery Counselor that is at least 18 years of age or older and is certified in USAA Level 1 Instructor.
- 2) Policies & Procedures
 - a) All Range and Target Activities shall follow the Greater Colorado Council Shooting Sports Committee Standard Operating Procedures.
- 3) Emergency Procedures
 - a) This area shall follow the camp-wide emergency procedures as directed with the following exceptions:
 - b) During LOCKDOWN, EVACUATE and SHELTER, all firearms, ammo and archery equipment shall be secured before the Area Director leaves the area. Counselors and other staff shall direct campers in the procedures while the Director secures the equipment.

STEM PROGRAM AREA - POLICIES AND PROCEDURES

- 1) Staffing & Training
 - a) This area shall be minimally staffed with one Area Director that is at least 18 years of age or older.
 - b) This area shall be minimally staffed with two counselors that are at least 16 years of age or older.
- 2) Policies & Procedures
- 3) Emergency Procedures
 - a) This area shall follow the camp-wide emergency procedures as directed.

CAMP ADMINISTRATION - POLICIES AND PROCEDURES

- 1) Staffing & Training
 - a) Camp Cris Dobbins shall be minimally staffed with one Camp Director that is at least 21 years of age or older and has a valid Camp Administration certification from National Camp School.
 - b) Camp Cris Dobbins shall be minimally staffed with one Program Director that is at least 21 years of age or older and has a valid Program Director certification from National Camp School.
- 2) Policies & Procedures
 - a) The following specific NCAP policies apply to this area: SQ-403
- 3) Emergency Procedures
 - a) The Ranch Director shall act as the Incident Commander in emergency situations unless delegated to an appropriate alternate as listed in the Emergency Operations Plan.
 - b) The Camp or Ranch Director shall ensure an emergency drill is conducted with each new set of campers.
 - c) Camp Administration shall be familiar with the Emergency Operations Plan and the information contained within the plan.

CAMPSITE HOSTING - POLICIES AND PROCEDURES

- 1) Staffing & Training
 - a) Each unit shall have one campsite host that is assigned to them. A campsite host can be any Counselor or Area Director.
 - i) Aquatics, Horses, Shooting Sports staff, Operations Staff and Camp Administration are exempt from campsite hosting due to the needs and schedules of their positions.
- 2) Policies & Procedures
 - a) Check-In
 - i) Each campsite host shall escort their unit to the campsite at check-in. The campsite host will walk (with the unit Scoutmaster and Senior Patrol Leader) the entire campsite, and in and out of every tent to inspect for existing damage. Existing damage shall be noted on the proper form and turned into headquarters with the signatures of the Scoutmaster and SPL.
 - ii) Each campsite host will lead their assigned unit in a tour of camp and escort them to medical check in.
 - iii) Each campsite host is responsible for escorting their unit to swim check in as well as creating buddy tags for everyone in their assigned unit.
 - b) Daily Check Ins
 - i) Each campsite host shall check in with their unit/campsite during the “Campsite Cleaning” time to guide the unit on proper campsite cleaning (trash lines) and proper cleaning of the latrine.
 - ii) Each campsite host shall check in with their unit/campsite at least once a day and will top-off consumable products like toilet paper, paper towels, soap, hand sanitizer and disinfectant cleaner.
 - iii) Each campsite host shall check in with the adults in their assigned unit at each meal.
 - c) Activities
 - i) Campsite hosts must assist, guide and interact with their assigned unit when campsite host activities are planned or assigned.
 - d) Check Out
 - i) At the scheduled time, campsite hosts shall report to their campsite and encourage and assist the unit in packing up.
 - ii) Once personal gear has been removed from the campsite, the campsite host, unit Scoutmaster and unit Senior Patrol Leader shall walk the entire campsite, and in and out of every tent to inspect for new damage. Damage shall be noted on the correct form and turned into headquarters prior to the unit checking out so fines for damages can be paid.
 - iii) After campsite inspection, the campsite host shall guide the unit in remaining camp check out tasks.
- 3) Emergency Procedures
 - a) Not applicable.

