



# Volunteer Manual

## Rainbow Day Camp



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## The Story of Rainbow



In 1973, Paul & Wendy Young knew many children in Guelph that would benefit from a unique day camp experience with a focus on the arts. The Youngs believed all children, regardless of their unique and special needs, should have the opportunity to join in a summer camp adventure. After Rainbow Day Camp had several successful summers, they collaborated with various agencies and created a non-profit organization with a Board of Directors. The Board hired more staff with special needs expertise in order to move forward with a fully integrated program. Rainbow Day Camp became Rainbow Programmes for Children, a registered charity, in 1978.

Our community is made up of children and youth between the ages of 4-18 years with and without special needs. It is estimated that since Rainbow began, over 16,000 children have attended our camp. Of those children, approximately 25% of them are considered to have special needs. All of our children share the common interest of participating in a fun and memorable local day camp.

Rainbow is governed by a volunteer Board of Directors who works diligently all year round in preparation for each summer. This Board has the year-round support of a part-time Administrator as well. Rainbow has achieved HIGH FIVE® accreditation, which is a quality assurance program designed to support the safety and healthy development of children in recreation programs.



# Our Programs

The following programs serve children and youth in Guelph and the surrounding area:

1. **Rainbow Day Camp** offers a fun summer camp experience for children and youth of all abilities.
2. **Teen Camp** provides youth with special needs active recreational opportunities with leadership experiences.
3. Campers in the **Leader-in-Training Program** spend one week learning all the things that make a great Rainbow counsellor in a fun and interactive way through a mix of presentations and hands on activities. The following week, the LITs are placed within the groups in order to get some hands-on experience at camp.
4. The **One-on-One Support Program** provides some children with a qualified Inclusion Counsellor to ensure their days at camp meet their individual needs.
5. Rainbow offers a **Volunteer Program**, which is a great opportunity for secondary school students aged 15 or over to get involved in their community

## Groups at Camp

At camp the campers are divided into certain groups depending on age or special request. Volunteers will be placed into a group for the week and ideally stay in the one group to build greater connections and trust with campers. Here is the list of groups at Rainbow Day Camp:

Bunnies (ages 4-5)  
Butterflies (ages 4-6)  
Chipmunks (ages 5-6)  
Grasshoppers (Ages 6-7)  
Turtles (ages 7-8)  
Frogs (ages 8-9)  
Bears (ages 9 and up)

Teen Camp (ages 12 plus – all campers with special needs)  
LIT (ages 10 and up learning what it takes to be a counsellor)

## Mission Statement

Rainbow offers Guelph and the surrounding area a summer recreational day camp experience for children and youth, providing quality programs in a caring and open environment which embraces diversity and encourages personal growth, according to each individual's

uniqueness, strengths, needs and abilities.

## Goals

At Rainbow we are committed to our Mission through:

***Our children and youth***...ensuring they have positive experiences at camp and wonderful lifelong memories of Rainbow.

***Our employees and volunteers***...ensuring they develop leadership, programming and communication skills while having the opportunity to learn and mentor others at Rainbow.

***Our program***...ensuring through thoughtful planning that our activities are not only safe, age appropriate, and exciting, but also create opportunities for campers to make friends, enjoy free play, master new skills, interact with caring adults, and participate fully in all areas of camp.

***Our supporters, funders, and community partners***...ensuring we are accountable and forever grateful.

## Philosophy

Rainbow is committed to the HIGH FIVE® Principles of Healthy Child Development. Our commitment is to provide children with opportunities to:

***PLAY*** – camp is fun! Rainbow gives children enough time to do things in their own way making FUN part of every activity

