

# ***Thousand Oaks Ranch 2010***

## ***Volunteer Handbook***

(For Volunteers, Counselors, Interns, Lifeguards, First Aid Coordinators  
(Nurse) & Jr. Aides)



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## **Thousand Oaks Ranch thanks YOU!**

Thanks to each of you for sacrificing your time and your energy to serve so many children at camp. Our prayer is that this will be an encouraging time for you personally, and for those you will be serving & supporting.

We are grateful for all the hard work that has been done by so many to prepare Thousand Oaks for the 6 sessions of camp. This camp plays a significant role in the spiritual development of our children. It is a gift from God to each of our churches. It is our hope and goal to create an opportunity for our kids to learn more about God's word and also develop relationships that will last for years to come.

The following pages are camp guidelines for you to understand as you approach your week of camp. The safety and rules section of this manual must be strictly adhered to for safety and liability reasons and to maintain continuity in our sessions

It is clear that each camp will take on the differing personalities of its directors and the age groups in session. Here is where your creativity and ideas are welcomed and encouraged!

Please pray that all the sessions pave the way for every child who attends to deepen their love for God and his family.

Todd Asaad  
TOR Director

## **Schedule Suggestion**

7:00 am	Wake up
7:30 am	Line up at flagpole
7:45 am	Breakfast
8:15 am	Cabin clean up and quiet times
9:30-10:45 am	Bible lesson and discussion groups
11:00 am	Sports by assigned sports teams
12:15 pm	Clean up for lunch
12:30 pm	Line up at flagpole
12:45 pm	Lunch
1:30-2:45 pm	Girls swim/Boys free activities
2:30 - 3:15 pm	<i>Canteen Open</i>
3:00-4:15 pm	Boys swim/Girls free activities
4:30 pm	Free Time
5:15 pm	Line up at flagpole
5:30 pm	Dinner
7:00 pm	Evening Session
8:30 pm	Canteen
9:15 pm	Late Night Activities and Fellowship (Elem to cabins)
10:30 pm	To Cabins (for Pre-Teens and Teens)

## Yearly Volunteer Screening Process and Training

- Please note that *all volunteers*, including Directors, must complete the Volunteer and Medical History form.
- All potential volunteers who may work with participants under the age of 18 must complete a volunteer application AND screening form.
- The volunteer application - The director for that week of summer camp at TOR reviews the application.
- The background screening form - The DFW Church performs a social security verification, criminal background and sex offender check using Intelius Inc., a consumer reporting agency, to clear volunteer applicants.
- All volunteers participate in a face-to-face interview with the Extension Agent.
- New for 2010, on Sunday night, all volunteers must participate in an annual Sexual Abuse Training given by the Camp Director.

### Rationale

The DFW Church and Thousand Oaks Ranch (TOR) began a volunteer screening process to provide a safe environment for youth participating in their programs. The volunteer screening process was implemented to address legal requirements of the state of Texas for the camp and to provide a proactive solution for situations where the safety and welfare of the youth that DFW Church and TOR volunteers work with might be jeopardized. Screening is only one part of the volunteer application process.

The current cost of performing a background check is \$12 and includes a SSN verification, criminal record check and sex offender check across 50 states. This cost will be borne by either the volunteer or the volunteer's church.

## Roles and Responsibilities

### 1. Directors

- Recruit your Adult Counselors early to ensure we have enough adults for the number of campers
- Oversee the entire camp during the week you are directing
- Decide on daily schedule adjustments and activities as you deem necessary.
- Review rules with all campers and volunteers after Sunday dinner. Handout Counselor handbook for personal review of all rules and expectations. Note: They may have already read it on the TOR website.
- Work together with interns who are dealing with different directors and their styles each week. Be sensitive to their needs and their input on what is working and what is not.
- Each day, please insure that counselors and interns to have some "down- time" in order to reboot and get strength. Have a daily meeting or d-group for them to interact with you and each other – to share what is happening in their sphere of influence and get input or give encouragement.