DINING HALL - POLICIES AND PROCEDURES

- 1) Staffing & Training
 - a) This area shall be minimally staffed with one Dining Hall Steward who is at least 18 years of age or older.
- 2) Policies & Procedures
 - a) The Dining Hall Steward shall assign staff members to assist in serving and cleaning up after each meal. The number of staff members required depends upon the needs of the meal and should be determined with the Food Service Director.
 - b) The Dining Hall Steward shall be responsible for orienting campers in the procedures and flow of the dining hall.
 - c) The Dining Hall Steward shall be responsible for instructing camper Kapers in preparation for each meal, and cleaning after.
 - d) The Dining Hall Steward shall be responsible for ensuring that the restrooms are properly cleaned after each meal and fully disinfected each day.
 - e) The Dining Hall Steward shall be responsible for ensuring that the restrooms in Gilwell Hall are properly cleaned and fully disinfected each day.
 - f) The Dining Hall Steward shall be responsible for locking all dining room doors and turning off lights each night. They must also unlock and turn on all lights prior to breakfast service.
 - g) The Dining Hall Steward shall be responsible for the overall flow, operation and cleanliness of the dining areas.
- 3) Emergency Procedures
 - a) This area shall follow the camp-wide emergency procedures as directed.

FOOD SERVICE / KITCHEN - POLICIES AND PROCEDURES

- 1) Staffing & Training
 - a) This area shall be minimally staffed with one Food Service Director that is at least 21 years of age or older.
 - b) This area shall be minimally staffed with one Head Cook that is at least 18 years of age or older.
 - c) This area shall be minimally staffed with adequate cooking and dishwashing staff to meet the needs of the camp. Cooks and Dishwashers shall be at least 16 years of age or older.

- 2) Policies & Procedures
 - a) The Food Service Director shall be responsible for all ordering of food and related products for the camp, excluding NYLT food service.
 - b) The cooking staff shall follow the menu as planned.
 - c) The Food Service Director shall be responsible for locking all kitchen doors and turning off lights each night. The Director shall ensure appropriate doors are unlocked and lights turned on in the morning.

- 3) Emergency Procedures
 - a) This area shall follow the camp-wide emergency procedures as directed with the following exceptions:
 - b) In LOCKDOWN, EVACUATE and SHELTER (if sheltering in camp shelter), staff shall ensure that all ovens, cooktops and other equipment are turned off prior to leaving. Do NOT turn off coolers.
 - c) In some situations, staff may be sent back to the kitchen to prepare or pack food to be distributed during an emergency. (Such as snacks in shelter, or food to have at an evacuation location).

HEALTH LODGE - POLICIES AND PROCEDURES

- 1) Staffing & Training
 - a) This area shall be minimally staffed with one Health Officer that is at least 21 years of age or older. The Health Officer must be a licensed physician, registered nurse, licensed practical nurse, licensed physician's assistant, or certified nursing assistant.
 - b) This area shall be minimally staffed with two Health Aides that are at least 18 years of age or older. The Health Aides must minimally be certified in CPR, AED, First Aid and Medication Administration.
 - c) Staff in this area must have a driving record that is acceptable and insurable by the Council's insurance carrier.

- 2) Policies & Procedures
 - a) The health lodge and staff shall follow the Standing Orders provided and approved by the Council Medical Director in all daily activities, operations and treatment of patients.
 - b) The health staff shall be responsible for monitoring the health phone line at all times, excluding 24-hour breaks.
 - c) The health staff shall be responsible for monitoring the MSRHealth@Scouting.org email and respond to questions appropriately during camp business hours.

- 3) Emergency Procedures
 - a) This area shall follow the camp-wide emergency procedures as directed with the following exceptions:
 - b) Staff shall be prepared to provide care to injured or ill persons in an emergency while assisting local EMS.
 - c) Staff shall be prepared to load camper medications, paperwork and medical supplies to transport to an emergency or for an off-site evacuation.
 - d) During EVACUATE procedures, staff shall remain or report to the health lodge, report staff attendance to Incident Command and await further instructions.

