

Staff Debrief

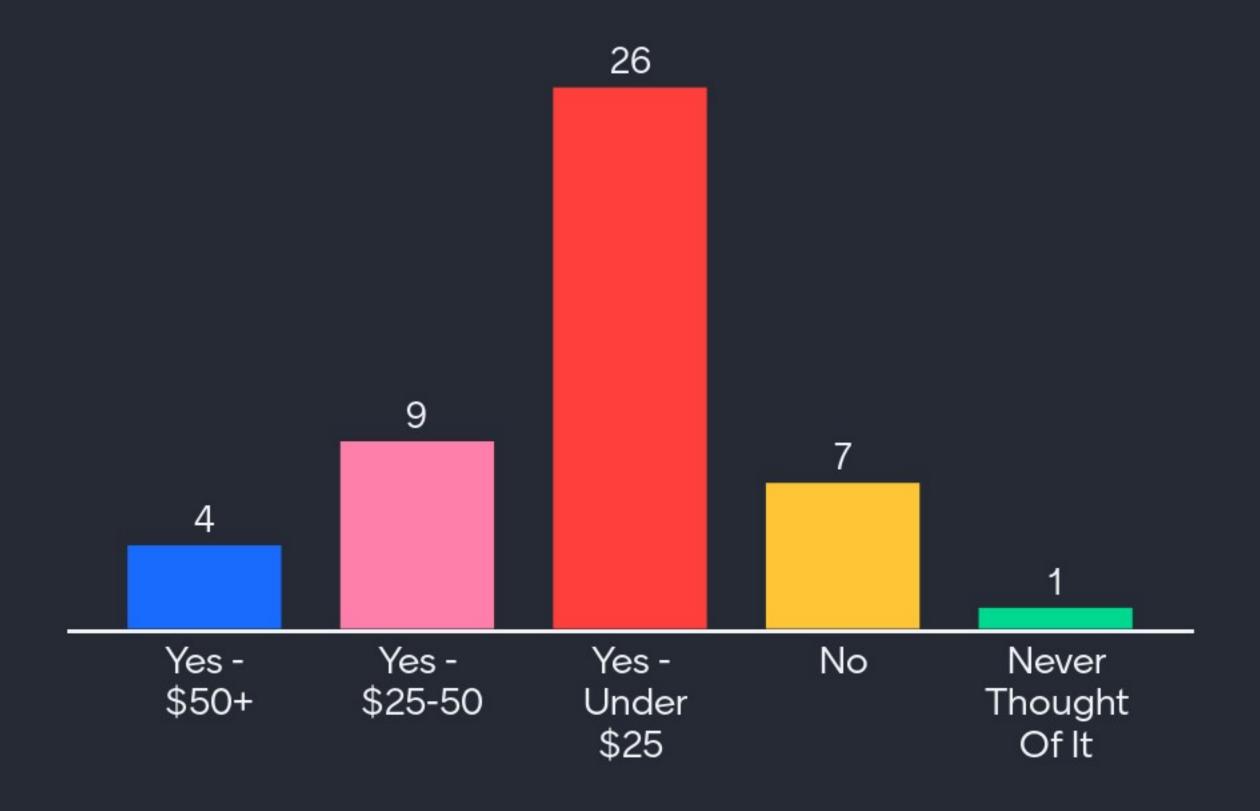
Summer 2023 Debrief Series
The Summer Camp Society

Instructions





Warm Up: Did you do a staff gift this summer?







\$70	\$100	All staff are volunteers! \$0/hr
70	\$115	\$70 ish
Volunteers	80	\$63





\$36/day overnight camp staff,
\$108/day day camp staff

\$120 a day

\$75

\$0 - all volunteer

70

Counselors - \$105-\$112Group Leaders - \$115-\$120 \$100

100

Hourly \$15 per hour





\$120 - \$15/hr with an 8 hour day	\$31	\$15-20 depending on which camp
125	65	120
\$80	\$70	\$65ish





85	\$13.50	50
\$150/day	58.33	0 volunteer camp
\$11 start/camp counselor, \$15/head counselor \$.50 raise each year	50	\$135





\$70ish - educational award and stipend	Dependent on agency rate but \$14-\$35	staff are full time throughout the year so they have their regular salary
85	All volunteer	\$120 Day Camp
\$13-\$16/hour, or \$117-\$144 per day	30-50/ day	50-70?