## 2. Summer Interns Expectations

We are excited to have you as Summer Intern at Thousand Oaks Ranch this summer. You are a source of incredible “life” and enthusiasm for camp. We appreciate your sacrifice and willingness to serve our children. Your responsibilities include the following, though this may not be a complete list):

- **Registration** - Responsible for Sunday afternoon registration of each session. They will coordinate with office staff to be sure this is done consistently and accurately. Registration of Counselors and their children will be from 1:30-2:00. Registration of the remaining campers will begin no earlier than 3pm, the gate will be locked until this time. Interns will have a list of counselors so they know who to let in at the gate. Also, coordinate cabin placement.
- **Evening Sessions**-Think of these evening sessions as thought provoking and inspiring events for the campers. Your job is to “pump” up the energy and get all of them involved in whatever is taking place. Watch for campers who need some special encouragement or a good talk. Notice who is involved and who may need a nudge in that direction.
- **Awards** –You and the counselors will help choose those who will be awarded ribbons or certificates each evening. A boy and girl “Servant of the Day” is chosen and awarded a certificate. You are encouraged to watch the campers during meals, sports, and devotionals. See who is attentive, serving and supportive. Watch for those who are making progress as well. *Be sure the campers know what you are looking for* – and honor those who are doing a good job.
- **Sports Teams** – Coordinate the set up of sports teams, set up of the field, water delivery, and the playing of the games. Please make note of campers who are displaying good effort and sportsmanship. Boys must keep their shirts on in all events; everyone must wear shoes at all times. A pair of non-marking shoes is required for use in the Oak Dome.
- **Flagpole Assemblies** are a special time to pull the entire camp together in spirit and unity. Each cabin is encouraged to create a cabin cheer before the week is up and can perform it at this time. Draw the campers out and make this a fun, high energy atmosphere.
- **Campfires** are permitted only in designated areas and when approved by Thousand Oaks Director. Dry weather conditions may prohibit campfires. You will need to collect the wood and prepare the burn area.
- Assist at the camp with any maintenance/construction projects. There will be many ways you’ll be able to help with this.
- Coordinate the setup of special activities. (Bonfire, Luau, Capture the Flag)
- Oversee craft time and make sure supplies are sufficient. Also keep the craft room orderly.
- Help coordinate daily awards – (selecting winners and printing awards)

## 3. Lead Counselor Expectations

- Thank you for volunteering to be Lead Counselor at Thousand Oaks Ranch. You are about to embark on an exciting week of self-discovery, fun, and spiritual growth. Please plan to arrive between 1:30-2:00pm. After check-in, quickly set up your belongings and go to the Oak Dome to greet your campers as they arrive. Refer to the list below for more information.
- Arrive between 1:30-2:00 so you can be “processed” and ready to greet your campers, make sure they have a great transition to camp, and provide supervision in the Oak Dome. Park

your car in the line (if there is one) and approach the Intern at the gate. Identify yourself as a counselor and the Intern will let your car in for registration. If you are unable to be there by 2:00 you will need to wait in the regular registration line with the campers.

