



Welcome and Overview

Have **slide** 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.

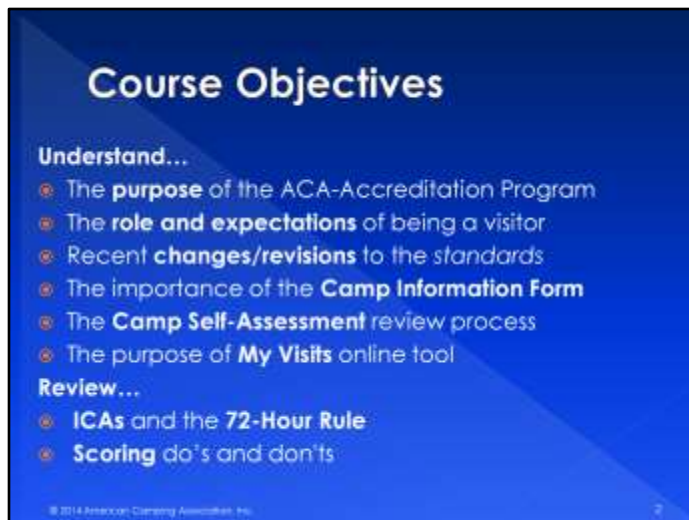
Go over housekeeping items.

- 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.



State Course Purpose and Objectives

The overall outcome of the American Camping Association (ACA) Visitor Update Course is to prepare current visitors for changes to the ACA-Accreditation Program and prepare them for camp visits under the new standards revisions.

Participants will seamlessly deliver the ACA-Accreditation Program, perform ALL components of an on-site visit, articulate the educational value of the accreditation program, and serve as an advocate for the ACA Accreditation Program.

By the end of this course you will

Understand...

- The **purpose** of the ACA-Accreditation Program
- The **role and expectations** of being a visitor
- Recent **changes/revisions** to the standards
- The importance of the **Camp Information Form**
- The **Camp Self-Assessment** review process
- The purpose of **My Visits** online tool

Review...

- **ICAs** and the **72-Hour Rule**
- **Scoring** do's and don'ts



Provide a reminder to visitors — The main purpose of the ACA Accreditation Program is education!

Briefly, Ask — Why is the program important to you as a professional involved in camp?

Use these excerpts from the APG as necessary for discussion.

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 the ACA-Accreditation Program is to assist the public in selecting camps that meet industry-accepted and government-recognized standards. (APG, p.12)

Accreditation indicates 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)

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 a camp's ...

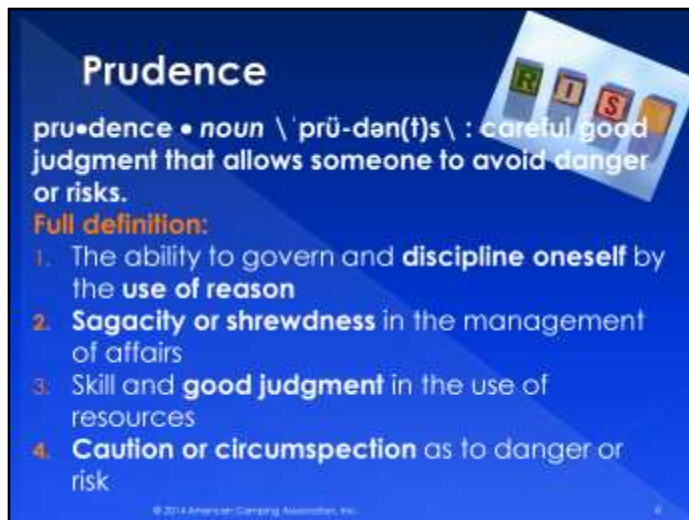
- **Commitment** to having a safe program — Participation is voluntary.
- **Accountability** — It's a third-party verification of your commitment and part of your overall risk management.
- **Credibility** — It's your camp's best evidence of wanting to do it correctly.

Accreditation is a nationwide program administered at the local level primarily by volunteers. As you know, 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.



State

ACA accreditation means a camp has **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 part of the accreditation process?

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>.



State

We want to take time now to remind everyone of the roles and expectations of serving as a visitor – things that sometimes are “forgotten” or even “dismissed” at times.



State

The four areas related to visitor expectations that we are going to take a closer look at in this next segment include:

- **Conflict of Interest** – We will discuss examples of what might constitute a conflict of interest.
- **Confidentiality** – We will discuss the importance for all visitors to understand that...like Vegas: What happens at the visit, STAYS at the visit!
- **Commitment** – We will discuss how lack of commitment can stress and impacts everyone.
- **Complaints** – We will share several RECENT complaints.



Discuss Conflicts of Interest

In your capacity as volunteers, you must **act at all times in ACA's best interests.** **(Bold content below is on slide but all information should be conveyed. NOTE: You cannot see this content in the paper version of the presentation)**

- You must subordinate personal business, third-party, and other commercial interests to ACA's welfare.
- Your conduct **cannot be, or appear to be, harmful to the best interests of the organization.**
- You **cannot benefit from your role as a volunteer or otherwise act in a manner that harms, or might appear to harm, the association.**
- You must **not serve personal or commercial interests that prejudice the association.** And
- You must **avoid any situation that might compromise, or appear to compromise, the exercise of your judgment** in the best interests of ACA.