\$90 / day \$13 / hr

106/127

Due to agency funding counselor pay is salaried, so I am unsure what the daily rate would be

\$60





65	\$100	80
\$125	150	\$75-\$80
\$135-\$140 per day.	76ish	135



100	\$43	staff are year-long salaried
100	\$125	\$80
82	\$15/hr head day camp counselor	\$75





Salaried	
Day Camp - 130 - 150 a day	

50-65

No leadership staff-ours are the salaried/year round.

\$130-\$150

All volunteer

No Leadership Staff

\$175

\$75-\$80





100	No leadership staff	\$160/day
175	\$150ish	I'm the leadership!
100	\$172.50/day for staff that is part time, most leadership staff are full time salaried.	85ish





Same as	staff or vo	lunteer

\$40-\$75

Also all volunteer - \$0

250-350/ wk

75

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We pay teachers an increased rate of \$144 a day and then leadership level staff make \$165 a day

175

\$19/ hour Day Camp Range of \$18.75-\$21.50 \$115/day day camp





Ice cream truck!

All staff (not just leadership) can have their child attend camp while they work there for free

Nightly activities (ice cream!), gathering events in the off season

Wellness days

Staff lunch once a week

certifications included: Lifeguard, WFR, WFA

None (day camp)

Free membership to our facilities. Multiple dinners. lce cream truck!

Pool passes free to family (day camp)





2 staff only spaces

End of summer bonus Small staff appreciation gifts weekly End of summer gift

Special mtg Wednesday with ice cream truckTicket TuesdayWacky wheel of Wednesday Staff Overday

CSA staff share (we are a garden based camp), healthcare benefits

We do not do enough!!

Every 2 weeks we have a staff social

Rental vans available

Thursday surprise treats from leadership team

Falafel dinner during last week





\$200 referral bonus, mid summer staff competition, certs, family discount

They can ride the bus (transportation)

Bike and boat. Trips to Philly/NYC. Family dinners. Sports games nothing

Activities provided/offered for night off

Rides off site to local train/beach/etc

None:(

None

Volunteers have a 4 hour break during week of camp. We have a separate cabin with self care items, food, drinks etc





Order Pizza 1 night a week

Staff baseball trip during staff training

Coffee bar

Bagel Thursdays, 5 comp tickets to the zoo for family, Staff night at our high ropes course

Weekly pick me ups. Outside food, ice cream party. Certifications,

Drive to and from local transport hubs (if signed up ahead of time)

staff get camper discounts, full or partial depending on employment contract term

Membership to therapy app

Organizational Membership-good statewide. Staff discounts in camp stores,





I give all my staff a personalized backpack, and we cater all of their training dates.

Mid/end of summer bonuses, week off in middle of camp

Certifications for free. CPR/Lifeguard/Archery/etc

Do 140 volunteer hours count?

Huge custom by-request snack stash in the break room

Internship options for universities

Nothing, not acceptable

Day trips on weekends

Free Y membership, tickets to local aquarium, gift cards from local businesses





Day Camp: Free themed lunch each week Staff kids can come for free Free trainings (lifeguard / archery)

Wednesday night staff snacks delivered to the cabin, free y membership for the year, free camp for your kids, end of summer bonus for working the whole summer

Pay for room and lodging during orientation (which is separate from the week of camp)

End of summer party

staff only dorm building and break room area, appreciation ice cream and beverages restock in the fridge,

Summer season bonuses, staff lounges, special snack/food items

Staff lounge with snacks provided

Uber eats

Certifications in archery, lifeguard, and hatchet throwing





Special daily late night snack (eg: wing night, homemade pizza, etc.), provide full-time childcare for any adult staff member