- Camp is a time to focus on the kids, be ready to give 110%.
- For some, this may be the first time away. Be sensitive to their needs and provide comfort and encouragement.
- Help campers to abide by camp rules.
- **Never** be alone with a camper.
- **Never** leave campers alone in the cabin.
- How your cabins interact with each other can be a great challenge for the counselor, but can also be the source of the greatest victories by the end of the week. It takes finesse and perseverance to bring a group of 10-14 kids in one large room to unity and understanding of those around them. If problems are not being resolved ask for help from director or interns.
- No pillow fights
- Lights out: Strictly adhere to this time, but understand, the first night or two this can be pretty tough to enforce – by Tuesday night - most campers fall willingly into their bunks right at lights out.
- It is the responsibility of the Counselor to supervise their campers. This includes interaction between campers, as well as between campers and Counselors. Watch for disruptive situations and bring any serious concerns to the Director's attention.
- Encourage campers to participate in all activities. If a camper does not want to participate in an event, they may NOT stay in the cabin unchaperoned. They come with the group and can sit out. If a camper isn't feeling well and can't...(go swimming, do sports, or whatever) that camper needs to be with the nurse not in the cabin alone.
- Talk with your Junior Counselor/s at the beginning of camp and layout your expectations. Remember that your Junior Counselor is a teenager not an adult. You'll need to encourage him or her too. Especially at the elementary camp, where the campers need more hands-on help.
- Direct campers in the timely application of insect repellent and sun screen. If needed, they may help each other with the "safe zones" of the mid and upper back. Campers should be able to apply sunscreen to any other area. You may squirt the sunscreen in their hands if needed.
- Aide campers, as needed, with grooming. The campers may not be able reach the shelf in the bathrooms. For many, this is a new experience and they'll need guidance as to where to put dry cloths, towels, etc. You may need an adult to monitor the length of showers. You may want to create a checklist to post in the cabin and bathrooms to remind them what to do.
- Each day you will be leading your cabin in a morning devotional for elementary campers and discipleship groups for PreTeens and Teens. Pre-plan 2 or 3 so you're ahead of the game. Adapt the devotionals to allow for the needs of the campers during the week. Use these times to reach their hearts while discussing the lessons from the day.
- Provide guidance and oversight of daily chores and cabin cleanup. Someone will inspect both the cabins and bath houses during the morning. With younger campers you may need to demonstrate how to properly clean the cabin and the rest rooms. Use your Junior Counselor as a role model too.
- During sports, make sure each person has the opportunity to play. Remind the kids the goal of sports is to foster teamwork and have fun, not to annihilate the other team. For elementary camps, you'll have children ranging in ages from 5-11. Make sure the smaller ones

aren't run over by the bigger ones. Boys must keep their shirts on in all events and everyone must wear shoes at all times. A pair of non-marking shoes is required for use in the Oak Dome. If some campers don't want to "play," alternatives can be made (For example, Cheerleading, line judging, serving in some capacity)

- Make sure YOU and your campers are wearing the appropriate clothing and shoes for each activity (sports, swimming, hiking, etc).
- Plan on writing a letter to each camper (including your Junior Counselors!). Some campers do not receive any mail during the week. A note from you will go a long way. Ask your Junior Counselors to do the same.
- You will award ribbons or certificates each evening to outstanding campers in your cabin. See who is attentive, serving and supportive. Watch for those who are making progress as well. Be sure the campers know what you are looking for – and honor those who are doing a good job. Make sure everyone receives an award by the last night.
- Talk to the kitchen staff about their procedures for eating leftovers.
- Do not open up any food that has not already been opened and do not leave dirty dishes in the sink.
- On a rotating basis, be a "watcher" at the pool. This job requires you to be outside the pool to aid the Lifeguard.

#### **4. Junior Aide Expectations**

Thank you for volunteering to be a Junior Aide at Thousand Oaks Ranch. You are about to embark on an exciting week of self-discovery, fun, and spiritual growth. Please plan to arrive at 3pm. After check-in, find your Lead Counselor and introduce yourself. Be sure to talk about your expectations and theirs for the week. Refer to the list below for more information.

- Come prepared to give! Remember you're here for the kids not another week of camp for you.
- If you're having problems with the kids in your cabin, talk to your Lead Counselor about it.
- Remember that you're a role model to the campers. Please dress, act, play and follow the rules as to set a good example for the campers.
- Do not go off on your own or with other Junior Counselors without the knowledge of your Lead Counselor. We need to maintain state guidelines on supervision of the campers at all times.
- When you have your "time off," return at the appointed time.

Special Note for Elementary Camp: Kids of this age need lots of guidance and hands on help. As crazy as this may sound, you can't tell them to "get ready for bed" and expect them to know they need to change their clothes, put their dirty ones away, brush teeth, go to the bathroom, etc or how to do it. Many are in a new environment and life at camp is a BIG change from life at home. The campers who just finished Kindergarten-2nd grade will need the most help. It's tiring, but well worth the reward when you see them having a great time at camp.

