



Alisa Ann Ruch

Burn Foundation

**VOLUNTEER**

**HANDBOOK**

Drafted November 3, 2014

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**THANK YOU** for volunteering to be part of the Alisa Ann Ruch Burn Foundation. Our volunteers are an integral part of our team. Without volunteers like you we would not be able to provide valuable burn prevention education to children throughout California, nor would we be able to provide much needed support to burn survivors and their families. In your role as a volunteer for the Alisa Ann Ruch Burn Foundation, you may be representing the Foundation at a variety of events. We ask that you carefully read this manual to ensure that you have a safe and positive experience and understand and exemplify the goals and mission of the Foundation. Additionally, we want you to be prepared to meet the expectations we have for each of our volunteers. If you have any questions about the information contained in this manual, please don't hesitate to ask your Regional Manager for clarification (you can find their contact information on our website). Our success as an organization has a direct relationship to your success as a volunteer, so please help us to ensure you have all the tools necessary to succeed by asking for clarification if needed.

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## Mission and Vision

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**Mission:** The Alisa Ann Ruch Burn Foundation's mission is to enhance the quality of life for burn survivors and promote burn prevention education.

**Vision:** It is the Alisa Ann Ruch Burn Foundation vision to positively impact the lives of every burn survivor in California and make serious burn injuries a thing of the past.

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## Programs and Services Overview

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The Alisa Ann Ruch Burn Foundation (AARBF) is a California-based nonprofit organization that works with local hospitals, fire departments, safety coalitions, and other organizations across California to develop innovative programs and services. Prevention education is key to avoiding agonizing burn injuries, while survivor services prove paramount to improving quality of life for courageous burn survivors.

### **BURN SURVIVOR SUPPORT SERVICES INCLUDE:**

- **Hospital visits** to provide initial information about and resources for burn injuries;
- **Peer support** through monthly support groups, peer mentoring, and volunteer efforts;
- **Emergency financial assistance** during hospitalization, including financial assistance, housing assistance, and food assistance;
- **Medical supplies**, including pressure garments to alleviate pain;
- **Image enhancement services**, including cosmetics consultations, wigs, and camouflaging make-up;
- **Ellwood and Louise “Bridge-to-Life” scholarships** for burn survivors seeking a higher education;
- **Champ Camp**, the largest burn camp in the nation for burn survivors ages 5-16.
- **Young Adult Summit**, weekend retreat for burn survivors ages 16-21, that teaches life management skills, promote educational and career development and focus on relationship building
- **The Getaway**, a family camp weekend for adult burn survivors and their families, where they can connect with peers who understand their situations and receive emotional support in a fun and safe environment;
- **Regional trips**, including the Central California ski and surf trips, for children ages 5 to 16, for year-round peer social interaction; and
- **Training for professional service providers**, including nurses and firefighters, about burn survivor resources and services available.

### **PREVENTION PROGRAMS INCLUDE:**

- **Firefighters in Safety Education Program**, which teaches elementary school students to protect themselves with “Stop, Drop, and Roll,” “Cool-A-Burn,” and “Hug A Firefighter,” and “Get Low and Go;”
- **Burn Prevention Education Materials**, AARBF provides a wide array of burn prevention education materials for Pre-K – 6<sup>th</sup> grade in English and in Spanish, including: Activity Books (Fire Facts, Safe Escape, Do the Right Thing); Bookmarks, Magnets and Stickers (Stop Drop & Roll; Cool-A-Burn); and Brochures (It Only Takes a Second, “Stop, Drop and Roll,” and AARBF Prevention Programs)
- **Coordination with local community agencies** (schools and fire departments) to assist with the implementation or augmentation of agency-specific prevention programs; and
- Safety precaution education by distribution of information packets online and at **community health fairs**, agency presentations.

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## Our Philosophy

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The Alisa Ann Ruch Burn Foundation (AARBF) puts significant thought and emphasis on our Survivor Services Programs and use them as effective tools to help burn survivors throughout the year. Every program allows AARBF to build a relationship with our burn survivor “clients” and their families and helps us to assess possible needs for future assistance. Our goals for the experience for each participant include:

- To provide a physically and emotionally safe place;
- To give them a chance to meet and interact with others who have been through a similar experience;
- To provide a loving and supportive atmosphere;
- To help them find and enjoy their "inner beauty;"
- To enable them to feel comfortable with their burn scars;
- To provide positive motivation and a strong foundation for self-confidence;
- To encourage them to try new and challenging activities;
- To create a program that ensures that everyone has a good time; and
- To provide the youth and young adult campers with good adult role models.

And of course...we also want to make sure **your** experience as a volunteer is all you hope it will be.

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## Definitions and Basic Qualifications of Personnel

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**Adult Burn Survivor Participant:** An individual 21 years of age or older participating in an AARBF event as a client or participant with no responsibility for the program.