Staff parties, subsidy for cultural trip to Jersey Shore

End of season "Prom" with catered meal and entertainment

Winter party

We pay for whatever certs - CPR, lifeguard, etc

gift cards to local coffee shop, other little gifts

Certificates that can count for internships, plus CPR and or Lifeguarding

pizza twice a season and an Ice Cream Social with local dairy

Off season development opportunities





Comp tickets for local concerts, family camp costs incentives & waterfront access with floats, paddle boards, etc, when they have down time/days off

We basically made our hiring goals

Phones

Nothing

People came back, want to return

Attendance

Staff being invested in the campers first, not their peers

New friendships

Love weekly staff lunch





We're still in the process of collecting feedback



people want to come back!	Our staff felt supported!	Staff me
Staff want to come back	Older staff returning	My3ren
Everyone stayed as long as they said they would	Nobody quitting mid summer	Fewerp

Staff meal off every week

My 3 remaining leadership staff, when we started with 7

ewer phones out





So many returning staff, new staff based on referrals from returning

They cared! About the kids, the mission, the job

They thanked me

People felt heard more at Day Camp

More engagement (they wanted to spend time with kids) they wanted to play

I didn't have to fire anyone and was mostly filled for staff

Staff who didn't like us apologizing for their behavior and they said they felt supported and wanted to return.

Only one dismissal compared to previous years!

Great honest feedback in our post-season survey





Won over some longtime staff that did not like me in 2022!

Staff being invested in campers first, not their friends

Easier to hire/find staff this summer. We could actually be picky and not take anyone with a pulse.

Meeting our staffing goal!

Staff felt supported

Half summer staff deciding to stay on

They ROCKED all of the medical emergencies we had

Strengthened connection between day - overnight staff

Solving staff problems on their own/reaching out to senior staff to help them figure out how to navigate the relationships





Staff felt the most supported this summer then they have in years 80% satisfaction rate

Hiring high school aged staff who were so responsible and enthusiastic!

most staff really connected during staff training and worked well together

had fun, made friends

Many more of them really cared about the kids this year.

Returning volunteer numbers were high and new volunteers felt connected.

Still 80% returning staff. And 10 Assistant (junior) counselors who were CIT's the previous year.

We had 4 returners from last year and have 4 that want to stay on in year round roles.

Wanting to return next year





They managed to do the thing with a predominantly new staff

They really supported our LITs

We did some SWEET staff morale support during staff training and there was so much buy in

More community with staff

Saw some growth from their start to finish for some.

Nobody quit during staff training 😅

Medical emergencies handled exactly like we practiced!

Fully staffed-able to give staff weeks off when they needed it

We had LIT's from last summer join our staff teamMany staff who had limited weeks added more on





No lives lost & none created

Our training was way better this year!

Phone use

Culture shift made a difference! People felt heard

They created their own social events unprompted

Friendships

successful onboarding of 7 former campers on to staff team!

Burnout

Resilience





quitting mid summer, mental/emotional health support

Last minute schedule issues

Not knowing how to support eachother across departments-only really doing what was exactly in their job descriptions

camp cook drama

Not enough time to meet with them all as much as they wanted

Lots of staff returning

Doing easy thing vs the right thing

So so so much hand holding

lack of initiative and problemsolving/critical thinking





Working for the whole summer was too much for a lot of them (day camp) even five weeks was too much





recruitment	Mental health	Firing staff
Burn out	Communication about missing days	1 left 2 days into training, we've never had that happen before
Call Outs	Keeping them off their phones.	
		Motivation/initiative (lack of)





Very low intrinsic motivation

Not following medical protocols

Interpersonal drama and balancing personalities

The steep learning curve

Coaching Basic Skills

Co-leadership staff issues

Director quit partway through the summer for the 2nd year in a row!

They're stuck in the old ways because "that's how camp has always run".

Staff recruitment





Mitigating burn out

Frustrations managing camper behaviors which caused a really big last two week slump

Phone use

Staffers trying to "white knuckle" through tough stuff, no one wanted to be the one who "couldn't do it"

Cross-staff conflicts

Keeping up staff morale and responding to "demands" Equestrian staff quitting week 1, leaving me in the barn

Phones

Drama!!!