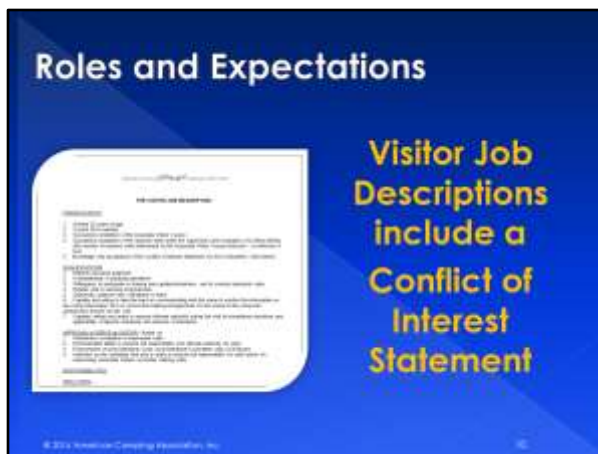
[animation] Click brings in the text box you see above with the following

Conflict of Interest

- Don't visit camp where used to work.
- Don't visit a camp from your own organization. (For example, two Y people shouldn't visit a Y camp 😊 **NOT on slide.**)
- Don't visit a camp you visited for their last accreditation visit.
- Don't visit a camp where someone you have "issues" with works.
- Don't visit a camp if you feel you might gain an advantage by serving as the visitor for a specific camp, let your Standards Chair or supporting staff know so a change can be made. **(NOT on slide.)**

ACTIVITY

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.



Activity

Have participants review the Visitor and Associate Visitor job descriptions that can be found in the participant handout packet.

Discuss

What are some of the differences between the two?
What are some of the similarities?

Point Out — One similarity is the: **Conflict of Interest Statement for ACA Volunteers**

This statement is taken right from the ACA Board Policy Manual.

While on this slide focus on the bold portion below....Make sure this portion gets read out loud – by one or two of the participants. Have everyone else silently follow along. Suggest highlighting/underlining/circling or somehow marking the parts of the statement that really resonate. Be sure they continue to independently read the entire statement.

A conflict of interest is a transaction or relationship that presents or could present, or appears or could appear to present, a conflict between a volunteer’s responsibility to ACA and the volunteer’s personal business or other interests. A conflict contemplated by this policy includes, among other transactions and relationships, a volunteer or other leader:

1. **Maintaining a relationship or ownership investment in an enterprise or organization that to an outside observer would constitute a conflict of interest; OR**
2. **Accepting payments or other financial benefits for consulting or other services to ACA.**

In their capacity as volunteers, individuals must act at all times in ACA’s best interests. They must put aside personal business, third-party, and other commercial interests to ACA’s welfare. Their conduct cannot be, or appear to be, prejudicial to the best interests of the organization. They cannot benefit from their role as a volunteer or otherwise act in a manner that harms, or might appear to harm, the association. A volunteer must not serve personal or commercial interests that prejudice the association, and must avoid any situation that might compromise, or appear to compromise, the exercise of their judgment in the best interests of ACA.

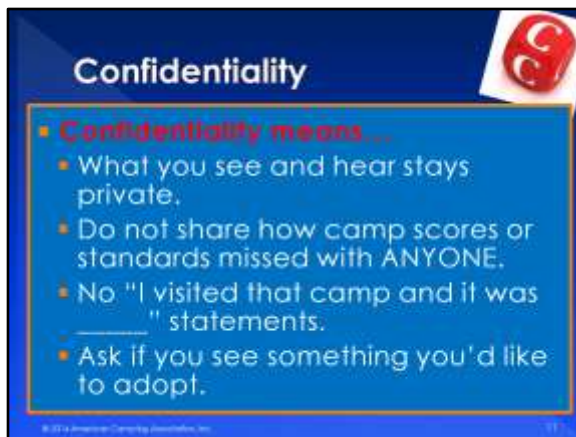
(continued)

No volunteer shall use her or his leadership position, knowledge gained from that position, or proprietary documents whose contents become known to them as a result of serving in that position except for ACA's benefit. Volunteers will respect the confidentiality appropriate to issues of a sensitive nature.

All leaders must adhere to any and all ethical standards or codes of conduct established by the association.

Ask — If anyone would share the part or parts that resonated with them the most about the conflict of interest statement. Discuss as applicable.

Ask — If anyone has any questions about the job descriptions in general. Answer as applicable.



Discuss Confidentiality...

You may not use your leadership position, knowledge gained from that position, or proprietary documents whose contents become known to you as a result of serving as a visitor except for ACA's benefit. **(NOT on slide.)**

You will **respect the confidentiality** appropriate to issues of a sensitive nature. **(bold content is on slide AND you cannot see these in the paper version of the presentation)**

You must **adhere to** any and all **ethical standards** or codes of conduct established by the association. **(bold content is on slide AND you cannot see these in the paper version of the presentation)**

[animation] click brings in the text box you see above with the following

Confidentiality means

- Any documents you see and what you learn are to be kept confidential.
- It is not appropriate to share what a camp scored and/or missed with ANYONE!
- It is not appropriate to share "Oh, I visited that camp last time, it was (Fill in the blank – horrible, wonderful, odd, etc.)."
- If the camp has a great idea or wonderful form you'd like to use – ASK if you might do so. Most camp directors are more than willing to share.

ACTIVITY

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.



Briefly Review — Definition of “Commitment” (definition is on slide AND you cannot see it in the paper version of the presentation)

com·mit·ment

noun \kə-ˈmit-mənt\

- ❖ a promise to do or give something
- ❖ a promise to be loyal to someone or something
- ❖ the attitude of someone who works very hard to do or support something

[animation] click brings in the text box you see above with the following

Commitment means

- If you say you are going to do something – **DO IT!**
- While emergencies do happen, backing out of a visit at the last minutes is unfair to everyone involved – your other visitor, the camp, etc. **PLAN AHEAD!**
- Make sure to take the time to thoroughly review and **prepare** yourself for the visit **PRIOR** to the night **before**. The camp had to prepare and deserves to have their visit conducted by a visitor who is prepared.
- Review your assignment (camp, location, etc.) as soon as you get it so you can determine if there might be a **conflict of interest**, if it is too far for you to drive, etc. YES – we’ve had at least one visitor who called the standards chair the **NIGHT** before the visitor who indicated “WOW – I just looked at my assignment and it is a 6 hour drive to get to that camp. I can’t do the visit.” While we might chuckle, this caused the camp to have only one person conduct their visit .

Definition Source — "Commitment." *Merriam-Webster.com*. Merriam-Webster, n.d. Web. 16 Sept. 2014. www.merriam-webster.com/dictionary/commitment

ACTIVITY

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.



