



# Special Love, Inc. Volunteer Handbook

Special Love, Inc.  
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**Welcome to Special Love.** We're so excited to have you joining us. We know there are hundreds of other non-profit organizations in the area and that you have many commitments beyond the time you give to volunteering. So we're especially enthusiastic and appreciative that you're giving of your time and talents to Special Love.

Please carefully review and save this handbook. It contains many important details about our organization and the role(s) you take on while volunteering with us. It's a living document, so revisions and additions are likely to be made annually. If you don't receive these updates, please be sure to ask us for them. We realize you may only be successful as a volunteer in this organization if you're aware of our expectations and your responsibilities. Feel free to contact us at the Special Love office with any questions (888-930-2707).

#### **Our Mission**

Special Love provides quality programs and a community of support to children with cancer and their families.

#### **Our Vision**

Special Love, Inc. is the premier source of hope, comfort, and compassion to children with cancer and their families in the Mid-Atlantic region.

#### **Our Values**

Special Love embraces and promotes the following values:

*Compassion and Respect* – Creating an environment where everybody feels loved and respected lays the foundation for achieving our vision.

*Inclusion* – Ensuring that we continuously and actively engage campers, families and fellow volunteers so that nobody is left out creates a more open environment and furthers our vision and mission of creating a supportive, family-like atmosphere.

*Accountability/Responsibility* – Accountability means stepping up to take ownership and ensuring that things get done and done well. This may manifest in bringing up an issue, solving an issue or just following through on what you agree to do. Special Love relies heavily on self-motivated volunteers and welcomes new ideas. If you have an idea or would like to contribute more, you are encouraged to try it or present it to a staff member.

*Adaptability* – Camp is a fluid, ever-changing environment. Creative solutions and flexibility from campers and volunteers keeps programs fresh and exciting for everybody involved.

*Openness/Honesty* – Strong communities require open, honest communication. The Special Love staff needs to know if you have any issues, concerns, ideas or feedback and is committed to making sure they communicate effectively with you as well. Concerns that are not voiced cannot be acted upon.

*Safety* – Fostering an environment of physical and emotional safety allows us to maintain a strong base of campers and volunteers for our programs and avoid unnecessary injuries and disputes. This is especially important in our environment due to the physical and emotional traumas many of our members have experienced. Since many of these events may not be evident from first glance, maintaining a consistently safe environment is critical.

### **Volunteer Vision**

As the lifeblood of our organization, Special Love embraces, values, and recognizes our volunteers and the fundamental role they play in advancing our mission and vision.

We acknowledge the valuable resources of time, talent, knowledge, skills, and leadership that our volunteers contribute to the organization

We will affect the lives of many in a variety of ways because of YOU, our volunteers, who participate in our programs in a multitude of roles, such as room counselors, activity leaders, troubleshooters, and cheerleaders, as well as the support you provide at our special fundraising events.

Special Love aspires to respect, validate, and develop each volunteer equally for his or her hand in helping us to accomplish our mission.

Special Love commits to foster an environment where we train and nurture our volunteers so they can reach their full potential.

### **History**

Special Love was founded in 1983 by Tom and Sheila Baker of Winchester, Virginia after they lost their daughter, Julie, to lymphoma. The Bakers started Special Love with the hopes of giving other children with cancer an opportunity to enjoy normal childhood activities like swimming, hiking, crafts, and campfires, even while they were undergoing treatment for cancer.

Camp Fantastic, Special Love's first event, was inaugurated in August of 1983 at the Northern Virginia 4-H Educational Center in Front Royal, Virginia. In the years since, Special Love has begun additional programs for young adults, siblings, parents, and even best friends. More than a dozen events now keep Special Love families in touch with each other and enjoying the support of friends who care and understand.



### Camp Philosophy

Childhood should be a time filled with possibility and imagination, but a cancer diagnosis can greatly hinder that. When you or someone in your family has to deal with cancer, your life is suddenly filled with doctor's appointments, chemotherapy, radiation treatments, and spinal taps. Special Love gives these children and their families the opportunity to "just be kids again" in a safe and loving environment.

