



# CAMPMASTER PROGRAM GUIDEBOOK



**Pennsylvania Dutch Council, B.S.A.**  
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2023 Revision

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### EMERGENCY TELEPHONE NUMBERS

No public phones are available at either camp. In the event a call must be placed, telephones are located at the camp office and maintenance shop. The Campmaster will need to unlock these buildings for access. Please be aware, if your cell phone does not have a reliable signal in camp you may have to use a camp phone in an emergency.

Ambulance / Police / Fire	911
Matt klutzaritz, Council Executive <a href="mailto:Matt.Klutzaritz@scouting.org">Matt.Klutzaritz@scouting.org</a>	484-767-6405 cell
Matt Stewart, Campmaster Program Chair <a href="mailto:Wallaby38@gmail.com">Wallaby38@gmail.com</a>	717-587-8409 cell
Avery Ford- Ranger, J.E. Mack Scout Reservation <a href="mailto:avery.ford@scouting.org">avery.ford@scouting.org</a>	717-353-0891 cell 717-626-8711 camp office
Dave Matterness- Ranger, Bashore Scout Reservation <a href="mailto:david.matterness@scouting.org">david.matterness@scouting.org</a>	717-304-5796 cell 717-865-4583 camp office
<b>CHILDLINE – Youth Protection Reporting</b>	800-932-0313 (24-hour hotline)

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## PURPOSE

The main purpose of the Campmaster Corps is to provide support and guidance to the Scout units and groups using the camps for the weekend. Providing commissioner type support and excellent customer service is very important to the success and enjoyment of our council camps.

Campmasters provide relief to the Camp Rangers from unit responsibilities for the weekend, freeing them for other work, as well as personal time off. The support given to the Rangers will greatly add to the overall effectiveness of the Rangers and the quality camping experience of the units.

Campmasters serve as the council/camp representative to the units for the weekend. Their presence will ensure a safe and quality camping experience, make a significant impact on how the Scouts and leaders perceive our camps and council.

## WHAT IS THE CAMPMASTER CORPS?

Campmasters comprise a group of registered and trained Scouters who volunteer to serve at our council camps whenever Scout units, individuals, and other organized groups are using the camps on a short-term basis. They are chosen to serve in this capacity by the chairperson of the Campmasters Corps and the Council Camping Committee. Campmasters are selected based on their ability in several areas: customer service, leadership, outdoor skills, and specialized knowledge of nature and conservation.

Campmasters need strong communication skills, ability to lead and to act in an emergency, and generally be a "people person". All Campmasters must have a working knowledge of Scouting including unit operations, advancement, and camping.

Campmasters are responsible to the chairperson of the program. They are directly responsible to the Camp Rangers when working in the camps. Campmasters are not by virtue of their position members of the Council Camping Committee, but through their chairperson have representation on the committee.

Training is held once a year for all involved persons and all members are expected to attend. The Campmaster schedule operates from the second weekend in September to the last weekend in May. Campmasters select their frequency of service, serving one or two weekends per year.



## **REQUIREMENTS / QUALIFICATIONS FOR CAMPMASTERS:**

1. Must be a trained and registered Scouter at least 21 years of age with current Youth Protection Training and Criminal Background Checks on file.
2. Ideally, attend Campmaster training before performing duties. Alternately, reading this book and receiving specific camp orientation from the Rangers or Campmaster Chairperson will suffice.
3. Complete Hazardous Weather Training. Ideally, be experienced in outdoor camping skills and knowledgeable about BSA program and Safe Scouting practices. First-Aid & CPR training is desired.
4. Be willing to serve as a Campmaster a minimum of one or two weekends per year at Bashore Scout Reservation and/or J.E. Mack Scout Reservation. (Rotation depends naturally on the number of members in the Corps.)