MAINTENANCE QUARtermasters - POLICIES AND PROCEDURES

- 1) Staffing & Training
 - a) This area shall be minimally staffed with two Maintenance Quartermasters that are at least 18 years of age or older.
 - b) Staff in this area must have a driving record that is acceptable and insurable by the Council's insurance carrier.
- 2) Policies & Procedures
 - a) Ladder use: Staff under 21 years old may only use the first 3 steps on a ladder.
- 3) Emergency Procedures
 - a) This area shall follow the camp-wide emergency procedures as directed with the following exceptions:
 - b) Maintenance Quartermasters shall bring their vehicle with them in their response to an emergency as they will be assigned driving duties by Incident Command. QM's shall follow camp-wide procedures until directed to another task by Incident Command.

OFFICE/HEADQUARTERS - POLICIES AND PROCEDURES

- 1) Staffing & Training
 - a) This area shall be minimally staffed with one Office Manager that is at least 18 years of age or older.
- 2) Policies & Procedures
 - a) The Office Manager shall be responsible for opening and closing the camp office per the posted schedule.
 - b) The Office Manager shall monitor the McNeilScoutRanch@scouting.org email during camp business hours and answer questions and route emails to the appropriate personnel.
 - c) The Office Manager shall monitor the camp main phone during camp business hours and answer questions and route calls to the appropriate personnel.
 - d) The Office Manager shall be familiar with the Emergency Operations Plan and be ready to assist in Incident Command as needed.
- 3) Emergency Procedures
 - a) This area shall follow the camp-wide emergency procedures as directed with the following exceptions:
 - b) During EVACUATE, the office staff shall report directly to the office.
 - c) During LOCKDOWN, if safe to do so, office staff shall report directly to the office.
 - d) During SHELTER (only when sheltering in the camp shelter), office staff shall collect visitor logs, participant arrival/departure logs and staff arrival/departure logs and bring them to the camp shelter.
 - e) The camp office is the primary location for Incident Command. Office staff shall be prepared to follow directives from the Incident Commander.

TRADING POST/BUSINESS OPERATIONS - POLICIES AND PROCEDURES

- 1) Staffing & Training
 - a) This area shall be minimally staffed with one Business Manager that is at least 21 years of age or older.
 - b) This area shall be minimally staffed with one Trading Post Manager that is at least 18 years of age or older.
 - c) This area shall be minimally staffed with Trading Post Clerks that fulfill the operational needs of the store and camp.

- 2) Policies & Procedures
 - a) The Business Manager shall be responsible for monitoring the MSRBusiness@Scouting.org email during business hours and respond or route emails appropriately.
 - b) The Trading Post Manager shall ensure that the camp trading post opens and closes on-time per the posted schedule.
 - c) The Business Manager and Trading Post Manager shall ensure all vending machines are stocked and have adequate change at all times.

- 3) Emergency Procedures
 - a) This area shall follow the camp-wide emergency procedures as directed with the following exceptions:
 - b) In some cases, the Business Manager and Trading Post Manager may be instructed by Incident Command to collect all cash on the property from safes, stores, registers and vending machines.

COUNSELOR IN TRAINING PROGRAM - POLICIES AND PROCEDURES

- 1) Staffing & Training
 - a. This area shall be minimally staffed with two CIT Directors that are at least 21 years of age or older, one male and one female.
 - b. The CIT Directors are responsible for the supervision of Counselors in Training.
- 2) Policies & Procedures
 - a. CIT Directors shall work with the Camp Director on recruitment, hiring, training and discipline.
 - b. CIT Directors are responsible for maintaining the MSRCITDirector@scouting.org email and corresponding with other staff, parents and CIT's.
- 3) Emergency Procedures
 - a. CIT Directors shall report to Incident Command during camp-wide emergencies and await further direction.

NYLT Policies and Directives

These policies and directives only apply to the NYLT program and NYLT Staff.

Directive 1: NYLT Program

The National Youth Leadership Training Program for the Greater Colorado Council shall follow and not deviate from the NYLT curriculum published and maintained by the National Council, Scouting America.

Directive 2: Emergency Procedures

NYLT shall follow all camp-wide emergency procedures as outlined in the Emergency Operations Plan. All emergencies that occur at NYLT shall be reported to the Ranch Director, Ranger, Ranch Superintendent, Director of Support Services or Camping Specialist immediately to initiate emergency procedures.

During emergencies, the Ranch Director or designee shall act as the Incident Commander. The NYLT Course Director will serve as the only liaison with Incident Command/Incident Commander to or from NYLT. During emergencies, NYLT shall follow all directives from Incident Command. At no time shall NYLT initiate different procedures unless an immediate life-safety issue is occurring.

