

Camp Kintail Safety Plan

March 2020

Accessibility Plan & Policies

Accessibility Plan

Camp Kintail will develop, maintain, and document an Accessibility Plan outlining the Camp's strategy to prevent and remove barriers from its workplace and to improve opportunities for people with disabilities. The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the Camp's website. Upon request, Camp Kintail will provide a copy of the Accessibility Plan in an accessible format. Camp Kintail's Accessibility Plan includes the Integrated Accessibility Standards and Accessible Customer Service Standards.

Our Mission

Camp Kintail responds to God's call by providing Christian hospitality and programming forming a community where people play, live, and grow in God's creation.

Our Commitment

In fulfilling our mission, Camp Kintail strives at all times to provide its programs, goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our programs, goods and services and allowing them to benefit from the same services, in the same place, and in a similar way as other participants.

Feedback Process

The ultimate goal of Camp Kintail is to meet and surpass expectations while serving participants with disabilities. Comments regarding how well those expectations are being met are welcome and appreciated.

- Feedback regarding the way Camp Kintail provides programs, goods and services, communication, employment, and public spaces to people with disabilities can be made by email and verbally. Accommodations will be made to provide this feedback mechanism in a format that meets the individual's needs.
- All feedback will be directed to the Executive Directors.
- Participants can expect to hear back in two days.
- Confidentiality will be respected.

Complaints will be addressed according to the procedures outlined by the Executive Director. Complaint procedures will be documented by the Executive Director and made available to the Camp Kintail Board.

Executive Director: Theresa McDonald-Lee

Email: trillium@campkintail.ca

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Address: 85153 Bluewater Highway, Goderich, ON, N7A 3X9

Accessibility for Ontarians with Disabilities (AODA): Integrated Accessibility Standards

Purpose

The Integrated Accessibility Standards Regulation or the IASR (Ontario Regulation 191/11) establishes the accessibility standards and compliance timeframes for each of Customer Service; Information & Communication; Employment; and where applicable, Transportation; and Design of Public Spaces.

The purpose of this policy is to outline how Camp Kintail achieves, and continues to achieve, the requirements of the IASR.

Policy Statement

Camp Kintail recognizes the dignity and worth of every individual and seeks to create inclusive environments in which everyone, including persons with disabilities, is able to participate fully.

Mission

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Commitment

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Camp Kintail is committed to fulfilling its obligations under the Accessibility Standards for Customer Service (Ontario Regulation 429/07) as well as the Accessibility Standard for Communications, Employment, and Design issued under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Accessibility Plan

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Training

Camp Kintail will provide training to employees, volunteers and all persons who provide goods, services or facilities on behalf of Camp Kintail on Ontario's accessibility laws, aligning with the Accessibility Standard for Customer Service, in conjunction with the Integrated Accessibility Regulations and the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties and needs of employees, and will cover:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- A review of the requirements of the Accessibility Standard for Customer Service, Ontario Regulation 429/07
- Instructions of how to interact and communicate with people with various disabilities, use of assistive devices, support animals and support persons.
- The Human Rights Code as it pertains to people with disabilities.
- Ongoing instructions in connection with changes to policies, practices, and procedures.

Records will be kept of training provided.

Self Service Kiosks

Camp Kintail will take consideration for accessibility when designing, procuring, or acquiring self-service kiosks to better serve person with disabilities.

INFORMATION AND COMMUNICATIONS STANDARD

Feedback

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Accessible Formats & Communication Supports

Upon request, Camp Kintail will provide, or will arrange for the provision of accessible formats and communication supports for person with disabilities in a timely manner that takes into account the person's accessibility needs due to disability. Camp Kintail will consult with the person making the request in determining the suitability of an accessible format or

communication support. Camp Kintail will also notify the public about the availability of accessible formats and communication supports.

Website

Camp Kintail will ensure that our website content is complaint to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A and will be complaint to Level AA by 2021.

EMPLOYMENT STANDARD

Camp Kintail is committed to fair and accessible employment practices through the employment life-cycle, beginning with the hiring process, and including performance management and redeployment processes.

Recruitment, Assessment, and Notice to Applicants

Camp Kintail will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process. Camp Kintail will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Camp Kintail will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the need and dignity of the individual.

When an offer of employment is made, Camp Kintail will notify the successful candidate of its practices and procedures on accommodating employees with disabilities. Camp Kintail will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations. This information will be provided to new employees as soon as practicable after commencing employment.

Accessible Formats & Communication Supports for Employees

Upon the request of an employee with a disability, Camp Kintail will consult with the employee to provide, or arrange for the provision of, accessible formats or communication supports required for the employee to perform their job duties and information that is generally available to other employees.

Workplace Emergency Response Information

Camp Kintail will provide individualized workplace emergency response plans for employees with a disability, who risk not being able to evacuate safely in the event of an emergency. In a confidential manner, the supervisor will consult with the employee regarding their needs and

develop an individualized plan as soon as practical after becoming aware of the need for an accommodation.

When the employee requires assistance, Camp Kintail will, with the consent of the employee, provide the workplace emergency response information to the person designated by Camp Kintail to provide assistance to the employee.

Camp Kintail will review the individualized workplace emergency response when the employee moves to a different location at Camp and/or when the employee's overall accommodations needs or plans are reviewed.

Documented Individual Accommodation Plans

Camp Kintail will maintain a written process for the development of documented individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communication supports provided will also be included in individual accommodation plans. In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

Return to Work Process

Camp Kintail will facilitate the following steps to develop and put in place a process for developing individual accommodation plans and return to work policies for employees that have been absent due to illness, injury, or disability:

- We will require up to date medical documentation indicating the employee's work limitations and restrictions (if any)
- We will consult with the employee, develop a return to work plan with an individualized accommodation plan and
- We will implement an individualized accommodation plan to facility the employee's return to work.

Camp Kintail will work with the returning employee and other relevant stakeholders to develop an individual return to work plan to ensure a successful re-integration into the workplace.

Performance Management, Career Development, and Redeployment

Camp Kintail will take into account the accessibility needs of employees with disabilities when:

- Completing the performance management process
- Providing career development
- Providing professional growth opportunities
- Promoting employees
- Reassigning/redeploying employees

DESIGN OF PUBLIC SPACES STANDARD

Camp Kintail will meet the requirements of the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces which include:

- Outdoor play spaces
- Outdoor paths of travel
- Accessible parking
- Outdoor public eating spaces
- Service-related elements such as a reception counter and waiting area

In the event of a disruption to accessible parts of our public spaces, the public will be notified and alternatives will be provided.

QUESTIONS ABOUT THIS POLICY

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information, communications, employment, and design. If anyone has a question about the policy, or if the purpose of the policy is not understood, the questions and concerns can be directed to the Executive Director.

Accessible Customer Service Standards

Our Mission

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Our Commitment

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1. Providing Programs, Goods and Services to People with Disabilities

Camp Kintail is committed to excellence in serving all participants, including people with disabilities and we will carry out our functions and responsibilities in the following areas:

1.1 Communication

- We will communicate with people with disabilities in ways that take into account their disability.

- We will provide publications in formats that are accessible for people with disabilities.
- We will train staff and volunteers on how to interact and communicate with people with various types of disabilities.

1.2 Telephone Services

- We are committed to providing accessible telephone services to our participants.
- We will train office staff/volunteers to communicate with participants over the telephone in clear and plain language and to speak clearly and slowly.
- We will offer to communicate with participants by email or TTY if telephone communication is not suitable to their communication needs, or is not available.

1.2 Assistive Devices

An assistive device is any device that helps a person with a disability to do everyday tasks and activities.

- We are committed to serving people with disabilities who use assistive devices to participate in and benefit from our programs, goods and services. If barriers to the use of an assistive device exist, the barriers will be removed where reasonably possible.
- We will ensure that people are permitted to use their own personal assistive devices to access the site for camper & retreat programs.
- We will familiarize staff and volunteers with the various assistive devices that may be used by participants with disabilities while accessing our programs, goods and services.
- Camp Kintail will provide assistive devices it deems necessary for accessing applicable programs, goods and services.
- Staff and volunteers will be trained on how to use the assistive devices available on our premises, including: crutches, wheelchairs, ropes equipment, and sound equipment.
- Upon a participant's request, we will make every effort to provide the requested assistive device and/or service and to cover relevant financial expenses, upon approval from the Board.

1.3 Billing

- We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email.
- We will answer any questions customers may have about the content of the invoice in person, by telephone, or by email.

2. Use of Service Animals and Support Persons

- We are committed to welcoming people who are accompanied by a service animal on parts of our premises that are open to the public and other third parties, except where animals are excluded by law. Where an animal is excluded by law from the premises, or may affect the health and safety of other customers, other measures will be explored in order to provide service to the person with a disability.

- We will ensure that all staff, volunteers and others dealing with participants are trained on how to interact with people who are accompanied by a service animal.
- We are committed to welcoming people who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Camp Kintail with his or her support person.
- Fees will not be charged for support persons accompanying a participant to Camp Kintail.

3. Notice of Temporary Disruption

Camp Kintail will provide participants with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available. The notice will be delivered to participants through Camp Kintail's website, an email or voicemail, and posting information on the premises.

4. Training for Staff and Volunteers

Camp Kintail will be responsible for coordinating training for all employees, volunteers and others who deal with participants or other third parties on our behalf, and all those who are involved in the development and approvals of accessibility policies, practices and procedures. All staff will be trained during our Staff Orientation & Training events.

This training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard.
- Interacting and communicating with individuals with various disabilities.
- How to interact with people who use an assistive device or require the assistance of a service animal or support person.
- What to do if a person with a disability is having difficulty in accessing Camp Kintail's services.
- How to use equipment or devices available on site that may help in providing services. This includes the sound system, the ropes accessibility equipment, and the ramps.
- Camp Kintail's policies, practices, and procedures relating to the customer service standard.

Ongoing training will be provided in connection with any changes to the policies, practices, and procedures relating to the provision of services to people with disabilities.

5. Feedback Process

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6. Modifications to this or Other Policies

We are committed to developing accessibility policies that respect and promote the dignity and independence of people with disabilities.

- No changes, therefore, will be made to this policy before considering the impact on people with disabilities or their families.
- Any policy of Camp Kintail that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

7. Questions about This Policy

This policy seeks to achieve service excellence to participants with disabilities. If anyone has a question about the policy, or its purpose, an explanation or reply will be provided by Theresa McDonald-Lee (Camp Kintail Executive Director & Accessibility Officer).

Alcohol, Tobacco, & Drug Policy

Policy

Camp Kintail is fully committed to a site where all participants are safe and do not encounter alcohol, drugs, or tobacco.

Alcohol

In the summer months, no alcohol is to be on site or consumed by staff, campers, LITs, or volunteers on site.

If age of majority staff members chose to consume alcohol on time off, they must be able to perform their duties free from impairment when they return to site.

In the retreat season, alcohol is allowed on site and can be consumed by retreat participants in a responsible, safe manner. We ask that groups be mindful of children and youth in their alcohol consumption. Glass bottles are only allowed in the dining hall/kitchen area, and when served, should be poured into cups. Retreat groups are responsible for obtaining and complying with the conditions of a liquor license if required. Waterfront and watercraft activities are not allowed when participants are under the influence of alcohol.

All residences for full-time year-round staff are exempt from the alcohol policy of the camp.

Tobacco and Marijuana

Camp Kintail is a smoking-free site. No one will be allowed to smoke or use tobacco, marijuana or electronic cigarettes in any manner on the Camp Kintail site.

If age of majority staff members chose to consume marijuana on time off, they must be able to perform their duties when they return to site free from impairment.

A designated area for tobacco and electronic cigarettes may be provided by the executive director(s) for members of staff or retreat groups if needed.

Drugs

Illegal drugs are not to be on site or consumed by staff, campers, LITs, or volunteers.

Prescription and non-prescription medications are to be stored and administered in accordance with our Health Centre guidelines.

Violation of Policy

If a staff member violates this policy, their contract will be terminated as stated in the staff contract.

If a camper violates this policy, they will be removed from the program and sent home.

If a retreat group violates this policy, then the camp reserves the right to not rent the site to the group the following year.

Allergy Policy

Camp Kintail is fully committed to ensuring a safe environment for persons with food and environmental allergies. Kintail takes allergic reactions including anaphylaxis seriously. Therefore we strive to create awareness around, work to prevent and respond quickly to allergic reactions.

Awareness

- We seek to reduce the risk of anaphylactic reactions at Camp Kintail by becoming an "allergen aware" environment.
- Camp staff are trained in the understanding of high risk allergens. Specific emphasis is placed upon understanding allergies that we are aware of people having who are coming to Camp Kintail.
- Camp Kintail will make efforts to work with parents and campers to help manage their allergies while at camp. We will seek to have parents, staff and campers communicate, in writing, any known allergies that they have and together formulate the best strategy to deal with the problem. Other staff members are informed of people with high risk allergies and what the established plan is for the individuals. If anyone at Camp Kintail has food allergies, a food allergy list is to be posted in the kitchen.

Prevention

Our Responsibility

- Staff are trained in identifying the high-risk allergens, reducing the risk of cross contamination, and responding to potential emergencies.
- Additional epinephrine is also kept in the first aid cabin or another designated area and is brought on all off-site trips.
- We will do our best to provide information on all food ingredients served at Camp Kintail to those who request it.
- Cooks clean the cooking utensils and surfaces before preparing food for the allergic guests and attempt to minimize the threat of cross contamination.
- Food service personnel will attempt to check ingredients carefully and inform the person with the allergy of foods that may affect them.
- People with severe allergies should be served first in buffet lines to reduce the risk of cross-contamination.
- Staff will encourage campers to wash their hands and faces after meals.
- Cabin leaders with campers in their cabin with severe allergies will discuss anaphylaxis with the entire cabin and strategies to deal with it.
- If there is a known highly allergic person on an out trip, food should never be prepared directly on unknown surfaces. Unknown surfaces need to be covered with a cutting board or wax paper. If a site includes surfaces that can be thoroughly cleaned (e.g. stainless steel, plastic, nonporous/smooth), these can be cleaned with soap and water. These surfaces can then be used directly for food preparation.
- During communion, anyone with a severe allergy will be allowed to go first or alternate arrangements will be made for them to ensure their safety during communion.

Nut-Aware Environment

- Since nut products are a major cause of severe allergic reactions Camp Kintail attempts to reduce the risk of potential exposure to nut products at camp by being "Nut-Aware".
- Kintail strives to use only peanut-free and nut-free products onsite and on out-trips.

- It is important that all parties (camp staff, parents and campers) clearly understand that, in no way, can we guarantee that we will be a completely "nut-free" environment.
- Staff and campers are asked to abstain from bringing any nuts, or products containing nuts, into camp. Similarly, rental groups during the September through June period will be asked to abstain from bringing any nuts, or products containing nuts, into camp.

Responsibility of Campers and Staff with allergies

- It is important that people recognize that they are responsible for themselves and personally must do all they can to avoid allergens that could cause anaphylaxis.
- Carry an unexpired epinephrine auto injector (e.g. Epipen or Ana-Kit) at all times. If possible they should also bring at least two auto injectors to camp.
- Wear their medic alert bracelet or tag stating the use of epinephrine, if appropriate.
- Avoid all contact with allergen(s).
- Wash hands before eating anything.
- Do not share food, utensils or straws with anyone.
- Promptly inform a staff member of accidental exposure to a known allergen.

Emergency Response

Epinephrine Auto Injectors

- People with severe allergies are required to carry an unexpired epinephrine auto injector (e.g. Epipen or Ana-Kit) at all times. If possible they should also bring at least two auto injectors to camp. Staff are trained in the use of auto injectors and the emergency treatment plan.

