

Professional Conduct for ACA Accreditation Volunteers

Serving as an ACA accreditation visitor (in any visitor role) is an opportunity for professional development for you and the camps you visit and valued service to ACA. The accreditation program is possible only because of the commitment of volunteers like you. This opportunity comes with expectations of professionalism. *Please follow all the guidelines below as you carry out your visitor responsibilities and annually sign the ACA volunteer code of conduct and confidentiality statement available in your volunteer portal.*



Conflict of Interest: Think carefully about the camp you'll visit and disclose any actual or potentially perceived conflict of interest. Examples of conflicts of interest include, but are not limited to:

- a camp or organization for which you work or have worked
- a camp where your spouse/partner, family member, or close friend works
- a camp you visited the last time it had a visit
- a camp to which you provide a service (insurance, software, consulting, training, etc.)

If ANY of these examples applies to your assigned visit, or you have another concern, talk with your standards chair(s) and ACA standards staff member immediately.



Professional Conduct: Act professionally throughout the visit process. Be prompt, reliable, and accountable. Visitors are to be accompanied by a camp representative while representing ACA during the accreditation visit process. Learn and follow the camp's policies regarding health screening, cell phone use, appropriate clothing/footwear, name tags, food, parking, etc. DO NOT bring your pet, spouse/partner, friend, or child—anyone not assigned to the visit. If you have a service animal, mobility, diet, or other needs, please let the camp and other visit team members know in advance.



Confidentiality: It is not appropriate for a visitor to discuss or disclose to another person or entity what happened on a specific visit or share information you obtained on the visit. (You may discuss a visit or concern with an ACA staff member, with your local standards chair, or as part of a review or appeal.)



Use of social media: While it is great to promote serving as a visitor and post “Just finished an ACA visit!”, it is NOT appropriate to take photos/videos or share the name of the camp, camp sign/identifying info, or photos of campers and/or camp staff. Before you post, ask permission from the camp.



Photographs for personal use: Before taking photos on your visit, ask permission. The camp director may let you take a picture of the challenge course storage shed for your reference but may not be able to permit you to take a photo in the dining hall or a photo of a written policy (see below on borrowing ideas) or to post a photo on social media.



Borrowing ideas: Visitors tell us that they learn something new from every visit — that's great! When you see something you'd like to adapt to your program, ask for permission first. While most camp directors are willing to share resources and ideas, there are sometimes reasons they can't — respect their wishes.



Cell phones: Know the camp's policy. Please do not use your cell phone during the visit. If you must check messages or take a call, plan with your co-visitor(s) and the camp director to take short breaks to facilitate this and keep it to a minimum. If you need privacy, discuss with the camp director an appropriate location. The camp and your co-visitor(s) have dedicated their day to the visit, and you should, too.



Travel expenses: While ACA does not compensate visitors for their time, we do reimburse volunteers for travel expenses, including mileage and meals (receipts **required** for reimbursement). We appreciate your help to use ACA resources prudently, and we encourage carpooling when possible. ***If your visit will require airfare, a rental car, and/or an overnight stay in a hotel, it is essential to talk with your ACA standards staff member before making travel reservations. Failure to do so could result in denial of reimbursement.*** Also, you may donate all or part of your reimbursement to ACA when you submit the reimbursement request.

Thank you for serving as an ACA Visitor!