During emergencies, the NYLT Health Aide shall be prepared to assist with any medical emergencies anywhere on the ranch at the direction of the Health Officer.

Radio Communications: At all times 24/7, a minimum of one NYLT management member shall be monitoring the main channel used by the ranch, usually PV-Repeater. This person shall listen for and enact emergency procedures at NYLT if applicable when announced on the main channel. In an emergency, the Course Director or designee shall ensure they continue to monitor the main channel and their specific channel.

Directive 3: Camper/Participant Issues

Whenever the situation arises that there are behavior or other issues with a participant, NYLT management shall report the incident to the Ranch Director or designee prior to proceeding with any investigation or action unless the issue is a life-safety issue. The Ranch Director or designee will advise on an action plan to conduct an investigation (if necessary) and/or action plan (if necessary). If the Ranch Director or designee is not directly involved, the resolution shall be reported to the Ranch Director or designee at the conclusion of the incident.

All actions that affect the participant's ability to participate in the program must be approved by the Ranch Director or designee. (Example: changing groups does not need approval. Sending a participant home does).

At no time shall any punishments interfere with food, toilet/hygiene time or sleeping time. Food shall not be denied as a punishment.

The Ranch Director or designee shall instruct NYLT staff in the proper completion of Scouting America Incident Reports.

Directive 4: Mandatory Reporting

At any time that an NYLT staff member suspects child abuse or neglect, they must notify the Ranch Director or designee immediately. The staff member shall be relieved of all duties to make a mandatory report. The Ranch Director will guide the staff member in reporting, but the report must be made by the staff member.

Directive 5: Staff Issues

If NYLT management learns of staff issues, they shall immediately consult the Ranch Director or designee prior to any investigations or actions unless the issue is a life-safety issue. The Ranch Director must approve all investigation plans and action plans. If the Ranch Director or designee is not directly involved in the incident, the resolution shall be reported to the Ranch Director or designee at the conclusion of the incident. The Ranch Director or designee shall instruct NYLT staff in the proper completion of Scouting America Incident Reports.

Directive 6: Radio Use

NYLT staff shall follow the radio procedures and guidelines outlined in this handbook and the signed Radio Agreement in Workbright. NYLT staff shall use an assigned channel as the primary communication channel for the program. NYLT staff may use other available channels for temporary, longer conversations. VHF TAC5 is reserved for management and emergencies. The NYLT Course Director or NYLT Health Aide are the only staff members authorized to initiate a conversation moving to VHF TAC5.

Directive 7: Staff Paperwork

All NYLT staff members shall complete all assigned paperwork and training prior to coming to camp. Staff that are deficient in paperwork or training may not participate as a staff member.

Directive 8: Health Aide

The NYLT Health Aide serves as an aide to the Ranch Health Officer. The Health Aide is responsible for reviewing all medical forms at least 11 days prior to campers arrival to camp. The Health Aide is responsible for communicating with parents and staff on deficiencies in the medical forms. The Health Aide shall respond to and treat all medical needs at NYLT. All treatments (as little as giving a band-aid or ibuprofen) shall be logged in the Health Log in CampDoc.

If treatment of a patient requires the patient to leave the ranch (going home, parent escort, self-escort or EMS) the Health Aide shall notify the Health Officer.

The ranch Health Officer and camp Health Aides are always available to assist the NYLT Health Aide. The NYLT Health Aide shall make themselves available to assist anywhere on the ranch in major emergency situations.

Directive 9: Calling 9-1-1

Except for life-safety situations, no NYLT staff members shall call 9-1-1. Emergencies shall be reported to the Health Officer and Ranch Director or designee who will contact EMS.

Directive 10: Contacting the Rangers

Each NYLT session, one adult staff member shall be designated as the only contact for the Ranger or Ranch Superintendent. Communications shall be combined if possible (i.e. make a list and call them once a day versus multiple times).

STAFF SKILLS AND TIPS TO BEING A GREAT STAFF MEMBER

These policies apply to Camp Staff, Camp Volunteers and Counselors-In Training.

