

## ACA Instructor Course Update Training Map

### Overview

ACA's Instructor Update course serves as a review of standards revisions and changes for currently certified instructors and associate instructors. This course is usually offered only for one year following major standards revisions. Instructors not updated in that time must repeat the full Instructor Course.

The update course reviews the purpose and value of standards and accreditation, how the process works, and reminds and updates participants about available resources and materials.

### Expected Outcomes

- ❖ Prepare for teaching upcoming ACA Standards and Update courses
- ❖ Prepare for teaching upcoming ACA Associate Visitor and Update courses
- ❖ Understand any updates and revisions to the standards since last visit
- ❖ Understand how to use and access available resources
- ❖ Build a network of support and learning

| <b>Units</b>                               | <b>Slides</b>     | <b>Time</b>       |
|--|-------------------|-------------------|
| Welcome and Overview                       | Slides 1-6        | 10 minutes        |
| Revisions and Changes                      | Slides 7-16       | 15 minutes        |
| The Courses – In General                   | Slides 17-21      | 8 minutes         |
| Specific Course Information                | Slides 22-29      | 10 minutes        |
| Resources (My Accreditation and My Visits) | Slides 30-39      | 15 minutes        |
| Camp Information and Camp Self-Assessment  | Slides 40-41      | 5 minutes         |
| Missed Mandatory, ICA, 72 Hour Rule        | Slides 42-44      | 5 minutes         |
| Scoring Tips/Logistics                     | Slides 45-48      | 5 minutes         |
| Wrap-Up                                    | Slides 49-51      | 5 minutes         |
|  | <b>Total Time</b> | <b>78 minutes</b> |

**Pay attention to the clock! It is important to both start and end on time.** Engage the audience, whenever possible –even if it is not in the notes/script! If you have other activities that may share/make the same point, use them! (The biggest challenge here is to stay on time).

### Before the Session

- ❖ Review course PowerPoint slide deck as a slide show – familiarize yourself with the animations present (please be sure do this as not all animations are apparent in the PDF version of the presentation).
- ❖ Make any modifications to the animations and/or order of units to best suit your teaching style – ALL material needs to be covered to meet the course objectives.
- ❖ Review the participant hand out packet

- ❖ Reflect on the material to be covered and determine the various learning styles to best deliver instruction and identify any additional materials you may need to have available
- ❖ Ideally, all participants will have registered online in advance for the course by going to the ACA website yet anticipate walk-ins

**Resources and Equipment Needed (many of these items will be supplied by ACA)**

***Have On-Site***

- PowerPoint for Course
- Printed*** PowerPoint Notes version of course (PDF) OR electronic version loaded on a tablet or iPad separate than device used to project presentation
- Participant Hand Out packets one per person (for instructors from the Field areas, they will be sent to you from ACA, Inc. prior to course)
- List of registered participants (provided by ACA staff supporting you)
- Laptop
- LCD projector with all needed cords/attachments (often arranged for through location of course)
- Screen
- Flip chart
- Markers
- Name tags/table tents
- Course sign-in/attendance sheet
- Pens/pencils
- Accreditation Process Guide – Participants have been asked to bring their books but you should have a few on-site to use as loaners (with updates)

**General Tips**

- If course site has Internet access available, be sure you have access information and test prior to starting course.
- Some folks have found loading the PDF version of the course on their tablet works well.
- Handouts are named not numbered and are in order of their use in the course.
- From My Visits, you can download a copy of the APG for your use.
- Be sure to submit course records/sign-in sheets, completed Camp Information forms, and any miscellaneous paperwork to the appropriate ACA office.
- Submit reimbursement form link can be found at [www.acacamps.org/volunteers/standardsinstructors](http://www.acacamps.org/volunteers/standardsinstructors)



### **Welcome and Overview**

Have **slide** up on the screen.

### **For in-person courses...**

As participants are coming in the door...

Give them the **Participant Handout packet if in person**

Have them **make a name card tent** that will sit on the table in front of them.

- Welcome the group
- Introduce yourselves
- Go over housekeeping items
  - Identify locations of restrooms, smoking areas, snacks, etc.
  - Ask if everyone has had a chance to sign in for the course and pass the sheet around again if necessary.

**Conduct a short icebreaker that encourages the group to begin to network.**

### **For webinar versions of course....**

Do a quick roll call and introductions



Review the Instructor Update course objectives for today.

- Highlight “What’s New” in the Standards Course
- Overview of revisions to the standards
- Help you to teach revised courses
- Refresh skills
- Share concerns

### **Trainers Note**

Some of the slides you’ll see in this course are the very same slides you’ll see in one or more of the other standards courses.



## Review the Purpose of the ACA Accreditation Program

### *Before sharing slide content discuss...*

1. When did YOU last help a camp director with an AH-HA moment? (Capture responses on flip chart)
2. How have you helped a camp experience a successful visit? (Capture responses)
3. So, with these things in mind — from an INSTRUCTOR's point of view
  - What does education look like?
  - What does it sound like?
  - How do we, as instructors, facilitate education?

### Slide content...

The **main purpose of the ACA Accreditation Program is to educate** camp owners and directors in the administration of key aspects of camp operation.

- Related to **program quality and the health and safety of campers and staff.**
- **Establishes guidelines** for implementing policies, procedures, and practices.
- Assists the public in selecting camps that meet **industry-accepted and government-recognized standards.**
- ACA accreditation is **voluntary.**
- The visit process is **educational in nature and design.**

### *Optional*

**If time permits and/or if needed review the "Purpose" section on page 12 in the Accreditation Process Guide (APG)**

- The main purpose of the ACA Accreditation Program is to educate camp owners and directors in the administration of key aspects of camp operation, particularly those related to program quality and the health and safety of campers and staff (APG, p.12).
- The standards establish guidelines for implementing policies, procedures, and practices. The camp, then, is responsible for implementing and ensuring policies are followed (APG, p.12)
- Another purpose of ACA accreditation is to assist the public in selecting camps that meet industry-accepted and government-recognized standards (APG, p.12).
- Accreditation does, however, indicate to the public that the camp administration has voluntarily allowed its practices to be compared with the standards established by professionals in the camp industry (APG, p.12). (continued)

- Accreditation focuses on education and evaluation of camp operations, using standards that often go beyond the minimum requirements of licensing (APG, p.12).



### ***Remind Participants***

Accreditation is **PROOF** of your ...