**Camp Director:** The Camp Director is an individual(s) who is/are the leader of the Camp. The Camp Director is responsible for all of the programmatic and logistical details of the Camp/Event.

A Camp Director must:

- Qualify to serve in the role of Counselor (see below);
- Sign the Volunteer Handbook including agreement to abide by all AARBF Policies and the Confidentiality Agreement;
- Have proof of personal medical insurance;
- Work in conjunction with an AARBF staff member; and
- Must be Live Scanned.

**Camper:** An individual under the age of 18 who is participating in an AARBF event without the presence of a parent or guardian, also referred to as “unescorted minor.”

**Counselor:** A Counselor is an individual (21 years of age or older) participating in an AARBF event involving unescorted minors and who will have direct responsibility for the supervision and well-being of the minor.

A Counselor must:

- Have submitted an application for the event;
- Have been selected to participate in the event;
- Be on the acceptable list for **LiveScan** as outlined on page 16 of this policy;
- Have received training in AARBF behavior management philosophies either through participation in Champ Camp training or through one-on-one training with a member of AARBF staff or designee;
- Sign the Volunteer Handbook including agreement to abide by all AARBF Policies and the Confidentiality Agreement; and
- Have proof of personal medical insurance.

**Counselor-in-Training (CIT):** An individual between the ages of 17 and 20 who has been selected to participate in the AARBF Counselor-in-Training (CIT) Program. CITs participating in the Champ Camp CIT Program are deemed to be “campers” and are under the supervision and direction of the CIT Unit Leaders. The CITs at Champ Camp are placed with qualified counselors to assist with camp activities and to receive mentorship.

CITs on regional trips must be a minimum of 18 years of age and will be placed with qualified counselors to receive mentorship. CITs may not be counted as a counselor in the counselor to camper ratio. The number of CITs invited to participate in a regional event must be carefully balanced to ensure adequate spaces are available for campers within the targeted age group, to maintain sufficient supervision for campers and to allow for mentorship.

CITs should abide by the rules of Counselor however, they will never be placed in a position of having sole responsibility for the supervision of unescorted minors and are not to be alone with or housed with unescorted minors (except as noted for Regional Events). CITs may not drive program participants.

CITs must:

- Have submitted an application for the event;
- Been selected to participate and their role at the event clearly defined by Camp Director or Volunteer Lead;
- Sign the Confidentiality Agreement and the Volunteer Handbook including agreement to abide by all AARBF Policies; and
- FOR **REGIONAL OVERNIGHT EVENTS ONLY**: CITs must be on the acceptable list for **LiveScan** as outlined on page 13 of this policy (This requirement is due to the housing constraints indicative of regional overnight events and is not applicable to participation in Champ Camp or YAS.)

**Driver:** A Driver is an individual (25 years of age or older) who will be driving client participants to or from or during an AARBF sponsored event. A Driver must also meet the requirement of Counselor if driving unescorted minors.

A Driver must:

- Qualify to serve in the role of Counselor;
- Have a notation as “driver” on **LiveScan** list;
- Have submitted his/her DMV record and proof of at least the minimum required insurance;
- Meets all Driver Requirements as outlined on Pages 17-18;
- Be trained on and sign the Volunteer Handbook including agreement to abide by all AARBF Policies and the Confidentiality Agreement; and
- Have proof of personal medical insurance.

**Lead Volunteer:** The Lead Volunteer is an individual(s) who is/are the leader of a Regional Overnight Event or Regional Day Event. The Lead Volunteer is responsible for all of the programmatic and logistical details of the Regional Overnight or Day Event.

A Lead Volunteer must:

- Qualify to serve in the role of Counselor (see below);
- Sign the Volunteer Handbook including agreement to abide by all AARBF Policies and the Confidentiality Agreement;
- Have proof of personal medical insurance;
- Work in conjunction with an AARBF staff member; and
- Must be Live Scanned.

**Program Staff:** Program Staff are individuals who are chosen by the Camp Director or Lead Volunteer to assist with the programming of a Camp, Regional Overnight Event or Regional Day Event. Program Staff is responsible with assisting the Camp Director or Lead Volunteer with all of the programmatic and logistical details of the Camp, Regional Overnight Event or Regional Day Event.



A Program Staff member must:

- Qualify to serve in the role of Counselor (see below);
- Sign the Volunteer Handbook including agreement to abide by all AARBF Policies and the Confidentiality Agreement;
- Have proof of personal medical insurance;
- Work in conjunction with an AARBF staff member; and
- Must be Live Scanned.

**Staff:** Staff refers to an individual (21 years of age or older) who is a member of AARBF's paid professional staff. This individual was hired by the Executive Director (or the Board of Directors in the case of the ED) and receives a salary from AARBF.

A Staff member must:

- Be on the acceptable list for **Live Scan** as outlined on page 13 of this policy;
- Have submitted his/her clean DMV record; and
- Sign an acknowledgement of, and an agreement to, abide by all AARBF Policies and the Confidentiality requirements.