Special Love offers more than a dozen quality programs in the form of weekend and week-long retreats as well as day events for the families of children who have cancer. These programs create a place where the families of children touched by this illness gather in a supportive environment that encourages normal camping and recreational experiences along with helpful networking. The organization offers these families fun, respite, education, resource sharing, occasional financial assistance, and psycho-social support provided by trained program volunteers and volunteer health professionals.

### Guidelines for Becoming a Special Love Volunteer

Since its inception in 1983 by Tom and Sheila Baker, Special Love has brought together thousands of cancer patients, ages 7 to 17, for relaxation and rejuvenation. We feel our programs can be as inspiring and motivating for staff members and counselors as for campers, so we've developed the following guidelines to make full use of all those who'd like to become involved, either for a weekend event or a week of camp.

We look for several characteristics in all Special Love volunteers:

- For insurance purposes, they must be age 18 and over, except when part of a church group or other organized outside group that is visiting camp to perform a specific duty.
- An unselfish desire to provide a fantastic experience for children with cancer and their families and a willingness to be energetic and flexible.
- No medical background necessary! In fact, we often look for volunteers who can approach camp from strictly a non-medical perspective.
- Former campers (and cancer survivors in general) are welcome and can provide excellent role models for younger campers. To serve as staff, former campers must take a year off before applying as a counselor. They must also be capable of not only providing their own self-care (medications, transport, and other basic functions), they must also be able to provide care for campers for whom they have responsibility at programs where parents are not present.
- Parents are not eligible for camps at which their child is enrolled as a camper or junior counselor/LIT.

#### *Additional Notes:*

Three references are required of potential staff. Special Love will conduct confidential surveys by phone, mail, or e-mail for those references. Volunteer applicants must also be willing to sign a voluntary disclosure statement verifying they have not been convicted of any felony or any crime against children. All volunteers will be subject to a background check.

Contact us with questions at 888-930-2707 or visit our web site at [www.speciallove.org](http://www.speciallove.org). You may also write to 117 Youth Development Court, Winchester, Virginia 22602. Thanks for your interest!



### What Children Gain from Camping

Camping has long been considered a way to "act like a kid again." For children with cancer in particular, going to camp is a way for them to feel normal. Activities like swimming, hiking, and playing sports may



be taken for granted by healthy children, but they are important links to **normalcy** for a young cancer patient.

Camp also can bring about growth in other areas, such as **self-esteem**. By allowing a camper to try new things and take risks in a supportive environment, the camp promotes an attitude of "things I can do" rather than "things I can't or am not allowed to do." It isn't at all unusual for a cancer patient to attempt – and succeed at – new skills or activities that their family or friends wouldn't have thought possible before camp. Physical skills or even simple tasks such as eating regular food, once accomplished at camp, may then become a part of the child's normal routine at home.

Camp also enhances **socialization skills** by allowing children with cancer, who may be shunned by classmates and friends at home, to interact with other camp patients with whom they possess a common bond. Comments such as "I don't feel so different anymore" or "I *am* normal" are often heard at the end of a camp session.

Children at camp have the opportunity to accept **responsibility and leadership**, many for the first time. For campers and staff alike, their experience at camp may lead to clarification of life and career goals.

Finally, camp provides children with a sense of **love and appreciation**. Some campers come from home lives that offer limited support, especially in light of the camper's current illness. These kids perceive camp as a place that's filled with people who love and support them. The week and weekends they spend at camp provide many campers with a renewed spirit they take home with them when they leave.

### Why You (As Staff) Are Here

Some staff members may wonder, "Why am I at camp?"

The simple answer might be "see previous section," because that's precisely why you are here. Your job at camp is to bring about those positive benefits of camp that help every camper leave with a sense of normalcy, increased self-esteem, and enhanced socialization and leadership skills. And the need for a camper to feel loved and appreciated is self-evident.

