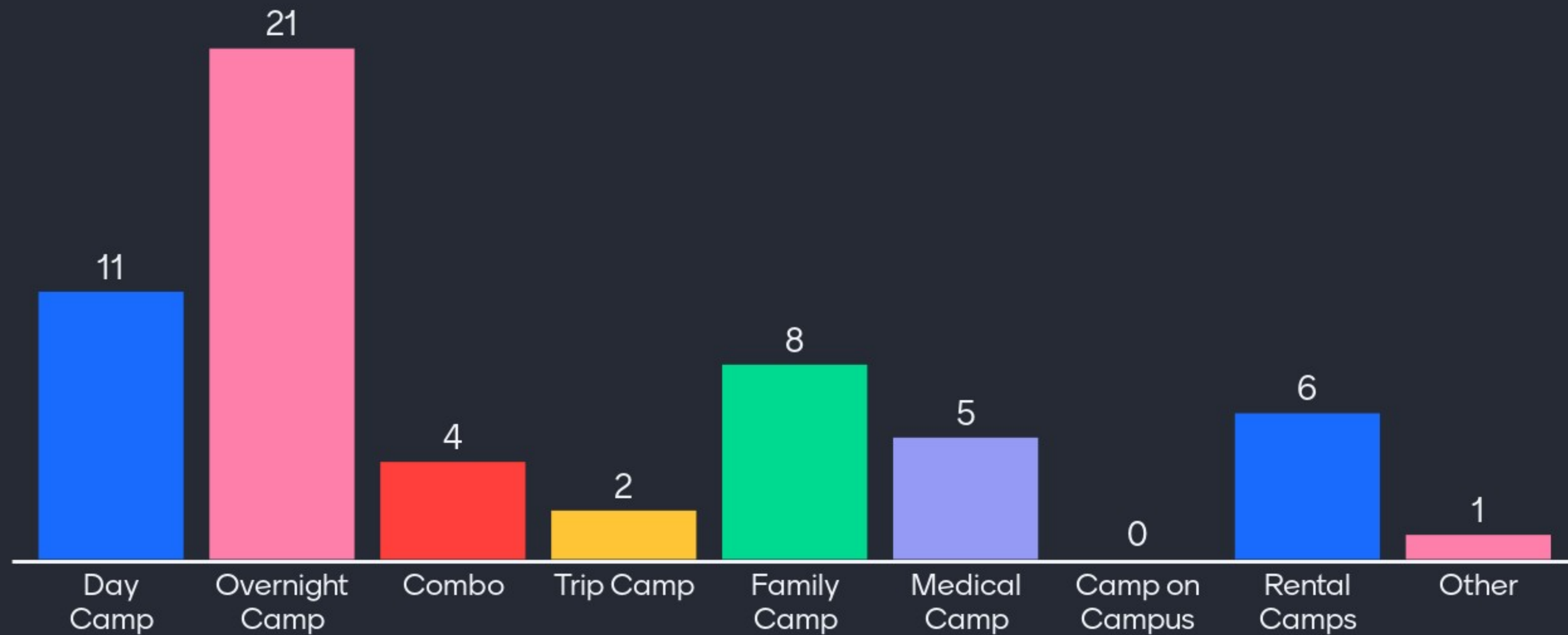


# Operations & Program Debrief

Summer 2023 Debrief Series  
The Summer Camp Society

# Instructions

# Warm Up: What type of camps do you have?



# For those who serve meals, what was your average cost per person per meal?

21 responses

\$7	\$4.50	?
\$2.80	4.50	\$3.00
\$5.85	?	?

# For those who serve meals, what was your average cost per person per meal?

21 responses

\$3.30	9.00	3.88
\$11	9	3.00
?	+/- \$5	\$3

For those who serve meals, what was your average cost per person per meal?

21 responses

I don't know

Tummy aches

no meals



# For those with health centers, what were some of the common challenges your health center faced?

68 responses

Organization in the health center

?

Missing home

Dehydration and home sick

Anxiety

difficulty sleeping

Mental health

Kids touching a cactus out of curiosity

Organization

# For those with health centers, what were some of the common challenges your health center faced?

68 responses

Health Coordinator quit mid summer

Pink eye and strep throat

Bug bites

Mental Health!!