Key Points for Treatment Reminder Card

A Card outlining the treatment steps will be included

- with each preloaded epinephrine syringe and
- in each off-site first aid kit
- in each epinephrine auto-injector fanny pack carried by an individual with a known anaphylactic allergy.

Treatment Steps on the Reminder Card

If there is a suspected exposure to an allergen AND the individual exhibits wheezing, distress/anxiety, difficulty breathing, blue around lips/finger nails, give the first dose immediately. If the individual carries an Epinephrine auto-injector, have them use their pen(s) first, then if required use the preloaded epinephrine syringes.

- Inject in outer, meaty part of thigh (Epinephrine auto-injector may be injected through thin layer of clothing, syringe may not)
- Inject slowly (Epinephrine auto-injector - count to 10 slowly) and then remove
- Massage the area afterwards, discard of sharps safely
- Take note the time of injection
- If symptoms continue, repeat dose in 5 - 10 minutes

If the individual is not having severe difficulty breathing:

- Give correct dosage of an anti-histamine. (1 tablet for child, 2 tablets for adult). Encourage the individual to chew and swallow or hold under tongue to dissolve.
- Begin Process of Evacuation Immediately.

Hospital

- Inform the camp nurse or staff member immediately to arrange transportation to the hospital in Goderich.
- Remain at the hospital for at least four hours or until the medical personnel indicate it is safe to return to camp as a reaction can still occur.

Animal Bite & Tick Prevention Policy

Procedure: Tick Prevention and Management

Tick bites occur most often during early spring to late summer and in areas where there are many wild animals and birds. While most ticks don't carry diseases, and most tick bites don't cause serious health problems, it is important to understand the signs and symptoms of tick-borne illnesses. Deer ticks can transmit Lyme disease bacteria. Tick management includes surveillance, identification, disease testing, and landscape management.

Prevention

- Reduce long grass and discourage play/activities in long grass areas- frequent cutting of grass occurs at Camp Kintail along with weed-wacking in harder to reach areas.
- Parents and campers informed before campers arrive that closed toed shoes to be brought to camp.
- Train all staff in tick identification and how to avoid tick habitats.
- Use an insect repellent, or bug spray, that says "DEET" or "icaridin" on it. Put it on your clothes and exposed skin. Always read the label for directions on how to use it.

Management

- Ensure that health care staff are trained in tick removal and tick-borne illnesses.
- After outside play check all clothing for ticks as Ticks may attach to clothing or bedding.
- Daily cabin cleaning duties are assigned to campers and staff, where beds are made and cabins swept. This process is evaluated by the healthcare professional on site.

Tick Removal Treatment and Follow up

If a camper or staff believes that they have been bitten by a tick or have one embedded in their skin, the healthcare professional on site should be notified.



1. Using clean tweezers grasp the head as close to the skin as possible and slowly pull straight out. Try not to twist or crush the tick.
 2. If the mouthparts break off and remain in the skin, remove them with tweezers or, if you are unable to remove them easily, leave them alone and let the skin heal. Consult a healthcare provider.
 3. Avoid squashing ticks with exposed fingers.
 4. Don't try to remove the tick by using nail polish, petroleum jelly or heat to burn the tick.
 5. Wash the bite area and your hands with soap and water or disinfect with alcohol swab.
 6. Save the tick in a sealed container and record the date of the bite. Contact Huron County Public Health Unit and coordinate taking the clear plastic container to them within 7 days.
- Once a tick is properly removed, examine and evaluate those bitten for signs of tick-borne illness, symptoms may not appear

immediately. Symptoms include fever, rash, vomiting. Removing ticks within 24-36 hours after the tick bite usually prevents infection.

- Notify parents if embedded tick found and outline care provided
- Affected person should shower to reduce the chance of getting a tickborne disease.
- Medical attention is required if a tick bite is followed by a fever or rash (bull's eye).

Procedure: Animal Bite Prevention and Management

While domesticated animals at Camp Kintail are vaccinated fully and copies of vaccination records are presented to the Huron County Health Unit upon opening each season, there are still wild animals that live on site that might present a health concern.

Rabies is a disease caused by a virus that attacks the central nervous systems (brain and spinal cord) of mammals. Humans and other animals can become infected primarily from a bite, or in some cases a scratch, from a rabid animal. This can happen if the rabid animal's saliva containing the virus comes in contact with an open wound or the moist tissues of the mouth, nose or eyes. Once symptoms appear, rabies is almost always fatal in animals and humans.

Treatment for Bites

1. Wash the wound with soap and water.
2. Contact your family doctor immediately. The Health Unit can provide rabies vaccine to your doctor if needed.
3. As soon as you can, call the Huron County Environmental Health Team at 1.519.482.3416 or after hours at 519.482.7077 to report the incident.

The Health Unit will:

- Investigate all reports of animal bites and scratches
- Provide rabies vaccine to healthcare providers for their patients when needed
- Enforce mandatory rabies vaccination of cats and dogs over 3 months of age.

Prevention Strategies:

- Staff report sightings of wild animals to the Directors.
- Staff and guests should not feed or touch any wild, stray or unknown animals.
- Areas where food is consumed are cleaned and trash disposed of in the correct trash can.
- Regular clean ups of buildings are done to ensure cleanliness and prevent animals nesting.

Crisis Management Plan

Introduction and Purpose

For the purposes of this plan, a crisis is defined as:

“An unstable or crucial time or state of affairs; an emotionally significant or radical change of status in a person’s life or a serious endangerment to property. In these circumstances, it is obvious or highly likely that a third party (e.g. police, crisis response team, insurance company, court system, hospital, ambulance) will be involved in some form.”

Examples of possible crises include a missing camper where the police must be called, a fracture involving a trip to the hospital, a drowning, a natural disaster or disclosure of abuse.

The Crisis Management Team is a group of people designated to help Camp Kintail manage emergency situations and make sure that all the appropriate actions are taken in the case of an emergency. The Crisis Management Team will consist of the Executive Directors, Associate Director, Director of Outdoor Education and Nurse. These people WILL NOT be assigned to a search team.

The following phases are a plan of how to react to a crisis or emergency at Camp Kintail:

Phase One - Managing the Crisis: Stabilizing the incident is the emergency response to the situation.

Phase Two - Mobilize the Crisis Team / Collection of Information: After the crisis has been stabilized, a team of staff members will be given specific duties and is then dispersed in order to collect information and be a part of a communication system to deal with the crisis effectively and efficiently.

Phase Three - Communication of Information: staff, campers, parents and media: We need to react appropriately and deal with each situation with sensitivity and discernment.

Phase Four - Follow up and Support: Once the crisis is over, there is important follow-up to be done (paperwork and much needed support for those directly involved in the crisis and those affected by it).

These four phases will be expanded upon throughout the remainder of this document.

Phase One - Managing the Crisis

The first step is to stabilize the accident or incident. The basic procedures outlined are to minimize confusion and effectively manage the situation during the first hours of an emergency. All situations should be dealt with according to Standard First Aid Procedures, which means that whoever is most qualified will be in charge of the Emergency Situation until someone with higher qualifications comes to take over.

1. **Immediately** designate a staff member to report to the Director and inform her that there has been an accident. Remember to report the type and the location of the emergency. Make sure to give *only the confirmed details* of the situation. Remember that the director can always be contacted directly through any member of staff with a walkie-talkie.
2. Attend to the casualty (casualties)
 - In situations in which there is a physical injury, to avoid further injury, only staff members that are trained in First Aid should deal with the casualty or attempt any form of preliminary treatment, unless the safety of the casualty or others is threatened without immediate action.
 - In situations on the waterfront only the waterfront director, lifeguards on duty, and the nurse are to deal with the casualty or attempt any form of preliminary treatment.
3. Dependent on the situation, the Director (or in his/her absence the associate director) will make the decision whether to signal to other staff that there is an emergency by blowing 3 long blasts of a whistle, air horn, or car horn.
 - Upon hearing the emergency signal, staff will stop whatever they are doing, and calmly explain to the campers what is happening. As a group run to Koinania, take a head count of the cabin and once they are complete sit in a straight line and remain quiet until further directions are given. As you are running to Koinania, yell "Emergency" so others in the area can hear your voice in case they didn't hear the signal. A practice will happen the first day of every camp.
4. In case of injury or disaster, assign a staff to call for emergency/medical assistance – again, remember to report the type and the location of the emergency. Make sure to give *only the confirmed details* of the situation.
5. Wait at the scene until emergency personnel arrive.
6. Secure the safety of all surrounding campers, staff and guests.
7. If the incident happens away from the main campsite, use the Incident Information log to collect information.

Phase Two - Mobilizing the Crisis Team/Collecting Information

Once the crisis has been reported to the Director, the Crisis Management Team will assemble at Crisis Headquarters (Glenview) and proceed to assign staff to deal with the crisis. They will look after guidance of the situation, delegating responsibilities, and making decisions.

The Crisis management procedures will continue as follows:

1. Notify the Director.
2. Meet Crisis Management Team at Crisis Headquarters (Glenview)
3. Coordinate available information.
4. Assess level of crisis and who is needed.
 - a) If it is an emergency or controlled evacuation situation refer to the Emergency Evacuation Procedures found in the office and Glenview.
5. Grab clipboards (stored in Glenview) and GO!
6. Perform duties assigned and collect as much information as you can.

The Crisis Management Team should:

Meet in Glenview to be briefed and pick up clipboards with Incident Logs.

Coordinate information gathering with all members taking notes.

Assess the range and scale of the Crisis. Consider the individual, other campers and the camp community.

Assess the level and type of interventions by the Kintail staff, outside support and the OCA.

The Crisis Management Team should then assign staff to:

- Make emergency telephone calls.
- Complete the Incoming and Outgoing Persons Log in order to record all of those who are coming in and out (I.E. parents, media, emergency services) and prevent access to others.
- Fill out a Camp Kintail Major or Minor Accident/Incident Form.
- Meet the emergency services and direct them to the crisis location.
- Accompany the emergency services to the hospital. Two staff members will accompany: One staff member in the ambulance and one following in an additional vehicle. Of those staff members, one must be the same gender of the child.
- "Crowd Control".
- Call the insurance company, lawyers.
- Call the Chairperson of the Synod Camp Board; ask them to inform the other members of the Board.
- Assign someone to cover the telephone lines to monitor outgoing calls (including staff phone).
- Collect all written information and file it.
- Take pictures of the incident/accident site, including all safety features present at time of incident/accident.
- Collect Program Staff and communicate information to them.
- Collect staff and communicate information to them.
- Call parents/guardians of children closely involved in incident.
- Arrange Media Centre at MacDonald Lodge. Persons assigned to Media Centre will ensure that journalists stay in Media Centre, will know what time to expect information from the Director, and will arrange for food and drink for the media.

Crisis Response Team Clipboards

To be kept in Glenview.

Shall include:

- 6 Crisis Response Logs
- 3 Camp Kintail Minor Accident/Incident Forms
- 3 Camp Kintail Major Accident/Incident Forms
- 6 Incident Information Logs
- 2 Incoming and Outgoing Persons Logs
- 2 Incoming Calls Logs
- 1 Land Search Area Map
- 1 Search Teams Chart

Land Search Clipboard

To be kept in Glenview, hanging right beside the door.

Shall include:

- 6 Land Search Area Map
- 1 Search Teams Chart
- 6 Crisis Response Logs

Phase Three - Communication of Information

It is important to remember that each person who observes an incident sees that incident from his/her own unique perspective. However, it is not until all of the facts and the perspective of all those who observed the incident have been gathered and analyzed by the Crisis Management Team that a final conclusion may be drawn. Any report by an individual is incomplete and may be erroneous until that time. It is for that reason that the Crisis Management Team should designate the individual who will provide communications and will be the spokesperson.

Communication with Staff

1. Communicate the essential facts of the incident to all staff (staff meetings- be sure to include Kitchen, Maintenance and Support Staff).
2. Review the role of staff immediately following crisis:
 - maintain normal camp routines
 - escort any strangers to the office
 - inform staff that no one speaks on behalf of the organization except one of the Crisis Coordinators.
3. Keep staff informed (condition of injured person, parent/guardian arrival, media visit, and police investigation).

Communication with Campers

The Crisis Management Team will review the situation carefully and decide which campers need to be informed. Communication with campers depends on their closeness to the incident. If campers observed the incident, they need to be reassured that action has been taken and, when

appropriate, given an up-date on the people involved. If the incident happened away from the main site, campers can be informed at a later time.

Some things to keep in mind:

- Who was involved with the incident and how are they affected?
- What do the cabin mates need to know?
- Are there any brothers or sisters attending camp? Remember they will also be talking to their cabin mates.

Communication with Parents/Guardians

This will be the most crucial of the immediate follow-up procedures after a serious injury or fatal accident and the most distressing to contemplate and do. The Camp Director will notify the Parents or Guardians. If he or she is not available or able to, this will be the responsibility of the Assistant Director. Take the following steps:

1. Compose a statement

Write down what to say. Keep in mind that sensitivity to the family is the foremost consideration. Think through what you will say before you make contact. Make sure that the facts are accurate and organized. Be sure to convey personal condolences that might be appropriate. **FACTS MUST BE ACCURATE.**

Remember:

- The initial notification will be received with surprise and shock. Do not expect to convey many details until a follow-up call.
- Remember to give only confirmed details and answer any questions with facts and not with opinion.
- Be conscious of the timing of your call and try to think through what the recipient might be doing at the time of your call (work, home, sleeping). Try to anticipate the possible response and prepare yourself accordingly.

2. Call the parents/guardians of the person/s involved in the incident

Place a phone call/s to the parents/guardian of those who were affected by the crisis. Always use your prepared statement and try to anticipate questions.

Remember:

- Promptness is a consideration. Delays will certainly lead to suspicion or other bad feelings.

3. Complete the Parent/Guardian Call Form

This form is to be used to record the conversation, the date, and the time. **KEEP THIS FOR THE FILES.**

Other suggestions:

- Make arrangements for their travel to camp or to hospital and for their accommodations once they arrive.
- Consider having a camp representative visit the home and/or meet them at the hospital.

Communication with Media

It is important to treat this section carefully. The media can be volatile and distort information. You must, therefore, give only the facts and no opinions. A prepared statement is necessary so as to diminish the possibility of “slipping-up” with the information surrounding the crisis.

The following are some suggestions to follow when a media statement is needed:

1. The Statement. A form has been provided with an outline for preparing our media statement. This statement might include information about the camp: our history, philosophy, our involvement in risk management as well as information concerning the continued safe operation of the camp. (The OCA will be able to help with this task.)
2. Designate a Spokesperson. This person would usually be the Director, or Chairperson of the Board. Make sure that the spokesperson is part of preparing the media statement.
3. The Spokesperson is the only person to talk to the media. He/she should consult legal counsel before communication with the media.
4. The designated Spokesperson will provide ALL information to the media.
5. The Spokesperson might provide some or all of the following:
 - Provide accurate and full disclosure of the facts and cooperate to every reasonable extent with the media.
 - If it is the case, explain why information cannot be released. i.e. Individual/s is a minor or next-of-kin have not yet been notified. Withholding the names of the victims pending notification of next-of-kin is appropriate and will be respected by the press. However, do not deny the incident has occurred.
 - Make certain that all media and reporters have equal access to information.
6. Staff and the Director will refer all inquiries to the Spokesperson.
7. No one, including the Spokesperson, will release any information that identifies responsibility for an accident without first consulting Legal Counsel. Specific problems arise when:
 - Assessment of fault or criticism of conduct, policy or equipment is made public without a full explanation of the circumstances of the accident developed through the complete camp investigation process.
 - Information regarding nature of injury or illness is released before diagnosis by a licensed physician.
 - Names of victims are revealed prior to notification of next-of-kin.
 - Estimates of property damage are released.