Share

Complaints We've Heard About Visits: [animations present – each item will appear on mouse click].

- **Cell Phone Use:** The visitor kept pulling out their cell phone, texting someone and even took a couple calls! We have a “no cell phone use” policy in the sight of campers. This person didn’t even care!
- **Read Us Each Standard!** The visitor felt it necessary to literally read every word of the standard despite the fact we all had the APG in front of us. This caused the visit to last at least an hour longer than necessary.
- **Never Even Talked to Campers or Staff!** Most directors want you to engage with their campers and staff – they have let them know what is going on. And, even if they really haven’t, it is by talking with staff that you really learn about the camp! Include campers even if it is to ask them “what’s your favorite activity?”
- **PETS:** The visitor called and wanted to bring her dog! When I indicated, we had a no dogs on camp policy, she wanted to know if it would be okay if she brought it and left it in the car. OF course, that meant she needed to park in the shade and she’d need to go let it out every hour or so! I thought this was an accreditation visit, not a “take your dog to work day” event!
- **FOOTWEAR:** They were wearing sandals and walked into the kitchen! Our food supervisor nearly had a fit!

Each of these is a LESSON.

Please do your best not to become part of one of the complaints we hear!

ACTIVITY

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.



Review with visitors key points about their role:

- Observe all aspects of camp operation.
- Assist camp staff/director/committee in improving their own observation skills regarding the camp.
- Interpret the standards as related to each camp visited. Determine compliance.
- Complete the scoring and comment forms accurately and completely, along with the director.
- Distribute completed forms as directed to the camp director, the local standards chairperson, and the national office immediately following the visit.
- Provide information as needed in review process and/or appeal process.
- Attend visitor update/refresher at least once every three years, and conduct a visit at least every other year. (Not on slide.)



Remind Everyone

A visitor's role is to.....

- **Verify what specialized activities** the camp offers and then work hard to schedule a day when the MOST activities can be seen.
- **Verify that what is stated in a written policy** is actually in practice. For example, if the aquatic safety written policies indicate the guard is to maintain focus on their assigned area and not talk with others AND you observe them carrying on a lengthy conversation with a non-aquatics staff member, the policy is not in practice AND the standard should be scored NO.

A visitor's role is **voluntary and part of an educational process**. Remind visitors their role is to help camps become better at what they do. The role of the visitor is NOT to inspect but to educate.

Lead Visitor and/or Associate Visitor?	
Lead Visitor	Associate Visitor
<ul style="list-style-type: none"> • Designated "point person" for communication and scheduling • Prior experience as a visitor • Makes all final decisions around scoring should there be a disagreement 	<ul style="list-style-type: none"> • Communicates his/her availability to the lead visitor • Typically newer to the visitor experience • Has a voice in the decision-making process
<p>The lead visitor and associate visitor work as a team to complete the visit.</p>	

Review these Terms

These terms are often misused:

Visitor, Associate Visitor, Lead Visitor, Second Visitor – Are you confused?

The slide offers an illustration of the roles of "lead" visitor and associate visitor.

Typically, a visit will have a minimum of two visitors present during the accreditation visit. Depending on the size of the camp, up to three or four visitors may be assigned to a visit.

Lead Visitor — One of the visitors will take the role of "lead" visitor. The lead visitor is someone who has "visitor" status and is willing and able to make final decisions about scoring during the visit. The lead visitor typically oversees communication with the camp prior to the visit and will work with you to set the tone and schedule on the day of the visit.

Associate Visitor — Associate visitors are persons who have completed the requirements of the Associate Visitor Course. They participate as a second (or third) person on a visitation team conducting accreditation visits. In this role, they are expected to: assist in the interpretation of the ACA-Accreditation Program's purpose, background, function and process; aid the camp director and visitor in evaluating all aspects of the camp operation; assist in the visit procedures; observe all aspects of camp operation; assist in utilizing camp observations to record "Yes," "No," or "DNA" on the score form, and all comments on the comment form, etc.

Sometimes both assigned visitors have "visitor" status, and one needs to be designated as the lead. Other times, one of the two visitors is an associate visitor and is not eligible to be the lead visitor, so the "visitor" is the lead by default.

"Second visitor" is a term some use in the field to distinguish a co-visitor — both are actual visitors. "Second visitor" is a term used to designate the person who is not serving as the lead.

Legal Implications

- The visitor is the **official representative** and legal agent of the Association.
- Visitors represent a **national program** that is to be administered uniformly across the country.
- The **visitor's signature** on the score form indicates that s/he has confirmed that the camp does or does not comply with the standards as written.

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Review Legal Implications

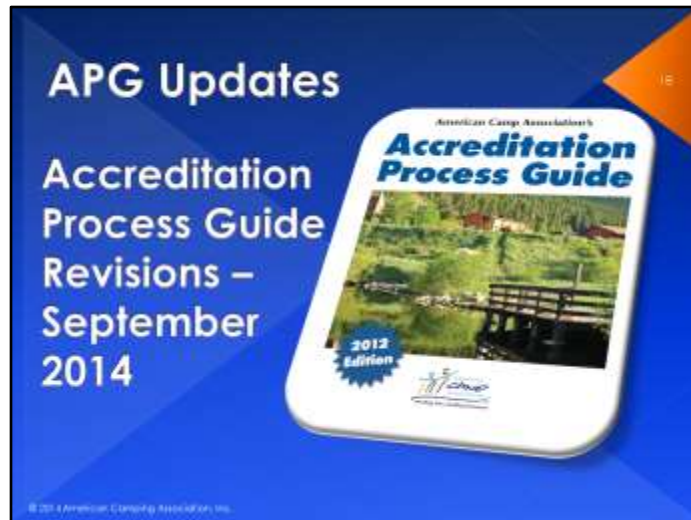
Use the slide to reinforce visitor actions and responsibilities during the camp visit. **As a visitor you need to be aware of and remember the legal implications that come with the accreditation visit.**

Share Key Points to stress legal implications of the visit.

