

## Hotline Case Study: Camper Pickup No-Show

The last day of camp arrived, and all the campers were preparing to head home. Parents and families came to pick up their children, but one camper remained, worried her mom had mixed up the pickup day. Following camp protocol, the director called the camper's home, and the additional contacts listed, but no one answered. After more than four hours had passed, a staff member drove by the camper's house, only to find it boarded up, as if no one lived there.

### Policies and Risk Management — Questions to Consider

- What is the camp's policy when parents don't show up?
- What information is given to parents/families/guardians prior to pickup, including what happens if they are late/no-show?
- Who does the camp contact in this situation?
  - CPS
  - Local police
  - Additional family

### Staff Training — Questions to Consider

- How are staff trained to keep campers calm in this type of situation?
  - Activities planned
  - How to talk to them
- What is the staff doing to create policies and procedures for this type of situation?

### Key Takeaways

- Have next steps on what to do in this type of situation.
- Create policies and procedures so that everyone knows how the camp handles the situation.
- Share your policy with families/parents/guardians prior to the start of the week.

### Resources

- [Child Protective Services](#)
- [Child Abuse Prevention Resources](#)
- [Child Abuse Reporting Phone Numbers by State](#)