Dealing with the media is not an exact process. Camp Kintail will use the appropriate members of the Support Team (lawyer, insurance agent, etc.) to establish an approach that will be most effective for the camp when dealing with the media.

Always be brief, factual and honest. Do not engage in suppositions or assign blame.

Ensure that a log is kept where all media coverage associated with the incident is recorded.

Use of Social Media

Staff are not to post any information on social media accounts regarding a crisis or emergency

situation at Camp Kintail until parents and other stakeholders have been informed through official Camp Kintail communications.

Social Media is a rapid method of getting limited information to a wide audience. It is not the best method of communication in a crisis situation. Any use of social media will be done via Camp Kintail's official social media accounts. Messages will only be posted by the Spokesperson.

The following are some suggestions to follow when a social media statement is needed:

- Give only the most vital information
- Be positive and reassuring
- Keep emotional statements out of social media comments
- Use social media to direct parents and stakeholders to further information
- Designate a Spokesperson. This person would usually be the Director, or Chairperson of the Board. Make sure that the spokesperson is part of preparing the media statement.

Phase Four - Follow Up and Support

A. Continued Assessment Intervention

1. Periodic status checks of those directly and indirectly involved as well of members of the Crisis Management Team should be considered.
2. Supplies should be assessed.
3. Continuation/revision of the Crisis Management Plan should be considered so that appropriate interventions can be made.
4. Check in with those who have left camp.

B. Files and Reports

It is extremely important that you follow up the crisis with the appropriate paperwork. Not only does follow-up include paperwork, but also the many conversations with all those who were involved with the crisis. The following is a list of guidelines:

1. Files should be complete and organized.
2. Keep copies of all records. Copies of records should ONLY be kept in the appropriate filing location, which is in the director's office.
3. Reports (in consultation with attorney and insurance representative):
 - should be factual in content
 - should contain everything that happened and how the Crisis Management Team and the camp community responded
 - should not be released to anyone unless authorized by the Camp Director
4. File appropriate forms/claims:
 - Camp medical/accident insurance
 - Worker's Compensation
 - Camp liability insurance
 - Children's Aid Society

C. Support for You

In Camp support:

- spend time with staff, campers
- engage in regular physical exercise
- take time for relaxation
- enjoy daily routines, activities, the week's schedule
- participate in special events
- treat yourself with kindness
- be aware of, appreciate, generate humour

Outside support:

- maintain contact with the outside world and personal friends
- plan for time away from camp or some "free time"
- FIND SOMEONE WITH WHOM YOU CAN TALK

Special Cases:

Missing Persons – LAND

If a person is deemed missing, the director should be notified immediately. The following procedures will then be initiated:

1. A detailed search of the area where they were last seen will commence. If they are not discovered within ten minutes then the status is reported back to the Director (either in the office or via walkie talkie)
2. The general emergency siren will be sounded and the camp will assemble in Koinania.
3. Once campers, volunteers, guests and staff are accounted for (with the exception of the missing person/s) the director will ask staff to move into their search teams on the glen side of the lane. Once all teams are assembled, they will disperse to their areas. The Program Director will supervise campers in the Rec Hall and/or Harmony House with the assistance of other staff members and LITs.
 - All staff members are responsible to search in the case of an emergency. They will be assigned search teams during staff training. All staff are expected to know their area, group number and the members of their group. They are also expected to be prepared for a search at all times which involves appropriate footwear.
 - If a cabin has a camper that requires medical or behavior support (example – diabetes, autism, down syndrome, cerebral palsy) then one counsellor will stay with that camper while the search is occurring. These campers will be identified on opening day as well as the staff member who will be staying with them during the emergency search.
4. When searching the site staff must be careful to be thorough and pay attention to all details. Remember to call the name of the missing person and listen carefully for a response. If the person is seriously injured, their response may be barely audible.

5. When the missing person is located and mobile, return with that person to Koinania and report to the Crisis Management Team immediately so that the search can be terminated and appropriate aid can be administered.
6. If the person is immobile, administer first aid and send one person back to Koinania to inform the Crisis Management Team. When returning to Koinania know what is wrong with the individual and what equipment is needed. If you come across an injured person by yourself, remain with him/her and call for help to come to you. NEVER LEAVE AN INJURED PERSON ALONE!
7. Once the missing person is located, or after 15 minutes of searching, the horn will sound one long blast so that all remaining search teams will return to Koinania to receive further instructions. Phase 2 to 4 of the Crisis Management Plan will then proceed as previously stated in this document.

Missing Persons – WATER

If a person is deemed missing in the water, the director should be notified immediately. The following procedures will then be initiated:

1. The director will assign someone to call emergency/medical assistance immediately. The general emergency siren will be sounded and the camp will assemble in Koinania.
2. Once campers, volunteers, guests and staff are accounted for (with the exception of the missing person/s) the director will ask staff to move into their search teams on the glen side of the lane. Once all teams are assembled, they will proceed to the waterfront. The Program Director will supervise campers in the Rec Hall.
 - All staff members are responsible to search the water in the case of a water related missing person. Staff will be assigned a role and position in a mock water search during staff training. Time should not be wasted on the removal of outer clothing and shoes.
 - If a cabin has a camper that requires medical or behavior support (example – diabetes, autism, down syndrome, cerebral palsy) then one counsellor will stay with that camper while the search is occurring. These campers will be identified on opening day as well as the staff member who will be staying with them during the emergency search.
 - The Crisis Management Team (plus the waterfront director) will provide leadership during this search. They will also begin to coordinate information, as is included in phase two of the Crisis Management Plan.
3. Once the missing person is located or after EMS has arrived, the water search will be ended and instruction will be provided by the camp director. The Crisis Management Team will proceed with phase 2 – 4 of this document.

Waterfront Emergencies

If a crisis occurs during a supervised swim, the procedure occurs as follows:

1. If a person is found to be in trouble, the closest member of the waterfront staff is to be notified **immediately**. That member will blow 3 emergency whistles and the lifeguard team, with leadership from the waterfront director, will initiate the rescue.
2. Everyone will clear the water as quickly as possible, line-up on the beach in cabin groups for a head count and remain seated.
3. The lifeguard in the beach chair will notify the director on the walkie-talkie immediately, survey the campers exiting the water from the chair and then provide leadership in the organization of the cabins' head count (on foot). They will also stay in contact with the director on the walkie-talkie until the waterfront director is able to do so.
4. Phase 2 to 4 of the Crisis Management Plan will then proceed as previously stated in this document.

Canoe Related Emergency

If a canoeing emergency occurs during a supervised waterfront activity the following procedure will be initiated:

1. If a person is found to be in trouble, the waterfront director is to be notified **immediately**. They will blow 3 emergency whistles, and everyone will clear the water as quickly as possible. The lifeguards will provide immediate assistance to the troubled camper.
2. One counsellor will use the walkie-talkie to notify the director immediately and stay in contact with the director until the watercraft director is able to do so. Another counsellor will perform a head count of the campers on the beach and provide supervision and programming to the campers. All remaining staff will assist the waterfront director with the rescue.
3. Phase 2 to 4 of the Crisis Management Plan will then proceed as previously stated in this document.

Off-Site Trip Emergency

If an emergency incident takes place during an out-trip the trip leader will provide leadership to the situation. They will follow the guidelines in the tripping manual. A phone call to Camp Kintail will be placed by the person in charge:

- to notify the Director and Crisis Management Team of the incident
- to request nurse and health form for further medical attention
- to request pick up if necessary.

Fire Emergency

Small Fire Emergency

1. The supervising staff member/s are to ensure that every camper is out of danger. Each camper must be told calmly what to do.
2. Staff are to attempt to put out the fire with a fire extinguisher, water or dirt. **DO NOT** allow the campers to assist you.

3. Inform the camp director of the fire including where the fire is, what type of fire it is, the people involved, the current status of the fire and any other information deemed important.
4. Dependent on the size and status of the fire, the camp director will determine whether Phases two to four of the Crisis Management Plan is necessary.

Large Fire Emergency

The procedures for dealing with a large fire at Camp Kintail will follow the general guidelines of the four phases of the Crisis Management Plan, with the addition of the following notes:

1. The supervising staff member/s are to ensure that every camper is out of danger. Each camper must be told calmly what to do.
2. Never re-enter a burning building!
3. If a person's clothing catches on fire, STOP DROP and ROLL!
4. If the fire is occurring in sight of Koinania, the camp emergency meeting place will be relocated to the area in front of the lodge.

Weather Related Emergency

In the case of a weather-related emergency, the following will take place:

1. Members of Program Staff will circulate camp and inform cabins to assemble in their designated weather emergency building (the Lodge or the New Building).
2. Once in the lodge or new building, a head count will occur to ensure all persons are safe and accounted for.
3. The crisis management team will then meet with the program staff to prepare programming which will be implemented until the dangerous weather subsides.
4. In severe weather conditions where the security of the glass sliding windows in the lodge are a suspected danger, campers and staff will congregate in the center of the lodge (bathrooms, back hall, etc) or the basement of the new building.

Stranger/Lock-Down Procedure

Follow this procedure at your site if you know or suspect there is a present threat or immediate risk to life (aggressive individual, individual with weapon on site, etc.).

Staff and participants have three options in this circumstance. A combination of options below may be used if there are staff and participants both in different areas of facility, or if some are inside and some outside of the facility.

1. Shelter (secure and lock)

- Do not attempt to approach the threat. Always move away from the threat.

- All participants and staff should leave public areas and move quickly to a lockable room. Remain inside the room with interior blinds drawn, lights off, and door locked. Move away from all doors and windows and remain silent.
- Silence all cell phones (staff and participants), weather radios, and walkie talkies.
- Call 911 immediately. Report the following: "I need immediate assistance from police, there is a person with a weapon on site (or aggressive person, etc.), there are children on site, and our address is 85153 Bluewater Highway, Goderich, Ontario, turn onto Presbyterian Camp Road." Also tell dispatch exactly where staff and participants are, any identifying features of threatening individual (age, sex, clothing), and where they were last seen.
- Follow all directions from police/dispatch.
- Take attendance immediately to ensure all participants and staff are accounted for.
- Notify a Director as soon as possible. If you are able to make a call, do so. If you need to send a text, the code is "Stranger _____" (location name).
- Do not leave rooms under any circumstances until police give instructions to do so.
- When the Executive Director gives direction, then parents are notified by office staff.
- Do not speak with media – refer all inquiries to the Executive Director.
- Do not engage in discussions over social media during or after the event.

2. Flee

- Do not attempt to approach the threat. Always move away from the threat.
- If staff and participants cannot reach secure rooms safely, evacuate the premises, moving away from the danger. Keep moving until you reach a safe location.
- Call 911 immediately. "I need immediate assistance from police, there is a person with a weapon on site (or aggressive person, etc.), there are children on site, and our address is 85153 Bluewater Highway, Goderich Ontario, turn onto Presbyterian Camp Road." Also tell dispatch exactly where staff and participants are, any identifying features of threatening individual (age, sex, clothing), and where they were last seen.
- Follow all directions from police/dispatch.
- Notify police exactly where staff and participants are, and where threat was last seen.
- Take attendance immediately to ensure all participants and staff are accounted for.
- Notify a Director as soon as possible. If you are able to make a call, do so. If you need to send a text, the code is "Stranger _____" (location name). Supervisor will contact Corporate Security.
- Do not enter facility under any circumstances until police give instructions to do so.
- Only when the Executive Director gives direction, does the office staff take steps to notify parents/guardians.
- Do not speak with media – refer all inquiries to the Director.
- Do not engage in discussions over social media during or after the event.

3. If individual is in pursuit of staff and participants and you cannot keep yourself safe, you may need to negotiate with them or fight to protect yourself. THIS IS YOUR LAST RESORT.

Notes:

- If group is split into two locations (different rooms, inside/outside, etc.), both parties should call 911 and a Director as soon as possible.
- Debrief of event will follow under the direction of the Directors

Site-Specific Information:

	Locations at Camp Kintail
Rooms that can be secured: - Choose a location in each area of facility, - Note if doors can be locked from inside	Rooms at the back of the Lodge, Bluehaven, Glenview, new building
Meeting point for evacuation: - Choose a location that is not isolated - Side or back of facility is best - If there is an outside building (eg. fieldhouse) to hide behind, choose that location	MacDonald Lodge

Fire Prevention Plan

Campfire Safety

- Campfires can only be built in approved and designated fire pits.
- A full water bucket must be available before a fire is built.
- All fires must be completely put out with water. Fires are never allowed to “burn themselves out.”

Candles & Lanterns

- Candles or any sort of open flame are not allowed in any building unless approved by the Director. They are never allowed in sleeping cabins or rooms. They may be approved for special programming or meals.
- Solar lanterns are provided to each cabin.

Combustibles

- If you are using combustibles for a special project such as maintenance or arts & crafts, clearly identify them and ensure their safe storage.
- Rags used with combustibles such as paint thinner or gasoline should be dried and stored in a sealed clearly labelled container.

Emergency Exits

- Every building at Camp Kintail has a red framed instruction sheet with diagrams outlining the emergency exits.

- Maintain all exits and exit ways free of all obstructions.
- In MacDonald Lodge and the new building, lit exit signs and emergency lighting is installed. These will inspected annually by a maintenance company.

Local Fire Department

- Each year the Director shall reach out to the local fire department.
- They are invited to provide training, get to know the site, and provide inspections are required.

Fire Extinguishers

- All buildings at Camp Kintail are equipped with fire extinguishers.
- All extinguishers will have a full maintenance check annually. These inspections will be preformed by a qualified technician.
- Each week counsellors are responsible to ensure that the fire extinguisher for their cabin is hung up, full, and accessible.
- All counsellors should be comfortable with the use of fire extinguishers.
- A monthly check will be logged to ensure the location, accessibility, and fullness of the extinguishers.

Fire Safety Information with Campers

- On the first evening of any residential stay at Kintail, staff will go over emergency procedures with campers and guests.
- Staff will show emergency exits, remind campers to never enter a burning building, demonstrate where the fire alarm and extinguishers are located, and take them to where everyone gathers for emergencies.

Fire Suppression System

- The kitchen in MacDonald Lodge is equipped with a fire suppression system.
- This is to be inspected annually by a maintenance contract.

Smoke and Carbon Monoxide Alarms

- Smoke alarms are located in every building.
- Carbon monoxide alarms are found in MacDonald Lodge, Feathers, and Harmony House.
- Counsellors will check the alarms weekly in the building they are living in.
- A monthly check will be logged to ensure that all alarms are activated.

Health Care Procedures

Qualifications for a Camp Kintail Nurse

Personal Qualifications

- a mature individual
- a genuine interest in people, especially children
- a personality that campers and staff will come to love
- has flexibility and integrity
- patient
- good communication skills
- able to work independently
- strong problem solving skills
- enthusiasm and interest in Christian camping

Professional Qualifications

- A Registered Nurse, licensed Paramedic, or a Doctor currently qualified through the College of Physicians and Surgeons
- Preferably someone with experience in Paediatrics, Public Health, Emergency Care or with first aid experience
- Must have current C.P.R. "C" certification and Standard First Aid

Certification & Insurance

- All Camp Kintail nurses need to fill out the Volunteer Application Form and provide two references according to the Presbyterian Church in Canada's Leading with Care Policy.
- A photocopy of current registration, CPR certification, and First Aid certification must accompany the Volunteer Application Form.
- A copy of the nurse's current Police Record Check must also be shown to the director.
- All nurses are encouraged to carry their own liability insurance through Ontario College of Nurses or your workplace. Camp Kintail does not carry specific medical administration and treatment insurance.

