

**OTA**  
**Summer Session**  
**Section 3:**  
**Camp Administration**

- Camp Resources
- Camp Administrator
- Camp (Director) Checklists
- Organization
- Quality Control
- Camp Evaluation
- Summer Staff Evaluation
- Summer Session Payroll Policies

## Camp Resources

The OTA System requires Camp Operators to utilize the Summer Session Resources that have been developed to offer programming successfully and safely in a camp environment. A good place to start is understanding where to access these resources. Listed below is a summary of what resources can be found and where.

Franchisees must understand that each type of camp requires its own set of preparation and resources. Partnerships can also dictate the type of preparation and support a camp program will need. Always start with the “big picture” of a camp program and then tackle the details that will influence the customer experience and staff management of camp.

### 1. OTA Cloud (Share-file):

- **Summer Session FOLDER**
  - Camp Director Checklists (4 Tabs)
  
  - Camp Regulations and Policy Binder Sample
    - Includes Summer Camp Emergency Procedure Templates
  
  - Summer Camp Resources
    - Activities Resources
      - Ideas for Programming
    - Camp Administration
      - Administrator Responsibilities
      - Organization and Quality Control
      - Camp Evaluation
      - Staff Evaluation
    - Daily Agenda
      - Templates for Organizing a Camp Day
    - Camp Director
      - Admin Meeting Outline and Topics
      - Summer Payroll Policy
      - Open/Close Procedure
      - Monday Reports
    - THE OTA Camp Playbook
      - Camp Segment Options
    - On-Site Postings
      - Samples
    - Summer Forms
      - Samples

- **Summer Camp Training FOLDER and LOGINS**

- IHT System
- Summer Staff Handbook
- Summer Training PowerPoints
- Summer Training Videos
  
- Camp Director Training
  - Materials and Documents
- Camp Staff Training
  - Materials and Documents

## 2. Website – Summer Camp Staff Log In

- Camp FAQ's
  
- OTA Policies and Procedures
  
- Staff Training Sessions
  - Classroom Meeting Agenda
  - Field Meeting Agenda
  - On-Site Meeting Agenda
  
- Daily Agenda Templates

## 3. Curriculum – FOLDER and LOGIN

### **Camp Administrator: Responsibilities**

The Summer Session is another example within the OTA Franchise System where franchisees are required to “wear many different hats”. At a certain point, franchisees may decide to add to the administrative team, which requires an introduction and training to the topics outlined below.

It's also extremely important to understand the ebb and flow of a Camp Administrators responsibilities during the course of a typical camp week or summer session at large. This requires an understanding that there may be customer service needs outside of typical business hours. Parents are demanding and want to be heard and acknowledged. If a call or email comes in on a weeknight with a question or concern about that day's camp, it may be necessary to address it immediately so that a solution or resolution can be arrived at before the next day of camp. The same can be true if a parent submits a question over the weekend prior to the first day of camp on Monday. It may be necessary to tend to the customer prior to the start of camp.

Administrative Topic: Financials

1. Camp Budget Supervision / Updates
2. Family Balances/Refunds/Credits

Administrative Topic: Communications

3. Facility/Partnership Liaison
4. Camp Director Support
5. Camp Weekly Reports
6. Parent Customer Support
7. Camp Surveys

Administrative Topic: Preparations

8. Welcome Emails
9. Rosters / Attendance Teams (Groups)
10. Daily / Weekly Camp Agenda Supervision

Administrative Topic: Logistics

11. Camp Paperwork / Forms
12. Camp Equipment / Gear / Supplies
13. Special Activity Coordination

Administrative Topic: Staff Management

14. Staffing Assignments (Ratio Management)
15. Staff Payroll
16. Instructor Concerns
17. Camp Observation and Evaluation
18. Incident Report Investigation and Support

Administrative Topic: Distributions

19. Snack/Drink
20. Lunch Plans
21. Popsicles
22. Handouts (t-shirts)

## **Camp (Director) Checklists**

Organization is paramount. Understanding what each camp (and each type of camp) needs to operate successfully is the first place to start. How these needs, items, equipment, gear, and supplies impacts the camper experience and camp budget will determine the decisions franchisees make for what ultimately each “checklist” will look like.

Camps should have (at least) 4 checklists in order to prepare for the service:

1. Camp Director Checklist
2. Camp Equipment Checklist
3. Camp Health and Safety Checklist
4. Camp Documentation Checklist

Outlined below are samples for each of these 4 checklists

\*Note – customizing these checklists to the type of camp, camp partnership, camp customer, camp staff, camp regulation, and camp location are all responsibilities of a Franchisee.

### Camp Director Checklist

This list should include needs for the “Camp Office”, HQ Desk, Staff Gear, and some Special Supplies for operating camp. Almost all types of camps should include what is listed in the sample below. It represents universal needs for almost all camps.

### Camp Equipment Checklist

This list should be approached very specifically to the type of camp being run. Is it sports specific? Is it a ‘traditional day camp’, is it half day or full day? is it multiple weeks? The items found here have a real impact on the expense of a program and should command serious scrutiny as it relates to the budget. Recognize that sport specific camps obviously require specialized equipment and gear, while traditional day camps require many more supplies as non-athletic activities come in to play.