Putting phones away & engaging

Pre-existing friendship problems

initial buy in

Burnout

a small number of staff were REALLY upset at leadership but we never really got to understand why.

hostile to me as a new director, open negativity and disrespect leading to insubordination.

Veteran counselors thinking they know better and don't have to follow policies

Work life balance with a new baby

Staff not sticking it out the whole summer





Peer conflict in small camp

Staff were entitled. Came to camp with the "what can camp do for me" mentality not "what can I do for camp"

Staff Call outs (Day Camp)

Having them recognize time and place for balancing having fun and doing their job

Finding domestic staff

Phones

Group texts created by admin staff that they told all confidential information to all staff. Burnout.

We had to let / ask someone to leave 1 and 1/2 weeks into training who had been long time camper/LIT

End of summer slump was tough this year





Not turning in time off requests	
Take out the trash—we have bears!!	
Vaping	

staff not connecting with students or having their own cliques

no returning staff

Not being able to verbalize boundaries and this compounding into a huge issue

Staff needing time off for various reasons.

failure to report

Small avalanche of egregious choice making and





Off time

Poor attitudes with returning staff

Mental health lack of coping mechanisms in place

Influence of former staff on current camp culture

Our parent organization has disorganization in its hr department which caused a lot of drama

Not adhering to camp policies when it came to our smoking policies...basically vaping everywhere but the designated area

We had one staff member that had a high level of unrealized social privledge and often made other staff members uncomfortable.

Then running their own groups rather than just leadership

First time I dismissed someone!





Not enough staff

mental health and feeling camp should stop altogether in order to accommodate. a few instances of weed use.

Gossip and rumor spreading

Getting comfortable with changes to camp programs

Phone usage and staff making unsafe life choices

They struggled to make their own adult decisions

New assistant director willing but no experience so hard to train

Motivation in the midsummer slump

lack of resilience - overly critical - big anxiety, lots of complaints





Struggling with what to do when campers gave even slight push back

Lack of initiative

Not knowing how to support across departmentsonly really doing what was exactly in their job descriptions Vaping

Learning how to work with children on the spectrum with the goal of keeping them in camp if possible.

Gossiping

Staff thinking/ getting mad at leadership when they did not create the magic. It's also their job. We can't do it all.

Lack of leadership support in my call for support for staff

learning how to supervise staff on the spectrum





Younger returning staff being snotty toward older, first year staff

Lack of in person board support for myself and the staff

Staff finding me to tell me what my kid did

Skipping "hard" jobs

Needing to get involved in interpersonal issues with staff





"This person is too strict and doesn't trust us"	Really appreciated our leadership team this summer	Our living accommodations are too crowded
Loved staff training.	They want MORE training	thought I should be "out in the community" more, thought I should spend more time with campers
Great interview process!	I was not present enough but for "good reasons"	They were there for themselves more than the kids





Camp	was a	life c	hanging	experience

Leadership staff did not explain my new role at camp

Time off wasn't restful enough

"You were a true mentor"

Intern and staff both loved camp and said it was intense/exhausting

Things are growing and it's going in a direction they like

Learning new Behavioral Guidance skills.

more training that includes mock camp scenarios

Very minimal; a lot of whining about how "hard" their jobs are





I will only come back if you are here

Want more training

Not getting enough time off (they had the most off this year)

Staff really wanted to know what's going on when it's not their job to know (being nosey)

need a better staff "break room"

Don't love our host site

They wanted more support (off time, mental health)

More fun than expected

Camper behaviours and mental health issues were challeng for them





Need more staff		

Leadership wanting more specific and focused training

This is the first year we did any feedback. Not much came back.

Need clearer communication about rules and regulations

New on boarding process-Good

"We didn't have enough time to learn how to teach the academics or how to manage behacviors"

great, thorough training

Didn't think training was necessary, then complained they didn't know how to deal with situations...

Loved the ending of camp. Life changing. Time off longer. They felt burnout but never said anything.





Wanted more training -- but it's hard when they don't commit until right before or cancel night before

Staff feel the need to know every detail as to why you have an expectation for their working duties.