Responsibilities

General Responsibilities

- Supervision of health standards in the camp community
- Health promotion and the prevention of injuries and illnesses
- Administration of medications
- Assess and treat injuries and illness of campers and staff

- Along with the Director, be involved in the decision making with regards to the health and safety on site and during out trips

Responsibilities of Registration Day

- You are invited to arrive at the camp after lunch and settle in to “Feathers”
- All health forms are available to you through CampBrain on the health care tablet.
- Determine what campers that you need to personally see (i.e. those handing in medications, to clarify extent of allergic reactions or clarifying other information)
- You are encouraged to attend the staff meeting at 2:00 p.m., a great time to learn about the weekly programme specific to your week and meet the staff.
- Campers will start arriving after 3:00 p.m.
- You are responsible to join the Health and Wellness Co-ordinator at the Registration table to collect and mark medications and speak to campers and parents who have health questions and/or concerns.
- We will have masking tape and plastic bags available for you to help you label medications. (Camper’s name, drug name, dosage, cabin).
- Medications are kept in locked cupboards in Feathers. Epi-pens or Ventolin should remain with the camper.
- After registration (usually by 4:30pm) you have the opportunity to move the medications to Feathers
- Fill out forms for each camper taking medications regularly (see Medical Administration Record form)
- Prepare information sheets for counsellors who have campers that have special medical conditions or need to come to you for medication. Food allergies and time for medications are very helpful.
- Remember to bring your walkie talkie with you – everywhere you go – always!
- You are welcome to attend the program staff meeting Sunday night following campfire. Feel free to join us after evening meds. You will have the opportunity to inform us of special needs and special medications or conditions we should be aware of.

Responsibilities During Camp

Availability

- Available 24 hours a day
- The nurse never leaves the Kintail site.
- When not in Feathers, the nurse must post his/her where-about at the entrance of the Feathers.
- The nurse should be in Feathers a half an hour before and after meals and at evening snack as this is usually a busy time for administering medications.

Health Promotion and Prevention

- Encourage campers and staff to wear sunscreen and hats and drink lots of water.
- Ensure the cleanliness of showers, washrooms, eating and recreation areas.
- Encourage staff to be responsible for their own well-being (i.e. getting needed rest).

- A great tradition and highlight for camp is “CABIN CHECK”! Each morning the nurse visits each cabin while the campers are busy at their morning activities, and then at lunch announcements shares the scores on a scale of 1-10 rating the cleanliness of each area/cabin. Things you will be looking for: empty garbage, swept floors, tidy bunks, garbage outside cabins, etc. If candles are being used in cabins, they are to be placed in the designated containers ‘sand buckets’ for safety reasons.
- **Bonus:** spot checks of staff quarters and duty areas such as washrooms are also fun and important to report on!
- Launder infirmary linens as needed and wet clothing and sleeping bags due to bedwetting.
- Keep first aid kits stocked as required.

Injuries and Illnesses

- Use the medical process (assessment, diagnosis, planning, implementation and evaluation) when providing care.
- Provide appropriate first aid.
- Use knowledge and skills, along with the Standing Orders to guide the care of various injuries or illnesses.
- Must document all treatment provided using the Medical Administration Record and CampBrain.
- For all campers that received medical attention at the doctor’s office or the walk-in clinic the nurse or doctor will contact parents by phone to inform them of the circumstances of the visit and the treatment that has been recommended.

Emergency Procedures

- In the case of a missing camper, the Director will sound the alarm with 3 blows of a horn (car horn or air horn).
- See the emergency procedures manual for an in-depth description of the emergency procedures .

Transporting Camper or Staff for Further Medical Attention

- If you feel that a camper is sick beyond your care or you feel they need to see a doctor, inform the Director or her designate. Tell them what you are recommending and they will then make the call to the doctor or to emergency.
- The camper will be driven to town by the Health and Wellness Director and one of the camper’s counsellors.
- Please have the camper’s health form ready to go to town with the camper by contacting the office so it can be printed.
- The nurse will call the camper’s parents before and after the hospital visit is made to inform them of their child’s condition and our procedure.

Administration of Medication

- Adhere to the standing orders.
- There is a medication form for administering regular medications

- The nurse can fill this out for each camper receiving medication regularly and then can just initial when meds are given.
- Establish a system on how medications are going to be administered (i.e. will the campers come to Feathers before and after meals or will the meds be taken to the dining hall at meal times to be administered). This system should be communicated to the whole staff to help the process.
- Use the standing orders to guide the administration of p.r.n. medications
- Record any p.r.n. medications administered on a medical record form
- All staff medications need to be in Feathers when a camp is session and administered and documented by the nurse.

Responsibilities the Last Day of Each Camp Session

- Prior to the last morning, please launder any lost and found items.
- Return all medication to the parents who are there for pickup at the “Sign-Out Table.”
- Be available to parents, especially those whose children that you have treated
- Send notes home with children explaining treatment if unable to speak to parents (when required and appropriate).
- Ensure that all documenting and paper work is completed and given to the office.
- Make a list of supplies needed and give to the office.
- Clean Feathers for the next week.
- Pass along any comments and/or recommendations to the Director.
- If leaving, lock the medicine cabinet, and return key to the Director.

Health and Wellness Co-ordinator

- Camp Kintail employs a seasonal Health and Wellness Co-ordinator. This is often a nursing or other health care student.
- They work throughout the whole season and are available to help the health care professional each week.
- They are able to check cabins, drive campers to the hospital, check first aid kits, offer band-aids and first aid, launder sleeping bags, and generally be a big help!
- They are also able to teach procedures and CampBrain usage.

Infection Prevention & Communicable Disease Management Policy

Policy

It is the policy of Camp Kintail to take every measure to prevent the spread of infections and to effectively manage any outbreak of communicable diseases.

Infection Prevention

Routine practices are methods used regularly to protect all when there is potential to encounter blood or body fluids from others. We cannot always tell if a person has an infection so we must treat all blood and body fluids as potentially infectious.

Body fluids can include feces, urine, vomitus, nasal secretions, sputum, and saliva, whether or not they contain visible blood. Additional precautions beyond routine practices may need to be used with certain fluids. Hand hygiene is the most effective way to prevent the spread of germs from one person to another. Hand hygiene refers to removing or killing germs on the hands as well as maintaining good skin integrity.

There are two methods of removing/killing germs on hands: washing with liquid soap and running water for a minimum of 20 seconds or using an alcohol-based hand rub.

Always wash your hands thoroughly:

- Before preparing or eating foods.
- After using the bathroom.
- After you cough or sneeze.
- After you use a tissue to wipe your nose.
- Before and after providing first aid.
- After coming into contact with someone who is sick.
- After changing diapers.
- After handling blood or body fluids whether or not gloves are worn.
- After handling items soiled with blood or body fluids.
- After gloves are removed.

When hands are not visibly dirty, alcohol-based hand rubs are the preferred method for cleaning hands. Alcohol content for ABHR should be between 70-90%.

Alcohol-based hand rubs (ABHR) kill germs on hands, including temporary illness-causing bacteria that are picked up off doorknobs, light switches, and other surfaces that hands come into contact with. ABHRs should never be refilled or topped up.

Hand washing with soap and running water for 20 seconds must be done when hands are visibly dirty.

Preventing the spread of germs involves some common-sense practices:

- Practice proper respiratory etiquette such as using a disposable tissue or coughing/sneezing into the inside elbow followed by hand hygiene.
- Ensure your vaccinations are up to date.
- Stay home if you are sick, or report to the nurse.
- Always treat blood and body fluids as possibly infectious.

- Never share personal items such as toothbrushes, razors, nail files, water bottles, and lip balm since they may pass on small amounts of blood/saliva from one person to another.
- Dispose of razors carefully in a sharps' container.
- Never re-cap, bend, or break-off used needles.
- Place needles and syringes in a puncture-proof container with a lid.
- If you have a needle stick injury, immediately seek medical attention.
- Wear latex, vinyl, or rubber disposable gloves when handling blood, body fluids, cleaning cuts or scrapes, and when cleaning blood spills.
- Wash hands after removing gloves and discard the gloves in a plastic bag.
- Clean up spills promptly using a disposable absorbent cloth (i.e. paper towel) first, then disinfect the area thoroughly (i.e. freshly mixed one-part bleach to nine parts of water with a contact time of at least 10 minutes).
- Gowns, aprons, masks, protective eyewear and face shields should be worn when procedures may generate splashes of blood or body fluids.
- Handle blood-soiled articles from other people with personal protective equipment such as gloves.

Routine Practices at Camp Kintail

- Handwashing is strongly emphasized in cabin groups, among the staff, by the health care staff, and signs will be posted throughout the campsite.
- Education on proper infection prevention strategies will be provided to Camp Kintail staff and campers by health care staff.
- Hand sanitizer is available on every table at every mealtime.
- Campers and staff are encouraged to sneeze and cough into their sleeves.
- If campers or staff members are sick, they are to be evaluated by the health care staff.
- If a camper or staff member is sick for longer than 24 hours, they will be sent home.
- Kitchen staff will follow all safe food handling measures as found in the Kitchen Manual.
- The health care staff will follow all infection control measures found in the Health Care Manual.
- Protective barriers, such as gloves and face masks, will be available in all first aid kits on site. Staff will be advised to use the training they have received in their Standard First Aid course.
- Any medical waste must be disposed of properly and safely in Feathers and sent to the Hazardous Waste Depot in Holmesville.

Additional Practices

There are times when additional practices are added to the routine practices at Kintail. This may be due to a camper or guest population who is vulnerable or a community or global outbreak of illness. These may include:

- Increased signage, including additional handwashing, cough etiquette, and precaution signs.
- Communication with parents, guests, and groups about the precautions in place and to screen all those coming on site.

- Isolation and pick-up from site for any camper, staff, or guest who exhibits symptoms.
- Extra cleaning and sanitizing done on site, especially in “high-touch” areas, such as bathrooms, door handles, taps, railings, and hospitality areas.
- Any other practices as advised by Huron Perth Public Health.

Communicable Disease Management

- Huron Perth Public Health provides Camp Kintail with a list of reportable diseases. In the case that anyone at Camp Kintail contracts one of these diseases, our health care staff will immediately contact Huron Perth Public Health.
- The camp nurse in conjunction with the Executive Directors or their designates will manage outbreaks at Camp Kintail in the summertime. The Executive Directors or their designates will manage outbreaks the rest of the year.
- At that point, we will follow the instruction of the Health Unit and make all proper decisions regarding communication, closure, and management.
- We will work with Huron Perth Public Health until it is determined that the outbreak is over.
- Refer to Phase 3 of the Crisis Management Plan for Communication of Information.
- Refer to Phase 4 of the Crisis Management Plan for Follow Up and Support.

Kitchen and Dining Hall Procedures

As Camp Kintail kitchen staff, you have a responsibility not only to provide delicious food full of variety, but to also ensure the health of our staff and campers through safe practices and healthy food preparation.

Expectations of the Staff

Expectations of the Kitchen Manager:

- Manage and maintain food service in accordance with all laws, ordinances, regulations, and rules of Federal, Provincial and Local authority, and the standards of safety and health established by Camp Kintail.
- Ensure the kitchen is meeting nutritional needs. This includes providing a vegetarian option at every meal.
- Ensure that adequate standards of cleanliness and sanitation are maintained in food handling, food storage and food service.
- Provide menu plans for a 3 week cycle in consultation with the Director.
- Review weekly menus to ensure: a) correct food ordering, b) usage of seasonal and local foods c) taking advantage of specials, d) rotation of stock.
- Manage kitchen staff, assigning duties and seeing that these duties are carried out.

- Provide specific job descriptions and work plans for kitchen staff.
- Work within a budget by maintaining record of invoices.
- Follow all other expectations found in the Kitchen Manager Job Description

Expectations of Kitchen Assistants:

- Follow the direction of the Kitchen Manager – they are your direct superior.
- Follow all expectations found in the Kitchen Assistant Job Description.

Expectations of All Kitchen Staff:

- All staff must be trained in safe food handling.
- All staff must be free from infectious diseases and open sores or cuts while working in the kitchen.
 - If a kitchen staff member has a cut or burn, cover with a clean bandage and then a single use glove. Dispose of the glove after use.
- All staff must wear clean outer garments & a clean apron for each meal.
- Staff must remove their apron before entering a washroom.
- No jewellery is to be worn in the food service area.
- All staff must confine their hair (ball cap, hair net, or bandana).
- Short sleeves or rolled up sleeves are required.
- Closed toe shoes are necessary when working in the kitchen.
- Fingernails should be short and clean; no nail polish or artificial nails are permitted while working in the kitchen.
- Hand washing is necessary before and after handling food, before and after using the washroom, and after touching hair, coughing or sneezing.

Kitchen Operation

To run a safe and successful kitchen, it is important that all the appropriate procedures are understood and implemented. The following section will discuss health requirements and other operational requirements involved in running the Camp Kintail Kitchen.

Kitchen Manager Duties

Food Orders & Receiving Food

- A food order must be created and reviewed during the camp prior to needing the order.
- All food orders are to be reviewed by the Camp Director, Assistant Director or Site Manager prior to ordering.
- Food Orders must adhere to the following requirements:

- All food must be purchased from approved, inspected sources
- All cold and frozen food must be delivered in a container with proper temperature control
- All milk and milk products must be pasteurized
- Only graded eggs allowed.
- Inspect deliveries immediately. If there is a discrepancy, let the Camp Director know and contact the food distributor that day.
- Check delivery trucks for signs of contamination. For example, mouse droppings could indicate pest infestation.
- Check expiry and best before dates on items. Again, contact the food distributor if expired.
- Reject unacceptable foods.

All Kitchen Staff Duties

Food Storage

- Pantry Storage
 - The pantry must be maintained, clean and free from insects, rodents, vermin, dust, and fumes.
 - Food cannot be stored in open cans or metal containers.
 - All food products not requiring refrigeration are stored in closed, labelled, containers in areas that are for food only.
 - Dried goods should be stored in an area of low humidity to prevent mould growth.
 - Toxic or poisonous substances are stored in a separate area from food.
 - All toxic or poisonous substances are kept in sturdy, clearly labelled containers.
- Refrigerator Storage
 - The refrigerator must be maintained, clean and free from insects, rodents, vermin, dust, and fumes.
 - Place two thermometers inside the walk-in fridge; one as close to the door as possible and the second near the back of the refrigerator.
 - Ensure proper air circulation by not over-stocking the shelves.
 - Do not line the refrigerator shelves.

- Food that is stored in the walk-in refrigerator may not be stored directly on the ground. It must be either on a shelf or in a plastic container.
- Maintain product temperature at 4°C or lower.
- Store raw foods below ready to eat foods (see image).
- Never store food under pipes.
- Cool foods before storing (use shallow pans or ice baths for quick cooling).
- Cover, label and date all leftovers. Leftovers are not to be kept longer than 3 days unless frozen.



Food Equipment

- The main kitchen must be maintained, clean and free from insects, rodents, vermin, dust, and fumes.
- All preparation equipment and utensils must be maintained, clean and free from insects, rodents, vermin, dust and fumes.
- All utensils and equipment must be properly sanitized between uses.
- Cutting boards, blocks, tables, and equipment are kept in good repair and sanitized with bleach between each use.
- Cutting boards are designated for meat, poultry, and vegetables and must not be used for anything other than the intended use.
- Sufficient tongs, scoops, and spoons must be available so that kitchen staff prevent direct hand contact with food whenever possible.