**Volunteer:** A Volunteer is an individual who will be providing assistance at an AARBF event in the areas of logistics, food preparation, programmatic activities or in a variety of ways. A Volunteer should never be directly responsible for the supervision of an unescorted minor that is not their own child at any time. A Volunteer may not remain at an overnight event unless lodging for the Volunteer is removed and separate from that of any minor participant.

A Volunteer must:

- Have submitted a volunteer application; and
- Be trained on and sign the Volunteer Handbook including agreement to abide by all AARBF Policies and the Confidentiality Agreement.

**Young Adults:** Young Adults is a designation used specifically for individuals between the ages of 16 and 20 participating in the AARBF Young Adult Summit (YAS). These individuals are considered "campers" for the duration of the program and indirectly supervised by adult Counselors while participating in the program. Young Adults are not responsible for the transportation, care or supervision of any other person at the event.

Young Adults must:

- Have submitted an application for the event; and
- Been selected to participate

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## Survivor Services and Other AARBF Programs

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The Alisa Ann Ruch Burn Foundation funds and manages a number of Survivor Services Programs, as well as other types of programs throughout the year. AARBF Programs include:

1. **Camps:** Camp events are statewide programs which occur over a day or series of days where AARBF staff and volunteers provide overnight housing, safety and well-being of AARBF clients. Because of the nature of these events, for safety purposes AARBF staff and volunteers must meet some basic qualifications to be a counselor and/or driver to participate in any camp event. Overnight events involving children will require a Livescan (see page 13). **Camp events include all statewide programs** including Champ Camp, Young Adult Summit, the Retreat and the Getaway. Champ Camp will be governed by the Champ Camp Handbook in conjunction with this policy.<sup>2</sup>

Some Survivor Services “Camp” Events are specifically designed to allow for adult clients to participate in the role of “camper.” Adult Burn Survivors classified as participants or campers in the Getaway, Young Adult Summit and The Retreat do not need to meet the counselor or driver qualifications. Under no circumstances should adult individuals not specifically designated and approved as counselors be placed in a position of authority over unrelated minor participants.

2. **Regional Overnight Events:** Regional Overnight events are regional programs which occur over a day or series of days where AARBF staff and volunteers provide overnight housing, safety and well-being of AARBF clients. Because of the nature of these events, for safety purposes AARBF staff and volunteers must meet some basic qualifications to be a counselor and/or driver to participate in any camp event. Overnight events involving children will require a Livescan (see page 13). **Regional Overnight Events include regional programs** such as: Monterey Bay Aquarium, Surf Trips, Ski Trips, as well as the Outdoor Trip.

3. **Regional Day Events:** Regional Day events are regional programs which occur during the day where AARBF staff and volunteers provide safety and well-being of AARBF clients. Because of the nature of these events, for safety purposes AARBF staff and volunteers must meet some basic qualifications to be a counselor and/or driver to participate in any camp event. Day events involving children will require a Livescan (see page 13). **Regional Day Events include regional programs** such as: Fresno Rock Climbing Event, etc.

At some Regional Day events, the responsibility for supervision of all minors remains with the parent, guardian or adult relation who escorted the minor to the event. AARBF staff and/or volunteers will be present at the event to provide coordination, lead activities, possibly provide food and other services but will not be responsible for supervision of unescorted minors. These events include programs such as Holiday Parties, Family Days at the Ballpark, etc.

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<sup>2</sup> This list is not exhaustive and all events similar in nature to those listed should be governed by the same rules and expectations.

**4. Survivor Support:** Survivor Support programs provide one-on-one support to burn survivors outside of a Camp or Regional Event Setting. Survivor programs include: Support Groups, Hospital Visits and Peer Support.

**Support Groups** are programs that facilitate peer support by bringing together more than one survivor and or family member in order to facilitate healing through sharing personal experiences and getting support in a group setting. Support Groups are led by AARBF staff members or volunteers trained to provide such services. The majority of Support Groups are for adult survivors and do not require volunteers to be further screened by AARBF. AARBF sponsored support groups conducted for unescorted minors may only be facilitated with individuals meeting the Staff or Counselor qualifications unless the group is being held in an inpatient setting where the patient is under the supervision of a medical professional. At times minors will be invited into a support group in a hospital. In the hospital setting the responsibility for supervision of all minors remains with the parent, guardian or medical professional who escorted the minor to the support group. **Survivor Support programs** include programs such as: Support Group, Peer Support, Hospital Visits

**5. Burn Prevention Education Support:** Educational Volunteers help disseminate important information about fire safety, burn prevention, and AARBF's mission and services to the community at large. Events vary greatly in style and type, from barbecues to business meetings to classroom settings.