More down time without phones

Felt there was a disconnect between leadership and leadership styles

People felt supported but always always want more communication

Not being in the moment realizing afterwards

more breaks

Felt prepared and well trained

Really liked working with the kids





Loved working with the kids but it was more exhausting than they anticipated.

Too many kids and too chaotic

Connecting with the staff community and Nature

Not feeling supported by our leadership staff in terms of empathy when they were feeling overwhelmed, didn't feel their supervisors were empathetic since they have been there did that

Said I was a great first boss!

more support for staff that unexpectedly need to change roles mid-summer

Appreciated scheduled time off

Returners would return only if they are not directly supervised by ED

Staff loved each other and the admins, for the most part





Not as scary as expected
Such mixed feedback, and really depended on the campers they were working with. Many felt understaffed.
Made great connections with other staff

Needing a pay raise

Lack of fairness in accountability

overprogrammed

need more staff

Also had great feedback on what types of training they'd like to see next year!

Staff wanted more practical skills training especially for behaviour management.





Made close and new friends

Didn't feel like they were kept in the loop about the "why" behind decisions

Pay is a barrier for future

Onboarding and paperwork sucks

we allow staff who are not doing their jobs to stay on/don't fire them right awayreally need more time off (shifts are 7.5 hrs/6 days)

Wanted a stricter schedule

Staff expected to see me 24/7. They don't understand that theirs 100s of kids to deal with.

tired, overworked

Hot and long days





Too many kids who are defiant, didn't know how to cope	Communication	Need more training on behavior management
Get the camp magic at campfires	Would return if more money offered	They wanted me to be more of their friend and not their
		boss.
Camp felt like "family"	They want more than an hour off during the day which is our standard.	higher pay





some folks loved staff training, others said it was the worst (of course)

"Thanks for gentle parenting us"

We're still in the process of collecting it

Goof support for mental health

Not enough training due to school schedules

Expected 40 hours with breaks. Expected hourly pay type of work

Wanted more training for staff coming in partway through the summer

Too many kids at camp. Even when it's the same number per group as it's always been and it didn't make extra work for any one person.