## 5. **Kitchen Staff Expectations**

- Begin work at 6:00 a.m. and will have duties off and on until 7:00 p.m.
- Kitchen workers must be 16 or older.
- Report to Mark Preston for specific duties.

## 6. **First Aid Coordinator/Camp Health Officer**

- At least one First Aid Coordinator/Camp Health Officer is **required at each session**.
- At a minimum, this person must possess a current American Red Cross Community First Aid and Safety certificate or its equivalent.
- MUST be at TOR not later than 1:15pm on check-in days to process counselors and their children.
- A bound medical log, or other unalterable record keeping system, listing date, name of the patient, ailment, name of the Camp Health Officer, and the treatment prescribed will be kept in the first aid area for the duration of the camp year
- Check all campers and counselors for lice and check in all camper and counselor prescription and over the counter medicines and vitamins upon registration.
- Administer medications daily to the children and staff.
- Help with any injuries and illness.
- NO medicines, prescription or non-prescription are allowed in the cabins.
- Coordinator will take any camper needing medical attention to local hospital.

## 7. **Lifeguard**

- One male and one female lifeguard are required per session.
- Lifeguard must possess current American Red Cross Lifeguarding and Community CPR with AED certificates or equivalent.
- It is preferable, but not required to Lifeguards to possess a current American Red Cross Waterfront Lifeguarding Certificate as well.
- Choose 2 adult counselors as “watchers” during each swim/lake session. These adults are not to be in the pool or distracted by conversation of other adults or campers. Their job is to aid in the safety of all the campers.

# Camp Safety and Rules

## 1. Camp Dress Code

Thousand Oaks Ranch is a Christian church camp. Therefore any type of fashion that distracts from the spiritual atmosphere will not be permitted.

- Girls: No spaghetti straps, bare midriffs, short shorts, see-through clothing, bikinis or plunging necklines will be permitted. Shorts must be mid thigh or longer. **Only one-piece bathing suits - NO EXCEPTIONS!** Girls will wear cover-ups or t-shirt and shorts to and from the swimming pool.
- Boys: No sagging pants where under garments are visible and no muscle shirts will be permitted. Shirts must be worn at all times, except while swimming, including to and from the swimming pool.
- Campers will walk a lot and play sports every day. Sneakers are an absolute must. **Avoid sending sandals, flip flops (except for shower) or open-toe/open-heel shoes.** While stylish, they are not appropriate for camp and increase the likelihood of foot injuries. New shoes should be broken in and comfortable before they are worn to camp. If your child wishes to wear shoes inside the Oak Dome, please send a separate pair of non-marking sneakers for use in the Oak Dome only.

## 2. Storm Warnings

When tornado and thunderstorm warnings are in the area, **3 short bursts from the air horn** will be sounded. When the warning is sounded, everyone needs to proceed to the Oak Dome and muster with their cabins. Counselors will take a head count to be sure all campers and volunteers are in safely. The Oak Dome was built as a storm shelter in addition to a recreational facility. This drill must be clearly explained and practiced no later than Monday.

## 3. Oak Dome

No food or beverages are permitted in the Oak Dome (by campers *or* counselors). Shoes must be clear of dirt and outside elements before entering gym floor. (Bring second pair of shoes.)

DO NOT kick balls up to ceiling (this can damage the ceiling panels and they are tough to re-set!)

Upstairs is OFF LIMITS to the campers.

You must be 12 years or older to use weight and exercise equipment. Counselor must be present.

## 4. Swimming Pool

No running on the pool decks. Jumping or diving into the pool is NOT allowed. The maximum depth is 5 feet. Camper will be removed from pool for violating rules. Campers must wear cover up going to and from pool.

## **5. Drugs, Alcohol, and Weapons**

No firearms, drugs or alcohol are allowed. If these items are found, they will be immediately confiscated and reported to the Director.