- **Health Fairs & Tabling:** These volunteers provide information about AARBF and its mission and services, as well as essential fire safety and burn prevention information at a variety of venues and events primarily through AARBF materials, display board, and Stop, Drop & Roll demonstrations. Materials include activity books, brochures, stickers and volunteer flyer.
- **Presentations:** Presentations may be in conjunction with a health fair, tabling event or on its own, and they focus on burn prevention and fire safety. They may also include Back to School/Work presentations for survivors coming back to school or work after a burn injury.
- **Firefighters in Safety Education (FISE):** FISE volunteers are firefighters who provide 30-minute classroom presentations for children in preschool through sixth grades. These presentations focus on essential fire safety and burn prevention techniques such as "Stop, Drop & Roll," "Cool A Burn," "Stay Low and Go," and "Hug a Firefighter."

**6. Development Events:** A Development volunteer assists AARBF in its fundraising efforts, and can include a wide variety of activities, from assisting at a gala to making phone calls for auction item donations or just attending a fundraising event being held by another entity to benefit our organization. Events vary greatly in style and type, from barbecues to business meetings to formal galas.

- **Event Support:** Provides assistance with set-up, take down, and logistical support for a development event. This may include decorations, greeting guests, coat check, taking credit card numbers, auction spotters or support, clean-up assistance, security, or general guest assistance and information.
- **AARBF Event Representative:** Provides a positive image of AARBF through greeting, mingling with, and thanking event organizers and supporters, and provides a voice for AARBF.
- **Holiday Support:** Coordinates a Holiday Toy Drive for burn injured children and/or provides assistance to regional holiday parties for burn injured children at local burn unit hospitals, including face painting, arts and crafts, toy distribution and serving meals.
- **Fundraising Event Organizer:** Many of AARBF's fundraisers are organized by volunteers. Fundraising events range from Pancake Breakfasts, Golf Tournaments, Bachelor Auctions, Burn Relays, Spaghetti Dinners, and much, much more!

**7 Administrative Support:** An Administrative volunteer assists largely with office support and administrative tasks, which may include light data entry, filing, helping with large mailings (stuffing and sealing envelopes), answering phones, and other such tasks.

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## Safety and Liability: Overview

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### **Activity Safety and Liability:**

Any activity offered to participants at an AARBF event must be evaluated to ensure the highest possible level of safety is maintained. The activity must be eligible to be covered under AARBF's general liability or camp insurance. For each event, new or existing, the lead AARBF staff member is to complete a pre-event report detailing the planned activities and stating the safety precautions to be taken to mitigate risk. New activities must be approved a minimum of two weeks prior to the event.

**Use of Safety Equipment:** For activities involving risks such as height or speed, advantage will be taken of all available standard safety equipment including, but not limited to, helmets, pads and safety harnesses. This includes activities such as skiing, snowboarding, rock climbing, skateboarding, bicycling or riding on motorized vehicles such as snowmobiles, go-carts and mini-bikes. All activities must be taught and supervised by trained personnel.

**Water Activities:** For activities involving water, all participants under the age of 18 must wear a life vest. A minimum of one person must be designated as a Shark (strong swimmer with some water safety training and first aid certification) for every 15 participants. A Shark must maintain undistracted supervision of all participants on the water for the designated shift. The only exception is for participants swimming in a swimming pool and directly supervised by a certified lifeguard with a ratio of 15 – 1 or less and additional adult swimmers in the pool.

**Special Accommodations:** The Alisa Ann Ruch Burn Foundation believes in making all events open to individuals with physical disabilities. Every effort will be made to select a facility that accommodates participants with limited physical capabilities including those utilizing wheelchairs, walkers and other mobility aides. The Camp Director will determine if the selected site is either sufficiently accessible or take steps to mitigate obstacles in order to accommodate physically disabled participants.

The Executive Director or staff member has the ultimate authority to allow or disallow any activity if he/she deems a safety risk posed to participants or believes the activity has potential to expose the organization to liability.

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## Safety and Liability: General Guidelines

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Appropriate Contact: Appropriate contact with a camper at an AARBF event is:

- Only on the hand, shoulder or upper back
- Never against a person's will (unless in the case of clear and present danger of the child)
- Never to a person's discomfort, whether expressed verbally or non-verbally
- In the company of other adults
- Never in a place on a person's body that is normally covered by a bathing suit, unless for a clear medical necessity and then only with supervision by another adult.
- A counselor will under no circumstance share a bed with a camper.
- Counselors will set limits with campers who "cling" or hang on them.

Camp Director: Rules and directives issued by the camp directors will be supported at all times.

Cell phones: Staff and Volunteers should only use cell phones for event related business or during private time. Participants should not see staff, counselors or volunteers using their cell phone unless specifically required for event coordination. Cell phones should not be used when driving.

Clothing: As we serve a wide range of backgrounds and ages, clothing which has wording, graphics or any type of design (alcohol or drug imagery or sexual reference) that might be construed as negative or offensive toward others is discouraged. Modest clothing is expected. We ask that you not wear crop tops, short dresses, skirts, shorts (nothing above 5 inches from your knee) or excessively small bathing suits.