Food Preparation

- Temperatures:
 - At least one thermometer is to be found in every refrigerator and freezer. The walk-in refrigerator should contain two: one at the front and one at the back.
 - Refrigeration of milk and other perishable or hazardous foods must be maintained at 4°C or lower.
 - All frozen foods must be stored at a temperature of -18°C or lower.
 - Temperatures must also be monitored during cooking to ensure they remain within designated safety parameters.
 - Hot food must be maintained at 60°C or higher until served.
 - Reheated foods must reach a temperature of 74°C before being served.
- Temperatures in fridges and freezers must be recorded daily in a table, found in the "Kitchen Records" binder
- Hazardous foods (raw meat, etc.) should be held at room temperature for longer than 2 hours.
- The defrosting of frozen foods should be done carefully, either under refrigeration or in cold running water. Food is then to be put in the oven for cooking as soon as possible.

- Time that food is left un-refrigerated should be kept to a minimum.

Waste Management

- At Camp Kintail we take special attention in taking care of God's Green Earth. It is the responsibility of kitchen staff to recycle and compost as much as possible.
- Garbage must be deposited in leak-proof, durable containers with tight-fitting lids.
- Garbage and compost must be removed after each meal from any room in which food is prepared, served, or stored.
- Garbage receptacles must be cleaned and air-dried as required (at least twice a week).
- Glass, plastic, paper, cardboard, and metal must be recycled in the appropriate receptacles.
- Following breakfast, kitchen garbage, compost and recyclables will be emptied and the compost bins cleaned by a camp cabin. Lunch and dinner garbage, compost and recycling are the kitchen staffs' responsibility.

Housekeeping and Cleaning

- Dishes
 - In the absence of VOKs, it is the responsibility of the kitchen staff to ensure that ALL dishes are cleaned after meals. When VOKs are present, the Kitchen is only responsible to clean their preparation dishes.
 - All dishes should be cleaned after every meal.
 - All dishes and equipment are to be washed in accordance with the Ministry of Health standards.
 - Kitchen dishes are cleaned in the dishwasher or via the "2 Sink Method"
 - *Dishwashing – 2 sink method (for Pots, Pans and Cooking Utensils)*
 - Step 1.** Scrape
 - Step 2.** In sink 1 wash pots and pans with a clean detergent solution, then rinse pots and pans with clean water
 - Step 3.** Sanitize pots and pans by either (A) immersing pots and pans in hot water (77°C) for 45 seconds or (B) immersing pots and pans in a chlorine or bleach mixture of 100 ppm in 24°C water for 45 seconds
 - Step 4.** Air dry
 - Dining Hall Dishes are to be washed using the Hobart commercial dishwasher.
- Kitchen clothes, towels, and aprons are washed daily.
- Walls, ceilings, exhaust systems, filters and floors in the food service and dining areas must be kept clean.
- Stoves and grills must be kept clean and grease pans are emptied regularly.
- Mops are rinsed and hung in a well-ventilated place after each use.
- Kitchen compliance reports must be followed and initialled after cleanings. Said tables can be found in the "Kitchen Records" binder.

Food and Menu Requirements

Kitchen Manager Duties

Menus

- Menus must follow Canada's Food Guide
- Menus must be created in at least a 3 week cycle to ensure variety for staff and LITs.
- Menus must contain breakfast, lunch, dinner and an evening snack for each full day at camp. On opening days, campers only receive dinner and snack. On closing days campers only receive breakfast
- All menus must be reviewed by the Director, Assistant Director, or site manager and a copy must be provided to the Director prior to each camp.
- Each menu should include a vegetarian option for each meal.
- Kintail aims to be a peanut-free environment which should be reflected in our menus.
- Special Menu Considerations:
 - Orange and apple juice are served at breakfast.
 - Milk is served at breakfast and supper.
 - Water is served first at lunch, after which campers can fill up their water jugs with juice.
 - Juice or water is served at supper (in addition to milk).
 - Fruit should ALWAYS be available at the front counter.
 - Soybutter, jam, butter and bread are available as an alternative at each meal. Unless part of the breakfast meal, these items are kept at the front counter for campers to come up and use. This does not count as the vegetarian option.
- Every Wednesday night is cookout. Buckets with specified items are to be prepared after lunch and stored in the walk-in refrigerator for counsellors to pick up for supper.
- If campers are celebrating a birthday at camp, they receive a birthday cake for desert following supper (unless it is Wednesday – Cookout – when they will receive it following lunch).
- Vegetarian and lactose intolerance options will be available at each meal. These are kept on the counter for vegetarians/lactose intolerant individuals to come up and collect.

Food Sensitivities

- The office staff will inform the Kitchen staff of any food allergies, sensitivities, and intolerances for the upcoming week of campers and staff.
- All kitchen staff must know of serious allergies and the location of any epi-pens.

- Kitchen staff must work with the office, the camper and the camper's parents to provide appropriate food alternatives for campers with special dietary concerns. Each case will be dealt with individually.
- Camp Kintail works hard to be a peanut and a nut free facility.

Serving Style & Meal Routine

- All food at Camp Kintail is served 'family style.' Condiments and beverages are placed on tables before the meal begins. Portions of 10-12 servings of the main dishes are put together and placed on the counter for 'hoppers' from each table to come up and collect.
- Each table designates 1 person as the '*hopper*' and this individual is responsible for bringing all main dishes from the kitchen counter to their table, bring dishes to be refilled to the kitchen counter, and clearing the table at the end of the meal.
- No campers are allowed in the kitchen! It is the kitchen staff's responsibility to have dishes available at the counter for hoppers to pick up and to refill dishes for campers and staff.
- Towards the end of the meal, one cabin will come to the kitchen counter asking for scappers. They will then proceed to sing the 'Scrapper Song' and deliver one scrapper to each table. One person at each table is designated the '*scrapper*', and works to scrape everyone's plates, as well as any empty serving dishes.
- Following the scapping, the hopper will take all empty dishes to the dish cart, any serving dishes that still have food in them to the kitchen, and any condiments to the kitchen. Kitchen staff will begin to put away food and clean up the kitchen.
- Once a table is cleared, the hopper may collect the cabin's desert from the kitchen counter.
- Once desert has been served, announcements will soon begin. However, campers who finish their meals quickly have the opportunity to sing.

Leading with Care Policy

It is the policy of The Presbyterian Church in Canada that all persons, and in particular all children, youth and vulnerable adults, who participate in the denomination's programs/ministries and/or use the denomination's facilities will be cared for with Christian compassion and will be safe.

The following action statements describe both the reasons for this policy and The Presbyterian Church in Canada's active commitment to it:

- We will prevent abuse of children/youth/vulnerable adults. Prevention includes having good processes in place in order to prevent opportunities for abuse, neglect and harm from arising.

- We will protect the vulnerable in our midst. The Presbyterian Church in Canada affirms that the protection of all children, youth and vulnerable adults is a spiritual, ethical and legal imperative.
 - We will report incidents of abuse, neglect and harm. Such incidents, wherever and whenever they are encountered, will be reported immediately to the Director, the police, and the appropriate agencies in accordance with civil law requirements and the policies of The Presbyterian Church in Canada.
 - We will train and support our teachers and leaders.
- (Leading with Care, page 6)

The staff manual and policies of Camp Kintail reflect and follow the guidelines of the “Leading with Care” policy.

Due to the nature of camping ministry, all ministry positions are deemed “high risk” and as such all staff and volunteers must obtain a Police Records Check prior to starting their ministry position. Seasonal staff and volunteers must provide an annual police record check. Year round staff, chaplains, and nurses must update their check every five years.

All staff positions have a job description. These are updated annually. All staff sign a seasonal contract or year round contract. All volunteers must also sign a volunteer covenant.

All staff receive at minimum eight days of training. Training is logged and staff must complete training in several areas before they are able to work with children or youth.

All staff members receive regular supervision and evaluation. There are on-going evaluations throughout the summer and written evaluation at the end of the season.

We will follow or exceed all Leading with Care ratios for adults to children.

Age	Day excursions	Overnight excursions/activities
5 or under	2 adults per group of 10	overnight excursions not
Ages 6-8	2 adults per group of 12	not recommended for age 6; 4 adults for 20 children for ages 7 & 8
Ages 9-10	2 adults for every 15 children	2 adults for every 10 children
Ages 10-14	2 adults for every 15 children	2 adults for every 10 children
Ages 15-18	2 adults for every 15 youth	2 adults for every 10 youth
Vulnerable adults	2 adults per 10 vulnerable adults	2 adults per 10 vulnerable adults

Camp Kintail reports to the Synod of Southwestern Ontario on our adherence to the Leading with Care Policy.

Occupational Health & Safety Policy

Camp Kintail is vitally interested in the health and safety of its employees. Protection of employees from injury or occupational disease is a major continuing objective. Camp Kintail will make every effort to provide a safe, healthy work environment. All supervisors and workers must be dedicated to the continuing objective of reducing risk of injury. Camp Kintail, as the employer, is ultimately responsible for worker health and safety.

As Director of Camp Kintail, I give you my personal promise that every reasonable precaution will be taken for the protection of workers. Supervisors will be held accountable for the health and safety of workers under their supervision. Supervisors are responsible to ensure that equipment is safe and that workers work in compliance with established safe work practices and procedures. Workers must receive adequate training in their specific work tasks to protect their health and safety. Inspections and hazard analysis will be carried out on a regular basis.

Every worker must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the company. If any staff member has any concerns, they are to speak to the Director directly and promptly. There is a Joint Health & Safety Committee, and as a staff member, you are welcome to speak to any member of the committee about any of your concerns.

It is in the best interest of all parties to consider health and safety in every activity. Commitment to health and safety must form an integral part of this organization, from the Director to the workers.

Sincerely,
Theresa McDonald-Lee
Camp Kintail Executive Director

Restricted Areas:

The following areas are restricted areas at Camp Kintail. This is for the health and safety of our campers, our staff, and our volunteers. The names listed below are the people who are allowed into the restricted area. All others must be accompanied by a designated staff member.

Kitchen – Kitchen Manager, Kitchen Staff, Year-Round Staff.

Maintenance Shed – Year Round Staff, Seasonal Maintenance Staff.

LIT Areas (rooms, meeting places, LIT Loft) – LIT Resource Counsellors, LITs, Year Round Staff.

Challenge Course – Ropes Course Manager, Site Manager, Seasonal Challenge Course Staff.

Feathers (Summer) – Camp Nurse, Health and Wellness Co-ordinator, Year Round Staff.

Restricted Equipment:

Some equipment at Camp Kintail is restricted for the health, safety, and well-being of our campers, our staff, and our volunteers. All equipment that requires it must be 'guarded', including chainsaws and meat slicers. All staff will be instructed on the use and shut down practices for each piece of equipment they will be using. The names listed below are the people who are allowed to use the restricted equipment.

Tools – Site Manager, Seasonal Maintenance Staff (with the permission of the Site Manager), Year Round Staff.

Kitchen Equipment – Kitchen Manager, Kitchen Staff, Year Round Staff.

Adventure Elements – Year Round Staff, Trained Seasonal Staff.

Canoes & Kayaks & Rescue Boat –Waterfront Supervisor, Waterfront Staff, Year Round Staff.

Lawn Mower & Camp Tractor – Year Round Staff, Seasonal Maintenance Staff (with the permission of the Site Manager).

Camp Vehicles – Only staff who are insured by the camp to drive the vehicle.

Emergency Equipment:

Camp Kintail has equipment in the case of an emergency. These pieces of equipment are only to be used when there is an emergency and then there should be no hesitation. Anyone is authorized to use this equipment in the case of an emergency, although priority is always given to those with more first aid training.

Waterfront – Reaching Pole, First Aid Kit, Spinal Board, Whistle, Ring Buoy, Two-way Radio

Fire Extinguishers - Each building has been equipped with a dry chemical fire extinguisher which can be used on all types of fires. **Each counsellor is responsible** to ensure that there is an extinguisher in the cabin which they are using during any given camp. Staff should be familiar with the use of these extinguishers so that they can respond in the event of a fire. Staff should

also familiarize campers with the use of extinguishers. Please do not misuse fire extinguishers, as they are not environmentally friendly and expensive to refill. There should be a fire extinguisher in each cabin or yurt, Harmony House(3), Glenview, the Maintenance Shed, Bluehaven, Owls Burrow, Rec Hall(2), Feathers, Pumphouse, and MacDonald Lodge(5).

First Aid Kits - First aid kits are prepared and maintained by the camp nurse and Health & Wellness Co-ordinator. They are located in the Kitchen, Harmony House, Office, Program Shanty, Owls Burrow, the Beach Hut, Paddle Shack, Archery range, Maintenance Shed & Adventure Shanty.

Emergency Phones & Radios- Telephones are located in the office, Feathers and in Glenview. Emergency phone numbers are posted at each phone. Walkie Talkies are held by the various members of the staff, including the Executive Directors, nurse, Director of Outdoor Education, Assistant Director, Site Manager, Head Counselor, waterfront staff, and the office staff.

Emergency Air Horns – They are located in the office, the waterfront, and Glenview.

Incident Report Forms – All incidents, major and minor, must be recorded and on file in the Camp Kintail office. These forms must be filled out. They are an important tool in helping to make Camp Kintail staff as we analyze any incidents. They can be found in Feathers and the office.

Other Safety Precautions:

Material Handling – Camp Kintail follows the guidelines of the Industrial Accident Prevention Association which are found in a binder in the staff lounge and in the office. There is a copy of the Material Hazard Data Sheet for every material used at Camp Kintail on file in the office. It is the right of every staff member to have access to this binder.

Footwear - All persons are required to wear footwear on camp property. Sandals are permitted, but need to have a back strap. Bare feet are allowed on the beach, showers, and in cabins only.

Protective Equipment – Camp Kintail requires that any staff member who uses a chainsaw or weed eater wear protective equipment including eye protection, chaps, and ear protection. Camp Kintail will provide this equipment. Eye protection is also required when using power tools.

Maintenance & Repairs – There is a list outside of the office for all staff to write down any maintenance or safety concerns. This list is reviewed daily by the Site Manager and priority is given to any issue that concerns camper safety. It is the responsibility of all staff to report any repairs that are needed.

Training – Camp Kintail will require training from staff members as a pre-requisite of their positions in some instances and will provide training in other situations. This includes Safe Food Handling, WHIMIS, climbing and low & high rope training, and first aid training. All staff will receive training on risk management, and health and safety training. All staff will participate in eight days of training throughout the season including Staff Orientation and Staff Training Week.

Health Care - The camp nurse is responsible for health care at the camp. **ALL** medications are kept with the nurse at Feathers. This applies to campers, LITS and staff. The nurse will dispense medications after meals, before bed or as needed. On the weekends, medications will be available from a locked box for LITs and staff. The camp nurse will always make their whereabouts known so that they are easily accessible. A doctor is on call at the Goderich Hospital.

Inspections – The members of the Occupational Health & Safety Committee will do an annual inspection and evaluation of the site each spring. A monthly inspection will be done by the Safety Officer.

Risk Management with Campers

Having examined the risks inherent in a resident camp, our emphasis is on prevention. One of the best ways to prevent accidents is to talk with campers about activity risks and how to minimize them.

Setting the stage for safe conduct of an activity is a crucial part of group living -- it involves everyone in safety, and it has the effect of spreading the responsibility for safety across everyone in the cabin. **Before any new activity**, or even en route to the activity, you should talk with campers about (1) the risks and (2) how to avoid them.

Example: Camp Wide Game

Counsellor: What are some the risks when we play capture the flag?

Campers: Someone tripping and falling, or falling down a hill.

Counsellor: What can we do to prevent that?

Campers: Watch where we are going, and not chase someone where they could fall.

Counsellor: Yes, and we also need to remember that staying safe is more important than winning.

Counsellor: Are there any risks to people feeling hurt and left out when we are playing the game?

Campers: If someone wants to play but the team says they have to be a guard, or someone doesn't play fair.

Counsellor: What can we do to prevent that?

Campers: Remember to play by the rules, let everyone play, and talk to a counsellor if things aren't going well.