How do you as a staff member accomplish all of these things? Camp orientation will deal in greater depth with that question, but here are some suggestions:

- *Listen*. Campers won't care how much you know until they know how much you care. Take the time to listen and understand things from their perspective.
- *Lead by example*. Campers will pay attention to what you do, not what you say. Make sure you "walk your talk" and model the behavior you expect from them.
- *Treat campers normally*. When asked how they want to be treated, most kids with cancer will answer, "Like I was before I got sick."
- *Put campers in the spotlight*. Remember they are the reason you are here. Any opportunity you can find to put them in charge is an opportunity for them to grow. Whether a child is homesick or acting out to get attention, giving them something to do with a sense of responsibility may provide the boost they need.
- *Have fun!* Granted, there's a lot to remember while at camp, from safety issues (you're in charge) to proper role modeling, but that doesn't mean you can't have fun. Particularly in the case of room counselors, your enthusiasm rubs off on the campers. Though their enjoyment is the top priority, your enjoyment is close behind.

## Risk Management

The primary goal of any camping program is to allow children to enjoy the full camping experience with as few restrictions as possible. Some guidelines are necessary, however, for the safety of campers and to provide for the efficient running of the camp agenda.

Special Love maintains accident and liability insurance for directors and volunteers. We also minimize the chances of accidents and risk with the following:

**Code of Conduct** - All camp participants sign Special Love's "Code of Conduct," which specifies behavior expectations and consequences; see Appendix A. Staffing guidelines are included as Appendix B.

**4-H Center Policies** - Policies and guidelines pertaining to the use of the Northern Virginia 4-H Center, home of most of Special Love's programs, are handed out and/or presented verbally at the start of Camp Fantastic. These pages outline areas of danger at the center, as well as high-liability situations that room counselors and other staff should avoid (e.g., one-on-one interactions in closed rooms). The same holds true for BRASS Camp, which follows the rules and guidelines set forth by Camp Maria in Leonardtown, Maryland.

**Staff orientation** - Week-long programs such as Camp Fantastic and BRASS Camp include reviews of camp procedures, the code of conduct form, and the 4-H policies form. Safety also is discussed in detail, covering such areas as danger areas at camp – the lake, for example – and the necessity to wear shoes and walk from activity to activity. Every staff member is a Safety Director during camp programs and should report to the Camp Director situations that pose a risk to campers or other staff members.

**Cancer 101 Information Sheet** - "Cancer 101" is how we refer to the information sheet that staff members get before the week of Camp Fantastic. It answers basic questions about types of cancer, treatments, and health needs of campers. It is included below for information purposes and not as a procedural description for all programs. References to medical staffing and other routines specific to the full week of Camp Fantastic apply to that program only. Medical staffing for weekend events is much less involved; hence, the seriousness of campers' illnesses and the level of medical care available at those programs is also much lower.

**"Three's Company"** - Special Love and the 4-H Center adhere to a policy known as "Three's Company" wherein staff should never find themselves alone with a child in a situation that may pose the risk of claims of sexual impropriety. Such situations include using bathing or restroom facilities, changing clothes, or being behind closed doors. Hiking through secluded woods or other sites out of public view could also be construed as potentially risky since claims of misconduct would be based on "your word against the child's." Staff should make sure that three people are present – two counselors and one child or two children and one staff member – in any of these situations.

**Background Checks** - To prevent exposure to unnecessary liability, Special Love conducts written reference checks on all adult resident staff, as well as criminal background checks.

**Emergency Procedures** – Following are procedures for possible emergencies that may occur at camp:

- **Missing camper:** If a child fails to report to a scheduled activity or to his/her room at bedtime, the child's room counselor will report to the Dean, Assistant Dean, or Camp Director, who will direct a general search for the camper, taking care to search at the last activity at which the camper was known to have participated. If the camper is still not found, the Director will take appropriate measures, which may include notifying local authorities to request assistance.