- The visitor is **the official representative of the Association** (both nationally and locally) when fulfilling his/her responsibilities.
- The visitor is **an agent of the Association when fulfilling his/her responsibilities**. (Being an agent is a legal responsibility while being a representative is a spokesmen type of responsibility).
- As ACA representatives, **visitors are expected to act in ways consistent with their training and the code of ethics**.
- Visitors **represent a national program** that must be administered uniformly across the country.
- The **visitor's signature on the score form indicates s/he has confirmed that the camp does or does not comply with the standards as written on the day of the visit**.
- The scoring and resulting accreditation decision could become the focus of a lawsuit at some point in the future involving the Association, the local or affiliate office and/or visitors. As such, the visitor must recognize that he/she could be subject to giving testimony in such a situation. Although not always achievable, the **ACA does everything possible to protect the identity of visitors**.

Review this information for Instructor reference (if necessary). (Not on slide)

- 1. ACA carries liability insurance, which protects the Association and its agents.** In the event of such a suit, it will pay attorney's fees for the defense of both the ACA representative and the corporation. However, if visitors carefully check documentation and follow guidelines in the Compliance Demonstration statements, the likelihood of negligent action is remote.
- 2. If visitors are contacted by an attorney requesting information concerning a camp or about the accreditation process, refer all such calls immediately to the Standards Team at ACA, Inc.** For their own protection, visitors should not answer questions or even general inquiries from attorneys without first discussing the situation with the national office. This will help maintain a consistent message about accreditation and will permit us to immediately provide legal counsel when that is appropriate. The actions and statements of just one visitor affect the entire Association.
- 3. Visitors must not retain copies of score forms. The administrative office of ACA, Inc. is the sole custodian of all official records of the Association.** Copies of any score forms provided by ACA for a local review or national appeal should be discarded once the appeal is settled. This assures that if score forms or visitors are requested, the national office will be fully involved in providing the forms and any additional advice that may be necessary.



Accreditation Process Guide Revisions from September 2014

The Accreditation Process Guide is often referred to as "the APG."



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 are met)
- Making revisions as necessary
- Securing final legal review
- Requesting approval of the ACA National 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.

(continued)

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
- Through My Accreditation, you can request a report that is a copy of the actual standards – fully updated
- Request a printed packet

Recent updates are currently available and will be in effect for the 2015 visit season.



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

Please Note: These changes are noted on the APG pages with a double dagger (‡) by the change and a footnote at the bottom of the page to indicate the date of the change (September 2014). 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.



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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.

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**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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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.

**Revisions:
Program Design & Activity Standards**

PD.26 – Riflery Safety

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



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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**.

**Revisions:
Human Resources 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**

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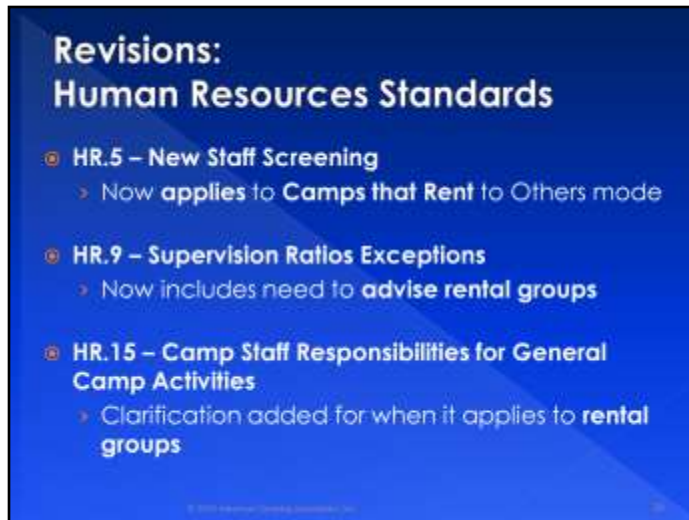
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Human Resources (HR) Standards revisions include clarification and/or addition to contextual education. There is NO change to intent of standards.

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. This means that the camp going through accreditation must meet this standard. Example: A camp that ONLY serves rental groups employs a kitchen staff and a maintenance person. With the revision, the Annual Staff Screening applies to the kitchen and maintenance staff. The RENTAL GROUP is ADVISED of the need for staff screening.



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

[animations]

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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**

Handout

Have participants look in their participant handout packet where they will find a brief overview of all the revisions we just covered.



Elements reviewed in this segment include:

- Camp Information Form
- Camp Self-Assessment
- Mandatory Standards
- ICA Process
- 72-Hour Rule



Review the Camp Information Form (HANDOUT)

As the visitor, you will receive a copy of the Camp Information Form that the camp completed in preparation for the visit. There is a blank copy of the form in your handout packet.

This is a great visitor resource and you should have it readily available as you talk with the camp about their visit so you can verify modes/ specialized activities, etc.

The front side includes basic information such as:

- Camp name and ID number
- Contact (specifically for the visit)
- Addresses — both summer and nonsummer
- Camp website address
- Information regarding completion of standards course requirements
- Self-assessment general inquiry
- Modes to be scored
- Program sections to be scored
- Multi-site distinction

Note the areas to be visited box in the lower third of page one. Take particular note of the sections regarding the camp self-assessment and modes of operation to be scored.

Also notice the section on program areas to be scored and that it highlights three areas:

- Specialized Activities
- Aquatics
- Trip and Travel (three nights or more)

The back side includes:

Specific information about specialized activities offered. During the Standards Course, camp directors were instructed to check any activities that they offer and to circle any activities that they offer through a staffed public facility—a third party.

Camps were also asked to list specific aquatic activities—aquatic activities are not listed specifically on page two of the Camp Information Form. Rather camps need to list what aquatics activities they provide. As a visitor it is important that you review this box with the camp director so both of you

know whether to score swimming, watercraft, etc.

As visitors — you need to take particular note of page two as to how it pertains to specialized activities and scoring.

