

ST. 301.

FROM PAGE 8 & 9 of STAFF HANDBOOK

BEHAVIOR MANAGEMENT Establish simple and necessary rules for campers that will enable them to enjoy a safe summer. Be consistent and clear with your expectations. State your desired outcome in a positive way. For example, rather than telling the group “No running”, tell them to walk. Always correct campers individually and privately. Correcting a camper in front of peers will cause embarrassment. HAVE PATIENCE; correcting poor behavior takes time and effort on the part of all staff members. It is our job to anticipate potential problems and structure for success. Guide campers to engage in “Peer Problem Solving” techniques, where they negotiate and compromise with their friends. Discipline means guidance and should not be punitive. Never punish a camper by denying him/her a favorite activity or snack. Discipline at camp means discussing concerns with the camper; teaching the camper to participate "The Right Way". Redirecting a camper is appropriate. Anticipating discipline issues is a good teaching technique. Engaging campers in appropriate activities and participating at the camper's level will prevent many discipline problems. Yelling is not acceptable at Playland for discipline or group management. If necessary, the use of a stern voice, with appropriate facial expression, is much more effective and acceptable. Never let one camper destroy the good time of another camper or the entire group. Some campers require extra attention and nurturing. It is positive to concentrate more attention on that camper to enhance the overall success of the group. Above all, don't let a situation grow out of control. Long before the critical stage, enlist help from the director or a head counselor. All staff members should give verbal direction and correction as needed. All staff members should model proper participation and behavior. Assistant staff members should never discipline a camper. If a child needs additional direction or correction assistant staff members should defer to the senior group counselor. If a child is rude to a staff member – a simple statement from the counselor should be “I do not like that”. Walk away from the camper and inform your senior counselor and / or your group’s head counselor.

TECHNIQUES TO ENCOURAGE POSITIVE BEHAVIOR

- ✓ Make rules clear and tell campers what you expect from them
- ✓ Set good examples for respect, cooperation and teamwork
- ✓ Provide opportunities for success
- ✓ Give constant praise and recognize good behavior
- ✓ Maintain routines as much as possible
- ✓ Support fellow staff members
- ✓ Make each child feel special – each child is special
- ✓ Understand what is happening before you intervene
- ✓ Intervene early and before the child loses control
- ✓ Ask for help and support when you need it
- ✓ Speak effectively:
 - At child's eye level
 - Change voice and tone to reflect your request
 - Use clear, direct and unemotional commands
 - Don't ask – tell