## **CONFLICTS OF INTEREST:**

Campmasters may not serve if they have other primary duties for the weekend. For example- if they are chairing or staffing a district event, training, or other activity they may not be able to devote the time needed to do both jobs effectively. Unit leaders should avoid signing up for the same weekends that their unit is camping. Campmasters need to be focused and available to all units and groups in camp.

## **WHERE DO I STAY?**

Each camp provides a comfortable, furnished, and clean cabin with many modern amenities to make your weekend enjoyable. The cabins are equipped with fully stocked kitchens with a refrigerator, propane stove/oven, microwave, and coffee maker. Pots & pans, dinnerware, eating and serving utensils are also included. The living areas have a TV and DVD player along with a selection of movies that have been donated by the members. Bathrooms have hot showers and flush toilets. There are comfortable bunks with mattresses. Bring your own sleeping bags, pillows, and blankets.

The cabins are also stocked with extra toilet paper, paper towels, dish soap, brooms, mops, and other cleaning supplies. Please make sure to take care of the cabin, leaving it in good clean condition for the next user. Campmasters provide their own food for the weekend.

Immediate family members (Spouses, children, etc....) are welcome to enjoy the weekend with you in the cabin. Due to insurance regulations, unrelated individuals who are not also registered Scouters may not attend. Units of Campmasters are not permitted to camp in or around the cabin. Pets are not permitted in camp- please make other arrangements for their care while you are serving as Campmaster.

## HOW DOES THE SCHEDULING WORK?

The Campmaster chair keeps a roster of the members and publishes an annual calendar on the PA Dutch Council website. To sign up for or view available dates, Campmasters can use an online website. A valid email address must be provided to the Campmaster Coordinator for access to be granted. Campmasters are requested to serve a minimum of two weekends per year but are welcome to sign up for more than that if desired. Dates are available on a first-come first-served basis.

It is crucial that Campmaster coverage is provided for every weekend that our council camps are open and being used. **If for any reason a scheduling conflict or other emergency arises, the Campmaster MUST notify the chairman and the Camp Ranger so that a replacement can be found.** Camp Rangers may have scheduled vacations, training or plans with family which is why any changes need to be shared with them.

## GENERAL CAMPMASTER RULES & RESPONSIBILITIES:

1. Always remain on camp property to be available to assist units with problems or emergencies. Leaving camp to "run to the store" or "go out for dinner" is not permitted. Sometimes special circumstances arise; however, do not leave camp unattended. Notify the Camp Ranger or Campmaster Chair if such a situation occurs.
2. Campmasters are responsible for the security of the camp. They are entrusted with a master key that will permit access to almost any area of camp. Please do not go into areas / buildings that are not part of the weekend reservations. Do not "borrow" food, materials, tools, or other items without knowledge of the Ranger. Otherwise, doors, gates, and locks can accidentally be left open, which could allow theft and vandalism, or injury could occur to campers. Never give your key to others.
3. Campmasters may coordinate the work of any specialty programs or merit badge counselors present for the weekend assigned. They may also opt to provide a short program for the troops, i.e.: cooking demo, orienteering course, shooting sports (if qualified) or whatever else he/she is willing.
4. Open and operate the Trading Post for units wishing to make purchases. (Usually requires a maximum time of 1 hour depending on the number of units in camp.) Responsible for security and maintaining cash box as well. Specific instructions for the cash register systems are in the trading post.
5. Provide forms and collect information for Incident Reports on any injuries, accidents, close calls, etc..... if in doubt, make a phone call.