Enjoyed training





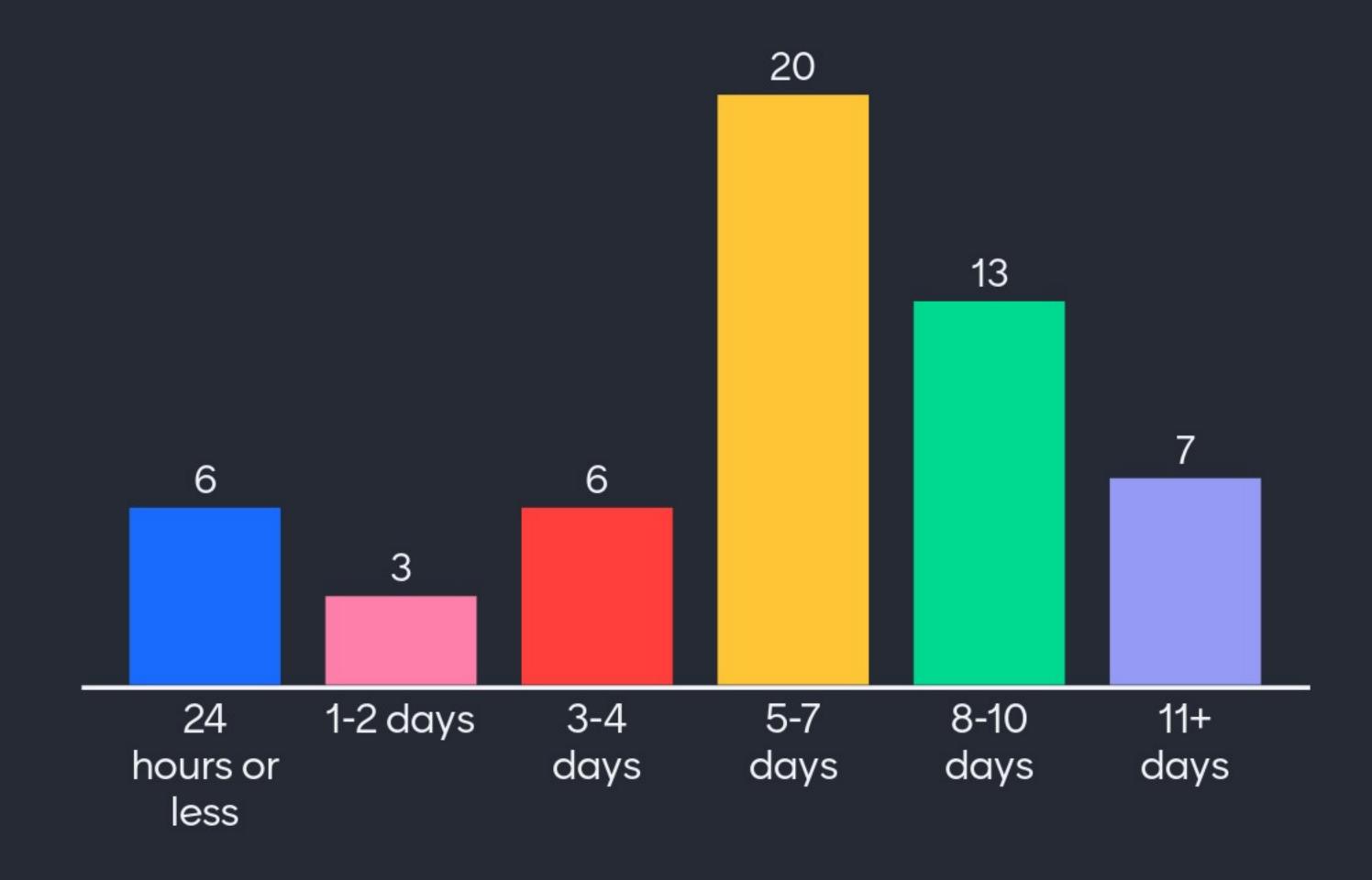
staff feel like our camp is their home

Staff were fed up of the camp food menu = (and I feel it too)

Not prepared to "deal with parents"