Conduct: All camp participants and volunteers must follow these "Camp Rules and Counselor Expectations." Behavior which may be construed as detrimental to the camp will not be tolerated and could be grounds for dismissal, including, but not limited to pranks and practical jokes.

Hitting/Restraint: Counselors may, under no circumstance, strike a child or client, or employ any type of physical discipline or restraint unless there is a clear and present danger to the the child or counselor.

Inappropriate language: All participants are to refrain from using inappropriate language.

Liquor and Drugs: The use of alcohol and any non-prescription drugs is strictly prohibited. Violation of this rule will result in immediate dismissal. Use of medical marijuana is prohibited.

Rule of Three: You must never be alone with a child. A counselor will never be alone with a child in a room, vehicle, cabin etc. Counselors of one sex should not enter a cabin of the opposite sex, unless in an emergency. No member of opposite sex will assist in bathroom or shower with a camper without witness of same sex as camper.

Smoking: Anyone under the age of 18 is not permitted to smoke. Anyone older than 18 may smoke in designated areas as allowed by local or venue regulations

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## **Safety and Liability: Legal Considerations**

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### **Legal Considerations**

The lead AARBF Staff member is responsible for collecting all participant, volunteer and counselor applications. In addition, the Staff member will ensure the appropriate legal documents for each event have been collected possibly including but not restricted to:

- Participant Waivers
- Hold Harmless Agreements
- Certificates of Insurance
- Additional Insured Endorsements
- Waivers of Subrogation
- Vendor and Other Independent Contractor Agreements/Documentation
- Cosponsored Event Agreements

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## Safety and Liability: LiveScan

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**LiveScan:** AARBF requires personnel responsible for the care and supervision of unescorted minors as defined above to have submitted a set of LiveScan fingerprints to the Department of Justice (DOJ) utilizing AARBF's unique ORI number. This process ensures that if, at any time, the individual is arrested for or convicted of a crime, AARBF will receive notification. AARBF maintains a central list of all individuals with a confirmed LiveScan report accessible only to selected AARBF Staff Members. Staff Members are responsible for updating the list immediately upon notification from DOJ of any "hit" on an individual's record. In order to maintain confidentiality of the individuals involved, the AARBF centralized list will utilize 4 status levels. The status levels will be:

**Acceptable/Driver:** This status indicates the LiveScan is completely clean. The individual may serve in any capacity necessary for AARBF. In order to serve as a Driver the individual must also meet the Driver Requirement outlined in the Safety Liability: Driver Requirements section.

**Acceptable:** This status indicates the LiveScan is clean other than a non-felony motor vehicle related offense. The individual may serve as a Counselor but may **NOT** drive event participants.

**Acceptable/Caution:** This status indicates the LiveScan contains a misdemeanor offense (other than those listed as Not Eligible below) and the individual's eligibility will be determined on a case by case basis by the Executive Director of AARBF and Camp Director.

**Not Eligible:** This status indicates the LiveScan contains a felony offense; any type of a sex offense; or an offense related to abuse of children, theft, fraud or assault. This individual may not participate as a Counselor in AARBF events. The Camp Director in conjunction with the Executive Director may determine the eligibility of this individual to participate in any capacity with AARBF on a case by case basis.

Staff Members responsible for a Survivor Services Event are responsible for reviewing the LiveScan status of all Counselors enough time ahead of event to find replacement or rectify discrepancies.



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## Safety and Liability: Driver Requirements

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**Driver Requirements:** In addition to the LiveScan, an individual wishing to serve as a driver for an AARBF event must meet the following requirements:

1. The driver must be 25 years of age and have a valid, unrestricted California Driver's License.
2. A copy of your **California Driver's license, a motor vehicle report\* and a certificate of insurance** for the vehicle being used must be provided. The policy must be current and must include the following minimum liability coverage: \$100,000 per person, \$300,000 per bodily injury occurrence, \$50,000 property damage (100/300/50). (NOTE: The DMV or the driver's personal insurance carrier will be able to furnish this. **This report may be obtained from DMV on-line for a fee**)
3. The driver shall comply with all motor vehicle laws and regulations of the state in which the driver travels including laws and regulations covering car registration, driver's license, speed laws and state vehicle inspections.
4. The number of persons in the vehicle must not exceed the number of operable seat belts or the Driver's license class restrictions. The driver and passengers will use available passenger restraints at all times when the vehicle is in motion. No one should ride in the bed of a pick-up truck and use of lap-belt only restraint should be avoided where possible
5. Drivers who have been convicted of a misdemeanor or felony driving under the influence will not be authorized to drive campers.
6. Drivers who have been charged with a misdemeanor or felony driving under the influence or a serious moving violation will not be authorized to drive campers pending disposition of their case.
7. Drivers with more than one moving violation within the past two years will not be authorized to drive campers.
8. Drivers must go directly from the point of departure to the point of destination. At stops for restrooms or fuel, children should be escorted at all times.
9. Vehicles for transporting campers must be in a safe and operable condition. There should be operable shoulder harness seatbelts for everyone in the vehicle. If a counselor is driving a child under the age of 8, the child must have an approved booster seat (unless over 4'9") that the parent/guardian should provide. AARBF can assist if the parents do not have a seat.
10. If an adult will be alone in the car with a child while transporting them for any AARBF-related event, they must have parent or guardian of child attending fill out the "Alone in the Car" release form and confirm that the parent/guardian and child feel comfortable with that arrangement.
11. Drivers or the accompanying adult should have a working cell phone. Drivers should avoid talking on the cell phone. If absolutely necessary to use a cell phone while driving the driver may only do so if utilizing an approved hands-free device.