This may seem un-necessary, but one of our priorities is Responsibility. The way we know we have accomplished our goal is to have an injury free summer. The harder we work at paying attention to safety, to better off our campers will be.

Opening and Closing Camp Procedures

Water Treatment System

- The water treatment system is opened by Veolia each spring with a maintenance and testing visit.
- Daily testing takes place throughout the season, based on our water testing procedures.
- Veolia is informed when we are closed for the season.

South Field Septic System

- The Ministry of the Environment must be notified one week prior to the beginning of the season by fax.
- Daily recording of the water usage to the septic field is taken.
- Regular testing visits are arranged with the maintenance provider.

Huron Perth Public Health

- The Health Unit must be contacted two weeks prior to opening, with the name of Camp Kintail, the camp's contact information, and the location of the camp.
- If there is any change in the camp's information, written notice must be given to the health unit.
- If the camp is closed or abandoned, the health inspector is notified and the camp is left in a sanitary condition.

Animals

- The camp must ensure that all animals on site have a rabies immunization issued by a veterinarian, indicating that the animal is current on its rabies immunization and this immunization was administered at least 30 days before it was brought to camp.

Privacy Policy

Policy

Camp Kintail is committed to keeping our camper's personal and health information safe and confidential, while providing an excellent camping experience. The privacy of our campers and guests is very important to us.

Information Collection

To provide our campers with quality care at Camp Kintail, we collect both personal and health information. The campers' date of birth, address, email address, Health Card number, and personal history are examples of personal information. The campers' health history and the records of health care during visits to the nurse are some examples of health information. The personal information we collect shall be limited to that which allows us to run a safe Camp, and which helps us provide our campers and other clients with a safe experience.

Consent to Use Personal Information

Camp Kintail may obtain express consent to use personal information, or we may determine that consent has been implied by the circumstances. Consent could be in writing such as: signed application form, signed health form, submitted e-forms online, or verbally in person or over the phone.

Providing us with your personal information is always your choice. As part of the camper registration process we ask that parents and guardians provide information that allows us to provide the best care for their child. In doing so, they consent to our collection, use and disclosure to appropriate third parties of such personal information for these purposes.

Use & Retention of Information

The information that we collect from parents and campers is used:

- To provide our campers with quality care while they are at Camp Kintail.
- To comply with legal and regulatory requirements of the Ministry of Health, the Ontario Camps Association, and the "Leading with Care" Policy of the Presbyterian Church in Canada.
- For research to make Presbyterian church camping the best we can and to help develop new programs and facilities for the future.

Camp Kintail retains personal information as long as needed to fulfill the identified to fulfill the identified purposes or as required by law, whichever is longer. When the information is no longer required, Camp Kintail use proper and reasonable methods of destroying information.

Information Sharing

Camp Kintail may need to share the information we collect with health care providers that become part of our Health Care Team (e.g., the camp physician, Alexandra Marine & General Hospital, Goderich) in case health care is required that is beyond the scope of our Health Centre equipment or staff.

Camp Kintail may also provide personal information to camp consultants and professional advisors hired to assist us to function and provide a safe quality program for our families. This will only be done by sharing the minimum amount of information required to help a consultant form a plan for future development or assess our place in the camping community.

Camp Kintail does not sell, lease, or barter personal information.

Email addresses

When an email address is provided as part of the registration process, the registrant agrees to have their email address added to the Kin-Tales e-newsletter list which provides information about camp programs and activities, and for communication about the camp program in which they registered. The recipient is able to unsubscribe from future communication through an unsubscribe link in the email.

Email addresses may also be used for sending information regarding fundraising events and requests for charitable gifts.

No group outside of Camp Kintail will be sold or “rented” the Kin-Tales list.

Sharing of Photos & Video

Camp Kintail takes many photos and videos of the campers and staff throughout the summer. We often use our photos and videos in our Kin-Tales newsletter, on our website, in social media promotion, or in our camp brochure. If parents or guardians prefer that their child not be featured in these, or other Kintail promotional material, they can opt out on through the registration process or by informing the camp office by email or phone call. *All children will be included in the all camp photo of the week, unless explicitly instructed to exclude them. This camp-wide photo is only shared with the families who attended that session.* Kintail will never use images of a camper for anything but Kintail-related promotions.

Staff, volunteers & chaplains are asked not to post photos or video of campers on social media.

For Family Camp, Camp Kintail retreat programs or other inter-generational events, communication will be sent before arrival that photos and videos should only be posted on social media if permission has been given from those in the photo/video (parents/guardians if children are in the photos/videos).

At Closing Campfire at the end of each camp session, an announcement will be made asking that photos/videos taken during closing campfire are not posted on social media, unless permission has been given by the parents/guardians of a child.

Kintail-On-The-Road

The above policy applies to campers at Kintail-on-the-Road programs. Participating churches are asked to have parents/guardians sign the same photo release statement as onsite campers. Photos/videos may be used in Camp Kintail promotions and/or by the participating church.

Safety

Camp Kintail uses physical, electronic, and procedural safeguards to protect our systems and all personal information under our control against unauthorized access and use. All safety and security measures are appropriate to the sensitivity level of the information collected.

All staff members receive training that reviews our protocols and expectations around the use of the protection of personal information.

Changes to the Our Privacy Policy

If Camp Kintail decides to change any part of our Privacy Policy we will post those changes to our website and in any other place we deemed appropriate, so that our clients are always aware of what information we collect, how we use it and under what circumstances, if any, we disclose it.

Right to Access Personal Information

Individuals have a right to access their personal information that we have in our possession. On written request to the Executive Director, a client is informed of the existence, use and disclosure of their personal information that is under our control, and may be given access to that personal information as required and permitted by law. The accuracy and completeness of that personal information may be challenged and requested to be amended, if appropriate.

Personnel Policy

Policy:

All Camp Kintail staff members will be carefully interviewed, screened, and trained prior to serving as staff members. Staff will be treated fairly and according to the labour legislation of the provincial and federal governments, the policies of the Ontario Camping Association, and the policies of the Presbyterian Church in Canada, including Leading with Care.

Personnel Categories:

- Full-time Salaried - year-round staff positions paid on a salaried basis
- Seasonal Contract - contract staff positions with a defined employment period. This includes spring and/or summer positions as well as year-long contracts that can be renewable.

Procedure:

Application Process:

- All prospective staff members are required to complete a job application. The requirements of the job application vary by type of position and can include an application form, resumé/cover letter and/or creative project.
- Job descriptions are available for every position and include job requirements and responsibilities.

- Applicants successfully completing the written job application are required to attend an interview with the Executive Director(s) and/or designate and Camp Kintail volunteers with personnel experience. If applicants are unable to attend this interview in person, a telephone or Skype interview will be scheduled for the same day or at the earliest possible time after the interview date.
- Two references will be received for each applicant.
- All applicants will be informed of the decisions made by the interviewers within two weeks of the interviews.

Certifications and Forms

- All successful applicants must provide proof of certification of qualifications prior to the start of the position. If these cannot be provided, the job offer may be rescinded.
- All staff members are required to have current Standard First Aid with CPR "C".
- A photocopy of all certifications must be on file at the Camp Office.
- All positions at Camp Kintail are deemed "high risk" according to the Leading with Care Policy. Therefore, all staff members over the age of 18 are required to provide the camp with a current Police Records Check and staff under the age of 18 are required to provide a Voluntary Disclosure Statement. The check must be no more than one year old at the end of the term of employment. Returning staff and full-time salaried staff must submit a new Police Records Check every three years.
- All staff members must provide the camp with a current Health Form.
- All staff members must sign their contract.
- If staff members are under 18, parents or guardians must also sign the contract and health form.
- Payroll forms must be completed prior to beginning employment.
- All forms and certifications must be into the Camp Office by the start of their contract.
- Not having the necessary forms in place may mean a termination of the job offer or a delay in the start date of the contract.
- If forms are not in place for Orientation, staff members will not be paid for that training.

Contract Agreement and Compensation

- All staff members will be provided with a staff contract agreement which will be thoroughly explained prior to the start of employment.
- The contract is the basis for employment at Camp Kintail and describes the Conditions for Employment, the Code of Ethics and Behaviour and Confidentiality Agreement.
- This contract also includes all Camp Kintail policies as found in the Staff Manual.
- To be considered a staff member, an individual must be able to serve for at least four weeks of camp sessions (plus all of staff training). For individuals who are not able to commit to four weeks, they will be considered volunteers.
- Staff are compensated based on their years of service and/or position. The staff contract contains the rate of compensation for a particular staff member. If the staff member is living onsite, room and board is a component of their compensation.
- Camp Kintail pays staff on a monthly basis.

- Seasonal Contract staff are paid a daily wage. Full-time salaried staff are paid in equal monthly installments.
- Staff accommodation for seasonal contract staff will be assigned by the Executive Director(s) or designate. Staff accommodation for full-time salaried staff will be discussed with the Executive Director(s).

Time Off, Scheduling and Leaves

- During May – August, staff will have one 24-hour period off each week. During September – March, staff will have a minimum of one 24-hour period off each week. Staff will have a period of time off each day and the timing of this period will vary by position. Time off will be determined based on staffing needs and in consultation with the Executive Director(s) or designate.
- The daily and weekly schedule will be determined by the Executive Director(s) or designate based on staffing needs. Staff living off site are required to have flexibility regarding daily schedules.
- Leaves are in accordance with the Ontario [Employment Standards Act](#) - minimums are highlighted below:
 - Sick Leave: staff can take up to three unpaid days of leave each calendar year due to personal illness, injury or medical emergency.
 - Family Responsibility Leave: staff can take up to three unpaid days of leave each calendar year due to illness, injury, medical emergency or urgent matter relating to the family members as outlined in the Employment Standards Act
 - Bereavement Leave: staff can take up to two unpaid days of leave each calendar year due to the death of a family member or close friend
- Leaves longer than outlined above must be discussed and approved by the Executive Director(s).
- Vacation for Full-time Salaried Staff: staff are provided with four weeks of vacation each calendar year. Vacation scheduling must be approved by the Executive Director(s).

Training and Professional Development

- Camp Kintail will pay staff members for the training days during Staff Orientation and Staff Training Week (or alternate times staff are receiving this training on site).
- Camp Kintail will not pay staff members who complete the training online for the time this takes.
- For Seasonal Contract staff, compensation for Staff Training days (for Staff Orientation and Staff Training Week) will be paid upon the successful completion of a staff member's contract.
- Camp Kintail seeks to provide training for Spring staff members and this is accomplished by providing in-house training on high and low ropes, rock wall, staff supervision, Kintail On The Road, and outdoor education, as well as joint training with other camping organizations such as Cairn.
- Camp Kintail commits to ongoing professional development of full-time salaried staff through sending senior staff members to relevant conferences (e.g., PCCCA, OCA, etc.) or

specialized training with an external organization. Camp Kintail will pay for the training costs and for the days taken to complete the training. Training opportunities will depend based on type of position.

- Camp Kintail will not pay for swimming certification (excluding Waterfront NLS for staff required to complete this) or first aid certification and if those are taken during the days when a staff member is under contract, they are considered days off.
- Ongoing training occurs through professional development sessions and staff meetings.

Performance Management

- Camp Kintail commits to providing ongoing feedback regarding performance to staff. This can include informal check-ins, formal meetings and written performance feedback at the conclusion of the summer/end of contract for seasonal contract staff and ongoing for full-time salaried staff.

Termination & Resignation Policy

- A staff member who engages in actions which are contrary to the Code of Ethics and Behaviour or does not meet the conditions of employment faces disciplinary procedures at the discretion of the Camp Director(s).
- The steps of the disciplinary procedure will be a verbal reminder, a written reminder, a short suspension, and finally, dismissal.
- In the case of gross misconduct, dismissal will be immediate and the staff member will be required to leave the property of Camp Kintail. The camp is not responsible for any transportation cost incurred by a staff member as a result of their dismissal. If the staff member is under 18, parents will be informed of the dismissal.
- Any camp staff person who feels they have not received fair treatment in relation to the terms and procedures of the staff agreement or the personnel policies and practices may, after having informed the Executive Director(s) in writing, apply to the Camp Kintail Board for a hearing of their concerns. This procedure may be initiated by a telephone call or letter to the Camp Kintail Board Convenor.
- If any staff member chooses to resign their position, they must give the Camp Director(s) two weeks' notice and salary will be paid for the days worked. Resignation based on inconsistency with the camp's philosophy, leadership, or direction will terminate the contract immediately.

Accessibility

- The Employment Standard of the Accessibility for Ontarians with Disabilities (AODA): Integrated Accessibility Standards policy provides details on the accessible employment practices including processes related to:
 - Recruitment, Assessment and Notice to Applicants
 - Accessible Formats and Communication Supports for Employees
 - Workplace Emergency Response Information
 - Documented Individual Accommodation Plans
 - Return to Work Process

- Performance Management, Career Development and Redeployment

Camp Board

- All staff members are collectively responsible for selecting one staff member to represent the staff on the Camp Kintail Board.
- The selected staff member must have at least two years of experience as a Kintail staff member, and they must be willing to attend all meetings throughout the year.

Staff Recognition and Scholarships

- The Camp Kintail Board recognizes and supports the ministry and work that summer staff members contribute to the Camp community.
- The Board supports the “Reach High” Staff Scholarship Fund and awards this annually. The full rules and requirements for this scholarship are available online.
- The Board recognizes staff members who have completed five years as Camp Kintail staff members with a joint tree in the Celebration Tree Garden.

Sexual Abuse and Sexual Harassment Policy

Theological Basis

We are called to be responsible in the use of our sexuality and to respect each other as children, women, and men made in God's image.

All those who serve the Church, especially clergy, church leaders, staff and volunteers, are expected to adhere to Christian ethical principles in their sexual conduct and in their exercise of authority and power. The Church in all its extended ministries is to be seen as a safe place in the community; a place where it is known that sexual abuse is not tolerated. This is part of our Christian witness to the community. Therefore, the leadership of any group using church premises for their activities is also subject to this policy.

Because of the serious consequences of sexual abuse, the Church must make every effort to ensure that sexual abuse does not occur within its jurisdiction. When such abuse does occur, the Church must make a clear and just response.

Policy

It is, therefore, the policy of The Presbyterian Church in Canada that sexual abuse or sexual harassment of any kind by any church leader, staff or volunteer will not be tolerated.

Camp Kintail upholds the Presbyterian Church in Canada's Sexual Abuse and Sexual Harassment Policy.

All allegations of sexual abuse or harassment will be taken seriously. Every allegation will be received, investigated, and acted upon in accordance with the terms of this policy.

Definitions

Sexual abuse includes, but is not limited to, any unwanted sexual contact. This includes sexual assault, sexual offences including children, and sexual harassment.

Sexual contact includes, but is not limited to, sexual intercourse, genital contact, petting, fondling, sexually suggestive language, or the display of pornography.

Sexual harassment is defined as:

- a course of vexatious comment or conduct that is known or ought reasonably to have been known to be unwelcome, including repeated sexual remarks or physical contact that is degrading;
- a sexual advance or solicitation made by a person who is in a position to grant or deny a benefit to another;
- the threat of or an actual reprisal by a person in authority against a person who has rejected a sexual advance from that person in authority.

Sexual harassment may include, but may not be limited to, behaviour such as:

- Unwanted touching and kissing
- Suggestive remarks, jokes, innuendos, or taunting about a person's body, attire, sex, or other verbal abuse of a sexual nature
- Leering and staring
- Compromising invitations, unwelcome requests for dates
- Inquiries about another's sex life
- Inappropriate email and other online messages
- Sexual demands
- Practical jokes of a sexual nature which cause awkwardness or embarrassment
- Persistent unwanted contact or attention after the end of a consensual relationship
- Displaying pornographic pictures or other offensive material
- Insulting remarks about a person's sexual orientation
- Denial of opportunity against someone who was rejected a sexual advance
- A hostile environment

Sexual abuse is often accompanied by violence. Violence impairs or destroys mutual consent, which is needed to ensure that sexual activity is voluntary. Sexual abuse therefore includes spousal violence.