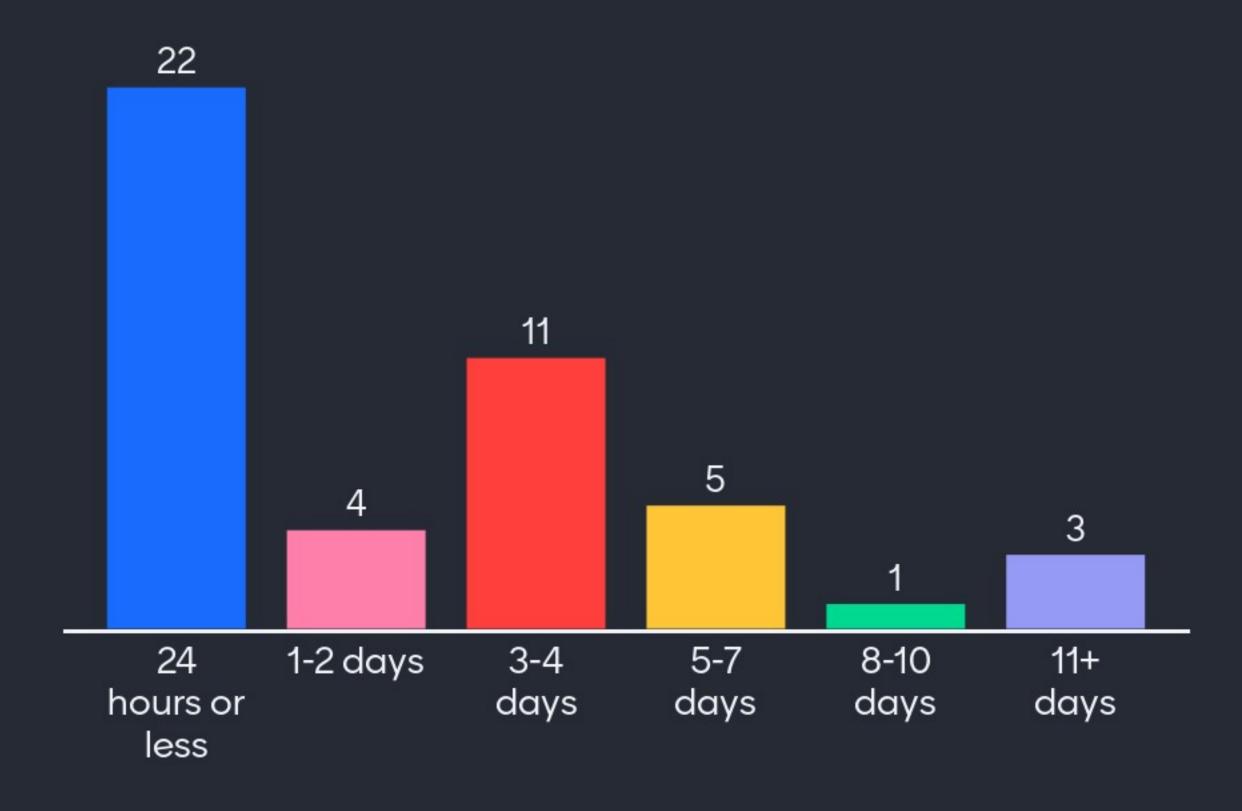


How long was your staff training?





How long was your LEADERSHIP staff training?





Discussion Time

Navigate to our website to find Discussion Questions for your group.

Make a copy of the questions, and take notes.

Share the notes with Allison: allison@thesummercampsociety.com.





Dealing with bullies.

DEI

Supporting neurodivergent campers - fortunately we had a board member who is an expert!

How to handle the conversation around food in a constructive and safe way

transgender topics as single-gender camp

behavior management is always hard - requires so many soft skills and social-emotional awareness and staff struggle these days with that Child abuse prevention - alwaysDEI- recently

conflict management

Restorative justice





Mental health first aid. Even with the certification I was not prepared for the amount of staff that had to walk out mid-training

Camper mental health

Gender Inclusion

Consequences of rule breaking

Sexual Harassment training that is understandable for people whose first language isn't English

Very basic stuff about what a job involves.

DEI - racial issues popped up that I (white) feel unprepared to speak to

Behavior management. Never feel like the situations feel real enough and don't help

hard conversations with campers like suicide, abuse, etc





Had a few VERY vocal people against our inviting transplaining to present at orientation	Time keeping when mine is so crap	our GS council cookie cutter "tricky topics"
How to do DEI without "triggering" people	"girl drama" as a male at girls camp	MESH tools to train counselors in for their campers
Staff mental health and how to cope	Neurodivergent camper behavior	Behavior management





Behavior management.	Mh care for campers	somatic illness
completely unaware of such immense need for cultural	under 18 year old staff versus over 18 yo staff	Neurodivergent campers
awareness, drug use prevention, mental health training		
LGBTQ+. Mental health. Incident reporting. Difficult	Providing support for folks who have English as a second language	Staff relationships/conflict resolution
behaviors and how to manage		





Partnering with campers	Staff cultural expectations in the USA. It's hard to facilitate that understanding.	How to separate sexuality/LGBTQ from sexual topics. What is okay to talk about and how.
How to teach kids about pronouns	Mental health	What is ok to talk about at camp
When to report versus what can you handle alone	de-escalation strategies	How much time off everyone gives off
	de escalation strategies	riow mach time on everyone gives on





how to include and work with neurodivergent campers

More supervisory level training

Supporting BIPOC campers, understanding historical/statistical realities and understanding tendency to over-under police them as a remote learning tool. To give basics *before* folks arrive at camp.

Lifeguarding, RTE, ropes course training

Teaching new leadership staff re: feedback and performance management





Resources I can directly share with them
More restorative justice stuff I can share with my staff!!!
DIY trainings on behavior and group management

All the things!:)

how to handle hostility, negativity and sabotage by staff as a new director

Articles, videos, blogs etc

Behavior management situations to role play

Take and use trainings Camper behavior management for post Covid kids

Neurodivergent campers





Blogs

How to handle staff mob mentality

how do we get them to buy in

Team building Fun factors to keep returners engaged

Your training sessions we sampled were great. I find the variety useful. Would love more behaviour management roleplay

Staff behavior management

printable resources that I can provide them to reference throughout the session

Decentering capitalist structures when considering employment and what we are instilling in young counselors

How to have challenging conversations with kids, parents, peers





Training sessions around how counsellors can support camper mental health without absobing it all

Director training for understanding how to supervise staff that are Neurodivergent

How much time off everyone give staff

Trans education and inclusion

How to make the boring stuff (policy and procedures) fun

How to teach them self-care that's applicable at camp

more brainstorming with other camp directors dealing w/ specific issues matched with a mentor who has ideas, strategies, and experience with success. group mentoring session!