- *Fire:* In the event of a fire (or fire drill) while campers are in their lodges at the Northern Virginia 4-H Center, staff and campers will proceed to the following areas as a room group:

Congressman Lodge – parking lot behind the conference center  
Robinson, Rector & Peters Lodges – Fairfax Shelter

Once the Deans at each lodge have checked to make sure the lodge is evacuated, he/she will meet the group in the appropriate location to take roll by room. If any camper is deemed missing, the Dean will re-search the lodge for that camper. In the event that a fire occurs while campers are in locations other than their lodges, the entire camp will meet at either the conference center parking lot or Fairfax Shelter, whichever is closer.

- *Accident/Injury:* The camper or staff member should be taken to the infirmary, if possible. Do not attempt to move anyone with possible back or neck injuries. If the injured person cannot make it to the infirmary, a member of the group should radio for assistance or, if no radio is available, they should go for help on foot. The medical staff – or the volunteer identified as the first aid resource – will keep copies of each camper's health form for consultation.

#### *Maintenance Needs*

4-H Center employees are available from 7:00 a.m. to 11:00 p.m. for general repairs, clean-up, etc. After 11:00 p.m., requests should be directed to the Lodge Chief or appropriate Dean.





## Coping with Kids

(or Convincing Yourself – and Maybe a Few Others – That You Understand What’s Going On)

### *The General Principles*

- Provide clear expectations.
- Understand that people don’t always act like you want them to.
- Be supportive 100% of the time.
- Be a good role model.
- Provide frequent rewards.

### *What Makes Them Click*

#### 7- to 8-year-olds

- They want your approval.
- They avoid punishment and seek rewards.
- They respond to concrete language.
- Say, “I like it better when you . . .”
- Say, “Thanks for . . .” (desired behavior)
- “When I say, ‘go!’”

#### 9- to 12-year-olds

- They respond to moral reason.
- They support social order.
- They want your approval and recognition.
- “I know you didn’t mean to . . .”
- “You and I both know that . . .”
- “I don’t want the other kids to get the wrong idea.”

#### Teens

- They are peer group-oriented.
- They seek independence from adults but value strong adult support.
- They respond to appeals to help as partners.
- They seek equalizing relationships.

### *Some Specific Responses*

- *Stonewalling* - “Since you’re not ready to talk about it, I will decide.”

- *Unworkable Solution* - "I'm not willing to try that because \_\_\_\_\_. Do you have another idea?"
- *Promises, Promises* - "That will help a lot. What consequence would be fair if you forget?"
- *Disrespect* - "I will talk to you about it if you can talk respectfully or you can take a time and cool off – you decide."
- *Blaming Others* - "I'm not interested in fault-finding. I'm interested in solutions."
- *Denial* - "What are your ideas for solving the problem?"

#### *A Few Bad Ideas*

- Giving orders
- Listening only to favorites
- Putdowns
- Forcing people to do things they don't want to do
- Embarrassing anyone
- Expecting miracles

#### *A Few Good Ideas*

- Encouraging others
- Building self-esteem
- Participating
- Listening carefully for feelings as well as content
- Being appropriate
- Not letting problems go on too long

#### *Help with Specific Problems*

- *Homesickness*: Try to keep the child active, suggest writing a letter to his/her parents, give him/her a special assignment/responsibility at camp, suggest that he/she try to make it through a specific time period and agree that you'll talk again after that. *Don't* promise to let him/her call home without approval from the Camp Director.

- *Bedwetting*: Discreetly change the child's bed and have the Camp Director or another Program Leader launder the sheets while the campers are otherwise engaged. *Don't* draw attention to the camper or the problem among the other kids.

- *Disruptive Behavior*: Try to find out (in a non-threatening manner) why the behavior took place. Ask that the behavior stop and remind the camper that he/she signed a Code of Conduct agreeing to be sent home if he/she didn't follow the rules. Separate the camper from the rest of the class/room if behavior persists and report to the Dean (if in lodges) or Program Director as a last resort. ***Don't use physical punishment or force*** unless the camper poses an immediate threat to the safety of yourself or others. (That includes forced push-ups or other "healthy" outlets for the camper's energy.)