Camp Glossary of Terms:

- **Dobbins** = Camp Cris Dobbins
- **Dietler** = Camp Cortlandt Dietler
- **Magness** = Magness Adventure Camp
- **MSR** = McNeil Scout Ranch
- **PV** = Peaceful Valley
- **Trading Post** = Camp Store
- **Headquarters or HQ** = Camp Office
- **St. Joes or Joes** = Staff Camp
- **Rendezvous** = Campfire Ring/amphitheater
- **Winchester Flats** = Old Shooting Sports ranges, used now for storage
- **The Sanctum** = Shooting Sports Storage
- **The Y** = The main road coming into camp that splits to Dobbins on the right, Dietler on the left
- **D470** = The road that goes around the south side of Camp Dietler.
- **Fire Tower** = Fire watch tower at Magness
- **2.2** = Be there in a few minutes (originally from: it takes 2.2 miles to get from the ranch house to headquarters).
- **Ranch House** = Ranch Superintendent's private residence
- **Travis** = Travis Family Sporting Clays facility on the north side of camp
- **Bone Yard** = The area South of Ft. Vasquez where the roll-offs are and other storage for various items
- **Roll Off** = Dumpsters
- **AD-VEN-CHA** = The only way to pronounce "adventure"
- **Branding Iron** = Staff lounge near the staff cabins
- **Gates or Gates Outpost** = Undeveloped area of the property that was donated after the main camp was purchased and Outpost takes place on a portion of this property.
- **Mesa** = Area at Dietler east of the main Dietler camp
- **1st Mesa** = Mesa area on the west side of Magness
- **2nd Mesa** = Mesa area on the west side of Magness
- **Crevices** = Rock formation area Northeast of the Dietler commissary
- **The Loft** = The meeting room above the kitchen (enter door 1 or 2 at the dining hall)
- **The 'ool** = The pool, but there is no P in the pool.
- **Wonder Pad** = The small notebook that every staff member is required to have on them at all times
- **Scoutmaster Lounge** = The room at the trading post where adults can take a break
- **JCC** = Jewish Community Ranch Camp that is south of Magness
- **STAPH** = A term referring to Camp Staff because their enthusiasm is infectious
- **Kaper** = A Scout, assigned by their unit, that helps set up before meals and cleans after
- **Denver** = Referring to the Council Service Center/Headquarters
- **Springs** = Referring to the city of Colorado Springs.



Staff Training Discussion:

What are some other terms we use at camp that someone that is new wouldn't know right away?

Teaching EDGE: The best way to teach someone a new skill

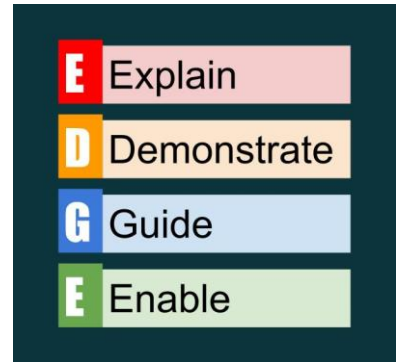
Page 13 of the Scouts Scouting America Handbook:

*The first step is **explain**. The teacher carefully explains the skill, showing all the steps and keeping in mind that the learner is probably seeing this for the first time. Go slowly, make your actions deliberate, and use descriptive language, but don't stop to show the intricacies in detail yet.*

*After explaining the skill, you will **demonstrate** it. Break down each element, showing the step-by-step process and explaining the details of how each step is done and why. Here is where you allow the learner to ask questions, but not yet where he takes the reins for himself.*

*Now, **guide** the learner as he makes his first few attempts at the skill. Be sure to let him be completely hands-on, and don't worry if he makes mistakes. Just tell him how to fix it, or start again from the beginning. Keep at it, and be careful not to lose patience. Remember how you were when you were learning!*

*Lastly, the teacher **enables** the learner by allowing him to see that he can do it himself – and has! The Teaching EDGE method can be applied to teaching and learning any skill.*



First, you **Explain** how it's done.

“I'm going to roast this marshmallow over the fire until it's golden brown. Then I'm going to sandwich it between two graham crackers and a piece of chocolate.”

Then, you **Demonstrate** the steps you just explained.

Narrate your actions to reinforce the first step.

Next, you **Guide** the learners as they practice.