Heat exhaustion, over the counter meds

Bug bites

Staffing it. What is the rate needed to attract qualified staff.

Anxiety,homesickness

Stomach issues (anxiety mostly)



# For those with health centers, what were some of the common challenges your health center faced?

68 responses

Over heating

Documentation and understand scope of practice

Bloody nose - sunscreen in eyes

Staffing certified workers. Wasp and bee stings.  
Mental health.

Survivors guilt (medical camp)

Mice (living in the health center)

Headaches and fatigue

Bee stings

Bottleneck during med times. Loads of kids coming at once and just making everything late

# For those with health centers, what were some of the common challenges your health center faced?

68 responses

bike accidents

Anxiety/Ticks/Home sickness

Hand foot and mouth

Keeping stocked. Had lots of issues with finding the medication we needed available in bulk

no support staff (ex. student nurses hard to find!)

dehydration and sunburns

Mental health

Staff not feeling comfortable administering fa even after being trained

Pink eye

# For those with health centers, what were some of the common challenges your health center faced?

68 responses

Finding nurses

staff panic attacks, anxiety, period cramps, feeling sick so they didn't have to work

Stomach bug mid summer :( , Suicidal ideations/anxiety, rotation of volunteer nursing staff week to week

UTIs

bee/wasp stings

impetigo

no health center

Mental Health Crisis

Sick call hours





# For those with health centers, what were some of the common challenges your health center faced?

68 responses

bug bites, OTC meds

Allergies

Anxiety

anxiety

Vomiting (dehydration, homesickness probably)

kiddos having allergies and behavior related to mental health

Bacarcting

finding a full time nurse

Pre-existing chronic health flare ups

# For those with health centers, what were some of the common challenges your health center faced?

68 responses

Disorganization!

We are a host camp. All of our groups bring in their own health professionals and we see a lot of over consumption and misuse of supplies

Breathing air quality

Tanks

stuffed animals

SNACKS!

Crewneck sweatshirts and Flopsies!

Nalgens

Sorbets



# For those with health centers, what were some of the common challenges your health center faced?

68 responses

tie dye sweatshirts, Bubblrs for staff

Pop its with camp logo

Hacky Sacks

stickers. all the stickers

Challenges: didn't have a food service director for first half of summer

# For those with camp stores, what were your most popular items

34 responses

Plush!

Stuffed animals

Socks

hats and hoodies

N/a

Stuffed animals, stickers, bucket hats

crossbody bag

squishmallows

Putty

# For those with camp stores, what were your most popular items

34 responses

Stickers

Keychains

no store

Crewnecks. Plush stuffies. Water bottles

Stickers

small fidgets

Stickers

Sweatshirts

bucket hats

# For those with camp stores, what were your most popular items

34 responses

Fanny pack

no store due to no inventory (too much \$\$\$)  
campers constantly asking for one though!

Stuffed animals, jewelry

Hoodies & Shirts. Hats, blankets, stuffies,  
pillow cases, pop-it fidgets...

T's, hats, hoodies

T's, hats, hoodies

out t-shirts that just had our logo on it, and  
our beaded lizard hoodies, hats, water  
bottles, and stickers.

Sweatshirt, trucker hats, crossbody bags,  
insulated cups

teddy bears, bucket hats, water bottles,  
croc charms



# For those with camp stores, what were your most popular items

34 responses

Rubix cube

White camp logo tshirts for tie dye

Tanks

Pride shirts

win - transportation manager helped with pick up/drop off of laundry

challenge - lost laundry, scheduling mix ups with timing and groups going out of camp/coming back missing laundry day

Wins—Collaboration with leadership and program , all camper showed



# What were big operational wins & operational challenges this summer?

33 responses

Running out of food

finding a laundry service - challenge

Lost laundry so much!