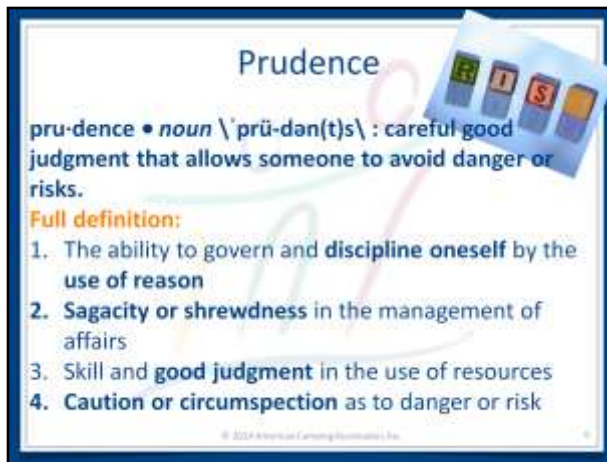
- **Commitment** to having a safe program — Participation is voluntary.
- **Accountability** — It's a third-party verification of your commitment and part of your overall risk management.
- **Credibility** — It's your camp's best evidence of wanting to do it correctly.

Accreditation is a nationwide program administered at the local level primarily by volunteers. Volunteers serve as the visitors, make visitor assignments, are involved in the review process if a review due to a failed visit is requested, and approve the accreditation status of camps.



ACA accreditation means you have **established a standard of care – using prudence.**





***Discuss Concept of “using prudence” with Group***

**What is prudence?** Is this something you have ever considered as an accredited camp?

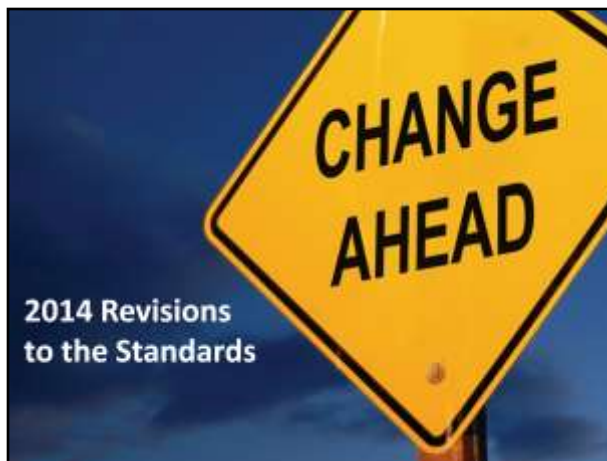
**pru-dence** • *noun* \ 'prü-dən(t)s\ : careful good judgment that allows someone to avoid danger or risks.

Full definition:

1. The ability to govern and discipline oneself by the use of reason
2. Sagacity or shrewdness in the management of affairs
3. Skill and good judgment in the use of resources
4. Caution or circumspection as to danger or risk

"Prudence." *Merriam-Webster.com*. Merriam-Webster, n.d. Web. 21 Aug. 2014.  
<[www.merriam-webster.com/dictionary/prudence](http://www.merriam-webster.com/dictionary/prudence)>.

**How do you use prudence at your camp?**



## Articulate What's New and Different with the 2014 Revisions to the Standards

### Share

In this next section we are going to discuss the pertinent changes that ALL Instructors need to know.

**Note to ALL:** *Despite the changes to the standards — camps will follow the standards under which they were last visited — until they are due a visit.*

**EXCEPT — ALL camps** regardless of applicability of new standards **are REQUIRED to comply with ALL CURRENT MANDATORY standards.**

### **General Note:**

Notification of Updates/Revisions to Standards was shared in the following manner:

Week of September 8, 2014

Tuesday, September 9

Article in *ACA Now*

Website updated

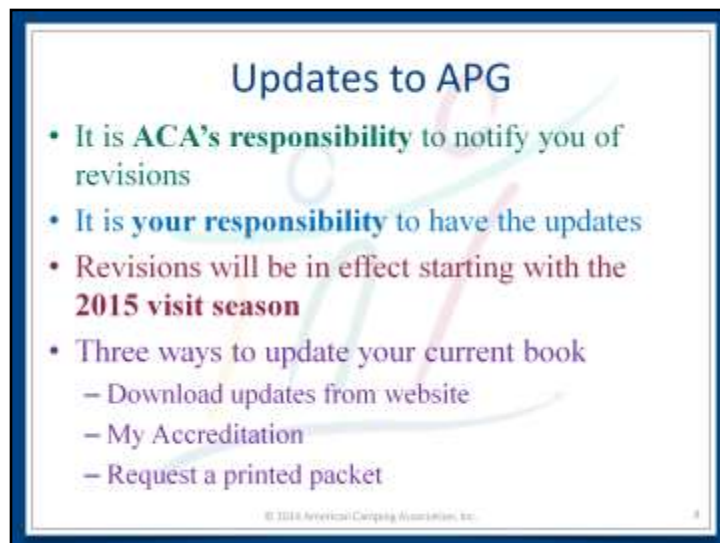
My Visits/My Accreditation updated

Wednesday, September 10

Email sent to all primary contacts

Thursday, September 11

Email sent to all Visitors, Instructors, and Trainers



### **Review**

**Let's review the process of how standards are revised/introduced.**

The National Standards Commission's key responsibility is oversight of ACA's Accreditation Program. Its members are selected according to defined criteria and operate within specific guidelines and procedures approved by the ACA National Board of Directors.

The National Standards Commission, or the NSC, is responsible for the development and introduction of standards using a defined and approved process. That process includes the following steps:

- Following ACA decision-making protocol used to determine suitability of standards
- Engaging in periodic environmental scans and literature reviews
- Consulting with subject matter experts
- Initiating legal review
- Gathering input and field comments from stakeholders (internal and external at various times)
- Sharing proposals with the ACA National Board of Directors (when specified criteria is met)
- Making revisions as necessary
- Securing final legal review
- Requesting approval of the Board in some cases (such as if the NSC recommends a change where specified criteria is met, for example, a change that involves risk exposure to association)

This is the process that has been used during this review/revision/reformatting of the standards.

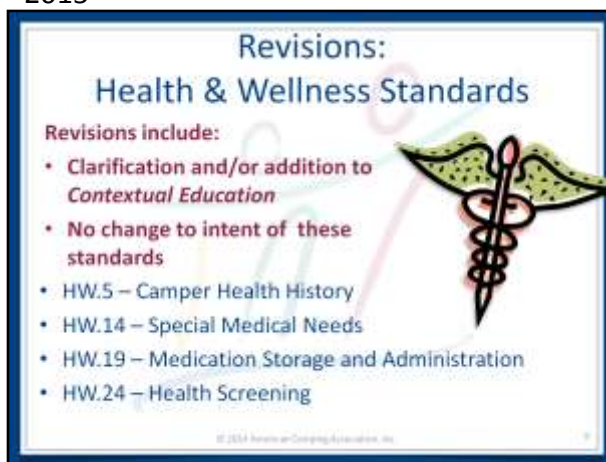
Updates to APG are effective for summer 2015.

It is...

