



Volunteer Handbook

ENCOUNTER
Youth

ENCOUNTER
KIDS

ENCOUNTER
LITTLES
1 JOHN 3:1

Encounter Cove Camps

Creating space for people to encounter Jesus.

ENCOUNTER
COVE

ISAIAH 43:18-19

ENCOUNTER CAMP PACKING LIST, DRESS CODE, & CELL PHONE POLICY

LEADERS PACKING LIST

- Bible, Notebook, & Pen
- Backpack
- Twin Size Bedding or Sleeping Bag and Pillow
- Swim Towel and Shower Towel
- Toiletries/Personal Hygiene Items
- Recreation Clothes & Closed Toed Shoes (Required for the Ropes Course)
- Casual Evening Session Clothes and Shoes
- Sunscreen & Bug Spray

WHAT NOT TO BRING

- Immodest Clothing
- Electronics (except for personal cellphone)
- Tobacco products including electric cigarettes/vapes.
- Weapons (including knives)

DRESS CODE

- Our camp dress code is modesty!
- No two-piece bikinis, spaghetti straps, belly shirts, or crop tops.
- Cover up required for immodest swimsuit.
- All shorts must be a modest and reasonable length.
- No clothing with inappropriate slogans or pictures.
- All volunteers are responsible to model modesty while at Encounter Cove.
- If modesty policy is not followed, it will be the responsibility of the dorm/team leaders to address it with their camper.

CELL PHONE POLICY

- Campers are not allowed to have cell phones during camp, and they will be instructed to hand them in upon arrival at camp.
- Please use cell phones only in case of emergency.
- Do not take pictures of campers.
- Camp Volunteers will be given the guest WiFi password to use in case of emergency.
- In case of emergency, campers will be able to call home when approved by a leader.

ENCOUNTER CAMP ABUSE PREVENTION GUIDELINES

ENCOUNTER COVE CHILD PROTECTION PLAN

At Encounter Cove, the safety and protection of children is our number one priority. That is why we have implemented a comprehensive Child Protection Plan that combines rigorous policies, extensive staff and volunteer training, age-appropriate education for campers, and encouragement of all staff, volunteers, and campers to report any questionable behavior.

The Child Protection Plan includes:

- Requiring that all staff and volunteers at camp have gone through an approval process that involves: a professional criminal background check for every adult employee and volunteer age 18 and older and sexual abuse prevention training for camp staff members and volunteers during Volunteer Meeting.
- Stringent policies and accountability that are designed to avoid private, one-on-one situations.
- Age-appropriate information for all campers about safety and personal boundaries.
- Educating campers, camp volunteers, and camp staff on how to recognize, resist, and report any inappropriate or questionable behavior.
- Clear reporting procedures for students, leaders, and staff.

ENCOUNTER COVE ABUSER RESOLUTIONS

- Screen Out - a person is denied access to minors due to a negative background screen, reference, work verification, or other red flag indicators.
- Opt Out - a person opts to remove themselves from the organization or from engaging with minors inappropriately.
- Monitor Out - a person is removed from access to minors resulting from suspicious behavior and/or inability to comply with organizational expectations or policies.
- Report Out - a person is reported by a 3rd party or victim and is removed from access to minors and placed under legal investigation.

ENCOUNTER CAMP ABUSE PREVENTION GUIDELINES

REPORTING PROCEDURES:

To ensure that leaders and students feel comfortable reporting concerns, the following are the appropriate personnel for reporting to:

- Kids/Youth Camp Leaders: Dylon & Ashlynn Brawley and Clayton & Alyssa Upson
- Camp Directors: Jeff & Sheila Brawley

Staff, Volunteers, and Campers will be taught the following concerning child protection and safety:

- Recognize: Recognize acceptable and unacceptable behavior.
- Resist: Resist unacceptable behavior.
- Report: Report what makes you feel uncomfortable or if rules have been broken.