**Please Remember:** When in doubt, ask someone for help!

## Appendix A

### Camper Code of Conduct

1. For the safety and well being of all participants, a complete and signed Health Form is required for participation in Special Love events. In addition, medications and medication forms must be turned in at the registration table upon arrival at the Special Love event (or when the camper boards the bus for camp).

**MEDICATION POLICY:** All medications submitted at camp registration **MUST** be in the **ORIGINAL CONTAINER WITH THE CAMPER'S NAME PRINTED ON THE BOTTLE**. (This includes over-the-counter medications.) Ziploc bags, other bottles, bottles printed with someone else's name, or any other type of container besides the original **will not be accepted**. Actual dosage listed on the bottle **must** be followed unless there is a written note from the prescribing doctor outlining different indications. There can be no exceptions to this policy.

2. Each camper is to attend and be actively involved in all parts of the planned program including attending all scheduled functions. Curfew is to be followed as specified in the schedule for overnight events. Failure to be in assigned locations may lead to dismissal from the Special Love event. Some areas are off-limits to participants (e.g., the swimming pool, lake, challenge course) unless under appropriate instructor supervision.

3. Participants should remain at the Special Love program until the program is scheduled to end. Participants may not leave a Special Love program without prior permission from the Program Coordinator or other adult in charge of the Special Love program. Participants may only be picked up from a Special Love program by the person designated on the Health Form. Identification may be requested at the time of pick-up.

4. Participants are expected to follow the directions of Special Love volunteers and paid staff. All participants are under the supervision of the Executive Director, Program Director, or Volunteer Chair responsible for the Special Love Program.

5. Participants should respect the property of others and be responsible for themselves. Deliberate destruction or removal of facilities or equipment is not permitted. Financial responsibility for any damages caused by deliberate destruction will be assumed by the participant and/or parents/guardians. The same applies to the property and personal items of other participants. Theft is expressly forbidden at Special Love programs. Unless invited, participants are not allowed in rooms other than that to which they have been assigned.

6. Participants should treat all others and themselves with respect. Aggressive, abusive, vulgar, or violent language and behavior towards others (e.g., fighting, threats, insults, cursing, and discrimination) will not be tolerated.

7. Inappropriate displays of affection (e.g., kissing, cuddling, or other sexual innuendo) are not acceptable behavior while at a Special Love program.

8. Participants should respect the privacy of others. Girls are not permitted in boys' lodging rooms; nor are boys permitted in girls' lodging rooms.

9. Possession, distribution, or use of fireworks, weapons, knives, or other items that can be used as a weapon are not permitted at Special Love programs, except under adult supervision in scheduled instructional activities (e.g., shooting education class supervised by a certified instructor).

10. Possession, distribution, or use of alcoholic beverages, illegal drugs, tobacco products, or unauthorized prescription drugs are not allowed at any Special Love-sponsored program and must be reported to law enforcement. Special Love reserves the right to conduct a search of a participant's outer clothing, luggage, personal belongings, lodging rooms, and furniture being used by a participant(s) if there is "reasonable suspicion" that the participant has drugs, alcohol, tobacco, or weapons.

11. Animals and pets are not allowed at Special Love programs unless needed to accommodate a disability or as part of an organized program, or through specific authorization from the Special Love office. Animals that are used as part of a Special Love event should always be provided with proper care.

12. Electronic and mechanical devices (e.g., cellular phones, pagers, walkie-talkies, video games, radios, CD players, TVs, tablets, or laptop computers) are not allowed at Special Love programs unless they are needed as part of an organized Special Love program or with authorization from the Special Love office. Without authorization, these items will be confiscated and returned to the participant (or the participant's parents/guardians) at the end of the program.

### **Consequences**

Unacceptable behavior during a Special Love program (as defined within this Code of Conduct or through a review process by a conference of adult leaders and program staff) will result in consequences to the participant. Consequences may include:

- A warning and probationary period
- Early release from the Special Love program without refund of the nominal registration fee
- Restitution or repayment of damages
- Denial of future participation in any Special Love programs for one or more years (as determined by the Executive Director, Program Director, or Volunteer Program Chair)
- Forfeiture of financial support for a Special Love program
- Releasing the youth to the appropriate law enforcement agency and/or the proper authorities.

