



# UPLANDS REACH CONFERENCE CENTER

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## Critical VOLUNTEER Information

Thank you for volunteering to help at Uplands Reach! It is vital that each Volunteer understand the importance of this training material (video and documents). You will be a part of a special group of adults that can allow an incredible camp experience for our awesome campers. We couldn't do what we do without you!

Let's get started!

Although your job as a Vol officially takes place during camp, there is a lot you can do to prepare yourself for an incredible time of service.

- ~ Have a quiet time with Jesus.
- ~ Maintain holiness in your social media presence.
- ~ Strive for excellence in your medial choices.
- ~ Develop a great attitude.

Here are some vital notes before we get into the details:

Volunteers need to abide by the rules that are in place at each camp. Volunteers need to be positive roles models for the campers.

The dress code for camp requires that shorts be of a respectable length. Spaghetti-strap tops, short shirts that show the midriff, and t-shirts with inappropriate logos are not permitted.

So we can put our total focus on the campers, cell phones should only be used in an emergency.

Smoking is not permitted on the premises.

Illegal drugs and alcohol are not permitted.

All firearms, including those covered by concealed carry permits, need to be left at home.

## **ARRIVAL AND DEPARTURE:**

Unless you have been notified by Uplands Staff to arrive early to assist with the check-in process, please follow the directional guides and stay in your vehicle until you and your campers have been checked in. After parking your vehicle in the designated area proceed to the front of the arena and wait there until further instructions.

**At Dismissal for Jr Camp** be prepared for an “elementary school” type dismissal. Each group leader or person picking up the campers will sign them out. Then we will call the group or individuals over the sound system so the camper(s) can meet the pick up person in the front of the arena. It is very helpful if all volunteers help by encouraging the campers to stay in their team areas and sit quietly so they can hear their group or name called.

## **NAMETAGS AND BRACELETS**

For safety and identification, nametags and bands must be worn at all times. Nametags must be worn around the neck with the breakaway clasp unobstructed. Do not allow campers to chew on, dismantle, take off their nametag, or switch with another camper. Lead by example. Camper nametags are color coded and campers are given a coordinating plastic wrist band. This helps us identify groups of campers.

## **GUESTS AND VOLUNTEERS**

Uplands Reach welcomes parent involvement within the following parameters:

A. Parents or youth workers who have not attended Volunteer Training are labeled as **Guests**. Guests may accompany their child throughout the day and observe. However, for the safety of all campers, **Guest parents can only interact with their child.**

B. Parents or youth workers who have attended Volunteer Training are classified as **Volunteers**. Volunteers will be wearing a VOL nametag and are able to play a more participatory role and engage in service opportunities such as helping with activities, Food Service, Canteen, and Scripture Memory.

## **UNIDENTIFIED PERSONS**

If you notice an individual on campus who is not wearing a Guest or Volunteer nametag, you must immediately notify a member of the Uplands Staff or the Head Vol. Under no circumstances should a non-tagged person interact, be alone with, or be allowed to leave with a camper.

## **VOLUNTEER TO CAMPER CONDUCT:**

We will ALWAYS be above reproach when interacting with campers. Our actions and intentions will always be pure and honoring to Christ. We will treat others with respect in all verbal and physical interactions. The subject of conduct with campers is so fragile and should be taken with the upmost concern and seriousness by every staff member and volunteer.

It is imperative that you exercise extra caution in your interaction with campers. Never allow a child to sit on your lap or give you a frontal hug. Be aware and attempt to diffuse such a situation before it occurs. Utilize high fives and side hugs instead. **Never, ever, under any circumstance, be alone with a camper.** Always have another camper or adult present.

The following guidelines in the areas of touch, talk, and territory should be used when interacting with campers.

### ~~~~~ Touch ~~~~~

#### **Appropriate:**

Handshakes and high-fives  
3 second side hugs

#### **Not Appropriate:**

Private backrubs, arm tickles, massages, etc.  
Touching of private parts (no exceptions!)  
Touching a child in anger, disgust, or frustration  
Frontal hugs  
Sexual embraces, lap sitting, kissing, tickling or wrestling

### ~~~~~ Talk ~~~~~

#### **Appropriate:**

Verbal praise for achievement or behavior  
Verbal encouragement  
Scripturally based teaching (non-sexual)