Reporting Protocol

1. All workers, whether employees or volunteers, are subject to the code of conduct.
2. Report a concern as soon as possible.
3. When reporting, please provide the following information:
 - WHO.....are they?
 - WHAT.....are they doing?
 - WHERE....are they?

(Refer to Encounter Cove Camp Code of Conduct)

4. No one is exempt from reporting.
5. Reporting is not limited to adult-to-child interaction. All rules apply to adult-to-adult or adult-to-child leader interaction.

ENCOUNTER COVE CAMP CODE OF CONDUCT

The following are guidelines for acceptable and unacceptable conduct with children/minors.

1.TOUCH

Acceptable:

- Handshakes, high-fives, fist bumps
- Pats on shoulder or back
- Arm around the shoulders
- Short Side hugs or shoulder-to-shoulder hugs

Unacceptable:

- Private back rubs, kissing, tickling, massages, or wrestling
- Touching of private parts (including rear slapping)
- Touching a child in anger, disgust or frustration, including holding a child against their will or assaulting a child
- Initiated frontal hugs by staff/volunteers
- Lap sitting
- Any touch which could be interpreted as sexual
- Physical searches

2.TALK

Acceptable:

- Verbal praise for achievement or behavior
- Verbal encouragement
- Positive Reinforcement
- Spiritually based teaching
- Biblically based sexual teachings by authorized leaders, with prior notice

Unacceptable:

- Compliments or questions relating to physique or body development
- Sexual jokes, sexual innuendoes, or bathroom humor
- Sexual conversations
- Swearing, vulgar language, racist remarks
- Verbal harassment, abuse, shaming, belittling
- Telling personal secrets
- Passing personal notes outside of what is provided through the context of camp
- Exchange of personal contact information

ENCOUNTER COVE CAMP CODE OF CONDUCT

The following are guidelines for acceptable and unacceptable conduct with children/minors.

3.TERRITORY

Acceptable:

- Public one-on-one interaction. All interactions must be done in a public place that is always both observable and interruptible.
- Group or public environments
- Two adults (preferably unrelated) in a room with public visibility (door open, blinds open, unobstructed view)

Unacceptable:

- Private one-on-one interactions
- One adult in a room without public visibility
- Interactions that are not observable or interruptible at all times

4.TRANSPORTATION

- While transporting minors in a vehicle on camp property, there must be at least two adults present, including the driver. The “no one-on-one” rule still applies. Minors can only be transported by authorized personnel: Camp Bus Drivers, Camp Leaders, and the Camp Nurse.
- While walking minors to a location away from camp activity there must be at least two others present (Two adults and one minor / one adult and two or more minors).
- Minors may not be left in a location where there is no approved adult.

5.BATHROOM USE PROCEDURES

Acceptable:

- When taking a student to the restroom during Activity in Building:
 - Leader practices the one foot in/one foot out of the doorway.
- When taking a student to the restroom away from Camp Activity:
 - RULE OF THREE: Always must be at least three.
 - Leader practices the one foot in/one foot out of the doorway.
- If a student requires assistance, one adult should be at the door and one adult in the bathroom providing visual oversight and assistance as needed.

Unacceptable:

- An adult/leader entering alone into a bathroom with a student.
- An adult/leader not using discretion/modesty while in the bathroom.

*For males, it is required to use a private stall at all times.

ENCOUNTER COVE CAMP CODE OF CONDUCT

The following are guidelines for acceptable and unacceptable conduct with children/minors.

6.DISCIPLINE PROCEDURES

Acceptable:

- Calmly request for the student's behavior to change. Give student positive choices to change their behavior. If there is no change, report to the camp leaders.
- To protect oneself from an assault by a student or if students are fighting, one may use appropriate self-defense to prevent possible injury or to create a safer situation for the child or the worker.

Unacceptable:

- Shaming, belittling, or using physical force to cause the student to change their behavior.