Page two of the Camp Information Form is your guide in working with the camp on standards to be scored and areas of the camp/activities you need to see during your camp tour. The Camp information forms are passed out at the standards course, so everyone should have completed one.


You will receive the completed Camp Information Form as a hyperlink in your camp assignment, with your visitor packets, or via email. **If you do not receive the Camp Information Form with any of the pre-visitation information, contact the camp and ask that they complete one for you. You can send them one or they can download a new one from the Accreditation Resources/Tools page.**

Use this form as a **conversation starter** and outline for the conversation. Regardless of the information available on the form — **it is always a good idea to check out the camp's website prior to reviewing the camp self-assessment and prior to the day of the visit.** This will help you verify the activities indicated prior to any reviews or scoring. **Be sure to use this form — as an informational tool.**

Finally, BE SURE TO SEND THIS FORM TO ACA, INC. ALONG WITH THE SCORE FORM!

Setting Up the Visit

- Use the Camp Information Form
- Use the Sample Contact Outline (handout) as a "script"
- Schedule visit when MOST specialized activities can be seen



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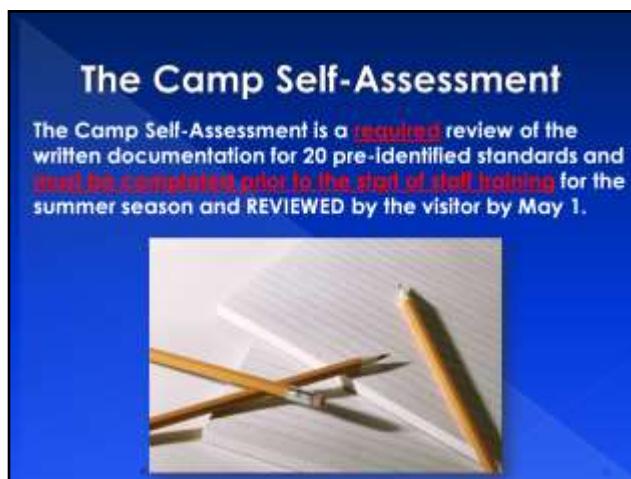
Review

Making sure the visit is scheduled when the MOST specialized activities can be seen — this includes aquatics, horseback riding, challenge course, etc.

HANDOUT

There is a resource in your handout packet called **Sample Accreditation Visit Contact Outline** that you may use along with the camp's completed Camp Information Form to help you with the conversation — it may help make sure you don't forget anything.

Visitors — be sure to contact each other AND the camp as soon as possible after assignments are made! Do NOT wait until May — the Camp Self-Assessment is to be reviewed by MAY 1!



Notes to Instructor

- **Articulate the purpose** of the **Camp Self-Assessment (CSA)** and demonstrate how and why they need to **REVIEW** their assigned camp's **Camp Self-Assessment**.
- **Discuss the purpose** of the Camp Self-Assessment.
- **Inquire** about how they "made this happen" (or not) for their last visit.

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. Additionally, this form should be reviewed by the visitor by May 1.

The required Camp Self-Assessment is designed as an educational tool for camp staff and visitors alike. Any or all standards requiring written documentation may be reviewed prior to the camp's staff training and nothing is scored until the day of the visit — allowing camp to make corrections. We KNOW that the more written documentation that is reviewed prior to the on-site visit, the smoother the visit goes.

As the visitor you will review the written documentation for each required standard and will mark the Camp Self-Assessment worksheet (or use 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.

These same valuations can also be added via the comments boxes using the My Accreditation/My Visits apps. Visitors use My Visits to read their assigned camp's documentation and other visit prep materials, and they will indicate "seen," "not seen," or "needs verification."



[three animations present]

Review — You can find a copy of the Camp Self-Assessment

1. In the **APG** pages 261 to 265
2. On the **ACA website** on the **Accreditation Resources/Tools page** (Two versions)
 - a. Version with only the required 20 standards
 - b. Expanded version with all standards that require documentation
3. Through My Accreditation/My Visits **Camp Self-Assessment Report**

Have Participants Review the HANDOUT

The paper version of the Camp Self-Assessment is a handout — please have participants review the document and ask about any questions they may have regarding the visitor role with this visit element.

Be Sure to Share

The Camp Self-Assessment does NOT have to be done in person. If done electronically, it is expected that you will, at least, have a phone conversation to review what may need attention.

While all written documentation is to be available during the visit, in most situations, there is no reason to review written documentation (on the day of the visit) that has been seen previously and was in compliance. Verify it is in practice and score.

- For example, if the aquatic safety written policies indicate the guard is maintain focus on their assigned area and not talking with others, AND you observe them carrying on a lengthy conversation with a non-aquatics staff member, the policy is not in practice AND the standard should be scored NO.



Remind

Please remember that when you see something in practice that doesn't match (or is less than) what is written, then it is appropriate and expected that you will score the standard a "NO." [animation]

Discuss

Please discuss this further if there are any questions.

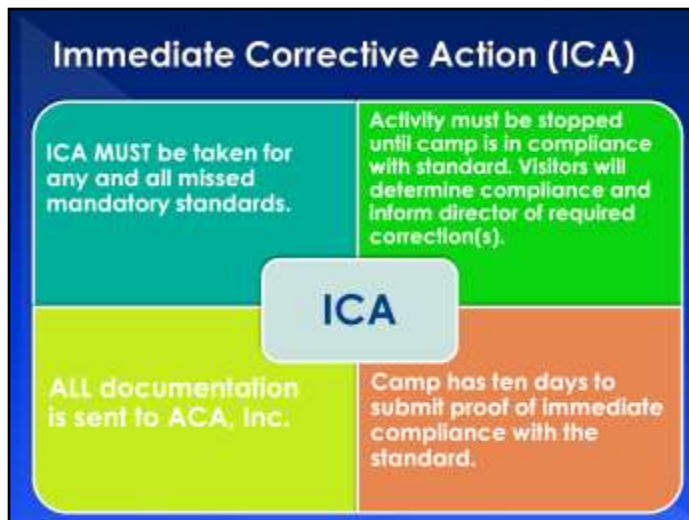


Discuss

While we have a very high compliance rate, camps still miss mandatory standards.

