

Chapter 1

Administrative

About Setebaid Services®

Setebaid Services® Mission

Customers and Customer Service

Personnel Policies

SETEBAID SERVICES, ® INC. HISTORY

1. Setebaid Services, ® Inc. is an independent, not-for-profit [501 (c) (3)] organization that was founded in 1998. Setebaid® comes from spelling diabetes backward and was adopted because the organization's board felt that its programs could help people "turn diabetes around." The organization operates summer diabetes camps for children and teens and year-round programs for people living with diabetes.

2. The organization's mission is to enhance the quality of life for people with diabetes by:

1. Educating people with diabetes to accept their condition and maintain good glycemic control while living normal, healthy, lives; and by,
2. Educating healthcare professionals and training future healthcare professionals to effectively manage and treat people with diabetes; and by,
3. Enhancing research subject recruitment by educating people with diabetes about current diabetes research.
(Note: The organization does not fund research.)

3. Setebaid Services® operates its programs through partnerships with local financial supporters, healthcare providers, universities, national medical device companies and pharmaceutical companies. These partnerships are mutually beneficial for all involved, including the campers we serve.

4. Current programs include resident camps like The Harrisburg Diabetic Youth Camp (HDYC) operated in June of each year, Camp Setebaid® at Swatara operated in July of each year, and Camp Setebaid at Camp Victory operated in August of each year. Other programs include weekend retreats for young adults and teens and the Children's Diabetes Conference for children with diabetes and their families. Currently, Setebaid Services'® programs serve ages 3-18.

5. Each program has on-site physicians, dietitians, nurses, nurse educators, and pump trainers. In addition, each site has student dietitians, student nurses, and resident physicians training with the faculty medical staff to learn proper diabetes management techniques.

6. Every program that is eligible for American Camp Association (ACA) Accreditation is accredited and programs that are not eligible for accreditation meet the same standards. All medical care provided meets or exceeds standards represented in the American Diabetes Association's (ADA's) *Management of Diabetes at Diabetes Camps*.

7. Setebaid Services[®] human resources policies require not only background checks on all staff, but also require license verification on all medical staff from the licensing source. This means that the organization receives verification on each license directly from the issuing state.

8. Setebaid Services[®] is one of only two organizations in the nation to receive the Safety First Award consecutively since 1999 for the safety of its programs, its safety policies and practices in operating a diabetes camp. This award recognizes organizations that go above and beyond requirements by any laws, standards, or accreditations.

9. Setebaid Services[®] programs are not limited by race, color, religion, sex, national origin, disability, sexual orientation, or any other protected group. The programs are open to all; our staff works with parents to obtain funding if their income level does not allow them to send their child to camp.

DIABETES CAMPING IS ESSENTIAL FOR CHILDREN WITH DIABETES

10. Recent research has shown that summer camps are beneficial to children (ACA, 2005). While children with diabetes can be integrated with other children into a non-diabetes camping program, we have found that most parents are more comfortable sending their children to a camp that specializes in diabetes care. It has always

been a goal of Setebaid Services® to train the children to care for their own diabetes so that they can be integrated into non-diabetes camps.

11. The ACA study also showed that specialty camps were excellent at meeting specific educational goals. One can infer that diabetes camps are an excellent place to teach diabetes management skills. In fact, the Joslin Diabetes Center in Boston compared patients who had attended camp with those who did not attend camp. The results showed that patients who attended camp for five or more years had an HbA_{1c} closer to the ADA goal than those who did not attend the camp for five or more years. And, preliminary results from a recent study by Widener University is showing similar results at two of Setebaid Services® camps, the HDYC and Camp Setebaid®.

12. Due to the strong history of our programs and physicians' past experiences with us, many physicians refer their patients to our camps.

OUR PROGRAMS' GOALS

13. The goals of the summer diabetes residential camping programs are to:

- Enable children with diabetes to meet others with diabetes and establish friendships with others living with Type 1 diabetes
- Ease parents' worries associated with raising a child with diabetes
- Provide an enjoyable and normal camp experience for children with diabetes in a healthy environment away from home
- Foster independence by increasing diabetes management skills
- Teach the children that living with diabetes is not a restrictive lifestyle
- Enable the child to interact with healthcare professionals in a non-clinical setting

- Improve children's positive identity, self-esteem, and independence
- Develop social skills like leadership, friendship skills, social comfort, and peer relationships
- Improve physical and thinking skills like adventure and exploration, and environmental awareness
- Develop positive values by helping the child to establish values and decision making skills

EVALUATION OF OUR PROGRAMS

14. Each year Setebaid Services® uses a continuous quality improvement (CQI) program which sets benchmarks and measures its outcomes to assure the organization is exceeding its goals. The evaluations measure both the gained knowledge of the participants as well as the participants likes and dislikes about the programs. Campers complete a pre-camp survey, a post-camp survey, and the staff evaluates each camper during and after camp to measure the knowledge acquired at camp. The surveys are both oral and written. All results are tracked in each camper's file so that we may continue the education the next time the camper is with us.

15. In addition, campers and their parents complete evaluations of the camp and the program so that we can improve areas to meet the needs of the families we serve.

CUSTOMER SERVICE TIPS

- Be welcoming, smile, be courteous, and use MANNERS. Please, thank you, you're welcome, and the like do wonders. Be sincere when using manners.
- Stay cool, calm, and collected. Sometimes you need time away from the situation before answering. But let the person know that, "It will take a little time before I can answer that. How can I get in touch with you?"
- Prepare: "Be Prepared" is more than the Boy Scout motto... Prepare yourself so that you're able to stay cool, calm, and collected. It helps to keep you relaxed as well.
- Avoid Rudeness: For example, focus on your customer, not your friends, colleagues, etc. Remember to be welcoming. As an example, how did you feel at the check-out counter when two cashiers were talking with each other and ignoring you, the customer?
- Use the BIF Approach:
 - B = Behavior: Describe the behavior
 - I = Impact: Explain the effect the behavior is having on you.
 - F = Feelings: Think about how the behavior & Impact make you feel.

SETEBAID SERVICES[®], INC.

CAMPING PROGRAM PERSONNEL POLICIES

1. **Job Descriptions:** Each staff member is provided a job description outlining important information regarding his/her position. It is the staff member's responsibility to read his/her job description.
2. **Remuneration:** Unless contracted as an employee in writing, all camp staff are considered volunteers and will not be compensated, nor will they be eligible for any employee benefits. Volunteers may be reimbursed for reasonable expenses associated with volunteering at a Setebaid Services[®] program, including travel to the program site from their home. All Personnel Policies apply to volunteers as well as paid staff.
3. **Health Exam:** Each staff member must have a health exam within 24 months of camp at his/her expense. Infirmary staff conducts a health screening upon your arrival at camp to check for evidence of illness or communicable disease. You must be in good health and free from any physical condition that would interfere with adequate performance of your job. If you are found physically unfit to perform your job, or have a communicable disease, the staff person may be dismissed and the agreement may be immediately terminated.
4. **Performance Evaluation:** Each staff member will be evaluated by his/her immediate supervisor for the camping program served. A final written evaluation is made at the end of the camp season. This evaluation becomes part of the personnel file for the staff member. This file is open to the staff member for review in the office.
5. **Insurance:** Worker's compensation is provided for paid staff members. Camp Accident Insurance is provided for volunteers. If you are injured while at camp, you must see the Medical Director and report the incident to the Camp Administrator within 12 hours. The staff member's health insurance will serve as primary insurance and the camp accident insurance will be used as secondary health insurance for the duration of the program.
6. **Co-educational:** Because Setebaid Services[®] camping programs are co-educational programs, every staff member is expected to act as a responsible adult. All counselors must be in their cabins/tents by established times. Males and females must remain in appropriate areas at all times. Males may not be in the female areas and females may not be in male areas without permission from a supervisor (unless dealing with an emergency).
7. **Personal Possessions:** Staff is discouraged from bringing items of value to a program. Setebaid Services[®] is not responsible for any personal property (including diabetes supplies, medical equipment, and testing equipment/supplies) that may be lost, stolen, damaged, or broken. Staff members are responsible for their own property.
8. **Leaving Camp Property:** It is imperative that all staff and campers be accounted for at all times. No one is to leave the camp property without permission from their supervisor and the Camp Administrator.
9. **Time-Off:** You will have a minimum of two hours time-off each day. Some evenings you will be free prior to curfew. All staff must remain on camp property during time-off unless they have received special permission from their supervisor and the Camp Administrator/Director. Staff may have off extended hours between camp sessions if they are working for two or more consecutive sessions.

10. **Automobiles:** Automobiles are to be parked in the lot designated by the Camp Director. Only emergency and delivery vehicles are allowed in the main camp area. Campers, CITs, Jr. Counselors, or anyone under age 18 may not be transported in staff vehicles. The only exception to this policy is an emergency situation where no administrative staff member is available or able to handle the situation.
11. **Visitors:** All visitors must be cleared in advance with the Camp Director. No overnight visitors are permitted without special permission of the Camp Director. Visitors may be included in meals with the permission of the Food Services Manager. A contribution to cover the cost of meals is suggested at the rate of \$5.00 for breakfast, \$8.00 for lunch, and \$10.00 for dinner. Visitors must park in the lot designated by the Camp Director and sign into and out of camp on the sign-in/sign-out sheet designated by the Camp Director. The sign-in/sign-out sheet must include the visitor's name, address, and phone number. Visitors must be escorted by a staff member at all times while on camp property (exceptions include bathrooms, changing areas, etc.). At no time may a visitor be alone with campers.
12. **Tobacco Use:** Setebaid Services[®], Inc.'s functions are tobacco-free programs. Therefore, no use of tobacco (including but not limited to smoking and chewing) is permitted at a program, event, or camp except as noted below. A tobacco use area may be designated by the Camp Director. The area will be restricted to times designated by your supervisor (i.e. break times); all who use the area must be over the age of 18. Staff must take precautions so that campers are not understaffed and not aware of the tobacco use area.
13. **Alcohol and Drug Policy:** Absolutely no alcohol or non-prescribed drugs are allowed at a Setebaid Services[®] function at any time. Purchasing alcohol for minors is cause for immediate dismissal. All medications must be registered with the medical staff. A Setebaid Services[®] function shall be considered any event advertised with Setebaid Services[®] name or logo. Any violations to this policy are considered severe violations and are cause for immediate dismissal.
14. **Camper Supervision:** There are to be two counselors with each camper or camper group at all times other than evening time when all campers are in their bunks. During this time, there shall be a minimum of two staff on duty in the area at all times. Each staff member will be scheduled for at least two hours off per day by his/her supervisor as specified in the Time-Off Policy.
15. **Telephone:** Staff is requested to keep outside calls to a minimum. No camper is permitted to have a mobile phone. Staff may use mobile phones when away (out of sight and audio range) from campers during time-off only. Use of the business phone is restricted to time-off for personal calls. All other calls should be cleared with your supervisor. All personal calls must have charges reversed or be placed on a credit card. No calls may be charged to the camp phone.
16. **Staff Use of Equipment:** Staff members may use camp equipment when it does not interfere with a program or campers'/participants' use of the equipment. High risk areas like archery, ropes courses, and waterfront areas may be used only when appropriate staff (i.e. those certified to supervise the use of the equipment) has approved your use of the area. Waterfront personnel must be present to use the pool.
17. **Gratuities:** Staff may not accept gifts or gratuities (i.e. tips, money) from parents, participants, or campers (i.e. clientele). If the clientele urge you to accept a tip you are expected to turn it into the Setebaid Services[®] for a campership fund.
18. **Pets:** Pets or housing stray animals at a program is prohibited unless approved by the Camp Director.

19. **Staff Food:** Food (except for hypoglycemia food boxes) may not be kept in cabins/tents. A staff refrigerator is available for special foods for staff use only. Please use discretion when exercising this privilege.
20. **Release of Campers:** Campers are released to parents or guardians listed on the Release of Minors Form or Information and Consent Form unless permission is received from the parent/guardian. Permission should be in writing. In the event of an emergency or unforeseen change of plans, verbal permission may be given to a supervisory staff and verified by another staff member (over 18 years of age).
21. **Release of Information:** Personal information regarding campers or staff is not to be released to anyone. All inquiries should be referred to the Camp Director or Medical Director. Only the Camp Director and/or the Medical Director may release information to the news media.
22. **Emergency Leave:** In the event of personal illness, a death in the family, or other urgent business, the Camp Director may grant an emergency leave.
23. **Staff Conduct:** Staff is expected to present a positive role model to campers at all times. Be cognizant of your role as a camp representative in the surrounding communities. You are expected to maintain healthy habits. If you have diabetes, you are expected to follow the program's diabetes management standards. Staff members with diabetes are required to document daily blood glucose levels with the medical staff. All staff must be on time and prepared for each activity. Be proactive, think ahead, prepare yourself and then prepare your campers (i.e. young campers will need help getting ready for simple activities like going to take a shower). All camp staff are expected to participate in camp activities such as flag raising, programs, meals, singing, etc.
24. **Resignations:** If it is necessary to terminate your agreement, you must notify the Camp Administrator in writing at least two weeks in advance of the termination date.
25. **Purchases:** Approval for purchasing items for a program must be granted by the Camp Director (camp) or a Program Coordinator (CDC). Tax-exempt certificates are available from Setebaid Services[®]. Setebaid Services[®] will reimburse for the items only, and sales-tax will not be reimbursed. Failure to follow this policy may prevent reimbursement.
26. **Dress:** There is no special uniform for staff members. Staff is asked to wear a staff shirt on opening days so that parents know you are a staff member. Staff may wear clothing which is appropriate for the activities of the day. The expectation is that you will wear clean, neat clothing at all times (unless you are going creeking, or into mud). Use common sense here. Over the years, there have been numerous styles (i.e. long hair for men, pierced ears for men, other pierced body parts, exposed boxer shorts, baggy pants, etc.). It is true that these less than ordinary styles do not typically pose a medical or emotional risk, but we have to keep in mind that we, the staff, must serve as a positive role model for campers. We must gain the trust and confidence of the campers and parents. Some parents would be uneasy if their child's counselor had a very liberal appearance. Our focus at Setebaid Services[®], Inc. is to teach the campers and to have fun, not on getting one to liberalize his/her views.

27. **Sexual Harassment:** Sexual Harassment is prohibited at any Setebaid Services'® program or function. Sexual harassment may be defined as, but not limited to, sexual advances (not limited to touching), displays of sexually explicit cartoons, pictures, or posters, requests for sexual favors in exchange for actual or promised benefits, sexual jokes, verbal harassment or abuse, leering, whistling, brushing against the body, sexual gestures, and suggestive or insulting comments. Any harassment should be reported to your supervisor or other administrative staff immediately.
28. **False Information:** Supplying false or misleading information or omitting information in your application, on any reports, or any camp documentation is prohibited and may be cause for immediate dismissal.
29. **Training:** All staff must attend training prior to serving at a program. Several options will be made available so that staff may choose which training they would like to attend.
30. **Firearms and Weapons:** Archery equipment should be registered for use at the program and must be locked in a secure area at all times when not in use by or with the Archery Instructor. The use or possession of any other firearms, weapons of any type, or explosive devices at any Setebaid Services'® activity or event is strictly prohibited. The administrative staff and/or director, or assistant director reserve the right to inspect campers and/or staff/volunteer belongings if there is reasonable suspicion that weapons or devices exist, provided that such inspection is conducted in the presence of a third party, and/or the person whose belongings are in question.
31. **Dismissals:** Your supervisor and the Camp Director are responsible for dismissals. Reasons will be given to you both verbally and in writing for any dismissals. The written dismissal and any notes made by the supervisor or Camp Director will become part of the camp personnel file. You may appeal the dismissal by scheduling a meeting with the supervisor or the Camp Director (see organizational chart); an appeal may be made in writing to Setebaid Services®, Inc.; a final appeal may be made to the Board of Directors (see organizational chart). The following are not all-inclusive. Setebaid Services®, Inc. reserves the right to change policies and procedures from time-to-time. The following may be causes for immediate dismissal:
- Use of alcohol or illegal drugs while on camp property
 - Any signs of intoxication, or that the staff member is under the influence of drugs and or alcohol while on duty
 - Negligent or abusive behavior that endangers the campers'/staffs' well being
 - Failure to carry out assigned duties in a satisfactory, safe, and efficient manner
 - Smoking while on duty or on camp property
 - Engaging in any illegal behavior on or off camp property
 - Immoral or indecent conduct, fighting or acting in a disorderly or an immoral manner or gross discourtesy to staff or children
 - Stealing or damaging camp property, staff property, camper's property
 - Refusing to follow directions from the camp management, medical staff, or professional staff
 - Refusing to follow orders of your supervisor
 - Unprofessional conduct with camp staff or campers
 - Altering or falsifying camp records in any fashion
 - Failure to observe established safety, emergency, or disaster plans
 - Breaking any policies or procedures stated above