CAMP GUIDELINES FOR DISCIPLINE

1. The following are not appropriate forms of punishment:
 - running laps, push-ups, time-out/isolation.
2. Do not leave a student alone without staff supervision/observation, or subjected to ridicule or threat. (See bullying below)
3. Handle serious discipline issues with more than one leader.
4. If you are getting frustrated, contact leadership. We want you to experience success. Do not discipline while angry.
5. Keep fighting students away from each other.
6. If required, bring a student to camp leadership as close to the act as possible. Do not bring him/her saying, "He's been bad all day long."

BULLYING:

We will not tolerate bullying at Encounter Cove Camps (verbal or physical) and will operate on a Three Strikes System:

- Strike 1: Meeting with leadership—leadership will determine if a STRIKE is given.
- Strike 2: Phone call home and consequence involving a change of team or missing an activity.
- Strike 3: If bullying continues, parents will be called and asked to come and pick-up student.

ENCOUNTER COVE CAMP CODE OF CONDUCT

The following are guidelines for acceptable and unacceptable conduct with children/minors.

7.MODESTY

- Volunteers and kids are never to "sit around" or "walk around" without a towel or clothing covering their private areas.
- Towels must be worn at all times going to and from shower. (No exceptions!)
- Volunteers and kids are never to display sexual body parts intentionally.
- Removal of shorts, tops (for girls), or swimsuits will NOT be allowed for swimming.

**For leaders getting dressed, it is recommended to get dressed using a towel to stay covered if you are unable to change in a private stall.

Consequences for Violating the Code of Conduct

Any violation of the Encounter Cove Child Abuse protection policies and code of conduct will be thoroughly reviewed and considered. The consequence may be a conversation reviewing the violation and, in some cases, may result in immediate dismissal from serving on property. The type of violation may involve legal consequences or the inclusion of law enforcement when necessary.

PERSONAL PREVENTION GUIDELINES

The Encounter Cove Camp Code of Conduct is for both the protection of the students and the leaders. These five reminders are best practices intended to help make camp the best possible experience for everyone.

1. Do not put yourself in a compromising situation. Be careful where you meet. Be observable and interruptible at all times. The best policy would be to always have a 3rd party available or even nearby.

2. Do not rely on your good reputation or put yourself in a position where it's your word against another individual's.

Procedure: use the "buddy system" (two adults with a student(s) in private setting) as standard procedure when counseling, transporting, and working with students. Have a staff person or volunteer with you.

3. Be cautious of physical contact. Follow the guidelines, but also be aware of students that seem to long for excessive physical touch.

4. When taking a student to the restroom or back to the dorm, ALWAYS practice the ONE FOOT IN, ONE FOOT OUT rule. Keep yourself in potential eyesight of other leaders at all times.

5. SEE SOMETHING, SAY SOMETHING

If while serving at Encounter Cove Camps, you see anything or sense something that makes you uncomfortable, then we want and require that you make someone else aware.

KEYS TO LEADING A GREAT TEAM OF CAMPERS

- Set a high standard from the beginning of what a great time you are going to have and how being quick to listen and quick to get along with one another will make that possible.
- Speak life from the beginning: “I think we have the absolute best group of kids on our team. I am so lucky to have each of you.”
- Believe the best in every one of your campers. Recognize when students are doing something right.

Focus on the positive:

- Pray for your campers and encourage them daily.
- Never give up on students.
- Always speak Life.

CAMP PRACTICAL GUIDELINES

Dorm

- Clothe yourself properly in dorms and to/from showers.
- Alert camp leadership immediately when problems arise.
- Help keep dorms clean at all times. Keep wet clothes outside.
- Do not enter a dorm by yourself with another child.
- Do not take pictures in the dorms or bathrooms.

Bedtime

For campers, this time has the opportunity to either be very life-giving or can be one of the most difficult and anxious times. Here are the guidelines we would like every team leader to utilize:

- 10 minutes before lights-out, announce that when lights go out, voices go off.
- Remind your campers how thankful you are that they are on your team.
- Pray with and for your campers.