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

Remind the group that there are **four revisions with mandatory components that are new or revised beginning summer 2015**. Go back to revisions slides or handout if necessary.

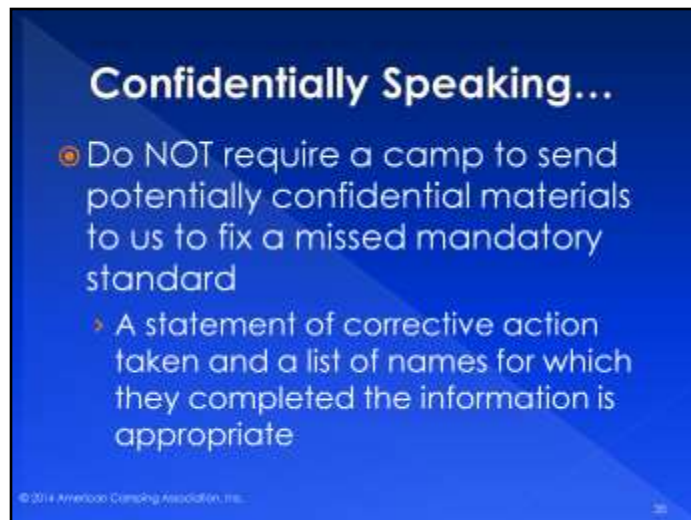


Immediate Corrective Action for Missed Mandatory Standards

Note to Instructors: Explain 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.
- Visitor sends ALL ICA paperwork with score form.
- Camp sends ALL **documentation of proof 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.



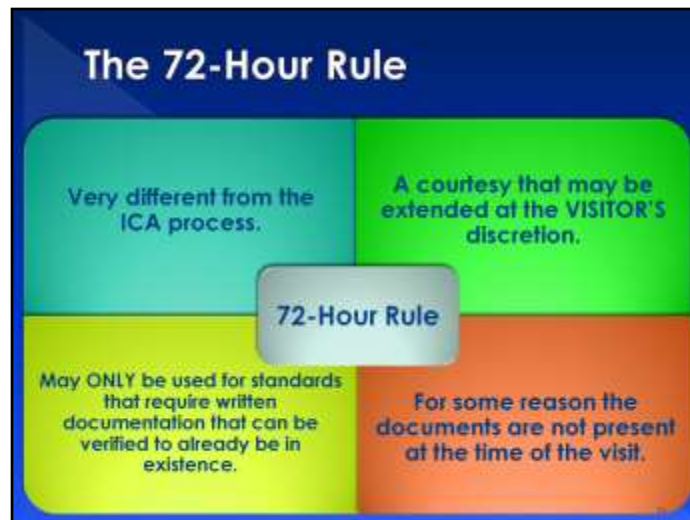
State

Also, for confidentiality purposes

- DO NOT require the camp to send potentially confidential materials to us to fix a missed mandatory standard
 - Specifically, missing health histories and staff screening results (**NOT ON SLIDE**)
- A statement of corrective action taken and a list of names for which they completed the information (e.g., collected health history, voluntary disclosure statements, or criminal background check results) is appropriate for these types of missed mandatory standards

Helpful Reminder

Take a copy of the examples of ICA corrections with you on your visits.



Explain

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.

- 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.
- However, 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.





Precede through Animation and Review [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.

The **visitor** complement to My Accreditation is **My Visits**. **Visitors use My Visits** to help prepare assigned camps for their up coming visits — it is an easy-to-use web-based app, created by ACA for standards volunteer visitors.

Also, current dues-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 predetermined areas (for example: filter to see only mandatory standards)
- 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
- Ability to download a pdf version of the standards (with APG copy)

[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.



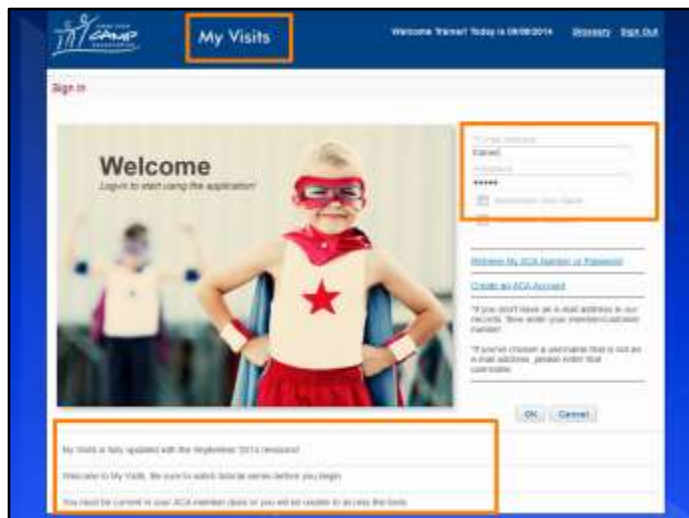
Remind

Once you get to the main page describing **My Visits** be sure to watch the tutorials. [animation] This will help you better understand the nuances of the apps.

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. Use My Visits to review documentation if the camp has chosen to use My Accreditation.

Your area standards chair and ACA, Inc. can also help if you have difficulty in determining applicability.



Review

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

[animation] Shows where general messages/reminders/announcements from ACA can be found

Instructor Note

If you have internet access, log on to the ACA website and walk through the process. BE AWARE OF TIME! Keep any demos short and sweet

Username = Trainer

Password = 12345



Show

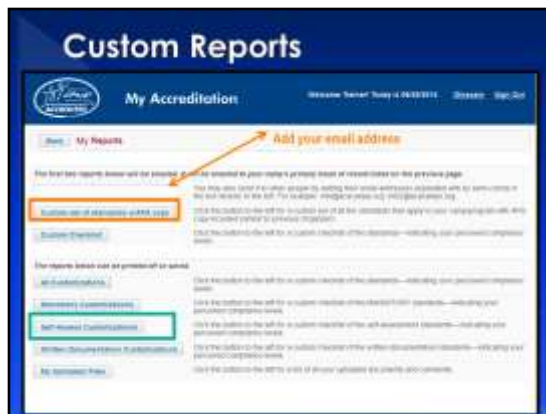
Once you are logged in you have some options.