Workplace

The workplace includes the offices, buildings, and site of Camp Kintail. It also includes any location where a Camp Kintail event or program is being held and any location where the

business of the camp is being conducted. Sexual abuse and/or harassment which occurs outside the workplace, but which has repercussions in the work environment, adversely affecting relationships, may also be defined as workplace abuse and/or harassment.

Consent

In order not to be abusive, any sexual act must be done by mutual consent of the parties involved. Mutual consent presumes that the parties are on an equal footing with each other, so that one person is not pressured by any consideration of the stature or position of the other person.

Camp leaders are in a position of authority and trust which makes the achievement of mutual consent difficult and increases the potential for harm and abuse of those whom they serve. When one person holds power in the relationship, the relationship is not an equal one and therefore, mutual consent does not exist. The responsibility of maintaining personal boundaries rests with the person with the positional power.

In relationships of unequal power or trust, consent may not exist even when sexual activity has been initiated by the one who feels violated and alleges abuse has occurred. Therefore, the claim of mutually consensual or private sexual contact does not relieve the camp leader of ethical responsibility.

Reprisal is defined as any act of retaliation or negative consequence that occurs because a person has complained of or provided information about a possible incident of workplace violence or harassment in good faith. Reprisal is also intentionally pressuring a person to ignore or not report a possible incident or intentionally pressure a person to misrepresent the truth or provide less than full cooperation with an investigation of a complaint. Reprisal includes making a false complaint or providing false information in the course of an investigation.

Workplace Roles and Responsibilities

The Synod of Southwestern Ontario must:

- Investigate allegations of sexual abuse and/or sexual harassment against an Executive Director.
- Maintain a Sexual Abuse and Sexual Harassment Committee.

The Employer (Executive Director) must:

- Establish and maintain a camp environment free from sexual abuse and harassment.
- Treat complaints seriously.
- Investigate and take appropriate action when sexual abuse and harassment complaints are raised.
- As needed, consult with the Camp Kintail Board Convenor, Camp Kintail Board Members, Synod Clerk, and/or the Synod Sexual Abuse and Sexual Harassment Committee.
- Communicate and reinforce the Camp Kintail policy and procedures on sexual abuse and sexual harassment to all staff and ensure that all are aware of the complaint mechanism.

Managers and Supervisors (Senior Staff) must:

- Establish and maintain a camp environment free from sexual abuse and harassment.
- Report sexual abuse and sexual harassment to the Executive Director.

Employees (Seasonal Staff) must:

- Establish and maintain a camp environment free from sexual abuse and harassment.
- Report sexual abuse and sexual harassment to the Executive Director.

Reporting and Investigation

- All on-site personnel must report sexual abuse and sexual harassment to a director or a supervisor immediately. These reports will be handled in a fair and thorough manner and will be taken seriously.
- If the complainant is a child, then appropriate child protective services and/or police will be contacted.
- Employees may make these reports confidentially, with the understanding that any information in the report must be shared with any stakeholder involved in the investigation. Confidentiality will be maintained to the extent possible given the need to conduct a fair and thorough investigation and the obligation to disclose information as may be required by law.
- All employees and volunteers must cooperate fully in any investigation to determine whether a violation of this policy has occurred.
- A person who is alleging to have been sexually abused and/or harassed shall be informed of the right to seek assistance of, and take their complaint to, the Ontario Human Rights Commission and/or the Synod Sexual Abuse and Sexual Harassment Committee.
- If the complaint relates to an incident that occurred during a previous season (more than 12 months before the date of the complaint) or about someone who is no longer on staff, the complaint will be referred to the Synod Sexual Abuse and Sexual Harassment Committee.

Resolution

- Where appropriate and safe, employees can directly make known their concerns to the offender, as this may stop the offending behaviour.
- In emergency situations or as required, police will be informed.
- In other cases, employees and supervisors will meet with determine the appropriate actions needed for resolution. This may include termination, additional training, counselling, apology, demotion, suspension, prohibiting participation in Camp Kintail programs and site (either for a certain period of time or indefinitely), or other actions appropriate in the circumstances.
- Any reconciliation process should involve the complainant or the complainant's input to the extent possible and according to the complainant's wishes.
- The outcome of the investigation will be reported to the complainant and the individual that is the subject of the complaint.
- The Crisis Management Policy should be referred to for guidance with regard to public relations.

No Reprisal

Sexual abuse and sexual harassment are serious matters. This Policy prohibits reprisals against employees and volunteers who have made good faith complaints or provided information to Camp Kintail in good faith regarding a complaint or incident of sexual abuse and sexual harassment. Employees or volunteers who engage in reprisals or threats of reprisals will be considered in violation of this Policy.

Transportation Policy

Policy

Camp Kintail values the safety of our campers, staff, and volunteers and when any must be transported in a vehicle, all regulations of the Ontario Camps Association, Province of Ontario, and Government of Canada must be followed.

Transportation by Vehicle

Vehicle Requirements

- Campers will only be transported in vehicles licensed and insured by Camp Kintail.
- Prior to any journey involving campers, a vehicle inspection must be completed and recorded in the proper logs
- Proper mileage logs must be completed with every use of a camp vehicle.
- The designated emergency vehicle should not fall below a half tank of gas. All other vehicles should not fall below a quarter tank of gas.

Driver Requirements

- No one is allowed to drive the camp vehicles unless they are insured through our insurance provider.
- All drivers of the camp vehicle must have a G class license if they are driving campers.
- Drivers must follow all of the traffic laws when driving a camp vehicle.
- Drivers must never drink and drive, smoke and drive, or use illegal drugs and drive.
- Whenever driving campers offsite, the driver must ensure they have the camper's health form with them.
- The driver is responsible to have an up-to-date map in the vehicle, as well as understand the route they are taking.
- The driver is responsible to have the appropriate emergency telephone numbers in the vehicle.
- On long journeys, it is the responsibility of the drivers in the car to rotate driving appropriately to ensure attention to the road.

Passenger Requirements

- When transporting campers, it is preferable if two staff members are in the vehicle. One staff drives, and the other staff is available to deal with camper needs. This is always enforced when campers are going to the hospital or on out-trip. The only exception to this is driving LITs.
- All passengers must have a proper seat and seatbelt. Seatbelt use is mandatory.
- For campers under the age of eight a booster seat must be used.
- All passengers should remain seated at all times with hands and arms inside the vehicle.
- The behaviour of passengers should not be such that it distracts the driver. This includes no throwing of objects and maintaining a reasonable noise level.

Special Cases

- Accident Procedures
 - Place emergency “4-way” flashers on where appropriate
 - Attend to any passengers with injuries. If additional care is needed, ensure that they are taken to the nearest medical facility
 - Call the Camp Director and report the incident. Report damages to the vehicle, location, and injuries. If EMS is necessary, inform the camp director.
 - If it is necessary that passengers exit the vehicle, ensure that they remain as a group in a safe area, far from oncoming traffic.
 - Remember that camper safety is our number one concern.
- Vehicular Breakdown
 - Move off the road as far as possible. It's better to drive on a flat tire than park in an unsafe place.
 - Place the transmission in low, reverse or park. Turn off ignition and remove key.
 - Set the emergency brake.
 - Set four way turn (emergency) blinkers.
 - If safe to do so, unload passengers and move them well off the roadway away from the vehicle. Make sure campers are supervised at all times by an adult.
 - Notify the Camp Director.
 - Remember that camper safety is our number one concern.

Transportation by Boat

- Every person in a boat must wear a PFD at all times.
 - All safety equipment must be in all boats at all times.
 - A whistle system must be carefully explained before any camper enters a boat.
 - Only “Pleasure Craft Operator” certified individuals can drive the rescue boat.
 - The rescue boat is not be used for recreation.
-

Waterfront and Watercraft Operational Procedures

The Waterfront and Watercraft Operational and Emergency Procedures will apply to all camp activities on Lake Huron. This includes canoeing, kayaking and swimming.

Waterfront Supervisor's Responsibilities:

- The Waterfront Director must be at least 18 years of age and must hold a current Waterfront N.L.S. Award.
- Written operational and emergency procedures must be established.
- Procedure and first aid training for waterfront staff must occur throughout the summer.
- Daily, weekly, opening and closing equipment, boat, and area checks must be established, carried out, and recorded.
- Unfit equipment must be withdrawn from use.
- Rules must be established and written that:
 - apply to all campers and staff equally;
 - are posted conspicuously;
 - are weather proofed.
- The Waterfront Supervisor will be responsible for the maintenance and preparedness of all boats.
- Permission must be obtained from the Waterfront Supervisor to use any boats or watercraft equipment (on or off of the water).
- Set the lifeguarding schedule.
- In consultation with the director, in the absence of the Waterfront Supervisor, designate a lifeguard to fill those responsibilities.

Lifeguard's Responsibilities:

- A lifeguard must be at least 16 years of age and must hold at least a current Bronze Cross Award.
- With permission, a lifeguard may supervise swimming and/or boating for campers and staff. Proper ratios and safety procedures must be followed at all times.
- Established rules and procedures must be enforced.
- Qualifications must be on file in the office and training sessions must be attended.

Waterfront Operating Procedures

Lifeguarding

- All guard's qualifications must be confirmed online with the National Lifesaving Service by the Waterfront Supervisor and photocopies of their current awards must be on file at camp.

- A minimum of two lifeguards must be on duty at all times.
- Lifeguards will be identifiable at all times and will always have whistles on their person and the waterfront safety equipment accessible.
- Free Swim will have a roll-call line-up at least every 30 minutes.
- Lifeguards must rotate at least every 15 minutes.
- Guard-to-camper ratio will be as follows:

Guards	Campers
2 NLS or 1 NLS and 1 Bronze Cross	1-25
3 NLS or 2 NLS and 1 Bronze Cross	26-100
4 NLS or 2 NLS and 2 Bronze Cross	101-125
Additional lifeguard required for every 25 people.	

- The Waterfront Supervisor should communicate with the Nurse and Head Counsellor in order to be aware of the special needs of any campers or staff members as they pertain to the waterfront and provide additional supervision as needed (as determined by his/her experience and common sense).
- The Waterfront Supervisor should be aware of changing conditions in the waterfront area and provide additional supervision as needed (as determined by his/her experience and common sense).
- Lifeguards will attend training sessions during Staff Training and on-going throughout the summer. Attendance at these training sessions is mandatory for them to lifeguard.

Swim Testing

- All campers will do a swim test, which the requirements of the Lifesaving Society's Swim to Survive program. The swim test will consist of swimming 50m, treading water for one minute, and rolling into deep water.
- Bracelets will be given upon completion of the test. Green bracelets mean the swimmer successfully passed the test, Yellow means they needed some assistance, Red means they needed a lot of assistance. Lifeguards and other staff will pay special attention to those wearing yellow or red bracelets in the water.

Other

- Swimming at night is NOT PERMITTED.
- Swimming during lightning, or during possibility of lightning is not allowed. Swimming will be allowed after 30 minutes after the last strike.
- During lightning, campers are not allowed to be on the beach.
- Swimming alone is not allowed.
- No watercraft shall enter the marked swimming area.

- Operating and emergency procedures, regulations and checklists are available in Lifeguard Shack.
- Seasonal, weekly and daily waterfront checklists will be completed.

Camp Kintail Waterfront Rules

1. Swimming only happens when there is a lifeguard and staff on duty.
2. No throwing sand.
3. No skipping or throwing stones near the swimming area.
4. No splashing anyone that does not want to be splashed.
5. No splashing around the lifeguards.
6. No chewing gum on the beach.
7. Never leave the waterfront without notifying a staff member.
8. Please put away all beach toys at the end of free swim.
9. Always listen to the lifeguards and whistles.
10. Always be sun-safe – please wear a hat and sunscreen.
11. Have fun and be safe!
12. NO DIVING of any kind in the swimming area.
13. Swimming after dark is not permitted.
14. Swimming within ½ hour of thunder or lightning is not permitted.
15. Stay out of the swimming area when it is closed.

Waterfront Emergencies

If a crisis occurs during a supervised swim, the procedure occurs as follows:

1. If a person is found to be in trouble, the closest member of the waterfront staff is to be notified **immediately**. That member will blow 3 emergency whistles and the lifeguard team, with leadership from the waterfront supervisor, will initiate the rescue.
2. Everyone will clear the water as quickly as possible, line-up on the beach in cabin groups for a head count and remain seated.
3. The lifeguard in the beach chair will notify the director on the walkie-talkie immediately, survey the campers exiting the water from the chair and then provide leadership in the organization of the cabins' head count (on foot). They will also stay in contact with the director on the walkie-talkie until the waterfront director is able to do so.
4. Phase 2 to 4 of the Crisis Management Plan will then proceed (see Camp Kintail Crisis Management Plan).

Missing Persons – WATER

If a person is deemed missing in the water, the director should be notified immediately. The following procedures will then be initiated:

1. The director will assign someone to call emergency/medical assistance immediately. The general emergency siren will be sounded and the camp will assemble in Koinania.
2. Once campers, volunteers, guests and staff are accounted for (with the exception of the missing person/s) the director will ask staff to move into their search teams on the glen side of the lane. Once all teams are assembled, they will proceed to the waterfront. The Program Director, with the assistance of other staff and LITS, will supervise campers in

the Rec Hall and/or Harmony House.

- a. All staff members are responsible to search the water in the case of a water related missing person. Staff will be assigned a role and position in a mock water search during staff training. Time should not be wasted on the removal of outer clothing and shoes.
 - b. The Crisis Management Team (plus the waterfront director) will provide leadership during this search. They will also begin to coordinate information, as is included in phase two of the Crisis Management Plan.
3. Once the missing person is located or after EMS has arrived, the water search will be ended and instruction will be provided by the camp director. The Crisis Management Team will proceed with phase 2 – 4 (see Camp Kintail Crisis Management Plan).

Waterfront Equipment

- Fanny Pack Kits First Aid Kit
- 2 4x4 gauze
- 4 2x2 gauze
- Bandages
- Rubber gloves
- Anti-septic solution
- Alcohol wipes
- Whistle
- Scissors
- Pocket mask
- Thermal blanket
- 2 flashlights
- 2 triangular bandages
- 1 donut bandage
- Water resistant, sterile bandages (Band-Aids)
- Sterile gauze pads (6 4x4, 6 2x2)
- 2 rolls of gauze conform bandages
- Waterproof adhesive tape
- Blankets (emergency blankets/wrap) and pillows
- 5 safety pins
- Antiseptic solution
- Tweezers
- Ice packs
- Saline solution, Polysporin
- Protective gloves
- Splinting material
- Sun block
- Salt
- Epi-pen (Adult size)

- Incident Report Forms, clipboard and pen/pencil.

Aids

- 1 or more buoyant aids with a shoulder loop and 6 mm line at least 1.6m long
- 1 or more reaching poles at least 3 m in length
- One or more buoyant throwing aids attached to a 6 mm line at least 1.6m long
- 1 or more Spinal Boards (I took out the dock wording)
- Masks for emergency searches
- Paddleboard and/or boat when swimming area is more than 50m from shore

Whistle Signals

All campers and staff should be aware of the following whistle signals.

- 1 short whistle: camper alert - listen for instructions from the lifeguard.
- 1 long whistle: swimming intermission, clear the swimming area and line up in cabin groups.
- 2 long whistle: clear the swimming area - the swim is over.
- 3 long whistles: EMERGENCY - Clear the swimming area, line up in cabin groups and follow Emergency Procedures.