Evening Session

- Pray for the session and your students.
- Help prepare your team to receive from God by praying with them and talking expectantly about what God is going to do.
- Model passionate worship and prayer.
- Be observant during evening services. Take notes. Bring your Bible.
- Be sensitive to kids that are not responding. Encourage and pray with them.

ENCOUNTER COVE CAMP EMERGENCY PROCEDURE

Never make an independent decision about the well-being of a camper or leader.

In Case of Emergency:

- Alert First Aid Personnel and Camp Leadership immediately on all medical situations. Do not make an individual decision to contact 911.

Things to Remember:

- DO NOT MOVE a person with suspected head, neck, or back injuries to avoid further injury.
- If you are to be around the patient, you must remain calm.
- Do not release information and remind staff about confidentiality until the Director can give proper report. Stress the need for routine behavior.
- To prevent rumors, staff and leaders need to convey when the situation becomes stable.
- First Aid Personnel has permission to call 911 if Director or Leadership are not present.

Proactive Preventers:

- Do not allow students to be left unattended.
- Life jackets must be worn at all times at the lake.
- Discourage horse play/rough play (wrestling, fighting, etc).
- Use all recreation items and facilities for the intended purpose.
- Keep campers hydrated. If campers start to appear dizzy or lethargic, take them to the First Aid Station.

Emergency Evacuation:

Tornado Warning:

- Girls and Boys Dorms: Go to the lowest dorm. Duck & cover on the floor and on the bottom bunks.
- Evening Service: Go as directed by camp leadership.

Building Fire:

- Evacuate the building and gather at the parking lot away from the building. Team leaders will do a headcount.

ENCOUNTER CAMP FIRST AID AND HEALTH GUIDELINES

FIRST AID & MEDICATIONS

First aid is located in a predominant location to assist campers and leaders with all daily medications and first aid. As a reminder, all medication including over the counter meds and supplements must be turned in to First-aid at check-in. Team leaders need to be aware of which campers need daily medications, as well as be informed of when kids are going to receive first-aid treatment and/or medications.

IF A CAMPER IS SICK

If a camper is showing any of the following symptoms, they should immediately be taken to first aid:

- Cough
- Fever/Chills
- Diarrhea
- Nausea/Vomiting
- Muscle Pain or Body Aches
- Sore Throat
- Headache
- New Loss of Taste or Smell
- Difficulty Breathing
- Lightheaded or Dizzy

PROCESS PROCEDURES

- First aid will take the potentially sick camper to evaluate him/her in the isolation area.
- If a camper has a fever, they will rest and hydrate for 15 minutes and then retake temperature.
- If camper continues to have fever over 100.4, parents will be contacted and camper will remain in isolation until a parent can arrive.
- If camper has two or more symptoms listed above, parents will be contacted and camper will remain in isolation until a parent can arrive.

ENCOUNTER CAMP TEAM RECREATION TIME

Encourage campers to get out of their comfort zone, let their walls down, and push themselves further than they have ever gone before to help prepare them for what God wants to do in their hearts during the evening services. Campers are establishing trust and finding their value and identity, some of them for the very first time.

Here are a few tips to remember for RECREATION TIME:

FOR THE LEADERS:

- Be on time.
- Be passionate & excited! If you're enthusiastic, your team will be enthusiastic too.
- Be flexible. There are always changing variables (weather, schedule delays, unforeseen circumstances, etc.).
- Be proactive in helping kids experience success.
- Be encouraging to everyone.
- Be safe and drink lots of water.

FOR THE CAMPERS:

- Appropriate and casual shoes and attire (closed toe shoes required for The Edge zipline/ropes course).
- Be safe and drink lots of water.
- Everyone is strongly encouraged to participate in all activities.

We do not want recreational activities to be an opportunity for bullying or a traumatic experience. Encourage everyone, but do not force or coerce a camper to engage in any activity that they do not want to do.