How to turn boring topics into fun activities!

All these!!!





Lgbtq+ info and how to support resources

Accountability and Responsibility in terms of adulthood

Training session or add ins to help develop and demonstrate and empower problem solving

Helping them understand that THEY CAN BE UNCOMFY AND DO HARD THINGS!

videos to show at staff training that cover common issues

Love listening to podcasts on anything as they typically give me some nugget of gold

Workshops for building/refreshing handbook

how to get overnight camp staff more breaks during the day

Supporting BIPOC campers and understanding tendency to over-under police them. To give basics *before* folks arrive at camp.





How to make the onboarding process easier and help staff feel more comfortable and excited!

How to train in segments through the summer

Mid-summer PD (outside of Staff Training)

Higher level trainings for supervisors

counselor specific podcast episodes - like tips and tricks for frontline staff

providing feedback and building relationships with staff

pre-camp trainings to share with them - especially for leadership staff

How to keep leadership staff from rescuing and micromanaging

Teaching new leaders on giving feedback/performance management





Archery

Trauma informed care training

First aid/CPR, archery, lifeguard, hatchet throwing, mental health first aid

WSI certification, OSHA 30 for maintenance staff

none

CPR, water safety, ACCT level 1, archery certs, serve safe cert, lifegaurd training





Lifeguard, RTE, Public Vessel Operator	Lifeguarding	Lifeguarding, Wilderness First Aid, Wilderness First Aid, Archery
Currently none (also don't have a need for certifications at this time)	first aid, CPR	mental health first aid
CPR/first aid	N/A :(Youth Mental Health Frist Aid





CPR/FA, LG, Ropes
Archery
Wilderness, first aid & CPR

1st aid and CPR we pay for that and offer it before camp and once in the first week

Lifeguarding, first aid/cpr

Lifeguard, cpr, WFA

lifeguarding, ropes, archery, boating, canoe, sailing, small craft

Lifeguarding

Only specific staff receive lifeguard and ropes

training





sensory sensitivities

High ropes PMT First aid/CPR

wilderness first responder We do not offer certifications at camp but will pay if hired

Camp leads - First aid/CPR training, all staff - Kulture City training on working with guests with Lifeguard, cpr, WSI

First aid/CPR

CPR/First Aid, Bloodborne Pathogens, Lifeguard

Lifeguard, cpr, WSI





Lifeguard, archery, waterfront, high ropes, zip line, climbing wall.

camp mental health

Lifeguard, archery, and ropes all done in house.
Lifeguards receive American red cross
certification

First aid. Managing aggressive behavior

wsi for waterfront coordinator

Cpr/first aid. Although thinking about bringing in house

Next year - CPI

CPR/First Aid, Lifeguard, Archery, canoeing, air rifle, hatchets, belay

Lifeguarding, RTE, ropes course training





waterfront lifeguarding, archery, ropes, first aid, wilderness first aid

LG, ACCT Level 1, USA Archery Level 1, CPR/FA, Food Handler, Water Safety

"Care specialist" level 1 and 2

Currently - fa/cpr/aed, archery (specialists), lifeguard (specialists), boating (specialists)

We do WHMIS, AODA certs at camp

Lifeguard, WSI,

Alternate in different years but: Lifeguarding, Wilderness First Aid, CPR, Canoeing Mental Health, Justice/Equity/Diversity/Inclusion.

LGI, Archery, WSI, ACCT level 1, riflery,





Thank You!

Next week:

Staff: Successes, Challenges, and More

September 20 at 2pm ET

Same link!