12. Drivers must have a fully-stocked first aid kit in their vehicle in case of emergency.

13. Drivers must have Camper Emergency Contact Information (provided by AARBF staff) for all participants that they are transporting in their vehicle. Counselors will carry the Emergency Release Forms of any participant riding in their car with them.

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## Shaping Behavior

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In general the AARBF philosophy is to shape behavior through positive reinforcement. Counselors are encouraged to model and reward good behavior whenever possible. Campers should clearly understand the rules of camp. Often it is helpful to have the campers assist in the creation of rules and help determine appropriate consequences for breaking a rule. Be cautious about the severity of the consequences as the campers will sometimes suggest overly harsh punishments. AARBF staff and the Camp/Event Director should be notified of potential behavior issues or concerns as early in the process as possible so that proper support can be given and, should the issue require escalation, sufficient information is available for the AARBF staff or Camp/Event Director to take appropriate action.

### General Guidelines

- Never lose your temper, create a scene, or "yell" at a camper.
- **Never strike or restrain a child or use cruel or unjust punishment.**
- Unless required for safety, do not address behavior in front of others. Discreetly take the person away from the group for discussion.
- Use positive reinforcement, active listening including body language and "I" messages with all behavior recommendations.
- When formulating instructions, focus on what you would like the campers to do, rather than what they should not be doing. Example: "Please walk on the sidewalk" vs. "Don't run on the grass."
- Whenever possible set behavior expectations before the activity begins.
- Use re-direction to correct undesirable behaviors. Example: Call a camper who is poking at a neighbor over to look at something you are doing.
- Do not make empty threats or threats you will not be able to follow through on. Keep consequences real. Example: Don't threaten to send a camper home if he doesn't cooperate. Being uncooperative may result in a time out of a favorite activity, but being sent home isn't a likely consequence for a small infraction. Being sent home is a step that would involve egregious behavior and a decision by the Camp Director.
- Enforce the rules from the beginning. If you let "little things" go, you will realize too late that getting things back into control is harder to achieve.
- Consequences for poor behavior should be immediate, appropriate, and non-physical. Time outs, restrictions on activities, or referrals to the unit leader are appropriate actions. Running laps, holding books, or other actions which require "physical" expenditure are not allowed.
- Use the management structure to escalate problems as appropriate to escalate continuing problems.
- If you have a camper who needs constant correction, ask other counselors or Program Staff for advice. Often someone else knows the camper and/or may be able to offer a different approach.
- Types of "major crimes": drugs, cigarettes, weapons, sex, violence, alcohol and/or rumors of use should be reported immediately and the Camp Director will determine appropriate action based on what is best for the camp and campers at large.

### Food For Thought

- Campers are more likely to respond positively when their counselors are: WARM, GENUINE & UNDERSTANDING.
- IALAC = I Am Lovable And Capable
- Formula for "I" Messages: "I feel \_\_ when \_\_ because \_\_ I want \_\_ .... "
- Active listening requires: REFLECTION & CLARIFICATION. "What I hear you saying is ..." Listening is

the heart of counseling.

**Things to Watch out For**

- Showing partiality, playing favorites or trying to be popular. Being "bossy" or "not being strict enough."
- Expecting and taking privileges.
- Being late to meals, activities & evening programs.
- Disloyalty to administration and or co-counselors. Failing to adjust to personal emotional problems. Making promises to campers and not keeping them.
- Lacking enthusiasm, and always looking tired. Walking around without a smile.
- Looking for what you can get instead of what you can give.
- Not leading by example. You can't expect your campers to follow the rules if you don't.
- Hanging out with other counselors, running errands or being away from your campers excessively.
- Assuming a child's injury prevents them from participating. Allowing them to opt out of activities too easily because they are "tired" or "bored".

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## Emergency Procedures

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Prior to all camp events, an individual will be designated as the lead medical authority or Safety Officer on the trip. Each Regional Office maintains a fully stocked first aid kit meeting the national standards (See Attachment C). A minimum of one kit will be available at any group gathering and will be carried by the AARBF Staff Member, Camp Director or designated Safety Officer during any time off-site. For all events that include time “off-site” a minimum of one person per group will carry a cell phone. Each group will have a list of the cell phone numbers of other group leaders and the AARBF staff person on the trip.