## **GENERAL INFORMATION PERTAINING TO CAMP FACILITIES**

Please observe the following guidelines pertaining to camp operation:

- a. Camp Truck / Tractor / Mechanical Equipment / Power Tools are not to be used by anyone unless specific permission and instructions have been given by Camp Ranger.
- b. If you use the last of any supplies or materials or if you notice them getting low, please let the Camp Ranger know so more can be purchased or ordered.
- c. If anyone reports or you notice anything that might require the Camp Ranger's attention- (downed trees, leaky faucet, burned out lamp, etc....), please make a note of it. If it looks like a safety problem or seems like an emergency issue, call the Camp Ranger or one of the Emergency Contacts listed in the front of this booklet.
- d. The PA Dutch Council has a list of vendors and suppliers that we deal with on a regular basis. If an emergency arises (need propane, heating oil, furnace or well pump broken, sewer blockage, etc....) please contact the Camp Ranger or one of the Emergency Contacts who will then tell you how to proceed. (Issue a P.O.#, give names of supplier or repair person, authorize expenditure / repair, etc....)
- e. If there is a problem with a unit or person in camp, you have full authority to deal with it within the guidelines of the Campmaster Program. If you need assistance resolving a situation, please do not hesitate to contact the Camp Ranger or designated emergency contact person for advice or help. Also, please document any unusual situations on an INCIDENT REPORT.

## **INSTRUCTIONS FOR DISTRICT & COUNCIL EVENTS**

Campmasters play an important role during District and Council events such as Breakfast Hikes, Camporees and Training Courses. The Campmaster should work closely with the Event Chair and Staff to make sure all facilities and equipment that were reserved are unlocked and available. The Camp Ranger will have a list of items and facilities for you to refer to.

Please do not open or give access to program areas, equipment, supplies or buildings that were not preapproved. These items are valuable and integral to the Summer Camping operation. District Executives and Event Chairs do not have authority to override you. Consult with the Camp Ranger if in doubt.

At the conclusion of the event, you will be responsible for making sure that everything is put away and buildings are secured. Event staff should take care of checking out individual units. A final walk through of buildings with the Event Chair is also a good idea. Please pay special attention to restrooms and kitchen facilities.

## **INSTRUCTIONS FOR NON-SCOUTING GROUPS**

Non-Scouting units will on occasion be using the camps on weekends during the Campmasters stay. These groups will register with the Council Service Center and follow and abide by all the rules and regulations covering camp use. The Campmasters role in interfacing with these groups will be the same as afforded to scouting units with the following exceptions:

- a. Campmaster does not provide program assistance to the group.
- b. Camp work projects are not made available to the groups.
- c. These groups are not covered under the BSA insurance programs so in the event of an accident or emergency the Campmaster does not issue insurance forms. The groups provide their own insurance and hold harmless agreements to the Council Service Center as part of their registration. If any injury or accident occurs, an incident report must be filed.

## **TRADING POST OPERATIONS**

Our Trading Posts are now equipped with Square point-of-sale cash registers. They are easy to operate using bar-code scanners. There are times when units do not want the trading post to be open, and there are others that specifically ask about it. It is up to the Campmaster to set the time (usually an hour or less). The Camp Ranger will provide you with a cash box as well as an instruction sheet for how to open the register and operate it. The credit card system is easy to use, and the register tells you how much change to give.

We stock a limited variety of snacks and beverages in the off-season as well as souvenirs and items generally found during Summer Camp. Units are normally appreciative of you opening the store for them, and it is a good time to check and see how their weekend is going.

The Rangers, if in camp, will normally be happy to help you get started and show you the ropes and will take care of closing out the reports and preparing the bank deposit.



### FORMS YOU WILL BE USING:

The following is a list of forms, which will be on hand at the Campmaster cabins. At the back of this booklet is a sample of each form you may need. If supplies are running low in the Campmaster cabin, please notify the Camp Ranger to replenish.

- **Unit Reservation Form-** Camp Ranger will provide a printed copy of all Unit Reservations with contact information and arrival times.
- **Check-in and checkout Form-** Used for any group with site or facility reservations, should be signed by unit leader and SPL on arrival and departure.
- **Incident Report-** Anytime an unusual or emergency situation occurs- please give as much documentation as possible. (Examples: Injuries, Vandalism, Theft, Non-Compliance of BSA or Camp Policy, etc....)
- **Insurance Claim Form-** Whenever a PA Dutch Scout or Scouter is sent for medical treatment. An incident report should also be filled out as well.
- **Camp Maps-** Should be given out to units on arrival, please note special features of camp, or property lines, etc.