Give the Scouts their own materials and let them try. Offer help when needed, and let the learner repeat until they've got it down.

Finally, you **Enable** them to succeed.

This is when you step back, sit down and watch. (Eating the demonstration materials is highly recommended.)

Guest Service

The Walt Disney Company is known for its guest service. Disney Cast Members are expected to follow four key basic standards: *Safety, Courtesy, Show and Efficiency*. Cast members should always practice safe behaviors and put safety first. They are supposed to project a positive image and energy, be courteous and respectful to all guests, and go above and beyond expectations. Cast members should stay in character and perform their role at all times. And with efficiency, the goal is to use time and resources wisely.

How can this be used at camp?

Safety - Camp Staff shall always practice safe behaviors and put safety, especially camper safety, first.

Courtesy - Camp Staff shall always project a positive Scouting image in front of campers, adults and other staff, *regardless of their personal opinions*. Camp Staff shall always follow the 12 points of the Scout Law when interacting with campers.

Show - Camp Staff is a “character”. At camp you are a Camp Staff “character”. Staff shall only discuss camp and Scouting with campers at all times.

Efficiency - Camp Staff shall use time and resources wisely.

Additionally, Disney has seven service guidelines.

Be Happy - Make eye contact and smile.

Be like Sneezzy - Greet and welcome every customer. Spread the spirit of hospitality. It’s contagious!

Don’t be Bashful - Seek out guest contact.

Be like Doc - Provide immediate service recovery.

Don’t be Grumpy - Display appropriate body language at all times.

Be like Sleepy - Create dreams and preserve the magical guest experience.

Don’t be Dopey - Thank every guest!



Staff Training Discussion:

How can the Disney Guest Service model be used at camp?

How do we create a culture around our customers?

Handling Complaints

When handling complaints, use the LASTF model:
Listen, Apologize, Solve, Thank and Follow-up

Listen: Most people just want to know that someone is hearing them. The complaint will mostly not be about you or your conduct but when you put on your name badge (or equivalent) and talk to that customer you become Scouting and McNeil Scout Ranch. It might not be our fault, but it is always our concern.

Apologize: Sorry is a powerful word and can forgive many mistakes. Be sorry and tell them so. Sorry doesn't have to be an admission of guilt or wrongdoing you could just be sorry that this has happened or sorry that the customer you are speaking to has had a poor experience. Don't justify the complaint - apologize for it. (*i.e. it's week one, we're still figuring it out...*).

Solve: Listening and apologizing alone will actually solve many situations but if there is something more behind this unhappy customer you need to resolve this at all costs. Do your best to solve the issue or ensure a supervisor is taking care of it.

Thank: You must thank your customer for bringing this to your attention. When a customer tells you about an issue, it means they have faith in your ability to solve their problem.

Follow-Up: If the issue requires something that needs to be fixed, follow up with the customer to let them know what was done to fix the issue, even if you did not fix it. Do not rely on other staff to follow up. (*i.e. I informed the Camp Director of what you told me, they are doing XYZ to fix the issue*).

Pro Tip: When a customer is telling you about a problem, take out your wonder pad and write it down. Make sure to write about the issue and the way you or others will solve it. Be sure to gather the customer's name, troop number and campsite so you can follow up. Writing this down shows the customer you care about the complaint and will take steps to remember the issue and resolve it.

First Aid Procedures (What Camp Staff Should Do)

Camp Staff are expected and encouraged to assist campers with basic first aid needs. Each area, building and vehicle has a stocked first aid kit.

The types of basic first aid that staff may assist campers with:

- **Small cuts and scrapes** - Instruct camper to wash area with soap and water. Apply band-aid or appropriate dressing.
- **Headaches** - Instruct the camper to sip water for 20-30 minutes. If the problem still persists, send them to the health lodge.
- **Bloody Nose** - Instruct the camper to pinch their nose for 10 minutes. Do not tilt the head back. Instruct the camper to clean the area with soap and water after the bleeding has stopped. If the bleeding persists, send the camper to the health lodge with a buddy.
- **Vomit** - If a camper vomits, instruct them to go with a buddy to the health lodge. It is NOT necessary to call for the camper to get a ride.

It is not necessary to report that you assisted a camper to the health staff, nor is it necessary to send the camper to the health staff if you can assist them with the above items.