### Camp Health and Safety Checklist

Much of this list may be dictated by local or state regulations. Consulting the government oversight department for youth camps will uncover the requirements. Many territories require a “Health Supervisor” for each camp. This person will also contribute to what this list requires. Needs for First Aid, Health Treatment Area, and Health Program Supplies are all covered here.

### Camp Documentation Checklist

The requirements for what documentation must be onsite is evolving. The digital and online capabilities available to camp operators today often make having hardcopy information onsite redundant and even wasteful. However, knowing the youth camp regulations for a territory will allow for franchisees to prepare for what they need to comply. The “Camp Information” Binder should always be prepared and available onsite. “Camper forms” and “Health Log” also are standard documentation for each camp site. Other paperwork found on this list is a reflection of the needs for staff management, payroll, and program oversight.

<b>Camp Director Checklist</b>			
<b>Camp Office</b>	YES	NOTES	
Director Cell Phone			
Laptop and Online Capability			
Printer/Copier (paper)			
Lockbox			
Lost and Found (Box and Sign)			
Electric Air Pump			
<b>HQ Desk</b>			
Blank Forms and Paper Trays			
Marketing Display			
Announcements Display - TEMP			
Announcements Display - PERM			
Highlight Board			
Sign in/out sheet and clipboard			
<b>Bin:</b>			
scissors			
Hole Puncher			
Stapler			
Staples			
Pens			
Dry Erase Markers			
Envelopes (for payments)			
Paperclips			
Tape			
Yellow Pad			
Hand Pump/Needles			
Welcome Paddle			
Rubber Bands			
<b>Staff Gear</b>			
Counselor Folders			
Uniforms			
Name Tags			
Whistles			
Stopwatches			
Clip Boards			
<b>OTHER</b>			
Large White Board(s)			
Boom Box			
Tailgate Tent			
Table Cloths			
Walkie Talkie(s)			

<b>Camp Equipment Checklist</b>			
<b>Core Equipment</b>	YES	Quantity	Notes
Soccer Balls			
Basketballs			
Footballs			
Kickballs			
Dodgeballs			
<b>Core Gear</b>			
Saucer Cones			
Triangle Cones			
Flags			
<b>Supplemental Equipment</b>			
Tennis Balls			
Frisbees			
Jump Ropes			
<b>Special Equipment</b>			
Wiffle Ball			
Floor Hockey			
Lacrosse			
Goals			
Golf Gear (putter, balls, etc.)			
<b>OTHER</b>			
Buckets			
Bean Bags			
Rings			
Hulla Hoops			
Board Games			
Cards			
Legos			
Crayons			
Noodles			
Arts/Crafts Supplies			

<b>Camp Safety and Health Program Checklist</b>		
<b>First Aid</b>	YES	Notes
Standard Kit(s)		
First Aid Instruction Booklet		
Scissors		
Ice Packs		
Absorbent Compress Dressings		
BandAids (various sizes)		
Adhesive Cloth Tape		
Antiseptic Wipe Packets		
Breathing Barrier with 1 Way Valve		
Non Latex Gloves		
Roller Bandages		
Sterile Gauze Pads		
Oral Thermometer (non-mercury/non-glass)		
Triangular Bandages		
Tweezers		
<b>Health Treatment Area</b>		
Chair for injured/sick		
Footrest		
Blanket		
Chair/Stool for Adult Supervisor		
<b>Health Program Supplies</b>		
Paper Towels		
Water		
Tissues		
Zip Lock Plastic Bags		
Trash Bags		
Disinfectant Wipes		
Hand Sanitizer		





## **Organization**

Having a roadmap and plan of action leading up to the launch of summer camp is helpful in making sure that the details are accounted for. It cannot be overstated how important it is to make sure ALL preparation is completed before Day 1. Customers (kids and parents) recognizing as the first week goes on that the program was not prepared on the first day is a tough reputation to come back from. Understand that the presentation of camp is just as important as the substance of camp. In other words, camps can be judged in the same way someone might judge a book by its cover.

What follows is a sample action list for Camp Prep. This list should be customized depending on type of camp, whether it's a new camp or one that has already been running, and what a franchisee has already acquired as it relates to marketing materials, sports equipment, camp gear and supplies, etc.