- ACA's responsibility to notify you of revisions (via emails, newsletters, local leadership, etc.)
- The camp's responsibility to make sure it is using the most up to date standards (current updates plus all updates since October 2012 and January 2012)
- ACA's responsibility to share notices of updates and make them readily available

Updates can be obtain in three ways:

- Website link [www.acacamps.org/accreditation/resources-tools](http://www.acacamps.org/accreditation/resources-tools)
- Through My Accreditation, you can request a report that is a copy of the actual standards – fully updated
- Request a printed packet of the updates



**Note to Instructor – Please review each of these changes in the APGs with participants.**

Please Note: These changes are indicated on the APG pages with a double dagger (‡). However, changes/revisions of standards on PDFs from My Accreditation and/or My Visits are not denoted in any manner.

Health and Wellness (HW) Standards revisions include clarification and/or additions to contextual education. There is NO change to intent of standards.

- HW.5 – **Camper Health History** – Clarify what is acceptable to meet the standard related to immunizations.
- HW.14 – **Special Medical Needs** – Add “of Participants” to title of standard.
- HW.19 – **Medication Storage and Administration** – Add information to Contextual Education.
- HW.24 – **Health Screening** – Delete HW.24.1-B-3, the requirement for healthcare staff to collect staff medication.



**Note to Instructor** – Please review each of these changes in the APGs with participants.

Operational Management (OM) Standards revisions include clarification and/or addition to contextual education. There is NO change to intent of standards.

- OM.6 – **Firearms Control** – Change the word “guns” to “firearms” in Contextual Education.
- OM.8 – **Emergency Plan and Rehearsal** – Change in wording of the standard and additional information added to Contextual Education.  
No change to the intent of the standard.
- OM.13 – **Camper Security** – Clarify what is required for OM.13.2.

Again, these changes are noted on the APG pages with a double dagger (‡).

Revisions:  
Program Design & Activity Standards

**PD.25 – Archery Safety**

- **ALL** parts of standard (PD.25.1, PD.25.2, and PD.25.3) are now **MANDATORY**
- PD.25.3 archery equipment **must be locked** when stored



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***Note to Instructor*** – Please review each of these changes in the APGs with participants.

These changes are noted on the actual APG pages with a double dagger (‡).

Program Design and Activities (PD) Standards revisions include:

**PD.25 – Archery Safety**

- **ALL** parts of standard (PD.25.1, PD.25.2, and PD.25.3) are now **MANDATORY**.
- PD.25.3 archery equipment must be locked when stored.



***Note to Instructor*** – Please review each of these changes in the APGs with participants.

These changes are noted on the actual APG pages with a double dagger (‡).

Program Design and Activities (PD) Standards revisions include:

**PD.26 – Riflery Safety**

- ALL parts of standard (PD.26.1, PD.26.2, and PD.26.3) are now **MANDATORY**.





**Note to Instructor** – Please review each of these changes in the APGs with participants.

These changes are noted on the APG pages with a double dagger (‡).

Human Resources (HR) Standards revisions include clarification and/or addition to contextual education. There is NO change to intent of standards.

#### HR.3 – Hiring Policies

- HR3.3 is now **MANDATORY**, and
- Requires **year-round camp staff** have a criminal background check **at least every five years**.

**Revisions:**  
**Human Resources Standards**

**HR.4 – Annual Staff Screening**

- HR.4.3 has been added, which requires **ANNUAL** criminal background checks for **seasonal staff** (returning seasonal staff) **MANDATORY**
- Now applies to **Camps that Rent to Others** mode



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**Note to Instructor – Please review each of these changes in the APGs with participants.**

These changes are noted on the APG pages with a double dagger (‡).

Human Resources (HR) Standards revisions include clarification and/or addition to contextual education. There is NO change to intent of standards.

#### **HR.4 – Annual Staff Screening**

- HR.4.3 has been added that requires **ANNUAL** criminal background checks for **seasonal staff** (that means, returning seasonal staff) **MANDATORY**.
- Now applies to Camps that Rent to Others mode.



**Note to Instructor** – Please review each of these changes in the APGs with participants.

**[animations]**

These changes are noted on the APG pages with a double dagger (‡).

Human Resources (HR) Standards revisions include clarification and/or addition to contextual education. There is NO change to intent of standards. **[animations]**

**HR.5 – New Staff Screening**

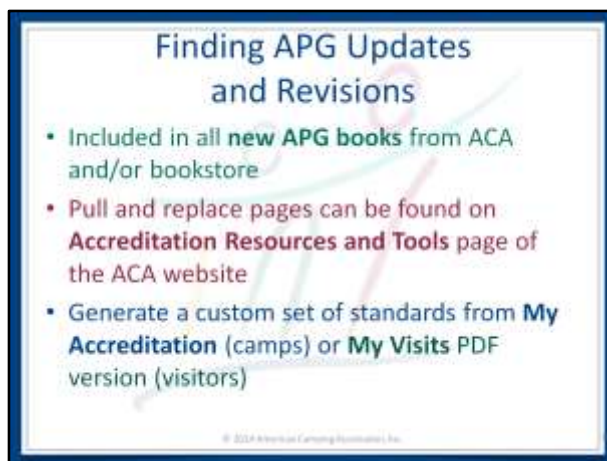
Now applies to **Camps that Rent** to Others mode

**HR.9 – Supervision Ratios Exceptions**

Now includes need to **advise rental groups**

**HR.15 – Camp Staff Responsibilities for General Camp Activities**

**Clarification** added for when it applies to **rental groups**



## How can you find the updates/revisions?

### *Discuss*

- New APG books from ACA and/or bookstore have them included
- Pull and replace pages can be found on Accreditation Resources and Tools page of the ACA website [www.acacamps.org/accreditation/resources-tools](http://www.acacamps.org/accreditation/resources-tools)
- Generate a custom set of standards from My Accreditation (camps)/My Visits PDF version (visitors)
- Request a printed copy

Revisions will be in effect starting with the 2015 visit season.

Three ways to update your current book

1. Download updates from website
2. My Accreditation
3. Request a printed packet



This section reviews each of the ACA update courses.



For All Standards Courses

TAKE TIME TO REVIEW AND PREPARE!