Time-Off Swimming Policy for Staff:

- It is the responsibility of staff members to ensure that they are abiding by this policy for their own safety and for the welfare of the camp.
- This policy applies to all non-scheduled use of the swimming area by staff members, such as swimming during daily hours off and on days off between camp sessions.
- All staff members wishing to use the swimming area during their time off must inform the Waterfront Director or another specified staff member (on-site person).
- Swimmers must be in a group of at least two people. Members of the group that are swimming together are responsible for supervising one another.
- At least one person in the group must hold their N.L.S. Award and a copy must be on file in the office.
- All swimming parties must have at least one whistle with them.
- Swimmers must obey applicable Swimming Area rules.
- There is no swimming in the dark.
- Swimmers must use common sense and discretion in choosing swimming activities that are reasonable from a safety standpoint. They should take into account the swimming ability of themselves and of others in the group, as well as environmental factors (i.e. thunder, lightning).

Watercraft Operational Procedures

Kayaking

Equipment (minimum equipment required)

- 1 kayak per participant
- 1 kayak paddle per participant
- Required safety equipment for each kayak (bailer, 15m buoyant heaving rope and emergency sounding device - whistle)
- 1 properly sized and zipped-up lifejacket per participant

Usage Rules

- Use of the kayaks is permitted only when a Waterfront staff member and a lifeguard (Bronze Cross or NLS) are present and the permission of the Waterfront Supervisor has been obtained.
- All participants (staff & campers) must wear a properly fitted personal floatation device (PFD). All PFD's must be zipped up.
- All staff & campers must demonstrate an ability to safely perform a "wet exit" from their kayaks in order to be allowed to kayak about freely.

Setup

- The Waterfront staff member must unlock the cable that secures the kayaks.
- Waterfront staff member should show up at least 20 minutes before the first group is to arrive for the day in order to perform a safety inspection on all kayaks, paddles & PFD's. This must include ensuring that each kayak has all of the safety equipment required by the Canadian Coast Guard.
- Pull out all needed boats and prepare paddles before the group arrives.

Close Down

- Campers and staff members who attend kayaking in the last session of the day need to help the Waterfront staff member dump the water out of all kayaks and return them to the storage racks in an upside-down position so that kayaks do not fill with water in the event of rain.
- Paddles are to be stored in the paddle shack.
- Lifejackets are to be hung on the hooks provided in the Paddle Shack.
- The Waterfront staff members must lock the kayaks into the rack using the cable & padlock provided. This will help to ensure that kayaks are not used without proper supervision. This will also safeguard against theft.

Canoeing

Equipment (minimum equipment required)

- 1 paddle per participant.
- 2-3 participants per canoe
- Required safety equipment for each boat (bailer, 15m buoyant heaving rope and emergency sounding device – whistle).
- 1 properly sized and zipped-up lifejacket per participant.

Usage Rules

- Use of the canoes is permitted only when a Waterfront staff member and a lifeguard (Bronze Cross or NLS) are present and the permission of the Waterfront Supervisor has been obtained.
- All participants (staff & campers) must wear a properly fitted personal floatation device (PFD). All PFD's must be zipped up.
- All staff & campers must demonstrate knowledge of basic strokes before being allowed on the water.
- Campers are to be instructed to stay close to shore, especially if the day is windy.
- All government regulations pertaining to Canoes will be followed at all times.

Setup

- Waterfront staff members should show up at least 20 minutes before 1st group is to arrive for the day in order to perform a safety inspection on all canoes, paddles & PFD's. This must include ensuring that each canoe has all of the safety equipment required by the Canadian Coast Guard.
- Pull out all needed boats and prepare paddles before the group arrives.

Close Down

- Campers and staff members who attend canoeing in the last session of the day need to help the Waterfront staff member return the canoes to the storage racks.
- Paddles are to be stored in the Paddle Shack.
- Lifejackets are to be hung on the hooks provided in the Paddle Shack.

Canoe Related Emergency

If a canoeing emergency occurs during a supervised waterfront activity the following procedure will be initiated:

1. If a person is found to be in trouble, the Waterfront Supervisor is to be notified **immediately**. They will blow 3 emergency whistles, and everyone will clear the water as quickly as possible. The closest lifeguard will provide immediate assistance to the troubled camper.
2. One counsellor will use the walkie-talkie to notify the director immediately and stay in contact with the director until the watercraft director is able to do so. Another counsellor will perform a head count of the campers on the beach and provide supervision and programming to the campers. All remaining staff will assist the watercraft director with the rescue.
3. Phase 2 to 4 of the Crisis Management Plan will then proceed (see Camp Kintail Crisis Management Plan).

ORCKA Courses

- A Camp Canoe Instructor is able to offer the courses they are permitted to teach. The Instructor signing the ORCKA certification card and/or another qualified ORCKA instructor must have seen the candidate pass all the test items listed in the ORCKA Canoeing

Program manual for that particular course. Maximum instructor to participant ratios for ORCKA Canoeing Program courses will be followed as outlined in the ORCKA Program Administration policy for canoe skills courses.

- Canadian-approved Personal Flotation Devices (PFD's) will be worn by all course participants and instructors at all times when on or near the water, i.e. paddling, scouting, practicing rescues, etc. All course participants and instructors must wear helmets when canoeing or swimming in moving water.

Manuals

Alert: Lifeguarding in Action

Water Safety Guidelines

(Both published by the L.S.S.)

Camp Kintail Crisis Management Plan

Paddle Boarding

Equipment (minimum equipment required)

- 1 paddle board per participant
- 1 paddle board paddle per participant
- 1 properly sized and zipped-up lifejacket per participant

Usage Rules

- Use of the paddle boards is permitted only when a Waterfront staff member and a lifeguard (Bronze Cross or NLS) are present and the permission of the Waterfront Supervisor has been obtained.
- All participants (staff & campers) must wear a properly fitted personal floatation device (PFD). All PFD's must be zipped up.

Setup

- The Watercraft staff member must unlock the cable that secures the Paddle Boards.
- Watercraft staff member should show up at least 20 minutes before 1st group is to arrive for the day in order to perform a safety inspection on all boards, paddles & PFD's. This includes insuring that each board has a plug.
- Pull out all needed boats and prepare paddles before the group arrives.

Close Down

- Campers and staff members who attend paddle boarding in the last session of the day need to help the Waterfront staff member dump the water out of all boards and return them to the storage racks in an stacked position.
- Paddles are to be stored in the paddle shack.
- Lifejackets are to be hung on the hooks provided in the Paddle Shack.

- The Waterfront staff member must lock the boards into the rack using the cable & padlock provided. This will help to ensure that boards are not used without proper supervision. This will also safeguard against theft.

Workplace Violence & Harassment Policy

Our Mission

Camp Kintail joyfully responds to God's call by providing Christian hospitality and programming by forming a community where people play, live, and grow in God's creation.

Policy Statement

Camp Kintail is committed to providing a safe, violence- and harassment-free workplace for all employees, volunteers, and guests, and to treat all our employees, volunteers, and guests with respect, dignity, and care.

Violence and harassment in the workplace are disruptive, hurtful, and can create a poisoned, hostile or dangerous work environment. Everyone in the workplace must be dedicated to preventing workplace violence and harassment. Camp Kintail is also committed to complying with all occupational health and safety, human rights, workplace conduct, and other applicable legislation.

Definitions

Workplace harassment is defined as engaging in a course of aggravating conduct directed at an employee or visitor of the workplace, which is obviously unwanted. This can include but is not limited to: swearing, name calling, extreme jealous behaviour, damaging property, labelling the victim in a derogatory way, bullying by using a power imbalance, displaying offensive pictures or materials, and acts of humiliation. Workplace harassment includes, but is not limited to: harassment because of race, ancestry, place of origin, colour, ethnic origin, sex, citizenship, creed, age, record of offences, sexuality, gender, marital status, family status, or disability.

Workplace harassment does not include the exercise of reasonable performance management or progressive discipline.

Sexual harassment is defined in the Camp Kintail Sexual Abuse and Sexual Harassment Policy.

Workplace violence is defined as an exercise or attempted exercise of physical violence against a worker or visitor to the workplace, or a credible threat of such violence. It can also be a statement or behaviour that is reasonable for a worker or visitor to interpret as a threat to

exercise physical force against the worker or visitor in a workplace, that could cause physical injury. This can include but is not limited to: hitting, blocking, shoving, choking, slapping, biting, pulling hair, threats of violence, and using a weapon.

Workplace is defined as any land, premise, location, or thing at, upon, in or near which a worker works. This includes the Camp Kintail site, Kintail on the Road locations, LIT trip routes, and any other place where Kintail employees, volunteers or guests are working. Abuse and/or harassment which occurs outside the workplace, but which has repercussions in the work environment, adversely affecting relationships, may also be defined as workplace abuse and/or harassment.

Reprisal is defined as any act of retaliation or negative consequence that occurs because a person has complained of or provided information about a possible incident of workplace violence or harassment in good faith. Reprisal is also intentionally pressuring a person to ignore or not report a possible incident or intentionally pressuring a person to misrepresent the truth or provide less than full cooperation with an investigation of a complaint. Reprisal includes making a false complaint or providing false information in the course of an investigation.

Workplace Parties' Responsibilities and Roles

The employer (Executive Director) must:

- Post a copy of this policy in the workplace.
- Ensure that violence and harassment measures are enacted and used if and when appropriate.
- Ensure compliance by all who have a relationship with Camp Kintail, such as contractors, physicians, etc.
- In consultation with the Joint Health and Safety Committee (JHSC), conduct regular risk assessment.
- In consultation with the JHSC, establish control measures.
- In consultation with the JHSC, establish and deliver training and education for all employees.
- Integrate safe behaviour into day-to-day operations.
- Develop a reporting process for incidents of workplace violence and harassment.
- Investigate all reports or threats of violence/harassment in a prompt, objective, and sensitive way.
- Report incidents of workplace violence and harassment within statutory time limits.
- Take corrective action, including appropriate response measures.
- Report any deaths or time-lost injuries to the Ministry of Labour, the local police (if required), the JHSC, and report the circumstances in writing within 48 hours with the details as prescribed by the *Occupational Health and Safety Act* and regulations.

Managers and Supervisors (Senior Staff) must:

- Stay current on the policy.

- Enforce worker compliance.
- Take an active role in threat detection.
- Assist with investigation into any workplace violence issues and report to the police as required. Assist with investigation into any harassment at work.
- Provide first-line assistance and debriefing as required.
- Make all statutorily required reports to all stakeholders, in conjunction with the employer and other stakeholders.

Employees (Camp Staff) must:

- Take all training programs as required in a timely manner.
- Learn and comply with all workplace violence and harassment policies and procedures.
- Report all violence or harassment incidents to a supervisor immediately. Complete any required incident reports immediately.
- Inform the JHSC about concerns regarding the potential for violence/harassment in the workplace.
- Contribute to risk assessments as requested.
- Be alert to surroundings and to potential risks of violence.
- Seek support and medical attention when confronted with violence or harassment.

Joint Health and Safety Committee must:

- Create and update this policy, in conjunction with the employer representatives and other stakeholders.
- Create and provide training for employees and other on-site personnel.
- Undertake at least one annual risk assessment of the workplace.
- Liaise with management, staff, and others to promote compliance with the policy, and threat detection and management.

Reporting and Investigation

- All on-site personnel must report violent or harassing incidents to a director or a supervisor immediately. These reports will be handled in a fair and thorough manner and will be taken seriously. Incidents may involve staff members, guests, parents, or campers.
- Employees may make these reports confidentially, with the understanding that any information in the report must be shared with any stakeholder involved in the investigation. Confidentiality will be maintained to the extent possible given the need to conduct a fair and thorough investigation and the obligation to disclose information as may be required by law.
- All employees and volunteers must cooperate fully in any investigation to determine whether a violation of this policy has occurred.
- If a complaint is against an Executive Director, then it is reported to the Convenor of the Camp Kintail Board.

Resolution

- Where appropriate and safe, employees can directly make known their concerns to the offender, as this may stop the offending behaviour.
- In emergency situations or as required, police will be informed.
- In other cases, employees and supervisors will meet with determine the appropriate actions needed for resolution. This may include termination, additional training, counselling, apology, demotion, suspension, prohibiting participation in Camp Kintail programs and site (either for a certain period of time or indefinitely), or other actions appropriate in the circumstances.
- The outcome of the investigation will be reported to the complainant and the individual that is the subject of the complaint.

No Reprisal

Workplace violence and harassment are serious matters. This Policy prohibits reprisals against employees and volunteers who have made good faith complaints or provided information to Camp Kintail in good faith regarding a complaint or incident of workplace violence or harassment. Employees or volunteers who engage in reprisals or threats of reprisals will be considered in violation of this Policy.

Water Testing Policies and Procedures

Testing for, and maintaining, appropriate chlorine residual in primary distribution (pump house) and secondary distribution (Lodge, Feathers, Lower Camp) samples

Primary distribution (Pumphouse) :

Camp Kintail chlorine residual levels are checked daily in the pump house by a staff member who has successfully completed the Small Drinking Water Systems Operators Training Course.

The tap is run for 1 minute and a 10mL sample is taken and tested using a colorimeter.

Camp Kintail has a minimum acceptable reading of 0.33mg/L based on maximum flow rate of the pump. The Engineering report has suggested a minimum operating level of 0.5mg/L.

- **The Camp Kintail minimum operational level will be 0.7mg/L to allow for sufficient time to correct a downward trend in readings before they reach 0.5mg/L or 0.33mg/L.**

Any two readings in a row that are trending downwards toward 0.7mg/L will be considered a downward trend and corrective action will be taken.

- The corrective action is to turn the chlorinator pump flow rate up by 0.25 – 0.5.
- Camp Kintail will aim to keep the chlorine residual levels in the pump house between 0.7mg/L and 1.4mg/L at all times and adjust the chlorinator pump flow rate as needed to maintain readings within this range

Secondary Distribution (Lodge, Feathers, Lower Camp: 0.5, 0.05

Camp Kintail chlorine residual levels are checked daily at a secondary distribution location by a staff member who has successfully completed the Small Drinking Water Systems Operators Training Course.

The tap is run for 1 minute and a 10mL sample is taken and tested using a colorimeter.

Camp Kintail has a minimum acceptable reading of 0.05mg/L in the distribution.

- **The Camp Kintail operational minimum level will be 0.5mg/L to allow for sufficient time to correct a downward trend in readings before they reach 0.05mg/L.**

Any two readings in a row that are trending downwards toward 0.5mg/L will be considered a downward trend and corrective action will be taken.

- The corrective action is to turn the chlorinator pump flow rate up by 0.25 – 0.5.

- Camp Kintail will aim to keep the chlorine residual levels at the distribution sample sites between 0.5mg/L and 0.8mg/L at all times and adjust the chlorinator pump flow rate as needed to maintain readings within this range

Reporting of Adverse Test Results with respect to low free chlorine residual:

Any residual chlorine reading below 0.33mg/L in the primary distribution and/or 0.05mg/L in the secondary distribution will be reported by calling:

- Huron Perth Public Health Unit 1-519-482-3416 x 2011 (*Oleksandra*)
- Ministry of the Environment and Climate Change, Spills Action Centre Toll-free: 1-800-268-6060 or 416-325-3000
- Complete form 'Notice of Adverse Test Results and Issue Resolution (Schedule 16)' section 2A and 2B and send to MOECC,
- Complete required corrective actions:
 - Resample and Test
 - Disinfection Restored/Increased
 - Mains/Pipes Flushed
 - Signs Posted
 - Users Advised to Boil Water / Seek Alternate Source