### Camp Prep:

1. Print Camp Flyers
2. Print and Sort Staff Paperwork Packets
  
3. Inventory/Clean/Sort Binder Baskets (Store Binders and Materials)
4. Inventory/Clean/Sort Accordion Folders
  
5. Clean / Wipe Down – Bins
6. Inventory/Create Admin Bins
7. Inventory/Create First Aid Bins
8. Inventory/Freshen Lost and Found – Stickers
  
9. Inventory/Clean Tablecloths
10. Inventory/Test Lock Boxes
11. Inventory/Test Air Pumps (electric)
12. Inventory/Test Pop Up Tents
13. Inventory/Clean White Boards
14. Inventory/Clean Clip Boards
  
15. Inventory/Clean Paper Trays
16. Print and Sort Blank Forms
  
17. Print and Sort Permanent Announcements
  
18. Print and Sort Temporary Announcements
  
19. Create Health Program Supplies Crates

20. Sort Name Badges (blank inserts)
21. Sort Whistles
  
22. Print and Tab OTA Playbook
  
23. Create Health Logs – Directions Insert
  
24. Equipment Sort
  
25. Camp Handouts Inventory

### **Quality Control**

Youth Camp programs are a lucrative and competitive industry. Franchisees actions should be focused on meeting customer expectations (or exceeding them) and protecting the company brand. Evaluating staff, evaluating camp sites, distributing customer surveys, and monitoring social media are all ways for Franchisees to know when they need to take steps to course correct any programming flaw.

Understand that quality control and customer experience can also relate to the business side of Camp Management, to include family account balances, staff assignments, and customer service actions.

What follows is a list of topics that should be monitored for quality control. This list will also have to be customized for type of camp and who a camp partnership might be with.

#### Camp Site Review:

1. Camp Staff Files (Instructor Employment Folder)
  - Background Check/Clearance Report
2. CPR/First Aid Staff Certification
  
3. Staffing Assignments
4. Family Balances
5. Welcome Emails
  
6. Rosters/Attendance Sheet (OTA Format)
7. Emergency Contact Top Sheet
8. Extra Parent Forms (Blank)
  
9. Uniforms
10. Name Tags
  
11. Daily Agendas
12. Highlight Board

- 13. Payroll Log
- 14. Payroll/Direct Deposit
- 15. Payment Collection
  
- 16. Lunch Option
- 17. T-Shirt Distribution
- 18. Camp Handouts (prizes)
- 19. Popsicles
  
- 20. Movie Capability - DVD (where applicable)
- 21. Music Capability
- 22. Weekly Big Event / Weekly Big Idea
  
- 23. Customer Service Attention
- 24. Camp Surveys
- 25. Camp Reports

**Sample Camp Site Evaluation Form:**

OTA CAMP EVALUATION	Good/Yes/Correct	Bad/No/Incorrect
OTA Table Presentation		
On-Site Announcements		
Highlight Board		
Sign In/Sign Out Sheet		
Is staff in Uniforms?		
Are staff wearing Name Tags – are they legible?		
Is there a storage system for equipment?		
Is there a storage system for camper book bags?		
Does Camp have extra blank forms?		
Is Lock Box being used appropriately?		
Camper Information Binder – Forms Alphabetized / Emergency Contact Sheet In Front		
Daily Agenda Binder – Agendas Stored Each Day		
Payroll Log – Filled Out Properly		
Evacuation Doc – Initialed each Monday		
First Aid Bin – Inventory		
Is Medication Properly Stored?		
Does Camp Director know where Incident Reports are located?		
Does Camp Director know what and where the OTA Playbook is?		
Does Camp Director know ID’s should be checked at dismissal?		
Does Camp Director know an allergy table should be established every day at lunch?		
Does Camp Director know there should be Greeters and Gate Keepers every day?		
How does camp look? What’s the energy like? Are the instructors working hard?		
Additional Notes		



### 3. Sign OUT:

- Camp Directors will dismiss Instructors based on the dismissal of kids
- You should have a team established to “close up camp” – this team is there to clean up and leave when the last kids are dismissed
- Anyone not on the “close up camp team” should be off the clock at the conclusion of the camp day. Always 15min after the end of the camp day (Example: Camp ends at 4:30pm, Instructor logs out at 4:45pm)
- If an instructor leaves early before the camp day is over, they will be accurately signed out in the Daily Log by the Camp Director
- If an instructor leaves when you dismiss them based on the number of kids who have been dismissed, Camp Director should sign them out to the closest quarter hour in the Daily Log

### 4. Quarter Hours:

- There should never be :10, :20, :40, etc. noted in the time column of the Daily Log – or .1, .2, .3, .4, .6, .8, .9 etc. in the total hours column of the Daily Log
- We go off the closest Quarter Hour (Example: 4:15pm, 4:30pm, 4:45pm, 5:00pm)
- Total Hours should resemble the Quarter Hour Policy (Example: 7.25, 7.50, 7.75, 8.0)

### 5. PAYROLL STANDARD:

- For standard OTA Day Camps, Instructors will work 8:30am – 4:45pm
- Total Daily Hours = 8.25 hours

NOTE: Recording time-sheet hours using a decimal format requires you to view the hour divided into quarter segments. Using this logic, every fifteen minutes will result in .25 hours worked. Record a half hour as .50 hours and 45 minutes as .75 hours. By using this format, it becomes easier to add your hours and get the total number of hours worked.

### Log Example:

- Sign In – 8:30am
- Sign Out – 4:45pm
- Total Hours = 8.25

### 6. Submitting Payroll:

- This should be simple
- Camp Directors will send the name of the instructors with their corresponding total hours at the conclusion of each week