**As an Instructor – You may...**

- **Change the order** of modules in a course to suit your instructional style. Try it! If you feel you need to change them, that's okay, **HOWEVER**, you still need to cover all the material
- Make good use **of animations**. Animations are present and important on some slides watch for "[animation]" **prompts**. It is very important for you to watch in the slideshow view prior to showing so you can see how they work! Additionally, you may add or delete animations, as you like, to suit your instructional style.
- **Review the presentation as a "slide show" prior to teaching (each time)**. Please review and are familiarize yourself with the "Notes" below the slide. They are there to help you. Please use them **BUT** don't read them word for word! **Know and be familiar with the content**.
- **Engage the audience**, whenever possible – even if it is not in the notes/script! If you have other activities that may share/make the same point, use them! (The biggest challenge here is to stay on time).
- Some folks have found loading the PDF version of the course on their tablet works well. **NOT on Slide**
- Handouts have been named vs. numbered **NOT on Slide**
- There are some optional activities **NOT on Slide**
- Times are estimated... **NOT on Slide**



Some slides have multiple animations – here is a sample slide from the Standards Course

*THE CONTENT BELOW IS COPIED RIGHT FORM THE STANDARDS COURSE* - it goes with the slide illustrating the animations

**Introducing the APG — Standard Format**

**Instructor Note:** [animations] Arrows appear on mouse click.

**Continue Reviewing** Standard Format and TR.1, p. 54; use this slide for the final component.

5. **Margin Notes** — There are notes in the margins of the page for each standard. These notes indicate the following things: [animations here on mouse click for each bullet]

- **Mandatory** — Indicates whether and which parts are mandatory.
- **Written Documentation Required** — Indicates something is required in WRITING. Make sure to look at the Compliance Demonstration to determine what documentation is acceptable. WRITTEN DOCUMENTATION means WRITTEN. It does not always say “written” in the actual standard, however it is clearly indicated in the margin notes and in the Compliance Demonstration.
- **DNA** — Means “Does Not Apply” and indicates in what situations the standard does not apply.
- **Modes of Operation** — This margin note begins with “Applies to:” and indicates which modes of operation the standard applies to.
  - Day camp
  - Resident camp
  - Short-term resident programs
  - Camps serving rental groups
- **Included in Self-Assessment** — Lastly, it is not shown on this slide but margin notes also indicate when the standard is included in the camp self-assessment.



**Here is a sample slide without much on the slide itself – but has a fair amount of content to cover (from Standards Course)**

Click to NEXT slide to show notes view of slide.





Screen shot of content that goes with slide prior to this one



### **Share**

The ACA Standards Course...

- Is **for those NEW** to the ACA accreditation process – **those with experience will find it boring and will complain!**
- 5 to 6 hours in length (Earn 6 ACA Continuing Education Credits)
- Purpose is to **prepare** camp directors and administrators for their accreditation visits
- **Serves as an introduction to the standards program for persons interested in becoming visitors.**



**Activity**

Review the Training Map Handouts for the Standards Course (both courses have a training map).

As you look at the **Standards Course Training Map** handout point out that the order of the Standards Course elements is different than previous iterations.

Additional notes from Standards Course Training Map

- As we continue to try to make the course more “user friendly”, not all the text that needs to be covered is on the slide. Hence, the importance of making sure you are familiar with and have reviewed the text notes.
- Some of the topics covered include optional activities and, if you have a favorite one from the past that shares the intent, feel free to use it!
- Be creative and share appropriate stories as time allows – pay attention to time.

Discuss other observations you or the participants notice.

Answer any questions that participants may have related to this handout.



### **Share**

#### Standards Update Course

- **Truly an update** with a focus toward an “experienced” individual: someone who previously been through the accreditation process in the past 3 years.
- About 1.5 hours in length (Earn 1.5 ACA Continuing Education Credits)
- Purpose is to **update currently trained standards personnel** and/or camp directors **on changes** in standards and procedures as a result of a standards revision.
- Learn from others “mistakes”



### **Review...**

#### Elements Specific to Standards Update Course

- **Overview of standards revisions** released Sept. 2014.  
FYI: An email was sent to the primary contact for all camps sharing news of these revisions as well as letting them know how to access the revisions for inclusion in their APG.
- **Currently accredited camps WILL NO LONGER get a NEW APG each visit cycle.** If they need one (because of a hardship), we'll work with them.
- **Accreditation Timeline** – Remind participants that while their camp SHOULD have the majority of documentation in place, it is recommended they review everything to confirm compliance as well as method of compliance
- Importance of the **Camp Information Form** – Information regarding this form is covered in all the courses. More on it later
- **Camp Self-Assessment** – Again, information on the CSA is shared in all the courses. More to come
- **ICAs and 72 Hour Rule** – A brief overview of these two critical areas
- Things to remember about the visit – Overview of the visit itself

### **Activity**

Look at the **Standards Update Course Training Map handout** (Trainers please “walk “ through this document with the participants).

Discuss any questions that participants may have related to this handout.



### **Share**

#### Visitor Update Course

- **Required** for all current visitors
- 1 to 1.5 hours in length
  - Probably closer to the 1.5 when offered in person and might go a little longer with rich discussion 😊
  - Earn 1.5 ACA Continuing Education Credits
- Purpose is to serve as **a refresher** for all associate visitors and visitors. It is required of all personnel at least once every three years and/or after major standards changes in order to maintain active status as a visitor or as directed by the NSC.



The ACA Visitor Update Includes

- **Overview of standards revisions** released September 2014. **FYI** – An email was sent to all visitors sharing news of these revisions as well as letting them know how to access the revisions for inclusion in their APG.
- Timeline - remind participants that while their camp **SHOULD** have the majority of documentation in place, it is recommended they review everything to confirm compliance as well as method of compliance
- Importance of the **Camp Information Form** – Information regarding this form is covered in all the courses. More on it later
- Thoughts on the **Camp Self-Assessment** – Again, information on the CSA is shared in all the courses. More to come
- **ICAs and 72 Hour Rule** – Basically, this includes a brief overview of these two critical areas
- **Things to remember** about the visit: Overview of the visit itself

### **Activity**

Look at the **Visitor Update Course Training Map** **handout** (Trainers please “walk” through this document with the participants).

**Be sure to spend some time with the role and expectation of the visitor [introduces next slide]**

- Conflict of Interest
- Confidentiality
- Commitment
- Example of complaints we’ve heard

Discuss any questions that participants may have related to this handout.



The Visitor Update includes a full section called “**Roles and Expectations**” and covers these four areas:

- **Conflict of Interest** – provides examples of what might constitute a conflict of interest (example: visiting a camp you used to work for, visiting a camp for which you served as a primary MENTOR (vs. the visitor mentor)
- **Confidentiality** – It is very important for all visitors to understand that...like Vegas: What happens at the visit, STAYS at the visit!
- **Commitment** – We continue to hear about visitors who “don’t show up, can’t make it” and want to stress how this impacts everyone
- **Complaints** – Several RECENT complaints are shared.

### ACTIVITY

When you discuss these areas, invite the visitors to add examples and, within reason, share their situations. CAUTION: Don’t let this turn into a “gripe fest” or one-upmanship.



### Associate Visitor Course

- Also being updated/revised
- Includes pieces from the Visitor Update Course— Roles and Expectations
- Will have *online course pre-requisite* element
- 10-12 hours



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The Associate Visitor Course is still in the process of being revised yet...

- Will include the portion from the Update course on the role and expectation of the visitor
- Will be somewhat similar to current course EXCEPT will have an online pre-requisite component
- In person time frame 10-12 hours

This will be done by mid-October and posted to the Instructor's webpage





### [animation]

A fabulous resource for CAMPS to use to prepare for their visit is **My Accreditation** — an easy-to-use web-based app, created by ACA for camp directors and staff.