#### **Not Appropriate:**

Compliments or questions relating to physique or body development  
Sexual jokes, homosexual innuendoes, or bathroom humor  
Swearing or vulgar language  
Verbal harassment or abuse  
Individual secrets or special gifts  
Sexual coaching or conversation

~~~~~ Territory ~~~~~

**Appropriate:**

Group or public environments

**Not Appropriate:**

Sitting or lying on a bed or in a tent with a camper

Private one-on-one interactions

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**Expected Camper Conduct:**

Every camper is expected to follow the same behavioral guidelines that are outlined for the staff and volunteers. We will all build each other up and encourage one another in love at all times! The following camper behavior will not be tolerated at camp and must be brought to the Director's attention immediately:

- ~Alcohol, Drug, or Tobacco (Use or possession)
- ~Homosexual Behavior
- ~Self-Mutilation - Eating Disorder
- ~Stealing or Lying
- ~Profanity
- ~Inappropriate Language or conversation
- ~Negative/Disrespectful attitude
- ~Skipping Activities
- ~Abusive (verbal, physical, or sexual)
- ~Bullying
- ~Contraband (use or possession)
- ~Gossip
- ~Keeping Medications or cell phone

**Abusive Behavior and Defiant Disobedience:**

Abusive behavior and defiant disobedience will NOT be tolerated at Uplands Reach and will be potential grounds for a camper's and dismissal from camp. This includes abusive behavior to self (drugs, alcohol, eating disorders, self- mutilation) and others (bullying, fighting, verbal abuse). If abusive behavior or defiant disobedience becomes apparent, please notify the Director immediately.

**Sexual Misconduct or Abuse:**

Sexual misconduct or abuse will not be tolerated at Uplands Reach. Sexual misconduct or abuse will be grounds for a camper's dismissal and will require a meeting with the camp Director. If sexual misconduct or abuse becomes apparent, please notify your Director immediately.

### **Camper Relationships:**

Camp will not be a place for physical relationships between campers. All staff and volunteers should be aware of inappropriate conduct between guy and girl campers. Campers should NEVER be alone together.

No sexual touching of any kind

No kissing, frontal hugs, holding hands, back rubs, tickling, etc.

No verbal harassment of any kind

### **Year Round Camper Contact:**

Relationships are the heartbeat of what we do. We hope all staff members and Vols will keep investing in the relationships that were forged at Uplands Reach. However, in today's world, we seek to do this in a manner that allows our campers to experience the love of Christ in a healthy and safe way. We expect all staff members and volunteers to be above reproach and use the following guidelines when contacting campers during the year.

### **General Guidelines:**

All personal communication with campers must have parent involvement.

Ensure all communication and in-person contact is appropriate, spiritual, and encouraging.

Consider how your words and actions will be perceived.

If parents do not want you to personally communicate with their child, you must honor their request.

Communication must be to the same gender.

### **Phone Calls & Texting:**

All personal phone calls/texts must have a parent included.

Only call the campers home phone or parent's cell phone when necessary.

### **Written Communication (Emails, Postcards & Letters):**

Be encouraging to the camper, honoring to the parents, and edifying to the Lord.

All personal written communication must have parent approval.

So that parents can see what is being sent to the child, emails should only be sent to the parent's email address and post cards are encouraged.

If using an envelope, address it to the parents.

### **Electronic Communication (Facebook, Social Networking):**

Private electronic messages are not allowed.

Be careful what “friends” are posting to your site.

Constantly monitor your profiles for inappropriate materials.

### **Visitation:**

Must have parent invitation. Never show up unannounced.

Don't disrupt the flow of the household.

If invited to stay the night, be respectful of family/camper privacy.

Never spend the night in a room with the camper.

Do not shower or change clothes in front of the camper.

Go to bed when the family goes to bed.

Be polite and helpful. Offer to wash the dishes, empty trash, drive car pool, etc.

Leave living area better than you found it. Make bed, clean bathroom, etc.

Write the family a thank you note.

No private one-on-one situations anytime.

Camper should not spend the night at a staff person's home.

### **Counseling / Sensitive Subjects:**

Professional counseling should be left to the professionals.

Personal counseling should be encouraging, uplifting, Christ-centered.

No private one-on-one situations. When necessary, get a third person involved.

Parents need to initiate and be involved. Encourage parent involvement.

Please choose appropriate place and setting for conversations.

### **Modesty and One-on-One's:**

Staff, volunteers, and campers will never in any way display sexual body parts intentionally or touch someone else's.

Staff, volunteers, and campers will never “sit around” or “walk around” without private body parts covered up.

Towels must be worn at all time going to and from the shower.

All one-on-one interactions with campers must be done in a public place with others visible. A third person is encouraged in these settings. Private one-on-one interactions or meetings are not allowed.

Thank you for taking the time and understanding the importance of volunteer training. Get ready to create an incredible camp experience for our awesome campers!

We want to conclude this important training document with a little of our philosophy.

## THE UPLANDS WAY

**“Neva quit.”**

*“To be regularly late is to be lazy.”*

**“To be on time is to be ten minutes early.”**

**“Talk is cheap and actions speak.”**

*“All of our successes are prayer successes,  
and all of our failures are prayer failures.”*

*“Everything rises and falls on leadership.”*

**“Think like a boss.”**

**“Keep your eyes on Jesus.”**

*“Finish well.”*

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**“Whether therefore ye eat, or drink, or whatsoever ye do,  
do all to the glory of God.” I Corinthians 10:31**

**“And whatsoever ye do, do it heartily, as to the Lord,  
and not unto men.” Colossians 3:23**