If you would like a PDF version of all the standards with the same text as the APG

1. Visit the “Update my Visitor Information” **[animation]**
2. Agree to the following statement “I understand the PDF document of the APG from the My Accreditation tool has all inclusive revisions to date and is for my personal use ONLY and is not to be shared with others” by clicking the button.
3. Check your email of record for the file – and download to your computer or tablet. Important note: **THIS IS FOR INDIVIDUAL VISITOR USE ONLY!** Plus, if you downloaded a PDF last spring or summer, you will need to do it again and get the updated version.

To start to review content that your assigned camp had completed and/or updated, use the navigation buttons provided. **[animation]**

The tutorials will explain how to best use the app to review camp’s customizations.



Note to Instructor: Please show the My Reports page and highlight the following.

The Custom Reports — My Reports page looks and acts the same way in both apps!

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

- 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 camp has added and automatically DNAs any sections of standards that do not apply to camp 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 camp agree to go that route. Especially, because the comments from both parties will show on the reports.



Remind

Be sure you understand and may need to help the camp understand the following information (disclaimer).

Note to Instructor: Please read this to the group.

- 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 This Information

Overview of Information Applicable to both My Accreditation and My Visits

- Camps go to www.acacamps.org/accreditation/resources-tools.
- Choose My Accreditation or My Visits (Camps and visitors must be current in their dues/fees).
- **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.
- Go to Custom Reports.
- Get working. 😊



Score the Standard!

SF.16 REFRIGERATION

SF.16.1 Does the camp assess proper storage of potentially hazardous foods at 40°F or below by:

A. Presiding thermometers for all mechanical refrigeration units, and
 B. Monitoring temperatures for each mechanical refrigeration unit:

1. in camp-staffed facilities, by maintaining a written record of temperatures noted and initialled daily when the facility is in use, or
2. in facilities used by rental groups, by instructing groups to check temperatures, and

C. Notifying appropriate personnel if the temperature exceeds 40°F?
YES, NO

Contextual Education

'Potentially hazardous foods' are those foods of vegetable, animal or synthetic, in a form capable of supporting growth of infectious or toxic microorganisms (i.e., milk or milk products, eggs, meat, poultry, fish, shellfish, edible crustaceans). Such food should be maintained at temperatures below 40°F. Rental groups and camp staff should know to whom and how to report temperature problems in refrigerators so that prompt corrective action and alternate storage can be arranged.

The standard applies to all mechanical refrigeration units holding food for staff campsites, or rental groups including the camp kitchen, food service, staff houses, unit shelters, and lodges. This standard does not apply to freezers, ice chests, or coolers.

Written documentation required

DNA: SF.16.1 does not apply if camp uses no refrigeration units.

Applies to:

- Day camps
- Resident camps
- Short-term resident centers

Share

SCORING THE STANDARD!

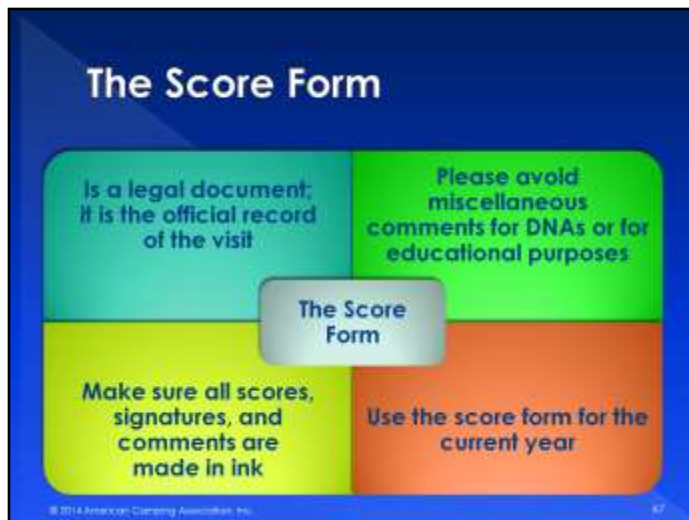
The questions written in the text box outlining the standard such as the ones on the slide, are what need to be scored **NOT** the educational information in the Contextual Education Section.

Activity

Look at p. 43 in the APG standard SF.16.1 – Read the entire standard (silently or aloud).

Ask: How would you score a camp that had no thermometers or charts for their walk-in and stand-alone freezers yet had everything for all walk-in and stand alone refrigerators throughout the camp – YES or NO?

Answer: The standard would be scored a YES because freezers are not specified in the standard itself. Additionally, the contextual education clearly DNA's freezers, ice chests and coolers.



Explain

The score form is the legal record of the visit – **It is a legal document!**

Comments are to be written for any and all “No” scores; for any problems in scoring a standard or a section of standards; and for indicating that a section was scored but not seen. Therefore, please do NOT write miscellaneous comments for DNAs or for educational purposes. For example: A camp has a written plan for Intruders (OM.7). They have a plan, yet you feel it is weak so the visitor writes on the comment form: “Camp has a plan yet needs to strengthen it by cutting down trees so there is better visibility.” While this may be true and you want to share this info with the camp, please do so verbally or in writing on another document and NOT the score form.

The signature portion of the form **MUST** be completed for the visit to be official. **Score forms without the signatures cannot and will not be processed! Make the visit count – collect the signatures. Please record all signatures in ink.**

Make sure your score form has light blue ink for the “Yes,” “No,” and “DNA” boxes. **These forms will be read by a scanner; please do not make any miscellaneous markings in the score boxes.**

Make sure you are using the score form for the current year – look at the last page of the score form (where the research questions live) as there is usually a year indicated in this section.