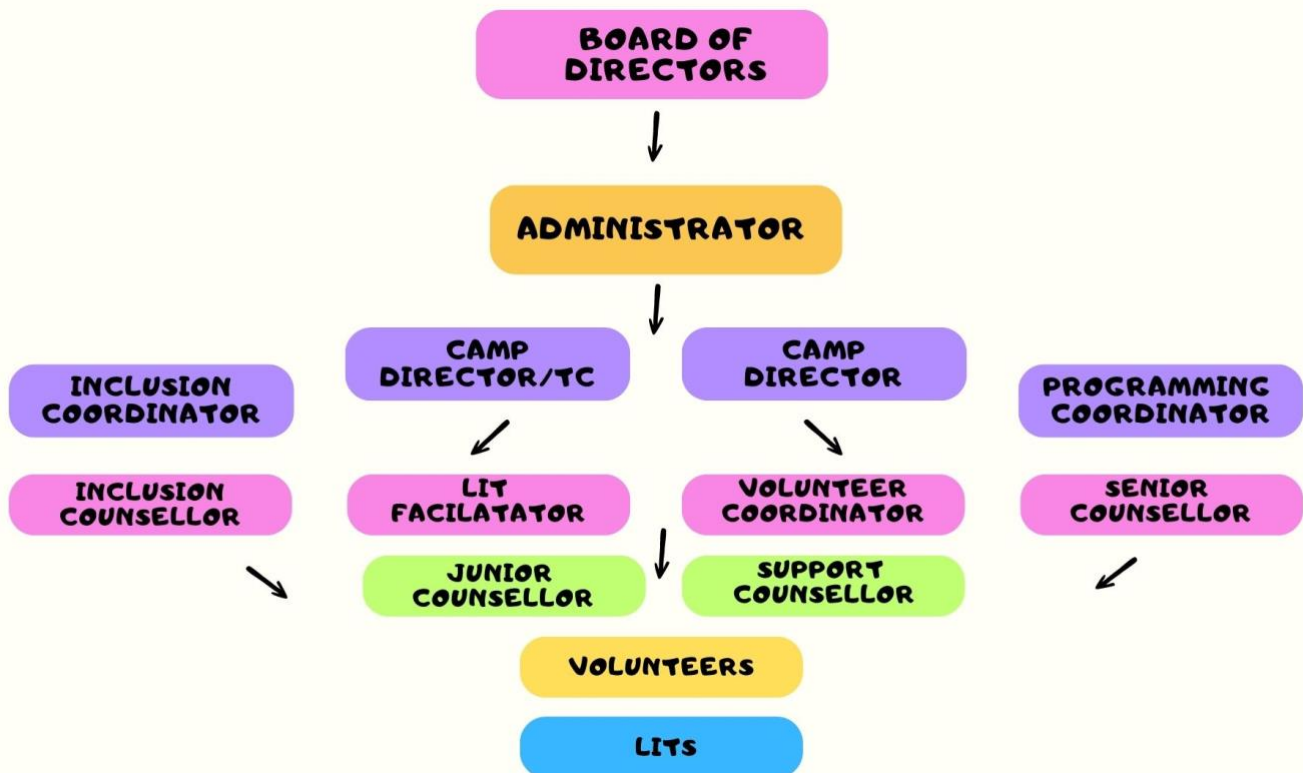
***PARTICIPATE*** – all campers are included! Rainbow gives children opportunities to participate in all activities in whatever way they can

***MASTER*** – campers are challenged to learn new skills! Rainbow builds on the strengths and abilities of each child in a non-competitive and active environment while ensuring the programs are safe, age appropriate & varied

***MAKE FRIENDS*** - building new friendships! Through a sense of belonging, Rainbow encourages children to play together while valuing the diversity and uniqueness in each other

***CARING ADULTS*** – positive role models! Rainbow provides an open environment where staff and volunteers nurture and care for children, promoting acceptance, tolerance and FUN

# Camp Reporting Structure



## Rainbow Staff Positions

### Camp Director

- Overall responsibility for managing and coordinating daily camp operations including program planning and implementation, staff scheduling, and coordination and organization of camper activities
- Staff management including the implementation of a comprehensive orientation program for both groups
- Implementation of the HIGH FIVE® Principles of Healthy Child Development
- Parent liaison
- Implementation of the Personnel and Camp Policies & Procedures as per the Staff Manual

### Assistant Camp Director

- Program development and implementation
- Inventory and purchasing of supplies
- Being the 'go to' person on the floor for program issues
- Support to the Camp Director for staff supervision and general camp operations

### **Volunteer Coordinator**

- Recruitment, screening, training and retention of volunteers for camp season
- Reviewing and providing suggestions for volunteer policies and procedures
- Generating appropriate volunteering opportunities and role descriptions based on the needs of the organization
- Participation in the overall guidance and mentoring of volunteers

### **Inclusion Coordinator**

- Support the administration of inclusion training to all staff and volunteers.
- Support the Camp Director with their coordination of the One-to-One Program for campers with special needs ensuring inclusion in all areas of camp in accordance with Rainbow's Mission Statement and Policies.
- Attentively oversee and manage the Teen/Tween Camp programme.
- Works with ACD to make sure programming is able to be adapted for campers with all needs
- Being the “go to” person for suggestions on how to best support your inclusion camper

### **Senior Counsellor**

- The supervision, at all times, of a group of campers on a daily basis
- Supervision of Junior and Inclusion Counsellors, Private Contract Workers and volunteers
- Mentoring volunteers and students