## PROVIDING OUTSTANDING CUSTOMER SERVICE

There are many points of the Scout Oath and Law that lead to providing great customer service. Being helpful, courteous, cheerful, and kind as well as helping other people at all times will go a long way, but there is so much more to consider. We need to not only provide outstanding customer service, but we need to do it in a way that leads to outstanding satisfaction. What we need to create is the "WOW Factor". In other words, we want our customers to go home at the end of the weekend saying "Wow- what an awesome camp!" or "Wow-I just love Scouting!".

How our customers are treated, and how well problems are taken care of will determine their overall impression of the camp, the council, and quite possibly Scouting overall. There's a lot riding on this topic. We are depending on YOU to carry out the tradition of providing excellent customer service and delivering the "WOW Factor" to our campers and guests.

**WHO ARE OUR CUSTOMERS?** Certainly, the Scouts and leaders who visit and use our camps fit that name, but it also includes anyone who interacts with our camping properties- whether a neighbor next-door, delivery driver, a sportsman asking for directions. A customer can be any non-Scouter, a parent dropping off their Scout for the first time, and even camp staff and council employees. As Campmasters you will have contact with any or all the above. How well you interact with them will have a direct impact on not only their impression of the camps, but of the PA Dutch Council, and Scouting overall.

**WHAT ARE SOME OF THE "SERVICES" WE PROVIDE?** First and foremost, Campmasters are the "face" of the camp and council on any given weekend. Critical or key interactions include Greeting and Orientation, Providing Information and Guidance, Working with Scouters and Scouts to complete a service project and many more. **First impressions are important- you only get one chance at creating a good one.** Be Helpful, Courteous and Cheerful when dealing with our customers.

**KEYS TO PROVIDING GREAT SERVICE:** Be VISIBLE, AVAILABLE, and APPROACHABLE. Wear your BSA Field uniform proudly and properly.

- Greet and acknowledge everyone quickly. Use the 10-foot rule: Greet, wave, and acknowledge anyone within 10 feet of you. Shake their hand and make them feel welcome.
- Keep the porch light lit- and post a note on the door letting them know if you have gone out. Give them your phone number for emergencies.
- Ask if there is anything you can do to make their trip better.
- We have jumper cables and air compressors for emergencies. We do not, however offer towing due to insurance liabilities.

**BE KNOWLEDGABLE:** You will be looked upon as the "Resident Expert" by visitors, and you will be fielding a lot of questions. Here are some hints to help you "Be Prepared".

- Become familiar with major attractions and landmarks at each camp by getting out and hiking and exploring. Study the camp maps – learn locations of restrooms, latrines, water sources, trash dumpsters, etc....
- Read over and become familiar with the emergency procedures and camping policies so that you can answer most questions without having to look at the book.
- Never say "I Don't Know" without adding "Let me find out and I will get back to you."

**TIMING IS EVERYTHING:** Be careful not to promise a specific timeline for solving a problem. For example, if you promise that you will “be right back” with some trash bags, you might get sidelined or distracted by another unit or issue that causes you to forget or be much later than you intended. Its important to solve problems quickly, but more important to be realistic about how fast you can move. Under-Promise and Over-Deliver is a good method to use. Take into consideration: Do you know where the supplies are kept? Are they where they should be? How busy is camp? Do you have other promises to be kept?

If you make general promises such as “I will get it to you this afternoon” then you have some wiggle room. To over-deliver, make it a priority to get it done ASAP.

If you make a time-related promise and find that it won’t work, communicate what is happening or why you cannot deliver on the promise. “I am sorry, but I am having trouble locating the trash bags, I am waiting for the Ranger to text me.”