An Event Emergency Response Plan (See Attachment D) will be completed and maintained by the AARBF Staff Member or his/her designee for each event location indicating the closest medical care and other pertinent information. A copy of this form will be provided to the Executive Director, the Camp Director and Safety Officer.

The facility or camp’s Emergency Response Guide will be reviewed by the Camp Director and Safety Officer upon arrival to the camp. If possible, the Director should request that a representative of the facility brief all attendees on actions to be taken in the event of an emergency. Information should include evacuation routes, meeting areas, facility contact information, and other hazards unique to the facility. If the facility does not have an Emergency Response Plan or representative, the Camp Director or Safety Officer will identify evacuation routes, meeting areas, and hazards. The Camp Director or Safety Officer will be responsible to brief participants at the beginning of the event and when new activities require updates (such as moving from a camping location to a beach for a surf lesson).

When leaving the camp facility or travelling to or from, all counselors and drivers will be provided with:

- the emergency forms for the campers in their care
- the numbers of all other adults on the trip
- the number of the AARBF Executive Director or designated Emergency Contact (should be someone not participating in the event)
- AARBF Insurance information
- A stocked standard first aid kit containing items required by OSHA Standard 1910.226 (See Attachment C)
- Medication of the minors in their care including instructions for administration and use in the event of an emergency (refer to camper’s emergency forms)

All forms should be maintained in a camp “office” for significant events such as Champ Camp, Getaway and Young Adult Summit.

### **Accident/ Injury:**

- Contact procedures: AARBF staff will be responsible for making the proper notifications and coordinating the care of the client in conjunction with the trip designated medical personnel and the Camp/Event Director. In the absences of an AARBF staff member, the Camp/Event Director or designee will make the appropriate contact.
  - Emergency Personnel/Medical
  - AARBF Management
  - Parent/Guardian/*Next of Kin*

- If a participant is hospitalized, the AARBF Staff Member/Designee will stay at the hospital with the participant until a parent/guardian/next of kin arrives or they are discharged.
- In the event of a death, notification to family will be made by proper local legal authority.
- Names of deceased or injured should never be released to the media or other non-law enforcement or medical agency.
- Medical Care- The Safety Officer or qualified designee will render medical Care until emergency service personnel arrive. the Foundation maintains insurance that covers medical care for participants in programs. The staff can work with the medical agency to authorize treatment in conjunction with proper guardian.
- Incident Reporting: The AARBF Staff Member will be responsible for completing a report when an injury accident occurs. The Incident Reporting Form (Attachment E) will provide guidance on information that should be included in the report. The report will be submitted to the Executive Director as soon as possible.
- Insurance: The Executive Director or AARBF Staff Member or will make contact with the Foundation's insurance and be the liaison for any information needed by the insurance agency.
- Follow-Up: A Staff Member or representative of the Foundation will follow up with the injured party's family to check on their wellbeing.

**Evacuation:**

Prior to the beginning of camp, the Camp Director will designate an evacuation Warden. The role of the Warden is to ensure the accountability of all participants in the event of an emergency. No specific skills or training are required for someone to act in the role of Warden. The Warden will receive upon arrival, and retain throughout the entire event, a roster of all participants. At the initial camp safety briefing, the Camp Director will introduce the warden and provide details to attendees of the evacuation meeting place.

If an evacuation is ordered, participants should report to the Warden at the evacuation meeting place. The Warden will document the status of each participant on the roster and update the Camp Director after the evacuation is complete. The Warden will be responsible for the meeting area and keeping the participants grouped together.

The Camp Director will maintain contact with the facility staff to provide updates as to the status of all the Foundation's participants and to be notified of further instructions.

No one is to reenter the facility without the permission of the facility staff. However, the decision to reenter after given permission is at the discretion of the Camp Director.

The Safety Officer will perform a sweep of the area or building to verify that all participants have evacuated. The Safety Officer will then report to the Warden in the meeting area. If conditions permit, the Safety Officer will be the last person out of the area or building.

**Mandated Reporting:**

The Alisa Ann Ruch Burn Foundation considers all of its volunteers Mandated Reporters.

Mandated Reporters must report any of the below acts involving anyone under the age of 18:

- Physical Abuse
- Sexual Abuse

- Emotional Abuse
- Neglect

The Mandated Reporter must only have reasonable suspicion that a child has been mistreated; no evidence or proof is required prior to making a report. The case will be further investigated by law enforcement and/or child welfare services.

All volunteers must complete a Child Abuse Mandated Reporter Training – General Training online at <http://mandatedreporterca.com/training/generaltraining.htm>. This training may take you up to 4 hours to complete. You will receive a Certificate for your records upon completion of the training. A copy of the Certificate of completion must be submitted to an AARBF Regional Manager or Executive Director.