You can access the app from the Accreditation Resources and Tools page from the ACA website [animation, arrow flies in]

Current fee-paying ACA camps can **access the standards online** because My Accreditation allows a camp the ability to customize and generate a report/file of ACA standards that are applicable to their camp's program so they can prepare for their visit. A camp's assigned visitors have limited access to their assigned camp's customization and written documentation (i.e., they have read-only capabilities for documents so they can make helpful comments) through a separate app called **My Visits**. This is one method Visitors can use to conduct the review of the Camp Self-Assessment.

### Some of the main features/functions of My Accreditation include:

- Ability to generate a **customized set of standards** based on the programming and modes of the user's camp.
- Ability to **sort/filter the standards** by predetermined areas (e.g., you can filter to see only mandatory standards, etc.).
- Ability to **upload camp documents and written documentation** to the site (standard by standard).
- Ability to **print a variety of checklists** to assist in your preparations that show comments and perceived compliance status.
- Ability to **share with visitors, to complete the Camp Self-Assessment**, and to save and share any other **written documentation**.

**All Instructors should be familiar with the accreditation resources-tools web page in order to navigate it efficiently.**



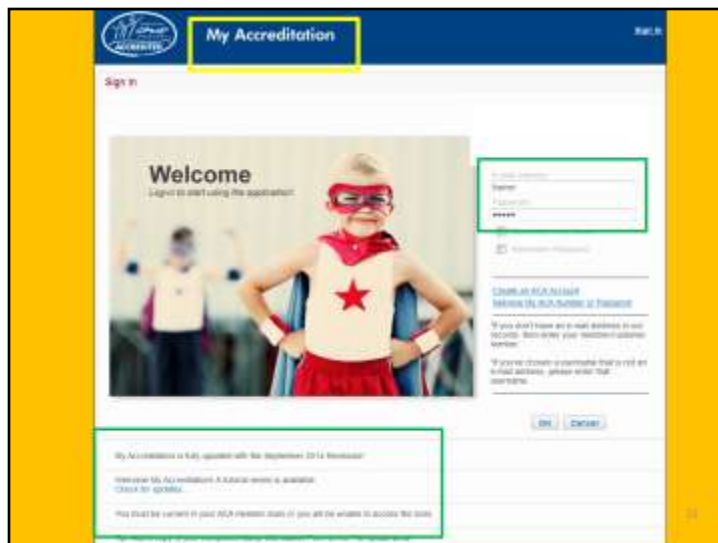
[animation]

On the **My Accreditation** information page, you can read more about the features and access some important tips for its use. Please read everything carefully.

Most importantly, **before beginning to use My Accreditation please watch the instructional tutorials that will help navigating the system.**

[animation, arrow flies in]

**All instructors are asked to complete the tutorials for the My Accreditation prior to teaching a standards course or standards update course AND the tutorials for My Visits prior to teaching an Associate Visitor or Visitor Update course so you are somewhat familiar with the benefits of these tools. We are directing camps/visitors to these sites to obtain a fully updated APG.**



This is a screenshot of the sign-in page of My Accreditation. Let’s look at the different areas highlighted/boxed in green. We are going to demonstrate some of the features.

**Note to Instructor:** *Share* that there is no way participants will master the nuances of My Accreditation by the quick demo they will provide. Prompt participants (more than once) to please be sure to watch the tutorials before ever logging in to this app. The tutorials will help navigate the system.

**Note to Instructors:** *To launch the app and log in to demo the look and feel of the app, you will need to have watched these tutorials yourself and be familiar with the technology.*

**Note to Instructor:** While demonstrating the app you can show your own camp, if you’d like, OR you can use a generic log-in/password combo for ACA’s fake camp “Camp ACA”

**Login:** Trainer (instead of email address)

**Password:** 12345

**Note to Instructor:** *Please Demonstrate*

- **My Intake Questionnaire** is a set of 19 questions to help filter to generate a custom set of standards for your camp. Most of the questions on the intake questionnaire are the same as those you have already answered today on your Camp Information Form. They cover things like modes, activities, services provided to renters, etc.
- **My Customization** page is where you can \_\_\_\_\_ (INCLUDING the filter button)
  - Show how easy it is to use the filter buttons.
  - Show how easy it is to upload a document.
  - Show how to add comments.

*continued*

- Show where to see visitor comments.
- Show how to adjust the number of standards on a page.
- Show how to adjust their perceived compliance with a standard.
- **File Uploads area**
  - Explain this is to be use for larger documents that are repeatedly referenced.
  - Explain that if they use this option, be sure your **master documents are as visit friendly as possible.**



Another fabulous resource for **VISITORS to use** to help prepare assigned camps for their visit is **My Visits** — an easy-to-use web-based app, created by ACA for standards volunteer visitors. [animation, arrow flies in]

Current fee-paying ACA Visitors can **access the standards online** and *generate a PDF version of the ACA standards*. My Visits gives visitors limited access to their assigned camp's customizations and written documentation (i.e., they have read-only capabilities for documents so they can make helpful comments) ***This is one method that a visitor can use to conduct the “official” review of a Camp Self-Assessment.***

### Main features of My Visits

- Ability to convey your availability as a visitor to your local office
- Ability to review your visit assignment information
- Ability to review the camps customizations to the standards based on the programming and modes of the camp/program
- Ability to sort/filter the standards by pre-determined areas (example: Filter to see only mandatory standards, etc.)
- Ability review camp documents that have been uploaded
- Ability to make comments regarding documentation or perceived compliance
- Ability to generate custom checklists for assigned camps

[animation] Access My Visits from the accreditation resources and tools page from the ACA website (same place you start when accessing My Accreditation -go back to same slide as My Accreditation access, if necessary to illustrate).

[animation] Watch the tutorials! This will help visitors better understand the nuances of the apps

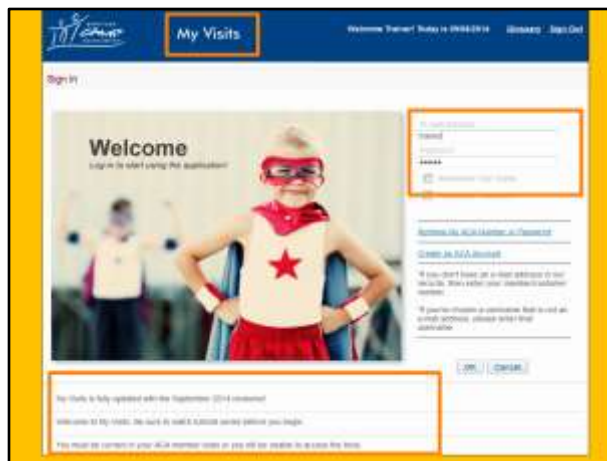
**All instructors are asked to complete the tutorials for the My Accreditation prior to teaching a standards course or standards update course AND the tutorials for My Visits prior to teaching an Associate Visitor or Visitor Update course so you are somewhat familiar with the benefits of these tools. We are directly camps/visitors to these sites to obtain a fully updated APG.**

**Good Common Sense – and Lots of Communication**

Use your common sense and work with your assigned camps well before the day of the visit to verify the applicable areas of their camp program.