Massive water leak (think like \$60000)

Win - CIT program smoother

Tracking inventory - big challenge

Laundry. As a partner camp groups will rent 200+ sets of bedding and the turnover is overwhelming

Challenges - maintenance department staffing

W: Renting camp and super organized on the packing the uhaul duct tape color coordinated

# What were big operational wins & operational challenges this summer?

33 responses

Win- built 3 new tent platforms for our Lit and Outdoor skills area

Challenge- staff quitting Win- how the rest of the team stepped up

Wins - getting wilderness trips in and out of camp relatively smoothly  
Challenge - keeping everyone fed with no working dining hall and 1 cook

Renting a new site and not having working plumbing for the first 48 hours

pick up/drop off line was good but also got negative feedback so it was a confusing mixed bag and keeping up with gear maintenance

win: restructuring checkin day so we could start the campfire by 8:00pm instead of 9:00pm

Challenge- Having the staff (and myself) having the energy to pack up camp into the Uhaul and unload at storage.

Creating boundaries with counselors

Win- Camp store and inventory  
Challenge- Maintenance and upkeep of the facilities

# What were big operational wins & operational challenges this summer?

33 responses

Win - Laundry service

Win Keeping equine boarders happy after all barn staff quit

wins - relationships with rental groups

Win: Everyone survived Challenge: camp not on the same page as the association AT ALL

Win-air horn for code grey/lightning Operational challenges- millipede invasion at camp

Registration is stressful for families due to capacity

Hard: Food Service with COVID, hard time finding nurses Good: Drop off procedures,

win: camper behaviors were better this summer; social work team excellent Challenges: camper no show rate; still bullying and racial issue to address; loss of clothing or not claiming clothing

Arrivals



# What were big operational wins & operational challenges this summer?

33 responses

Win: camp store and registration went off without a hitch.

Challenge: mailing back lost items and medication

challenge - scheduling and missing laundry days

wins: theme days challenge: parents

Win—More free choice to replace rotations to activities

Specialists challenged with figuring out how to create activities for various age groups and implementing their plans -

# What were big program wins & challenges this summer?

45 responses

LIT program - Went better but has growth room

Win: horse program back for the first time in ages!!!!

Challenge - No program coordinator this summer.

Letting seasonal staff run with their weird program ideas!

less choice = more structure

Challenge: choice time

Challenge - not prepared with new programs

Staff and morning meeting went well (shorter time!)

Corcls (circular kayak-type boats) were a HUGE hit. We're buying more for next summer



# What were big program wins & challenges this summer?

45 responses

win - return of international ELL program, challenge - program specialist staffing

Win-brought back Teen Dimensions in evenings

Moved to more camper freedom with their schedule. I would say 80% loved it.

Archery Tag! New archery physical adaptations for the range and tag which meant EVERYONE could play!

Had grant funding to offer great special presentations!

Campers choice gave us an opportunity to schedule counselor breaks. We had longer activity periods

Overall very challenging...fighting with "old school" programming, so very "tired" programs; WAY too much sitting around

Win- Camp out/cook out program - End of week parent program Slower daily schedule

Win- not allowing staff to take campers to hang out all the time only during scheduled timeChallenge- canceling equine programs because barn staff quit

# What were big program wins & challenges this summer?

45 responses

Win: Adding in a Monday morning all-camp meeting ; new Nature Tent with an amazing staff person

Win: "we time" - time after dinner when everyone does something simple and fun together. Favorites were a "trash'n show" where campers dressed up counselors in trash bag creations

all camp openings and closing were a win for me challenge was seeing the core programming not led the way we trained

Win - keeping campers cool with lots of water based activities (at and away from the waterfront)

Teen week was really strong this year! Challenge: less younger campers so our beginner week program. Is suffering

challenge - new staff mindset on programs

BOLD and GOLD collaboration with another camp that gave our kids a trip camp experience!

-Added 30 min of transition time, but still seemed like not enough.-Not establishing our CIT program enough.

Win - Corcls, intensive programs, leadership program



# What were big program wins & challenges this summer?

45 responses

Win: night swim Challenge: could not rent rock wall, campers missed it

Art room leader instead of each groups counselor leads the art. Much better!