### **Inclusion Counsellor**

- The supervision of a camper with special needs on a daily basis
- Mentoring volunteers and students
- Full participation in all activities of camp

### **Junior Counsellor**

- Working in cooperation with all staff to support the campers in any group they are

- Full participation in all activities of camp

### **Volunteer**

- Assisting all staff as assigned with campers and programs/activities
- Ensuring the inclusion of all campers in all activities in accordance with Rainbow's Mission Statement and Policies
- Full participation in all activities of camp as assigned

# Responsibilities of Rainbow Volunteers

## 1) **Volunteers have a responsibility to act professionally at all times when performing the duties of their jobs**

Volunteers should use appropriate language at camp at all times. Avoid any conversations with:

*Sexual content*

*Obscene language*

*Any political or religious beliefs*

*Threatening campers, counsellors or fellow volunteers*

## 2) **Punctuality and attendance are mandatory**

Volunteers should be at camp no later than 9:00 am and if that does not work with your schedule, please inform the Volunteer Coordinator beforehand.

Volunteers should arrive at 8:45am on Monday of their first volunteer day at camp to receive volunteer shirt and receive any important information.

Volunteers should expect to commit to a 5-day camp week to maintain consistency for campers and staff.

## 3) **You are expected to provide a safe and caring environment for campers, staff, fellow volunteers, and leaders in training, and participate fully in all activities of camp**

Volunteers are responsible to be aware of the surroundings and inform a senior counsellor, inclusion counsellor or member of the leadership team if there is anything unsafe occurring at camp. This may include but is not limited to:

*Unsafe equipment*

*Inappropriate behaviour by other volunteers and/or counsellors*

*Anything that may fall under the “Duty To Report” for camp staff (ie campers who are bruised and being mistreated at home)*

**\*Volunteers should always participate in daily activities with campers to engage and connect with campers.**

## 4) **Lead by example – campers are looking up to you for direction and support**

Campers look to volunteers as a role model and will always be watching and observing our volunteers. Engage and connect with campers by asking questions about camper's likes and listen.

Volunteers must treat campers with respect, acceptance and honesty, interact with campers in a patient, interested, understanding and caring manner, promote feelings of competency and self-esteem, encourage responsible, safe and mutually-respectful behaviour, guide inappropriate conduct using positive child-guidance practices, and accommodate individual difference and



make all campers feel welcome regardless of race, gender, cultural background, economic status or ability

**5) Be cognizant of safety and emergency procedures**

All emergency situations, whether life-threatening or not, must be reported to the Camp Director immediately and documented within 12 hours of the incident.

**Volunteers should have the basic knowledge of what to look for when campers require first-aid but **do not provide any first-aid to the camper**. Inform your senior/inclusion counsellor or leadership team member asap.**

Safety drills volunteers should be aware of are:

a) *Emergency Action Plan*

b) *Fire and Tornado*

*(Fire and tornado drills will be conducted to educate the camp about survival strategies and procedures to follow during adverse weather conditions)*

c) *Lockdown drills*

c) *Lost Camper (Rainbow has a system in place for the search and response to a missing or lost camper)*

**6) Have respect for staff members, fellow volunteers, leaders in training, and campers**

Rainbow strives to provide a welcoming environment for staff and all the Rainbow team.

Volunteers are expected to treat others in a respectful manner. Rainbow will not tolerate bullying, racism, violence, sexual harassment, substance abuse or disrespectful behaviour – disciplinary action may be implemented

**7) Work as a team in camp activities and be flexible to change and enthusiastic in attitude**

Rainbow’s programs are planned and implemented in ways that support and reflect the HIGH FIVE® Commitment to Children policy. Volunteers should be aware of the goals and philosophy of Rainbow. Volunteers should work with the counsellors within their group and other volunteer and LIT campers.

**8) Volunteers do not provide any punishment to campers no matter what the situation**

The following behaviours towards others are unacceptable: corporal punishment, physically aggressive or harmful treatment, sexual abuse and sexual harassment, leaving campers unattended or depriving campers of nurturing care.

**9) Volunteers should not be alone with a camper**

If a volunteer requires to take a camper to the washroom, there should be two volunteers or at least two campers. There should not be a situation where there is only one camper and one volunteer out of sight of any of the other groups.

**10) Volunteers are expected to uphold any Rainbows policies especially our zero-tolerance for disrespectful behavior**

Rainbow has a zero-tolerance policy for bullying, racism, violence, sexual harassment, substance abuse and disrespectful behaviour

Volunteers should stop any disrespectful behavior when they see or hear it. If they do not feel comfortable inform the senior counsellor, inclusion counsellor or leadership as soon as possible.