When a camper needs medical attention, first evaluate whether they can get to the health lodge or not. Most of the time, they can, and you should instruct them to do so. For major emergencies, notify the health staff via radio and let them know what is going on. They will determine if the camper needs to be picked up or not.

TRANSPORT REQUESTS TO THE HEALTH LODGE SHOULD ONLY BE FOR LIFE-SAFETY EMERGENCIES ONLY. ALL OTHER ISSUES CAN WALK TO THE HEALTH LODGE WITH A BUDDY.



Staff Training Discussion:

What are some other situations that staff can assist campers with?

What situations are appropriate to contact a health staff member?

Camper Frequently-Asked-Questions

Q: Where is the lost and found?

A: The lost and found is at Headquarters. Each area will bring lost and found items to the lost and found daily with the exception of aquatic areas who will bring their items on Friday afternoon.

Q: Where can adults take a break or charge devices?

A: Adults can use the Scoutmaster Lounge at the Trading Post 24/7. You can also use the conference room at Headquarters when they are open and if there is not a meeting occurring.

Q: Where does the Polar Penguin take place?

A: At the lake at ____a.m.

Q: Where can I/We sign up for [flags, campfires, rafting, adult activities, family night, horse rides etc]?

A: At Headquarters.

Q: What time do Kapers need to be at the Dining Hall and when should they show up?

A: 15 minutes before breakfast and dinner, which is during flags. Be sure to send them with a buddy as they will clean after then go to the campsite/activity.

Q: Should we go to the Health Lodge for _____?

A: Basic first aid needs should be handled by the unit/Scout or a Staff Member. For “urgent care”, “clinic” or “ER” needs, you should go to the Health Lodge.

Q: Where can I find [map, schedule, other documents]?

A: Headquarters has extra copies of all the forms and paperwork.

Q: I have _____ emergency going on. Help!

A: Let me contact Camp Management/Health Staff for you.

Q: Where is the lake party?

A: At the Lake.



Staff Training Discussion:

What are some other FAQ's?

What if you don't know the answer?

Pro Tips From Camp Management (“We’re Professionals!”)

- Bring sheet(s), blanket(s) and pillow(s) for your bed at camp. It will be much more comfortable than a sleeping bag all summer. Make sure to wash them at least twice during the summer!
- Five items that should always be on your person: water, watch, pocketknife, writing utensil and wonder pad. *Bonus items: rain gear, camp map, schedule, sunscreen and snacks.*
- If you don’t know how to do laundry, ask your parents or guardians to teach you before you come to camp. Make sure to bring detergent.
- Wear deodorant. Reapply multiple times during the day.
- Don’t skip on hygiene. Shower daily, brush your teeth and take care of yourself.
- Enjoy meeting others and hanging out with them but go to bed at a reasonable time. Don’t stay up all night.
- If it’s wet, sticky or not yours, don’t touch it.
- Wash your hands, wash your hands, wash your hands.
- Behind every tree is a Scout. They are always watching your actions, make sure you are behaving.
- If your job does not require you to go somewhere on ranch, don’t go there without permission. (Such as the boneyard, the ranch house, or other non-summer camp areas).
- Help each other out, be a team. Individuals don’t go home on the weekends until the team is done with the tasks.
- Ask not what your dining hall can do for you, but what you can do for your dining hall.
- Bring clothing that is not uniform clothes that you can wear to and from camp and on nights off.
- If you want to learn a new skill or earn a merit badge - just ask.



Staff Training Discussion:

What are some other useful pro tips that you have learned in your experience?

“I can’t believe they’re my boss!”

Packing List for Seasonal Camp Staff

(Excludes NYLT Staff. Please see NYLT specific packing list from your NYLT Scoutmaster.)