Wins: filmmaking and Co-horting Challenge: rain in 1 week and running out of activities for indoor activities with less active chances planned ahead of time and not creative

Challenge: lack of indoor space made it hard to keep programming fun during bad weather

2 of 3 CITs quit before stating due to anxiety:(

Excellent outdoor skills program with huge enrollment Not enough program rotation staff (eg no staff to run music and drama or archery)

Increased scholarships and staff salaries

Win - campers loved the big activities: high ropes, archery etc

Need to be more specific with counselors even though I already feel like I give them every idea in the book.

# What were big program wins & challenges this summer?

45 responses

Win: online mental health service for staff

Challenge - leadership program staffing

win : international support staff staffing the kitchen  
challenge: technology at camp in program areas

Challenge - injured knuckles from the Gaga frenzy

WIN: Added coffee and conversation time for staff with a school guidance counselor facilitating.

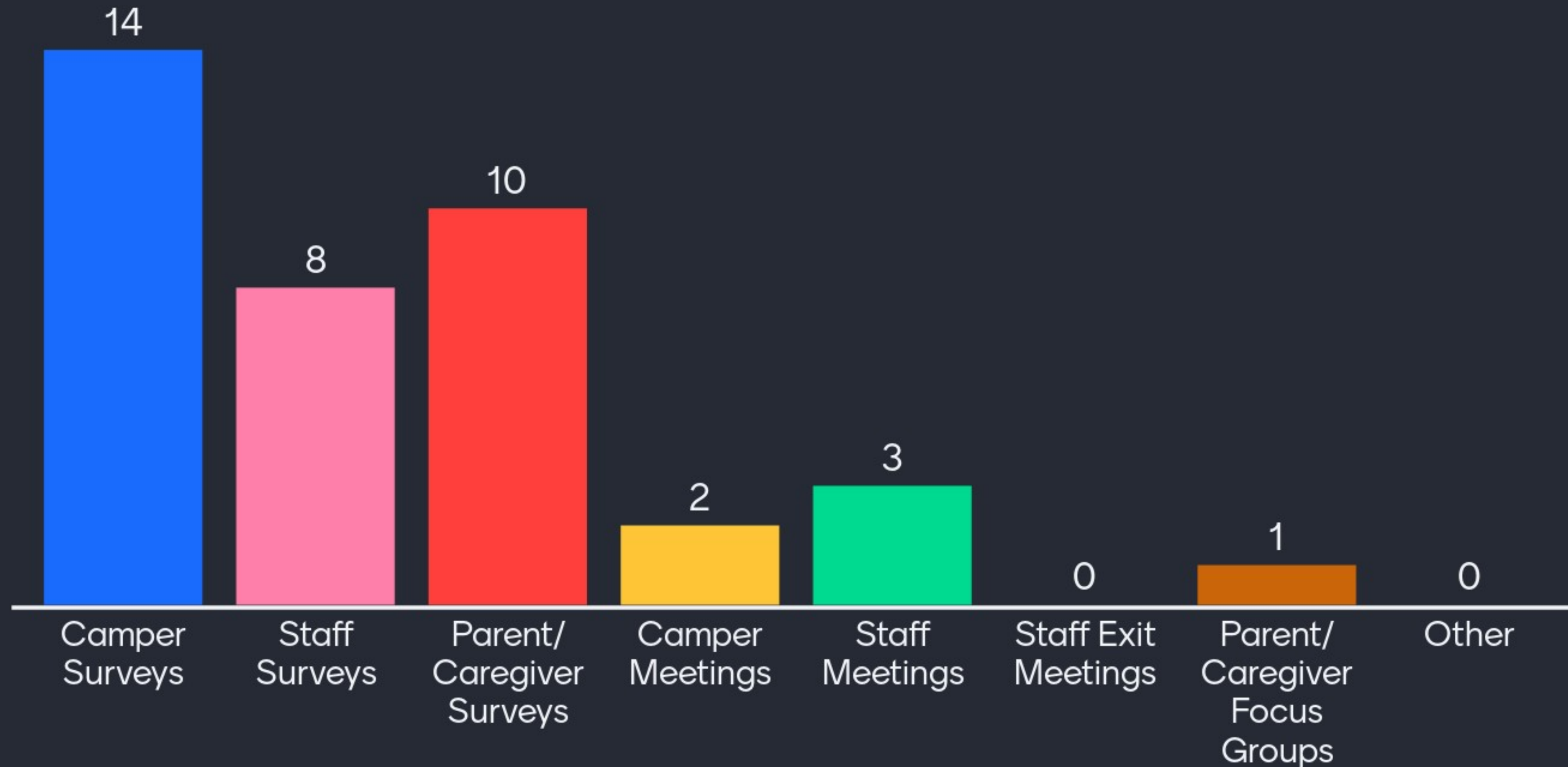
Friday fun lunch- ordered Qdoba, Noodles, etc for staff & campers (grant funded)