*NOTE: Any conduct not specifically covered by this Code of Conduct but deemed inappropriate by those responsible for the Special Love program will be viewed as a violation and appropriate action will be taken. If an infraction occurs, the person in charge of the Special Love program will provide appropriate communication to parents/guardians.*

**Signature(s)** (Participant and parent/guardian signatures are required for participants under 18.)

I have read and understand the above "Code of Conduct" and will abide by the expectations described in the Code of Conduct. I understand that if I act inappropriately, I will have to accept responsibility for my actions that may result in the consequences listed above.

\_\_\_\_\_  
Participant Signature

\_\_\_\_\_  
Please Print Name Here

\_\_\_\_\_  
Date

I have discussed and reviewed this Code of Conduct with my child. I understand that failure to abide by this Code of Conduct may result in the consequences listed above which includes no refund. In the event that this code is violated, I agree to come to the Special Love program to pick up my child at the request of the adult in charge of the Special Love program. I further understand that if I refuse to pick up my child, am unavailable, or fail to make timely arrangements to retrieve my child, Special Love program staff may contact law enforcement or social services to provide necessary protection for a child in need of services. I acknowledge responsibility for all fees/charges that may result from said services.

\_\_\_\_\_  
Parent/Guardian's Signature (for participant under 18 years old)

\_\_\_\_\_  
Date

## Staff Guidelines

Thank you for volunteering for Special Love. As a volunteer staff member, you make up the single most important component of Special Love's program success. To ensure that success, please keep in mind the following guidelines:

1. *Your primary purpose for being here is the campers.* By focusing on the camper's enjoyment, you will help to guarantee your own. Avoid fraternization with other counselors at the expense of the campers. Again, they are the reason you are here.
2. *Room counselors are directly responsible for the campers in their rooms.* Know where your campers are at all times, especially when you are all in your room for the night. When your kids are in their room, you should be with them.
3. Remember: *You are role modeling anytime campers are present.* Whether you are teaching a class or participating in sports and free time, *campers will do what you do, not what you say.* So be on time, be enthusiastic, and be considerate.
4. *The Camp Director(s) and Deans of Men and Women are here to help you.* If you have a problem with a camper or another staff member, notify the Director or Dean. Do not try to discipline a camper yourself.
5. *In case of emergency, remain calm.* Keep the sick or injured camper calm and send for help immediately. Do not try to move an injured camper by yourself, but notify the Camp Director(s) or assistants to determine what steps to take.
6. *Avoid potential liability* by not being alone with a camper in a one-on-one situation where accusations of misconduct, sexual or otherwise, could be made. Use the "rule of three" by asking another camper or counselor to join you whenever you are not in a group setting. This rule also applies to conduct and communications between volunteers and campers outside of Special Love events when you are representing Special Love or are identified as such.
7. *Everyone is a safety monitor.* Prevent accidents by being on the lookout for potential safety risks, such as dangerous behavior or environmental hazards. Particularly at events where parents are not present, staff must act as guardians for campers at all times.
8. *Never leave camp during an event* without the permission of the Camp Director. Likewise, use of personal vehicles once a camp event has begun is prohibited unless authorized by the Program Director. If you do have permission to use your vehicle, *do not give rides to campers in open-backed trucks or similar vehicles.*
9. *Do not bring alcohol, drugs, cigarettes or weapons (including firecrackers) with you to camp.* Their use is prohibited. Help enforce the same policy with the campers.
10. If you take digital photos at camp, we ask that you notify us prior to posting them online or otherwise making them available for public viewing. We reserve the right to screen photos that we deem inappropriate for public access as defined in our "Internet Use Policy."