**PROBLEM SOLVING:** For the most part, units are self-sufficient and don’t need much from us. Occasionally there will be times when you get a knock on the door or a call on the phone to ask a question or worst-case to report a problem.

The Summer Camp staff is taught the L.A.S.T acronym for solving problems. This technique is a great way to remember the steps of solving a customer’s problems. The four words / steps are:

**LISTEN:** Make sure to carefully listen to the concern fully and completely- take notes if needed, but more importantly do not interrupt or go on the “defense”. Practice the skills of active listening (such as leaning forward, making eye contact, nodding, and occasionally paraphrase what they have said)

**APPOLOGIZE:** (when necessary) Use empathy, and apologize for misunderstandings, miscommunications, and facility problems. Whatever the issue is, please avoid placing blame (aka: throwing someone under the bus) no matter whose fault it is – ours or the customer’s.

**SOLVE:** By now you should have a clear picture of what went wrong, and the next step is to ask the customer “What can I do to help?” or “What can I do to fix this for you?”. If the customer offers a solution that fits within policies, then come to a quick decision to accept that plan. If their solution is unreasonable or goes against policies, then use that as a starting point to negotiate a solution that everyone can agree on. Customers are always happier when they get their problem addressed how they want, rather than us telling them how it will be handled. If you need to negotiate and feel that you need some “back-up” please feel free to call in the Camp Ranger for assistance.

**THANK:** The final step is to thank them. “Thanks for bringing this to my attention.” Or “Thanks for your patience / understanding / cooperation” and then follow up with “Is there anything else I can do for you?”

## RULE ENFORCEMENT

There will be times when will be called upon to enforce the rules. In some cases, it's a matter of an oversight or forgetfulness, and occasionally it's completely intentional. How you handle the situation can make or break the unit's opinion of our camps and our council.

Camps Mack and Bashore operate under the same set of rules that have been adopted by the Properties and Camping Committees, and in some cases the Executive Board. Additionally, we follow BSA N.C.A.P. standards, and policies outlined in the Guide to Safe Scouting. This is all done to ensure the safety of our guests as well as to protect the properties from damage and neglect. The PA Dutch Council has invested millions of dollars in our properties and equipment, and we all share in responsibility to provide good stewardship and leadership.

**"RED" & "BLUE" RULES:** There are two types of rules that we have at our camps:

- Red Rules pertain to Health & Safety (such as policies found in the Safe Guide to Scouting) and include State and Local laws and codes. These must be followed and enforced- after all, a Scout is Obedient. Examples include: No Riding in back of trucks and trailers, No Alcohol or Drugs, No Swimming without permission / qualified supervision.
- Blue Rules are rules that are able to be 'bent' under certain circumstances. These are most likely camp policies that do not fall under any laws or affect health and safety. There are times when these rules need to be waived to accommodate groups or individuals. Examples include: No Parking at campsites or cabins (accommodations for disabled individuals) If in doubt, make a phone call. If a rule is 'bent' notify the Ranger so he does not accidentally override your attempt at customer service.

**EFFECTIVE ENFORCEMENT:** When checking in any group or unit, one of the most important steps is to review the camp rules, and have the leader sign the check-in form which acknowledges they have read/heard and understand them. When reservations are made, a copy of the rules are emailed to the person in charge of the group. That gives at least two opportunities for the leadership in charge to be made aware of our expectations.

- **VISITING UNITS** – Periodically throughout the weekend, stop by to ask if the unit needs anything. This is also a good time to remind them of any rules that you notice are not being followed. (i.e.: Cars still parked all over the site, no ax yard, etc....)
- **IF YOU SEE SOMETHING, SAY SOMETHING-** If you notice wrongful activity, you should address it as soon as possible.
  - It is best to address problems directly with the leader in charge, away from the rest of the group. This helps to avoid embarrassment, and negative confrontation.
  - If it's a youth (or several) causing the issue. Tell them to stop the activity and ask to speak with their leader. It is better to allow units to handle discipline on their own.