**11) Volunteers must avoid any prohibited behaviour**

Volunteers are prohibited from being under the influence of drugs, alcohol, and substances or products that impair cognitive ability. Smoking on site is not permitted. Other prohibited behaviour may include:

*Derogatory comments, mocking, ridiculing, embarrassing, threatening, intimidating or evoking fear, swearing or using inappropriate language.*

**If any volunteer is caught using prohibited behaviour, they will be escorted off the premises immediately.**

**12) Avoid the use of cellphones in front of campers.**

Volunteers should keep any cell phones or personal media entertainment away while at camp and avoid it in front of campers. Volunteers can use a phone in case of an emergency or away from campers on a break. Please inform your senior counsellor if you are taking a break away from your group.

**13) Do not give campers your personal contact information or share photos of yourself in your Rainbow shirt on social media.**

Volunteers will refrain from sharing their personal email or social networking contacts with campers or their families. Privacy settings must be set to maximum restriction. Volunteers should avoid posting any photos of themselves doing anything inappropriate or that could be misconstrued as inappropriate in their Rainbow Day Camp shirt.

**14) Communication with Families**

Volunteers should avoid communication with families about specific campers. Volunteers should be friendly and provide pleasantries, but should not talk to parent/guardians about their camper's behaviour at camp. Provide your senior counsellor with any information that would be beneficial for the camper's success at camp or if your senior counsellor is required to fill out an incident report.

**15) Dress Code**

Volunteers are required to be dressed appropriately for work at all times. This includes wearing their Volunteer T-shirt and name tag every day. Shoes (running shoes) must be worn at all times and no sandals, crocs, backless, open toed or flip flops-type footwear is allowed. Volunteers

should bring sunscreen and a hat for the outdoor activities. There is water play 3 days a week Tuesday- Thursday, volunteers can bring a towel and clothing they could get wet in.

## Responsibilities of Rainbow to Volunteers

- 1) Respect confidentiality of volunteer personal data
- 2) Provide a comprehensive orientation and training for all volunteers
- 3) Ensure a safe work environment, free from sexual harassment and discrimination
- 4) Be available for discussion of issues pertaining to camp operations and activities
- 5) Communicate the Mission of Rainbow Programmes for Children and the goals and objective of Rainbow Day Camp in a clear and concise manner
- 6) Ensure that disciplinary action is done in fair and respectful manner
- 7) Provide useful feedback to the volunteer regarding their performance and experiences

## A Day in the Life of a Rainbow Volunteer

### Morning Drop - off

- Introduce yourself to a different camper each day.
- Lead camper to their appropriate group (Bunnies)
- Help campers put their bags with the rest of their group's bags.

### Morning Circle

- Choose and lead a song.
  - Encourage others to sing along.
  - Do you know a new camp song you can share with us?
- Help campers locate their belongings and form a line with their group.
  - Do a head count of campers in your group and tell your group leader how many campers you counted.
- Help counsellors check campers' lunchboxes for anything that contains peanuts
  - Tell your group leader if you find anything, or if you are not sure about a particular lunch item.
- Sunscreen check
  - Ask campers if they are wearing sunscreen.
  - If campers are not wearing sunscreen.
    - Help them put sunscreen on. (Show them how and walk them through it)
    - If they don't need help, remind them to apply sunscreen everywhere (especially to their ears and neck and face - these places tend to get forgotten).

Start a game while waiting for others to finish doing the lunchbox check/putting on sunscreen

### Possible Activities:

### **Drama Game**

- Help group leader with set-up/take down of activity equipment
- Demonstrate good listening while instructions are being given or read instructions aloud to group

### **Sports**

- Help group leader with set-up/take down of activity equipment
- Distribute supplies (balls, hula hoops)
- Cheer on and encourage campers

### **Lunch**

- Choose a camper to sit with while eating lunch.

### **Free Time**

- Start a game and encourage others to participate.
- Do a quiet activity with a camper.
- Read a book, lead a game

### **Counsellor Time**

- Help campers find their belongings (lunch boxes, bags, etc.) and form a line with their group.
- Do a head count of campers and tell your group leader how many campers you've counted.
- Demonstrate good listening or read activity instructions aloud to campers.
- Help with set-up/take down of activity equipment.

### **Water Play Activities**

- Help campers find their belongings and form a line with their group.
- Count your campers and tell your group leader how many campers you've counted.
- Help keep campers in your group busy (sing songs, play a sitting game, talk quietly) while waiting for your turn to change if they need to
- Help campers change into swim suits – if needed.
- Help campers put their belongings with the rest of their group's belongings.