win and challenge: the new theme days we added

Challenge: teen development program :(

"Body on own Bed" (nap time) lol but it works and they love it

# How did you solicit feedback this summer?





# 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](mailto:allison@thesummercampsociety.com).



# What did your group talk about that you want to talk more about?

34 responses

Staff hiring

Meal ideas!

How to find food service staff

Programming ideas

resources for mental health of staff and wellbeing

Staff buy-in!

Camp software, want to learn new programs still, we are planning another chat!

the challenges of being a volunteer run rental group!

programming and how it went with other camps

# What did your group talk about that you want to talk more about?

34 responses

Camp registration Hippa

hiring bus drivers!

Program instructors and structure

Prepping parents for camp—expectations, communication, and participation

how to get more medical staff, CIT program to set one up,

New idea I liked - give out goodie bags to support staff at local schools who you want to recruit for kitchen or nurse or driver jobs

Keeping staff entertained while kids arrive

Food service program. Details on menus, quality of food and systems (Family style or buffet)

medications during drop off and how to pack them



# What did your group talk about that you want to talk more about?

34 responses

Clean and close

Programming ideas

Training young staff to have better communication with parents/caretakers

Going hard with a theme day instead of trying to get the theme stretched out through the week

Love to hear more creative program ideas

food service staffing and meal options

Program ideas for variety of age groups

How great is membership?!

how to celebrate pick-up day



# What did your group talk about that you want to talk more about?

34 responses

Becoming a member of Summer Camp Society :-)

Menu resources

Teaching staff customer service aspects

Better menus

Menu planning

In slack possibly introducing other similar camps together

What DEI questions /blind spot checklists can we run through to make sure we're thinking about everyone we serve who has different loved experiences than planning team.

# What support do you need when it comes to operations or program?

32 responses

Rain back up plans!!

Yes. All the things :)

A great big list of easy fun games to play for staff to reference

\$\$\$ hahaha!

Staff training resources for mental health and wellbeing

how to make meal times intentional

All-camp games, campfire cookout meals

adaptive all-camp games

Program quality! How to set staff up for success when programming

# What support do you need when it comes to operations or program?

32 responses

Themes

Fun field day activities

Drop off/Pick up smoothness, Creating programs/roles

Blogs, downloadable materials, handouts

raining day plans

a wider variety of get to know you/first day games

Blog on making arrival/drop-off really exciting and attractive to caregivers and campers alike

Exciting programs that are unique for 1 week camp

Icebreakers for all camp



# What support do you need when it comes to operations or program?

32 responses

Rainy day plans and camp games

Fresh themes

Rainy day games for large groups

meal options that kids AND staff like

Good long trip meals (multi day)

marketing the why

How to train staff how to have radical hospitality towards everyone who enters the space

How to stay up to date/ accountability for off season to dos (when kids are gone and its not as fun)

Large all camp events during the rain



# What support do you need when it comes to operations or program?

32 responses

challenges and wins for operating a day camp and overnight camp simultaneously

How to teach staff about neurodivergent campers

Meals, snacks, with allergen and medical thoughtfulness

Staff need to intact, but also ensuring safety/behavior.. It's like a mix of Counselor and police

schedule ideas/suggestions for day camp - how much to structure and how much free play time to allow?



# Thank You!

Next week:

Staff: Successes, Challenges, and More

September 20 at 2pm ET

Same link!