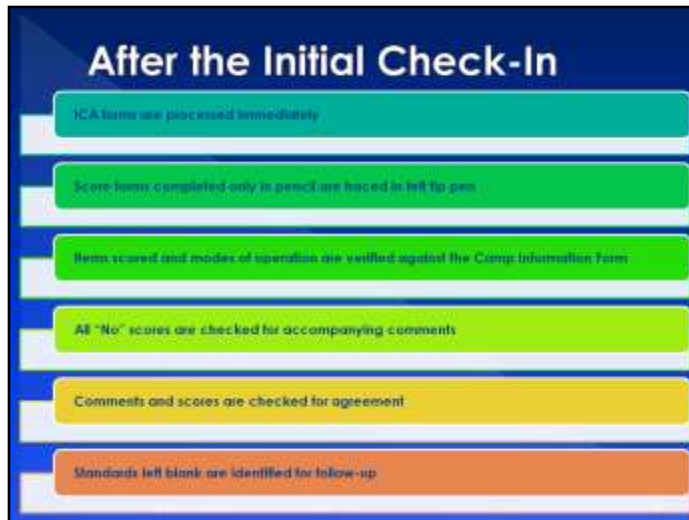
Did You Know?
All score forms are hand-checked for errors, omissions, and information regarding:

- Camps**
 - Date of visit, correct camp number, correct camp name
 - Membership status of camp is verified
- Visitors**
 - Member number verified
 - Membership verified: must be current member
 - Training is current
- The Form itself**
 - All signatures present
 - Camp name and number on each page
 - Date stamped when received

Before they are even scanned and sent for data entry; **ALL** score forms are hand-checked when they arrive at the administration office for errors, omissions, and information regarding. (See information on slide.)

ACA processes between 775 and 900 score forms each summer.

Each score form has 344 scoreable items – we counted (if a camp were to score all modes and all programs).



Details, details, the devil is truly in the details. The six items listed on the screen are things that you, as a visitor, can help with.

Awareness of the level of detail and logic that is applied to the score form before it is tabulated can be very helpful. Each score form can take anywhere from 5 to 15 minutes to check in depending upon whether or not the Standards Team need to make corrections or follow-ups.

Thank you for your commitment to paying attention to the small details that help the whole process run smoothly from start to finish.



Phone calls and/or emails are made lead to visitors to gather missing or conflicting information: Main reasons for contacting visitors are listed on the slide. This list is not exhaustive (but makes the point).

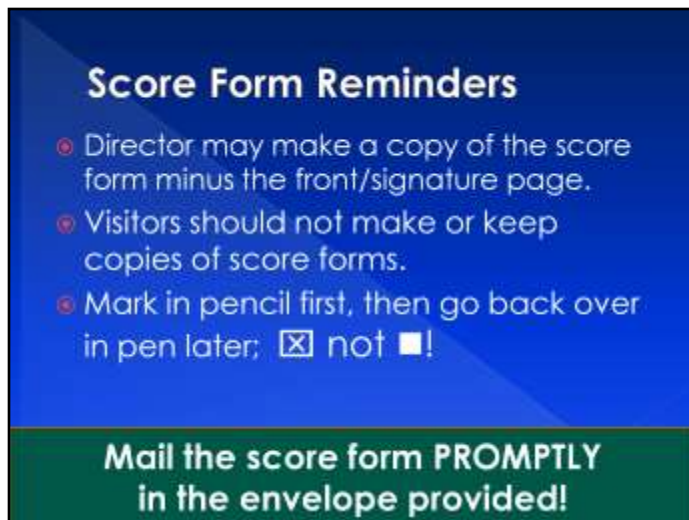


The reminders on the next two slides will help you navigate the score form and help you to be as accurate as possible.

Remember, **all "No" scores** require a comment. Comments for a "No" score should be made in the comment sections following the group/set of standards being scored. **Please remember to initial comments using "VIS" for the visitor's comments or "CD" for the camp director's comments. No names, no personal initials. Use additional paper if necessary. Please record all comments in ink.**

Other score form reminders:

- Do not use names or personal initials for comments; use generic "CD" or "Vis."
- Mandatory standards are bold and italicized.
- Indicate the camp name and number on each page in the spaces provided for you.
- **Indicate all modes you are scoring for the camp being visited.**



Score Form Reminders

- Director may make a copy of the score form minus the front/signature page.
- Visitors should not make or keep copies of score forms.
- Mark in pencil first, then go back over in pen later; not !

Mail the score form PROMPTLY in the envelope provided!

- Director may make a copy of the score form **minus the signature page**.
- Visitors should not make or keep copies of score forms.
- Mark in pencil first, then go back over in pen later. A flair pen works great for marking the form.
- **Mark an X** over “Yes,” “No,” or “DNA” to indicate your compliance decision. Please do not fill the box with color.

Mail promptly in the envelope provided.





Have we met the course objectives?

Do You Understand... [animations present for each bullet]

- The **purpose** of the ACA accreditation program
- The **role and expectations** of being a visitor
- Recent **changes/revisions** to the *standards*
- The importance of the **Camp Information Form**
- The **Camp Self-Assessment** review process
- The purpose of **My Visits**
- **ICA's** and the **72-Hour Rule**
- **Scoring** do's and don'ts

Be sure to review any areas that participants may be unsure of or have questions about before moving on to next slide.



Please **be patient** – this is the first visit with the newly revised standards – and there are four (4) new mandatory standards for the camps being visited this summer.

Avoid delays on the day of the visit tracking down written materials; schedule the Camps Self-Assessment Review with your assigned camp as soon as possible.

Help mentor your assigned camp through the preparation process if they need the help.



If You Need Us — Contact US!

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 - › Rhonda, ext. 306
 - › Kim, ext. 314
 - › Andrea, ext. 305
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 - astearley@ACAamps.org

**Thank YOU! You are the reason
this all works!**

Thank you for your time and have a safe, and happy summer!

You are the reason this all works!