### **Snack/Break**

- Do a head count of campers and tell your group leader how many campers you've counted.
- Choose a camper to eat snack with.
- Help keep campers busy while waiting for everyone to finish eating snack (sing songs, play a game, talk with a camper).

### **Closing Circle**

- Choose and lead a song.
  - Encourage others to sing along.
  - Do you know a new camp song you can share with us?
- Help campers find their belongings and guide them to the sign out table to meet their family.
- Help keep campers busy while waiting for home time.
  - Start a game and encourage campers to participate.
  - Do a quiet activity with a camper.
    - Choose an activity from the bin (puzzles, books, etc.)
    - Lead a camper to the pick-up area if they are being called

# Daily Camp Schedule

## MONDAYS

8:30 - 8:45	Early Drop off
8:45 - 9:00	Drop – Off
9:00 - 9:20	Morning Circles
9:20 - 9:30	Drop -Off Bags - Sunscreen, lunch checks, plans for the day
9:30 - 10:05	Intro Games - Make banner
10:05 - 10:40	Activity 1
10:40 - 11:05	BREAK
11:05- 11:40	Activity 2
11:40 - 12:15	Activity 3
12:15 - 1:05	LUNCH
1:05 - 1:40	Activity 4
1:40 - 2:05	Counsellor Time
2:05 - 2:40	Activity 5
2:40 - 3:00	BREAK
3:00 - 3:45	Free time (in Groups)
3:45 - 4:00	Closing Circles
4:00 - 4:15	Pick-Up
4:15 - 4:30	Later Pick-Up

## TUESDAYS - THURSDAYS

8:30 - 8:45	Early Drop off
8:45 - 9:00	Drop - Off
9:00 - 9:20	Morning Circles
9:20 - 9:35	Drop -Off Bags - Sunscreen, lunch checks, plans for the day
9:35 - 10:05	Activity 1
10:05 - 10:40	Activity 2
10:40 - 11:05	BREAK
11:05- 11:40	Activity 3
11:40 - 12:15	Activity 4
12:15 - 1:05	BREAK
1:05 - 1:25	Change room/counsellor time
1:25 - 2:05	WATER PLAY
2:05 - 2:40	WATER PLAY
2:40 - 3:00	BREAK
3:00 - 3:45	Change room/counsellor time
3:45 - 4:00	Closing Circles
4:00 - 4:15	Pick-Up
4:15 - 4:30	Later Pick-Up

8:30 - 8:45	Early Drop off
8:45 - 9:00	Drop – Off
9:00 - 9:20	Morning Circles
9:20 - 9:30	Drop -Off Bags
9:30 - 10:05	Special Event/Activity 1
10:05 - 10:40	Special Event/Activity 2
10:40 - 11:05	BREAK
11:05- 11:40	Special Event/Activity 3
11:40 - 12:15	Special Event/Activity 4
12:15 - 1:05	LUNCH
1:05 - 1:40	Special Event/Activity 5
1:40 - 2:05	Special Event/Activity 6
2:05 - 2:40	Counsellor Time
2:40 - 3:00	BREAK
3:00 - 3:45	Free time
3:45 - 4:00	Closing Circles
4:00 - 4:15	Pick-Up
4:15 - 4:30	Later Pick-Up

Free Time: No structured games with the free play bins, play areas can be booked for groups. Could include: puzzles, reading, ball games, colouring and bracelet making

Counsellor Time: Back pocket games lead by counsellors

Activities: Crafts with a purpose, sensory crafts, game with teams, circle games, Dance parties, running games, scavenger hunt, cooking corner on special days (if permitted). These activities are planned by the assistant camp director.

Intro Games: Get to know you icebreaker games, learn names, create banner, go over policies and welcome to camp

# What to Bring to Camp?

Here a list of things you should bring to camp:

- 1) Lunch plus two snacks (**Must be peanut-free**) Volunteers eat with campers during lunch and snack times, but if you require more of a break, please let your counsellor know
- 2) Running shoes (no crocs, sandals, open-toe shoes – you may have to run after a camper or two)
- 3) Hat (we are out in the sun quite a bit)
- 4) Sunscreen
- 5) Bug spray
- 6) Water bottle (Make sure the water bottle is labelled)
- 7) Towel and water clothes. Tuesday – Thursday we have water play and you may get wet. If you choose to change into water play clothing it needs to be appropriate (no bikinis)
- 8) Rainbow volunteer shirt (you will be given this on your first day of camp)
- 9) Name tag (you will be given this on your first day of camp)