*I have read and will abide by these staffing guidelines, including those listed in Special Love's "Internet Use Policy."*

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*Signature of Volunteer*

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*Date*

### Special Love's Technology, Social Media, and Communication Policy

With electronic communications becoming the main tool for communication, marketing, and sharing between and among Special Love's staff, volunteers, and campers, it's important that Special Love adopt a policy for appropriate online behavior when interacting within the Special Love community.

Special Love requires all staff, board members, authorized volunteers, and counselors of any Special Love-sponsored program to read, understand, and agree to abide by this Technology, Social Media, and Communication Policy ("Policy"). This Policy applies with respect to and during all Special Love programs, including, without limitation, Camp Fantastic and BRASS, and beyond your active participation in Special Love programs so long as you identify/reveal your involvement with Special Love or when conducting business in the name of Special Love.

If you identify yourself as a Camp Fantastic, BRASS, or Special Love staff member, counselor, or volunteer in any social networking profile, on a website, on a group page, or in a weblog, and/or use Special Love or any of its programs' names, logo, or any identifying Special Love camp or program photography or text, everything and anything you post or say can be seen as a reflection of Special Love and its programs. Accordingly, the following requirements apply with respect to the use of the Special Love name and/or logo or any Special Love program name or photograph that identifies Special Love or uses its name:

- 1) Written approval from Special Love must be received prior to:
  - Creating any camp or Special Love "group page"
  - Using the Special Love name, logo, or any other Special Love identifying mark on the Internet or in any public forum
- 2) Notification of and link to any postings must promptly be sent to Angela Ashman at [aashman@speciallove.org](mailto:aashman@speciallove.org) in the event that you use Special Love photography or texts or photographs of any campers or program participants to a public email or Internet site of any kind.
- 3) All staff, board members, counselors, and authorized volunteers must be respectful of Special Love, its programs, all campers and program participants and all other employees/volunteers in all communications in any personal profile, blog, or other Internet site(s) and communications. This includes but is not limited to the following:
  - Maintaining the confidentiality (including name and contact information) of all campers, program participants, staff, and volunteers involved with Special Love and its programs.
  - Not using any obscenities, profanity, or vulgar language.
  - Not engaging in any form of harassment or intimidation or disrespectful or inappropriate conduct.
  - Not posting any comments that are derogatory with regard to an individual's race, gender, religion, sexual orientation, disability, or any other protected status.
  - Not engaging in any sexually explicit, suggestive, humiliating, or demeaning comments.
- 4) Each staff member, board member, authorized volunteer, and counselor agrees to not use a social networking profile, group page, weblog, or any other internet medium to discuss behavior that is prohibited by Special Love's policies including, but not limited to, criminal or delinquent behavior such as alcohol or drug use, sexual behavior, destruction of property, harassment, or intimidation.
- 5) Once an individual identifies himself or herself as a staff member, board member, counselor, or authorized volunteer of Special Love, that individual is recognized and will be seen as an ambassador or spokesperson of/for Special Love and its programs. Accordingly, all such individuals agree, as a condition of involvement in any Special Love program, to abide by this Policy.



- 6) Special Love does not encourage or discourage communications between and among campers, camp staff, board members and volunteers; however, all camp staff and volunteers must understand that Special Love's supervisory guidelines (i.e., Code of Conduct) apply to all communications and interactions with any camper(s). Each individual expressly acknowledges that if and when he/she chooses to give personal contact information including cell phone number, email address, weblog, address or social networking site name or other contact information to a camper or family, he/she is expressly accepting the responsibility, terms of the Code of Conduct, and the expectations of Special Love as a role model and ambassador of Special Love.

Each authorized volunteer, board member, counselor, and staff member agrees and acknowledges that any violation of this Policy may result in disciplinary and/or legal action including the possible termination of future involvement with Special Love.

I have read, understand, and agree to comply with this Special Love Technology, Social Media, and Communication Policy. If I have not received a copy of and read the Special Love Code of Conduct, I will request a copy at the time I sign this Policy.