What to bring to camp:

- Med form - Submitted online via CampDoc prior to camp.
 - Dietary Restrictions submitted before camp.
- Sleeping bag/sheets and blanket, pillow
- Any medication you take regularly (If under 18 must be in original packaging and given to the medic upon arrival
 - If under 18 and you have a Epi-Pen, Inhaler, or similar medication, you need to bring the Colorado Health Form Consent to Carry
- Staff uniform (All parts bought online will be given to you at your arrival at camp)
- Belt (Black or Scouting)
- Good, comfortable closed-toed shoes
- Hat
- Sunglasses
- Jacket
- Enough underwear and socks to get at least through the week
- Toiletries: toothbrush & toothpaste, shower stuff, deodorant
- Towel
- WATERBOTTLE
- ***Raingear - Full suit (top and bottom)***
- Backpack - Daypack to carry around during the day
- Swimsuit (must be scouting appropriate)
- Battery-powered alarm clock
- Footlocker (\$25 plastic one at Walmart to hold belongings) Or other critter-proof box.
- Personal comfort items (music device, books, etc)
- Laundry detergent
- A watch
- Scouting Spirit!

What not to bring /isn't allowed:

- Expensive personal item(s) you won't use
- A mini-fridge
- TV/gaming consoles (may be allowed in staff lounges-talk to your Camp Director)
- **ANY** type of firearms, ammunition or archery equipment (unless approved in advance)
- Knives that are bigger than three inches
- Any weapons
- Alcohol, tobacco products, vape pens, drugs, etc
- Fireworks, or fire starting material - no lighters
- Skateboards, motorized bikes/scooters etc
- Inappropriate games or video games/devices

If you're in a specialty area, please talk to your Camp Director or Program Director about other items you should bring to camp.



Please take a moment to review the Camp Staff Handbook. It can be found on the Camp Staff website. This handbook is for all Greater Colorado Council Camp Staff (including NYLT Staff and other camp Volunteers).

By signing below, you acknowledge that you have read and understood the Camp Staff Handbook. **Please note, the handbook is subject to change at any time.** Updates will be posted to the Camp Staff website. If you have any questions about the handbook, please contact your Camp Director before you sign this form.

Full Name _____

Position _____

Camp _____

Location _____

Signature _____ Date _____

WINGS OF EXCELLENCE AWARD - CAMP CRIS DOBBINS

The prime group of people that determine the quality of our summer camp program at Camp Cris Dobbins is our summer camp staff. In order for our summer camping program to grow and prosper, we must have a staff dedicated to Scouting and committed to the ideals of caring and service to the Scouts and leaders that attend our camp. In 1986 this award was established to recognize the most outstanding summer camp staff member as determined and selected by their peers in a secret ballot. The framework, by which the award was established, was the video program "Storms Bring out the Eagles." The eagle is the symbol of excellence by which the summer camp staff judges itself. The qualities of the Wings of Excellence Award are:

Enthusiasm ...

Able ...

Generous ...

Leader ...

Ethical ...

The award is presented each year to the camp staff member who does the very best job in measuring up to these qualities.

Voting Procedures

- Eligible voters are listed below.
- Ballots are provided to all eligible voters on the weekend two weeks prior to closing banquet. At least 24 hours notice will be given before voting with 7 days recommended.
- Ballots will have a list of all eligible names that can win the award. When possible, names will include any commonly known nicknames. Ex: Luke "Doc" Johnson.
- Voters are allowed to give one vote for up to three persons. No person can receive greater than one vote from one voter; i.e. you can vote for three separate people but you can not vote for one person three times.
- Ballots are secret.
- Ballots are collected and counted by at least two of the most recent Wings of Excellence award winners that are currently serving on summer camp staff. If this is not possible, the Camp Director and/or the Camping Specialist will assist in counting the votes.
- This award will be given to the person receiving the most votes. In the event of a tie, the camp director will be given a vote, which will be used to break the tie. If the person receiving the most votes' employment is terminated or quits before closing banquet the person receiving the second most votes will receive the award.

Eligibility

- All full summer seasonal staff members will have the opportunity to earn a camp award. Staff hired for a partial season will not be eligible. Each of our ranch employees will be asked prior to the assembly of the voting which camp they would like to be eligible to win the award at. Then their name will be placed on the appropriate ballot.
- The following persons are excluded from the ballot: Past Camp award recipients, Camp Director, Program Directors (and Asst.'s), Ranch Director, CIT's, and year-round or professional Council staff.

Recommended Recognition

The award winners name is engraved on the Wings of Excellence plaque. The award winner also receives a plaque with their name, "Wings of Excellence", the award description, and the year engraved on it, and a monetary bonus as determined by the Council.