



## toolbox for camps

### Why focusing on the right words is important:

To support camps in creating conditions for staff to have a favorable experience, rate their experience highly and refer friends and/or family in future seasons.

START OF SEASON ..... END OF SEASON

After Placement	Upon Arrival	During Camp	After Camp
			

### How the highest rated camps grow the right words:

<p><b>Community</b></p> <ul style="list-style-type: none"> <li>- Introduce staff on FB groups etc</li> <li>- Send out facts about camp, get to know your activities</li> </ul> <p><b>Education</b></p> <ul style="list-style-type: none"> <li>- Share previous activity/lesson plans used at camp</li> <li>- Share camp values ahead of time</li> <li>- Introduce camp key staff</li> <li>- Introduce daily schedule to all staff so expectations are clear</li> </ul> <p><b>Expectation</b></p> <ul style="list-style-type: none"> <li>- Staff survey about desired cultural activities (museums, amusement parks, sporting events, etc)</li> <li>- Be clear on role, responsibilities in order to set clear expectations you have for a successful season</li> </ul> <p><b>Prepared</b></p> <ul style="list-style-type: none"> <li>- Share camp rules ahead of time</li> <li>- Share staff arrival and orientation schedule</li> <li>- Camp songbook if applicable</li> </ul>	<p><b>Helpful</b></p> <ul style="list-style-type: none"> <li>- Assign an international staff liaison to answer pre-arrival questions</li> <li>- Provide camp map/schedule</li> </ul> <p><b>Welcoming</b></p> <ul style="list-style-type: none"> <li>- Learn every staff member's name prior to arrival by printing out headshots/position</li> <li>- Have a member of your head staff reach out to every new international</li> <li>- Onboarding buddy system/ big brother big sister program</li> <li>- Personalized welcome packs or greetings cards on arrival</li> </ul> <p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>- Have an introduction session where all senior staff introduces themselves</li> <li>- Clear identification of leadership team and approachability of those staff</li> </ul> <p><b>Comfortable</b></p> <ul style="list-style-type: none"> <li>- Welcome letter upon arrival (camp/CL)</li> <li>- Make sure housing is clean</li> <li>- Provide rest time for international staff, and time for them to check in with home</li> </ul>	<p><b>Home</b></p> <ul style="list-style-type: none"> <li>- Check in with your staff and show interest in their experience, on and off camp</li> <li>- Get to know support staff and show interest in their lives back at home (studies, jobs, family, etc)</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>- Have a bi-weekly check-in session to make sure everyone is having a great experience</li> <li>- Survey staff at various points during the summer to seek feedback</li> <li>- Plan spontaneous activities to break up the normal schedule. Make sure all staff are included in activities</li> </ul> <p><b>Culture</b></p> <ul style="list-style-type: none"> <li>- Host events where international staff can introduce their home country to the camp community</li> <li>- Encourage CC+SS activities together</li> <li>- Offer activities to staff after working hours (soccer games, movie nights)</li> </ul> <p><b>Support</b></p> <ul style="list-style-type: none"> <li>- Make sure they haven't had any struggles (poor wifi signal, no sim card) to contact home, and assist them if needed</li> <li>- Provide them feedback on their work, don't just rely on their immediate supervisor to provide feedback</li> </ul>	<p><b>Family</b></p> <ul style="list-style-type: none"> <li>- Certificate for everyone - camp family</li> <li>- Continue the conversations from the summer on the facebook group</li> </ul> <p><b>Home</b></p> <ul style="list-style-type: none"> <li>- Engage staff in your camper and staff recruitment journeys, continue to make them part of the conversation</li> <li>- Host staff reunions if you attend hiring fairs abroad</li> </ul> <p><b>Opportunity</b></p> <ul style="list-style-type: none"> <li>- Let staff know early if they are invited back to camp for the following summer, make your staff application accessible to them</li> </ul> <p><b>Recommend</b></p> <ul style="list-style-type: none"> <li>- Set up a referral system for staff to incentivize staff to recommend camp to their friends or family</li> <li>- Publicly celebrate staff who have made successful referrals</li> </ul>
---	---	--	---