AGREED TO AND ACCEPTED:

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Today's Date: \_\_\_\_\_

EXAMPLE

## Appendix B

### Volunteer Job Descriptions

#### **Program Chair**

- Works with Special Love Program Director to coordinate volunteers and services for a specific program. Volunteer services may include class instruction, entertainment, and other activities such as recreation time or dances.
- Hosts program by greeting campers and/or families, making announcements, and overseeing activities.
- Resolves problems that arise during program, such as resource shortages, schedule changes, or camper/staff needs.
- Makes recommendations for additions or changes to future programs.

#### **Assistant Program Chair**

- Works with the Program Chair to see that program runs smoothly.

#### **Dean of Men/Women**

- Enforces Code of Conduct signed by campers.
- Monitors safety at camp.
- Checks rooms on his/her side of lodge after "lights out" to see that campers are settling down at appropriate time.
- Refers problems and conflicts among campers and staff to Program Chair or handles them and reports results to Program Chair.

#### **Assistant Dean of Men/Women**

- Works with Dean to enforce camp rules and monitor safety.

#### **Lodge Chief/Host**

- For Family Weekends, one or more families will be assigned as Lodge Chiefs (or Hosts) to help residents of that lodge check in. Host families also serve as the contact person for that lodge regarding repairs and other basic needs. They may also be assigned to a particular new family to help that family acclimate to camp.

#### **Room Counselor**

- Responsible for safety and welfare of campers in his/her room. Enforces Code of Conduct and reports problems to appropriate Dean. *It is **not** the job of the room counselor to administer discipline for rule violations.*
- The room counselor is responsible for knowing the whereabouts of campers in his/her room at all times. Room counselor is "off duty" only when his/her campers are engaged in another staff-supervised activity or when room counselor has worked out an arrangement with appropriate Dean and other room counselor(s).
- Room counselor should be in his/her room with his/her kids after "Lights Out."

### **Class/Activity Leader**

- Organizes and supervises class or other activities such as sports or games. Coordinates with Program Chair or Assistant Chair for additional volunteer staff assistance, supplies, and room space.
- Responsible for all campers in his/her class or activity during scheduled sessions.

### **Tribal Leader**

- Responsible for campers during all scheduled tribal meetings or campfire.
- Oversees tribal responsibilities, such as presentation of songs, skits, yells, etc. during campfire, teaching "Laws of the Council Circle," and tribal duties such as clean-up after camp meals and flag raising and lowering.

### **Big Chief**

- Responsible for running campfire and for upholding "Laws of the Council Circle." Asks tribal leaders to come up with tribal song, skit, yell, etc. during tribal meetings.

### **Ishkatay**

- Responsible for building, lighting, and maintaining campfire in a safe manner. Any use of fuels or other combustible materials must be pre-approved by Program Chair and/or Big Chief.

### **Tribal Chief**

- Leads tribe in coordinating tribal song, yell, skit, etc. May be assisted by a "scribe" or "assistant ishkatay."

### **Family Buddies**

- Each family is paired up with a Family Buddy who lends a helping hand to that family and acts as a host for the weekend. It is your responsibility to make sure the family has fun, understands the schedule, actively participates wherever possible, and feels welcome and a part of the Special Love Family. Depending on the family's needs, specific Family Buddy responsibilities may include: greeting families upon arrival, touring them around camp, joining family members in camp activities, supervising the children when the parents are in parent-only activities and helping the family with any other needs that arise. You should receive your family assignment the week of the program.

### **Activity Leaders**

- Some of you have been specifically assigned to an activity on the schedule. You are responsible for successfully organizing and supervising an activity during a program. It is your responsibility to come to the program with a prepared plan for your activity, all necessary supplies, and a back-up in case your plan is impacted by number of participants, helpers, or inclement weather. You are responsible for all campers in your class/activity during the scheduled sessions. You will coordinate with the Program Chair or Assistant Chair for additional volunteer staff assistance, extra supplies, and room space. (Please discuss supply needs with the Chair prior to making any purchases; pending Chair approval, reimbursement for some supplies may be possible.)