Example:

- Encouragement IS NOT: "Come on don't be such a sissy."
- Encouragement IS: "Come give this activity a try! We'd love for you to help our team!"

ENCOUNTER CAMP EXPERIENCE

Camp is an experience from the moment that the campers check-in and until they depart. Their camp experience leads to memories and defining moments that campers will cherish for a lifetime!

ENCOUNTER CAMP SPIRITUAL HELP FOR CAMPERS

Leading a Camper to Christ:

Camp is a great place for the camper to make the decision to follow Christ. As their leader, you should be prepared to help lead a camper in his/her time of decision.

Take time to become familiar with the following scriptures:

- Romans 3:23 - all have sinned.
- Romans 6:23 - the wages of sin is death.
- Romans 5:8 - God demonstrated His love for us & while we were still sinners, Christ died for us.
- Romans 10:9 - confess with your mouth.
- Romans 10:10 - believe in your heart.
- Romans 10:13 - whoever calls on His name shall be saved
- 2 Corinthians 5:17 - anyone is in Christ, He is a new creation: the old has gone, the new has come.

Answers to Common Questions about Salvation:

- Does God love me? YES, John 3:16
- Am I a sinner? YES, Romans 3:23
- Do I need to be saved? YES, Romans 6:23
- Can I be saved any other way? NO, John 14:6
- Am I too young to receive Jesus? NO, Mark 10:14
- What must I do to be saved?
 - CONFESS: 1 John 1:9
 - BELIEVE: Acts 16:31
 - RECEIVE: John 1:12

Needs You May Pray with a Camper:

1. Need for Forgiveness & Need of Assurance
 - 1 John 1:9, John 3:36, Ephesians 2:8, Psalm 91:14-15, Psalm 40:1-3, 1 Samuel 12:22
2. Loneliness
 - Deuteronomy 31:6, Psalm 139:7, Deuteronomy 4:31, Joshua 14:16, John 14:16
3. Praying for Family Members and Loved Ones
 - 2 Peter 3:9, Proverbs 20:1, Deuteronomy 31:6, Proverbs 23:29-32, 1Thessalonians 5:24, 1 Corinthians 6:10
4. When Grief Controls our Thoughts
 - 1 Thessalonians 4:13-14, Isaiah 26:3, Isaiah 41:10; 43:2, Psalms 139:23, Matthew 5:4, Philippians 4:8

ENCOUNTER CAMP SPIRITUAL HELP FOR CAMPERS

5. Need for Guidance
 - Psalm 32:8, Romans 8:14, Proverbs 3:5-6
6. Drugs
 - 1 Corinthians 3:16-17, Titus 3:3-5, John 8:36
7. Healing Scriptures
 - Exodus 15:26, James 4:14-15, Jeremiah 17:14

The Holy Spirit

Praying for kids to encounter the Holy Spirit:

Scriptural Base:

- Acts 2:1-4, "All of them were filled with the Holy Spirit and began to speak in other tongues."
- Acts 8:17, "Then Peter and John placed their hands on them, and they received the Holy Spirit."
- Acts 19:6, "The Holy Spirit came on them and they spoke in tongues and prophesied."

Prayer Points:

- It is a gift (for everyone)
- Primary purpose is power to be a witness
- Comes by Faith
- Being led by the Holy Spirit should be a regular part of your spiritual life

Praying for Students:

- Reminder: When praying, male leaders should be praying with the boy campers and female leaders with the girl campers.
- It's not our job to pressure campers to make spiritual decisions.
- Avoid in-depth counseling.
- The purpose of prayer is to seek the Lord and surrender your life to Him.
- Laying hands on individuals is consistent throughout scripture.
- If you have areas of compromise and sin in your life, take time to have personal conversations with Jesus so that you can pray in purity with campers.
- Encourage active participation:
 - Seeking is active
 - Praising is active
 - Praying is active

NOTES