- **"THE RANGER TOLD ME IT WAS OK"** - A Scout is Trustworthy, however there are times when Ronald Reagan's words ring true: "Trust but verify!" If in doubt, check it out.
- **IF YOU ARE IGNORED OR WORSE**- If the problem or situation is not corrected in a timely manner, remind the person in charge that "A Scout is Obedient" and that the rules must be followed for a reason. If they give pushback or refuse to comply, contact the Ranger or Council Professional for further instruction.
  - Never get into a physical or verbal fight- especially in front of the youth. Remain calm and contact the Camp Ranger or Council Professional for further instruction.
  - Camp Rangers have the authority to evict units, groups, and individuals from the property. Remind them that if you have to make the call, that may be the outcome.
  - Get names and fill out an incident report with as much information as possible. This allows the opportunity to follow up with the unit and figure out exactly what went wrong.

**HOW MUCH AUTHORITY DOES A CAMPMASTER HAVE?** The bottom line is that the Campmaster and Camp Ranger are quite literally the "face" of the camp or council. For many of our customers, we are the only council representatives that they will interact with on their trip.

The Scouts and Units that visit our camps are quite literally the reason for our being here. Without a good facility or camping program, Scouts will lose interest, or units will look elsewhere for fulfillment. We must do everything we can to make sure their experience is a positive one and keep them engaged and wanting to return.

If you are ever in doubt about what to do, or how to proceed, don't hesitate to make a call.

## CAMPMASTER'S WEEKEND INSTRUCTIONS

### **PRIOR TO SERVING A CAMPMASTER WEEKEND:**

Contact the Camp Ranger by phone or e-mail for information and any special instructions regarding groups that are registered. Occasionally there are weekends where a group cancels or there are no registered campers. Camp Rangers will notify the scheduled Campmaster and give the option of cancelling. If the Camp Ranger will not be on property for the weekend, he will give instructions on where to find the keys, cashbox, check-in forms and other information you may need.

### **FRIDAY CHECK-IN**

- Units typically begin to arrive after 6:30pm. Please give yourself enough time to get settled into the cabin prior to their arrival. If this is not possible, arrangements must be made with the Rangers to cover until you arrive.
- Upon arrival meet with the Ranger to pick up keys, check-in forms, trading post cash box, and list of possible work projects that could be done over the weekend and go over any other additional details.
- Unlock any cabins / buildings or facilities that are needed for the weekend. (Many times, this is already done for you.)
- Check-in at your Campmaster cabin and await the arrival of units.
- Check-in units (see forms enclosed for complete procedure). Be sure the forms are filled out completely.
- While checking in units:
  - ✓ Fill out check in form, collect Unit Roster.
  - ✓ Review Camp Rules found on back of check-in form.
  - ✓ Issue a driving permit if needed. (Disabled persons)
  - ✓ Arrange trading post hours with the units.
  - ✓ Exchange cell phone numbers. Tell units (and show them if needed) where to find you in the event of an emergency.
  - ✓ Give instructions to each unit for any special considerations for the weekend. (i.e.: burn bans, weather concerns, areas that are closed or off-limits, etc.)
  - ✓ Inform unit leaders that trash is to be bagged and taken to the dumpsters.
  - ✓ Provide any special instructions pertaining to lodge use.
  - ✓ Inquire as to checkout time- write it down on check-in form.
  - ✓ Offer each unit the opportunity to work on a camp project.
  - ✓ Provide a copy of Camp Map if needed.
  - ✓ Ask if they will be leaving the property at all during the weekend- remind them to check out/in with you.
  - ✓ Answer any questions the unit may have.

- Offer to escort unit to their campsite / building (if needed...especially to those units who have never camped there before.) Leave a note on the door for others while you are gone.
- Meet with any unit that may have come prior to your arrival and cover check-in procedures with them.
- