

Chapter 3

Camp Staff

Staff Expectations
Counseling Techniques
How to be a great counselor

EXPECTATIONS OF STAFF

1. Persons who are selected for staff positions must exhibit strong commitment and involvement in Setebaid Services'® diabetes camps' program and philosophy. Staff members must enjoy working with children, have good health, and be flexible to changing situations. It is essential that all staff participate fully in camp life and share together in a spirit of community. It is critical for staff members to realize their role model status in the eyes of their campers, and to conduct themselves accordingly. If an action would be inappropriate for a camper, it should be considered inappropriate for a staff member at camp.
2. A staff member at Setebaid Services'® diabetes camps should plan to spend a busy week with children and youth ages 8-18 who have diabetes. Counseling is a 24-hour-a-day job; it requires total involvement and responsibility from counselors. Getting to know each camper well enough to understand and respond to their individual needs and personalities involves a level of caring which requires a high level of commitment. Counseling at a special camp such as Camp Setebaid® or the HDYC requires going above and beyond the call of duty many times throughout the week.
3. Campers are number one at one of our camps. The staff is expected to serve the campers and their families to the best of their ability, within reason, at the program. All staff members contribute to a positive camping program, from the counselors, through the program and medical staff, to the administrative staff. The goal is for the staff to ensure that each camper is having the best time possible at camp. Campers should meet many new friends their own age and new friends from other ages, including the staff. If a philosophy of selflessness is adopted, staff members will find they have a rewarding, fulfilling experience with the campers.
4. Every staff member at camp has talents which are used in the camp setting. Staff members are expected to contribute their talents, in some way, to the program. The desire is for staff members, as well as campers, to grow and learn throughout the program. We hope that each staff member finds appreciation for their talents and good deeds. It is expected that the staff will support each other and show this appreciation to other staff members. Staff members are to be positive, enthusiastic, and helpful during the program. True teamwork must exist if we are to achieve our goal of making the program a positive and uplifting experience for all.

5. Hard work and diligence shall be evident throughout the program. The staff realizes that the camper's health and welfare, both physical and emotional, are important, and welcomes the opportunity to live with our campers in order to guide, direct, and teach them. The work can be physically and emotionally challenging, but our reward is the joy of giving our campers new experiences and helping them learn to live with, and better manage, their diabetes. Seeing your hard work reflected in the lives of others is a reward no words can adequately express.

STAFF EVALUATIONS

6. Setebaid Services[®], Inc. formally evaluates all staff (including volunteers) based on the above stated expectations and the provided job descriptions. Staff evaluations will become part of the staff member's permanent record at Setebaid Services.[®]

How to be a Great Counselor

7. Resident camp is 24 hours a day of community living. This community is composed of as many different types of personalities as there are individuals, whether they are staff members or campers. Counselors are expected to be in tune to the needs of the individuals with whom he or she is living at camp. To be in tune does not mean you surrender your personality to work with others; it means you acknowledge your own personality, act respectfully toward those to whom and for whom you are responsible, and understand how the organization is responsible for you. To be an effective counselor you must allow these three factors to determine your decisions and actions, realizing your behavior does influence the behavior of others, both campers and staff.
8. Everyone has the potential to be a leader. There are certain qualities, however, which set some people apart from others. The leader has acquired this skill through self-control, alertness to the feelings of others, and ceaseless efforts to do his/her best at all times. Leadership is based on trust, sincere concern, a positive attitude, and faith in others. As a leader, it is important to understand human nature, both in yourself and others: are you tolerant? Can you hold your temper? Do you insist on having your own way, or can you give and take in relationships?
9. Be a good listener. Don't do all the talking. Get the other person to talk, and take the time to give full consideration to their ideas. This will help you to understand them and how they feel. Be sure to give them credit for their suggestions. Avoid favoritism, but be frank, honest and consistent. Develop a real relationship with others, not a superficial one, and be patient and cheerful. People like to be in the company of someone who is pleasant and optimistic. Have fun and enjoy people. Be courteous and polite. Do things for others that you would like them to do for you. Respect others as individuals and be considerate.

10. Dress and manner are your first impressions on people. Your choice of language is second. Do what you say you will do. Keep appointments, fulfill promises, have a good reputation for reliability, and give others a good reason to have confidence in you. The most intelligent person, and the person quickest to act, is not always the best leader. Those who take time to work with all individuals usually stand out as a leader. Associate with leaders, watch a leader in action, but be yourself. Remember the quickest way to understand someone else is to put yourself in their place and try to discover how they got where they are now.

Counselors' Responsibilities:

11. The counselor who is most effective is the counselor who is loved and respected by their campers. They are not unnecessarily severe, but are able to set boundaries and maintain order while still being friendly and approachable. They are efficient in their assigned work in camp so that they can participate in all activities with the campers. They have no favorite campers and are fair to all; are not over-bearing, "bossy", or conceited, but sympathetic and understanding of their campers' needs.

12. Good counselors are role models to their campers, someone they look up to and may want to emulate one day. Consequently, they are friendly with all their campers and never partial to any one. It is easy to like the amusing, talented, and otherwise likeable child, but the quiet or challenging child needs attention as well. A good counselor is willing and able to draw out the introverted child, and to re-direct the uncooperative one with kindness and compassion. The effective counselor knows this can be accomplished by making reasonable requests and expecting them to be granted graciously and promptly, being agreeable but firm rather than demanding and forceful.

13. Good counselors help the campers to experience and appreciate the traditions and ideals of camp. They make an attempt to understand each camper's background so they are able to assist each camper with new activities and experiences. They enjoy the camp experiences with the campers and enter into the fun and joy of the adventure. If the counselors do not enjoy things, the camper will not enjoy doing them with you. Good counselors help their campers to feel a sense of belonging to the group and to the camp as a whole. They respect the campers' personalities and their right to have individual ideas. They attempt to understand each camper's point of view, individual talents, and their unique needs for creative expression and activity.
14. In working with other staff members, good counselors are friendly, tactful, patient, loyal, and respectful. Good counselors respect the privacy and property of others, not betraying a confidence or borrowing possessions without permission. They will not discuss the personalities of other counselors or the policies of camp unfavorably with other counselors, nor complain about the shortcomings in others' performance of their jobs in such a way as to cause a negative atmosphere or uncomfortable feelings for other camp staff.
15. Good counselors cooperate with and cheerfully assist other counselors and staff in their work when necessary, and do not expect nor request favors from other staff members. They will not expect others to serve them or do their work for them, and they are respectful of their superiors. Good counselors desire to perform their jobs to the best of their abilities, and therefore view their evaluations as opportunities for learning and improvement, not taking criticism as a personal attack.