## **6. Money and Valuables**

Campers should not have any money. The opportunity for theft is great, so, it must be turned into the Interns and locked up to be kept safe until the end of the session.

## **7. Other**

No food of any kind in the cabins. This will attract insects and small animals.

No cell phones are allowed– if someone needs to reach a parent, there are phones in the camp and a call can be made with Counselor’s permission. Radios, video games, cell phones, CD players, ipods, books (other than Bible or devotional books), matches or firecrackers are **not** allowed at camp. In case of violation of this rule, the item will be confiscated and locked securely by the interns.

## **8. Behavior Contract**

Have campers read and sign a behavioral contract that gets turned in after the first night. This will be provided by the interns.

## **9. Respect for Others**

Campers should show mutual respect for one another. Arguing, practical jokes, and course joking is not acceptable. Neither are any inappropriate sexual references or displays.

Campers are not allowed near the cabins or bathhouses of members of opposite gender. Boys and girls are not allowed to take walks alone with one another.

## **10. Restricted Areas of Camp**

The lake (*unless attended by a counselor*) cabins and bath house of the opposite gender, the pastures, barn and storage shed, kitchen (*unless serving*) are all restricted areas of camp.

## **11. Vehicles**

Campers are not allowed to ride in the back of pickups or to hang out of moving vehicles. The speed limit on Thousand Oaks grounds is 7 MPH. Vehicles are to remain parked except when required for essential use.

## 12. Lake

Paddleboats and canoes are to be used only during designated times. Lifeguard **MUST** be present at the lake with campers. Everyone (including Counselors) is required to wear a lifejacket when using the paddleboats and canoes. **NO SWIMMING** is allowed in the lake or any of the ponds.

Fishing: You must be accompanied by a trained lifeguard to fish. This also includes adults. No lifeguard, no fishing anywhere on TOR property. Period. Our lakes are for recreational fishing only. Some species of fish in our ponds are not to be trapped or caught. These include Koi (Ornamental Carp of various colors), Tilapia, and grass carp. Please inform camp director if any of these fish are inadvertently caught.

## Emergency Procedures

Operator: Thousand Oaks Ranch  
Local Address: 10470 FM 744, Barry, TX 75102 (903) 695-2872  
Business Office: 2296 Rockbrook Drive, Suite 200, Lewisville, TX 75067 972-459-0080

- I. Emergency
- II. Lost Camper Procedures
- III. Fire Procedures
- IV. Severe Weather Procedures
- V. Epidemic Procedures
- VI. Fatality Procedures

I. **Emergency** – Any accident or injury that involves broken bones, severe bleeding, possible neck or back injury, heart attack or heart stoppage, breathing difficulty, stroke, drowning or near drowning, poisoning, burns or other life threatening situations.

1, 2, 3 At the same time give immediate first aid and assistance, clear the immediate area, and send for help.

1. Give immediate first aid; immediate action to save the person's life or to prevent further damage or danger.
2. Clear the immediate area; clear all non-essential personnel from area.
3. Send for help; send someone else, the supervisor is to stay with the victim, use a cell phone or the phone in Brooks Hall.
4. Call 911 and give the following information to the 911 operator:
  - ✓ Your name
  - ✓ Camp location and phone number
  - ✓ Age and sex of the injured person
  - ✓ Type of injury
  - ✓ How injury occurred
  - ✓ Assessment after injury and current status

5. Send someone to meet the emergency unit at the gate to direct them to the emergency site.
6. Supervisor is to stay with the victim and continue first aid until relieved by the emergency unit; professional staff or other competent individual (i.e. doctor, nurse, or EMT).