Completing the camp self-assessment and being able to review other written documentation as early as possible will help everyone better understand applicability of questionable areas or standards. Your area standards chair and ACA, Inc. can also help if you have difficulty in determining applicability.





The Log-in pages of My Accreditation and My Visits are **VERY similar** – make sure you are using the correct app (because they look alike – it could be confusing)

**[animation] My Visits** shows Visitor is at the right place

**[animation] Sign-in**

**Instructor Note:** If you have internet access, log onto the ACA website and walk through the process. **BE AWARE OF TIME!** Keep any demos short and sweet

Username= Trainer

Password = 12345





**Note to Instructor: The Custom Reports –My Reports page looks and acts the same way in both apps!** Please show the My Reports page and highlight the following.

My Reports is the final feature we are going to demonstrate. It's one of the best features of My Accreditation is **My Reports**.

- Show how to obtain a copy of the standards that has the APG **content via email**. **[animation]** Emailed reports automatically go to the camp's primary contact. Add additional addresses in the space provided. **[animation]**
- Explain that the **custom checklist [animation]** is a checklist of all the standards. Checklist **shows any perceived compliance** decisions you have added and automatically DNAs any sections of standards that do not apply to your operation based upon the intake questionnaire. (For example, if you do not offer any trips, the PT section of this checklist will have all the possible responses blacked out.)
- Show some of the other custom reports, especially the **All Customizations Checklist** and the Camp Self-Assessment Checklist (open these up and show how they can save and/or print).
- Discuss that the **Camp Self-Assessment Checklist [animation]** could indeed suffice for the actual review of the Camp Self-Assessment if you and the visitor agree to go that route. Especially, because the visitor comments will show.

Finally, **discuss how applicability misunderstandings** can affect the accuracy of the custom set of standards.



Remind camps to use their common sense and work with assigned visitors well before the day of the visit to verify the applicable areas of their program. Completing the Camp Self-Assessment and allowing the visitor to review other written documentation as early as possible will help you better understand applicability of questionable areas or standards. Your local standards chair and ACA, Inc. can also help if you have difficulty in determining applicability.

However, we do need to be sure you understand the following information (disclaimer).

**Note to Instructor:** Please read this to the group word for word.

- ACA, Inc. has designed the standards online tool primarily as **an educational resource** for camp professionals.
- The ACA, Inc. **makes no claim that use of this published informational tool will assure a successful outcome.**
- **In determining the applicability of any specific standard, the camp professional should apply his or her own professional judgment** to the specific circumstances presented by the particular information/situation.
- If using the site to determine what standards will be applicable to obtain accreditation, the **user is responsible for scoring any and all standards applicable to their program, whether gathered through the customized version of standards website or not.**

### Accessing My Accreditation and My Visits

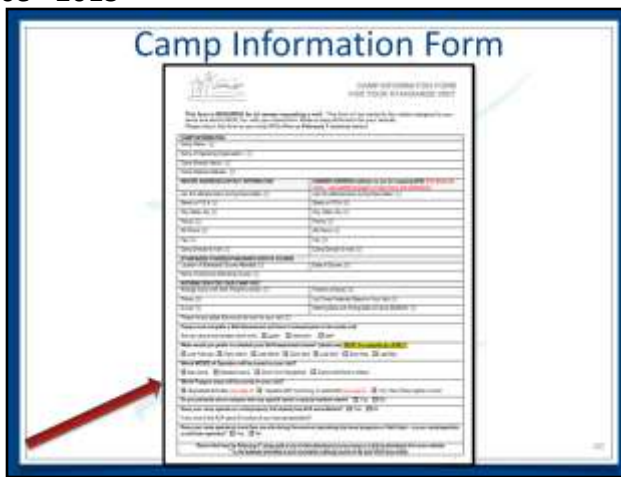
1. Go to the **Accreditation Resource/Tools** page on the ACA website
2. **Choose the app** you want and go to its information page
3. **Watch the tutorials** then launch the app
4. Check the information we have for you and/or your camp — **UPDATE** if necessary
5. **Log-in** and **get started**



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### Overview of Information Applicable to both My Accreditation and My Visits

- Camps go to [www.acacamps.org/accreditation/resources-tools](http://www.acacamps.org/accreditation/resources-tools) and
- Choose My Accreditation or My Visits
- **Watch the TUTORIALS – proceed to the customization portal**
- Log in as yourself (an individual). The system will know who you are and what camp you are with and/or assigned to - from your member information.  
Note: ACA, Inc. may need to “give permission” to camp staff members that are non-ACA members and/or not affiliated with the camp. A simple phone call will take care of the matter and the phone number is posted.
- Check your info and update if necessary
- Custom Reports (see next slide)
- Get working 😊



### Using the Camp Information Form

**Review the importance and the need for the Camp Information Form(NOTE: Again, this information needs to be shared with both groups (Camps and visitors) – from the perspective of the group!**

### Review

#### The Camp Information Form

There is copy of this form in the handout packet for both standards courses as well as the Visitor Courses. Have everyone look at the form. Point out the different elements and discuss the value of having this information (see below).

**NOTE: It is important to make sure to discuss this information from the viewpoint of the audience – camp director in the standards courses and the visitor in the visitor courses. YET, both groups need to hear the same message! COMPLETE IT, DISCUSS IT, USE IT!**

The Camp Information Form is

- A helpful tool for both the camp and the visitor
- Shows the visitors which modes of operation and what activities are to be scored for a camp
- Used to show what sections of the standards apply to a camp.
- Is used as a conversation starter between the visitor and the camp
- Camp personnel and the visitor should discuss this form IN DEPTH in order to make sure everyone is on the same page on the day of the visit!

### Reminder...

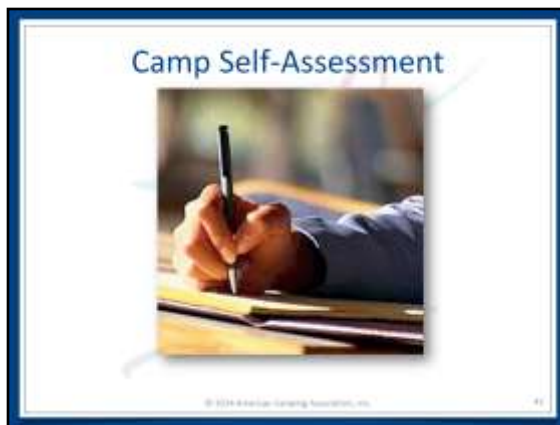
- The Camp Information Form is completed and collected during the Basic and Updated Standards Courses.
- Visitors will be given a copy and/or a link to the form to download.
- All Camp Information Forms are sent to ACA, Inc. with score form at the end of the visit. ACA, Inc. uses this form to verify that the camp has been scored as accurately as possible.

**IT is Critical that ALL Instructors collect these forms at the end of each course and turn them in to ACA as soon as possible!**

**Side 1 — The front** of the form asks for important information that will assist a standards chair and visitor in planning for the camp's on-site visit. Visitors use this form to help understand their assigned camp's operation and which modes of operation need to be considered when scoring.

**Side 2 — The back** of the form allows you to identify those activities that you offer as part of your program. It will be used to help visitors know which activities they need to observe on the tour of the camp. Look at the back of the form.

- Includes **specialized** activities offered
- List of **aquatics** activities.
- List **other** activities (activities you offer that are not included on one of the other lists)



***Review the importance and the need for the Camp Self-Assessment (NOTE: Again, this information needs to be shared with both groups (Camps and visitors) – from the perspective of the group!***

*The Camp Self-Assessment is a required review of the written documentation for 20 pre-identified standards and must be completed prior to the start of staff training for the summer season (generally, it is to be reviewed by the visitors before the end of May).*

The required Camp Self-Assessment is designed as an educational tool for camp staff and visitors alike. Using this tool, as designed, will help directors have a successful visit.

Directors and visitors are not limited to just reviewing the 20 standards in the Camp Self-Assessment. Any or all (most) standards requiring written documentation may be reviewed prior to the camp's staff training and nothing is scored until the day of the visit. This allows camps time to "fix" any errors or gaps that may be discovered.

Visitor will review the written documentation for each required standard and will mark the Camp Self-Assessment worksheet **or use the comments box in "My Visits"** as:

1. **Seen**, meaning they saw the document and it appears to meet the standard; or they'll mark it as
2. **Not seen**, meaning the documentation was not seen or was unavailable at the time of the review; or they'll mark it as
3. **Needs verification**, which means that the visitor saw documentation that appears to be in compliance with the standard but that he/she needs to see verification during the visit.

***As referenced above, NEW for summer 2015 -- These same assessments can also be added via the comments boxes using the My Accreditation/My Visits apps. Visitors use My Visits to read the camp's documentation and other visit prep materials, and they will indicate "seen," "not seen," or "needs verification."***

***Inquire*** about how they made the camp self assessment happen (or not) for their last visit.





**While we have a very high compliance rate, camps still miss mandatory standards (a list of most missed is included in all courses). Make sure you are fully up to date on these.**

**Why are mandatory standards important?** They are critical to the health and safety of campers, staff, and participants

***For the Update Courses (Standards and Visitor) Remind*** the group that there are **four revisions with mandatory components that are new or revised beginning summer 2015.** Go back to revisions slides if necessary.



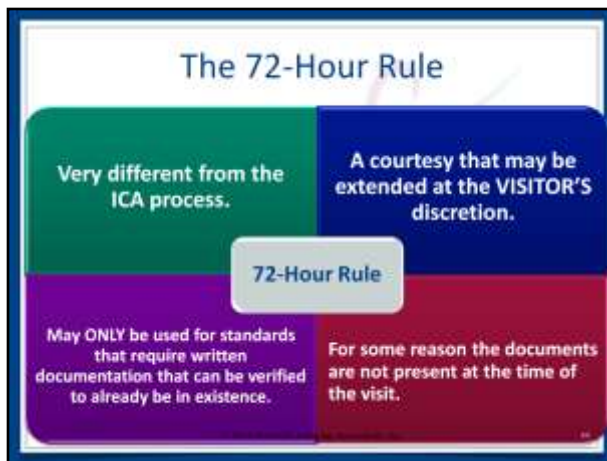
### QUICK REMINDER...

### Immediate Corrective Action for Missed Mandatory Standards

#### *Review the chart*

- Immediate Corrective Action (ICA) **MUST be taken for any and all missed mandatory standards**. The ICA process is ONLY for missed mandatory standards — cannot be used for nonmandatory standards.
- **Activity must be stopped** until camp is in compliance with standard. Visitors will determine compliance and inform director of required correction(s) using the ICA notice form.
- ALL **documentation is sent to ACA, Inc.** (who will forward to the visitor for review).
- Camp has **ten days to submit proof** of immediate compliance with the standard.

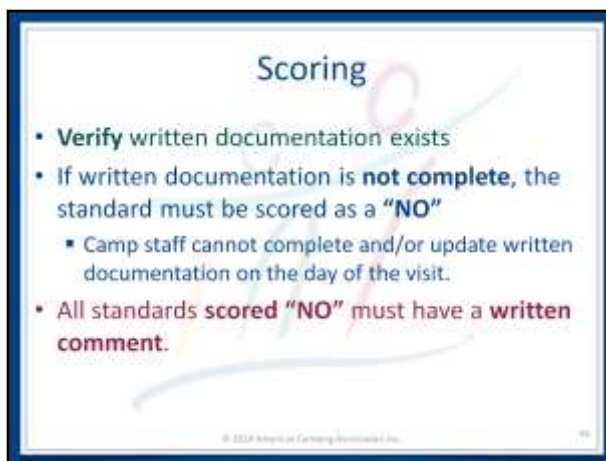
An ICA form will be completed even if the standard is corrected during the visit. So, a visitor will either send in the documentation for proof of compliance with the score form and the ICA form, or the camp will send proof of compliance within the ten-day limit.



## 72-Hour Rule

The 72-hour rule is a **courtesy** that may be **extended at the discretion of the visitor** and is **VERY different than the ICA** process. While it is at the discretion of the visitor, one of the “used” reasons for “overturning” a no to a yes in a review is that the written documentation that was in existence on the day of the visit is provided.

- Used only for nonmandatory standards that require written documentation that can be verified to already be in existence at the time of the visit.
- Used for written documents that exist elsewhere (i.e., a central office) but for some inexplicable reason are NOT present at camp at the time of the visit.
- Examples include insurance policies, certification cards.
- If allowed, the camp has 72 hours to secure and forward a copy of the missing document to the lead visitor.
- There is NO other paperwork required from the camp director for the 72-hour rule.
- At the time of the visit, the visitor will score the standard “NO,” then based on the material forwarded (or not), may change the score to “YES,” and will then send the score form to ACA, Inc.



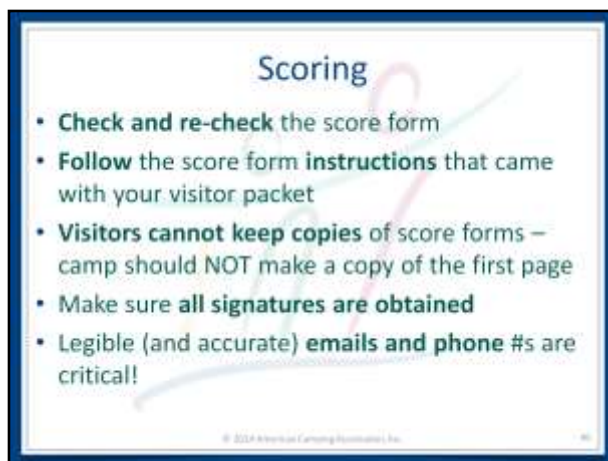
### Scoring reminders....

**Verify Written Documentation Exists** – the role of the visitor is to verify the camp has the written documentation required and that it incorporates all elements asked for/required in the standard. The visitor’s job is not to evaluate the quality of what is written – even if one feels it could be a stronger document. The question the visitor needs to ask is, “Does the written documentation include ALL elements asked by the standard?”

**If written documentation is not complete the standard is scored “NO”.** It is not appropriate for camps to add to or change documentation during a visit. Visitors need to score the standard based on what is available at the time they are reviewing the standard.

- Camp staff cannot complete and/or update written documentation on the day of the visit.

**All standards scored “NO” must have a written comment.**



### More Scoring Reminders....

**Check and Re-check the score form.** A large percentage of all score forms require a phone call or email from ACA, Inc. for correction or clarification from the visitor. Many of these calls/contacts are due to standards that are left blank. Both visitors should review the score form and the camp director as well. Double check that all standards have been scored, and all standards scored “NO” have a corresponding comment written.

**As a general rule,** please read and **follow the score form instructions** that are posted online and come with your visitor packet, annually. It is a good reminder of the little things that could prevent a call from ACA to you.

Ask for questions to this point.

Be sure to fill out camp name on each page of form.

Be sure to mark all modes that apply.

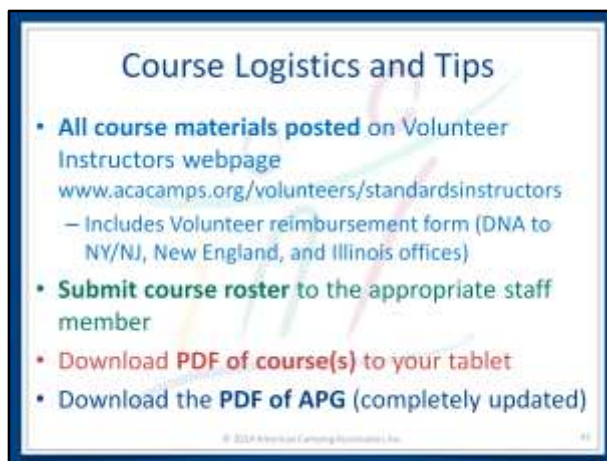
Be sure to put comments for NOs

Remind them that PD.10.1 and PD.11.1 do not go with PD.9.1-9.5 DNA.

Do not score in pencil

Be sure to have camp director sign front page

Be aware that we may be contacting them with questions, so have good email and phone number on form. Make sure second visitor can also answer questions if we get down to the wire and cannot find lead.

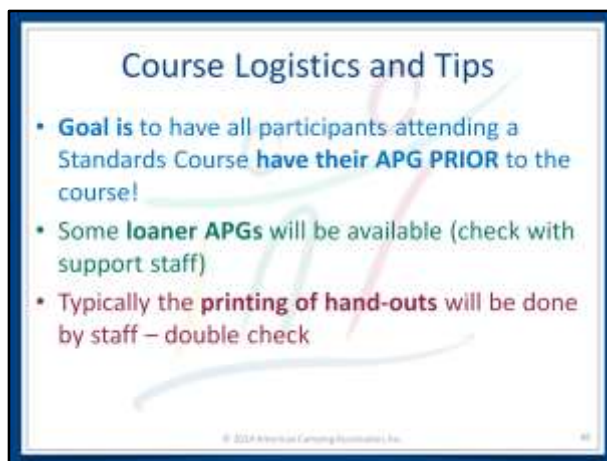


### Course Logistics and Tips

- All course materials posted on Instructors webpage  
[www.acacamps.org/volunteers/standardsinstructors](http://www.acacamps.org/volunteers/standardsinstructors)
  - Reimbursement link is also posted on this page
- Make sure to **submit course roster** to the appropriate staff member
- **Download PDF of course(s)** to your tablet instead of printing
- **Download the APG** (completely updated) to your tablet/computer

<http://www.acacamps.org/volunteers/standardsinstructors>

Printed copy of course to be taught is available upon request at [accreditation@acacamps.org](mailto:accreditation@acacamps.org)



### Course Logistics and Tips

- Goal is to have all participants attending a Standards Course have their APG PRIOR to the course! ***ACA is working on a “Road map to Accreditation” document that will be included in the APG’s sent to “new camps’ starting in early October. This will hopefully help reduce the “OMG” look instructors often get once reality starts to set in.***
- Some loaner APGs will be available (check with support staff)
- Typically the printing of hand-outs will be done by staff – double check

<http://www.acacamps.org/volunteers/standardsinstructors>

Printed copy of course to be taught is available upon request at [accreditation@acacamps.org](mailto:accreditation@acacamps.org)



Briefly review the Visit timeline with the participants. **ONLY the bold items are on the slide, however, be sure to cover ALL the items in the timeline.**

1. **Associate Visitor courses held to train new visitors**
2. **Standards courses prepare directors, etc. for visits that year.**
3. **Visitors receive camp visitation assignments and eventually visit packets.**
4. Visitor contacts section office if unable to accept an assignment.
5. **Lead Visitor contacts co-Visitor and Camp Director to schedule camp self-assessment review and visit to camp.**
6. Lead Visitor notifies section office about scheduled visit.
7. **Camp self-assessment review takes place in winter or spring and is completed before camp opens (staff training or staff arrival signals opening of camp).**
8. Lead Visitor reconfirms visitation arrangements with co-visitor and camp director.
9. **Visit occurs.**
10. Lead Visitor notifies local office that visit has taken place.
11. Visitors mail reimbursement forms and visit evaluation forms to section office.
12. Camp director mails visit evaluation form to section office.
13. **Forms are sent to ACA, Inc. by September 1 for visits that occur late in the summer.**
14. **Camp are notified of scores below 80%.**
15. **Camp requests review.**
16. **Review process occurs.**
17. Review committee's deadline for a recommendation to the standards chair.
18. **Local Council of Leaders/Affiliate Board's meet to approve accredited camps and vote on recommendations from review committee.**
19. **Camps are notified of their scores.**
20. Standards courses are scheduled.
21. Associate Visitor courses are scheduled.







**Contact Us**

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The slide features a blue border and a background with faint, colorful abstract lines in shades of green, red, and blue.