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## Privacy & Confidentiality

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Please be respectful of the privacy of the campers who attend AARBF events. While you are welcome to take pictures for your own personal enjoyment, we ask that you do not post any pictures containing a camper/client on any public or private internet site or publication. AARBF gains permission from participants and/or parents & guardians to use images in AARBF related materials for the promotion of our services. This permission for use of images does not extend to any individual counselor or volunteer. Should you need photos to promote an AARBF related event, please request permission from the Executive Director.

- **No Photo Campers** - It is against the law to publish, and in some instances take a photo of a minor without parental or guardian consent. Parents/Guardians must provide consent for photos to be taken at an event of their child. You will be notified if you have a “no photo camper” participating in an event. If you have a “no photo camper”, you may take pictures of your camper for your personal memories but this camper may not be photographed by any media or outsider who may be at the event. Please be aware of the “no photo campers” and ensure that they are not inadvertently photographed. In general, remember we want any event to be comfortable for our survivors and photos may make some survivors uncomfortable.
- **Social Media** - The AARBF social media policy states that **YOU MAY NOT PUT ANY PHOTOS** of any camper online or in a public arena. This includes any social networking/photo websites such as Facebook, Snapfish, MySpace, Flickr, etc. The full social media policy is available upon request but is summarized as:

*We discourage participants of AARBF events from sharing photos of any staff, volunteer, client or other person associated with AARBF via electronic devices such as phones and computers, during or after the events, without express consent, to protect the privacy of the individuals involved in our programs. This is for your protection as well as individual privacy. No one, other than authorized AARBF photographers, has permission to post any pictures from AARBF events. Any other person posting pictures of AARBF staff, volunteers or clients without express consent could be held liable for such action and it would be an individual's liability should s/he post a picture without permission. AARBF reserves the right to monitor all posts and photos related to AARBF staff, volunteers, clients, events, etc. Posts and photos that are discriminatory or harassing any staff, volunteer, client or other person associated with AARBF; or include any confidential or private information concerning a staff, volunteer, client or other person associated with AARBF is considered a breach of acceptable conduct and may be subject to a request for immediate removal.*

- **Confidentiality** - You might be given important, yet **confidential information** about your campers including for example physical or mental health information, family situation, home address, type of injury or medications. Please make sure it stays confidential. Each camper has an application and historical information available for proper use at camp. As part of the camp process we will attempt to provide any information we think you need to make the child's experience a safe and rewarding one. If you would like to discuss any of this information with someone, please only do so with an AARBF staff member.



- After Camp/Event Contact: **Any communications outside of an event with a camper must go through an AARBF office.** Please send your correspondence and we will forward it on to the appropriate camper. In addition, as outlined in the AARBF Social Media Policy, due to the recent media scrutiny exposing certain security issues surrounding social media websites, AARBF **prohibits you from having any contact via the internet or any communication methods with our campers** (including counselors in training). For your own safety and that of the campers, you must not contact campers beyond camp except through the office or at Burn Foundation sponsored events. Below is a copy of the volunteer contract we will ask you to sign to participate in a Survivor Services “Camp” Event.

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## Volunteer Contract

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I understand that a position as a Volunteer or Counselor for AARBF is non-compensated. I realize that many events, particularly Survivor Services “Camp” Events, by nature, are physically strenuous activities. My signature below means I am in good health and do not have any medical conditions that preclude me from performing the job functions of a volunteer or counselor. It also certifies that the information that I provided in my initial application is true and correct to the best of my knowledge. Therefore I hold harmless the Alisa Ann Ruch Burn Foundation from any claim resulting from participation in

\_\_\_\_\_.

I agree to a curfew established by the Camp/Event Director if applicable, and will refrain from the use of all alcohol or drugs and participation in sexual activity during the term of this agreement. I understand that I must arrive on time and be there for the entire duration of the event and abide by all the rules listed in the Volunteer Handbook.

I agree to abide by the AARBF Social Media Policy.

I agree that I will not divulge to any unauthorized person information about children or other volunteers obtained while performing work with AARBF such as circumstances or cause of burn injury, medications, life situation or health or other private information. I shall not disclose to others any confidential information without appropriate authorization from the AARBF Executive Director and agree to forward all requests of release of information received by me to the AARBF Executive Director.

I acknowledge that violation of this agreement may subject me to dismissal from my duties and service with AARBF; civil and/or criminal action and that the Alisa Ann Ruch Burn Foundation may seek all legal redress. I also understand that the Alisa Ann Ruch Burn Foundation reserves the right to release any volunteer at any time. I understand that it is at the Camp/Event Director’s discretion and will be determined based on what is in the best interest of the campers. Should dismissal happen, I agree to pay for any expense to get myself home.

\_\_\_\_\_

Signature

\_\_\_\_\_

Print Name

\_\_\_\_\_

Camp Name

\_\_\_\_\_

Date