## **II. Lost Camper Procedure:**

1. All campers are organized and counted in Brooks Hall.
2. Camp Director remains with the campers in Brooks Hall. Counselors and Interns will perform an all-camp search. Make sure the swimming pool, ponds, docks and bridge on the big pond, barn, lockup, fire pit, lake house, gate house, dome, property perimeter, and the Lima's property have been checked.
3. Send two interns with a car to go east (left towards Corsicana) on FM 744 and then turn north (left) on CR 2200. Follow the road around the camp property until Rush Creek. Check the bridge and Creek in both directions.
4. Send two interns with a car to go west (right) on FM 744 and check until they get to the intersection with route 55.
5. If camper is not found, the Camp Director calls 911 and reports the lost camper and gives a description. The Camp Director needs to call the ministry director of the lost camper, the Church office at 972-459-0080, and Jason Lugo (817) 846-2426.
6. Each group reports back with the Camp Director every 20 minutes.

## **III. In Case of Fire:**

1. Notify Camp Director and Mark Preston.
2. Call 911 and give the following information to the 911 operator:
  - ✓ Your name
  - ✓ Camp location and phone number
  - ✓ Type of fire (i.e. grass, oil, trash, chemical, etc.)
  - ✓ How the fire occurred
  - ✓ Type of injuries, if any
  - ✓ Age and sex of the injured person(s) if any
  - ✓ Current status
3. Each counselor will evacuate all of their campers to the baseball field or there location as determined by the Camp Director, perform a head count, have them hold hands, and remain there until the all clear is sounded.
4. Administer first aid as necessary.
5. Send someone to meet the fire department at the gate to direct them to the fire site.
6. Call Jason Lugo at (817) 846-2426 and Church office at 972-459-0080.

## **IV. In Case of Severe Weather:**

1. Walk fast, don't run, to the Oak Dome when severe weather is expected, being experienced, or a funnel cloud is sighted.
2. Bring all campers and staff inside and have them sit down on the floor against an inside wall.

3. Take a head count to make sure all campers and staff are accounted for.
4. Organize your group so that there is the least possible amount of hysteria.
5. Stay in the Oak Dome until the severe weather has passed.

V. **In Case of an Epidemic:**

1. Call 911 and give them the following information:
  - ✓ Your name
  - ✓ Camp location and phone number
  - ✓ Type of outbreak/ illness and symptoms
  - ✓ Number of people experiencing the same symptoms and anyone they have been in contact with
  - ✓ Current status

Unless otherwise specified by the 911 operator, follow the procedures below until medical help arrives:

2. Keep the person or persons affected in an enclosed area away from the rest of the campers and staff. The only person to have contact with them is the Nurse or a health trained professional.
3. Make sure the affected person(s) are wearing dust masks or some other type of covering. Care givers should be wearing masks and gloves.
4. Keep all areas that could transfer germs cleaned such as:
  - ✓ Door knobs
  - ✓ Toys
  - ✓ Light switches
  - ✓ Telephones
5. Be sure that if the affected person(s) has a cough or a fever they need to cough or sneeze in a tissue that should be disposed of immediately and carefully and then they must wash their hands with either soap and water or an alcohol based hand sanitizer.
6. There must not be any sharing of food, towels, toothbrushes, toothbrush holder, or any other items that can transfer germs with the affected person.
7. Wash thoroughly any garments used or handled by the affected person(s).

VI. **In Case of a Fatality:**

1. Call and give the following information to the 911 operator:
  - ✓ Your name
  - ✓ Camp location and phone number
  - ✓ Age and sex of the deceased person
  - ✓ How the fatality occurred
2. Notify the Camp Director of the situation. If the Camp Director is not near you contact the closest staff member.
3. The Camp Director must call the Church office at 972-459-0080 and Jason Lugo at (817) 846-2426.

## Working with Directors

The directors typically meet with the interns and counselors each day. Things to let them know about:

How you are doing personally, spiritually and emotionally. Which campers are having difficulties, and how to help them? How things are going in the cabin – in relationships with the campers. Suggestions of the daily award winners. Help with any counselor/camper issues as they arise.

**I have read and understand the policies and procedures of this Thousand Oaks Ranch Handbook.**

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Name [\(please print clearly\)](#) \_\_\_\_\_

\_\_\_\_\_ Date

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[Sign](#)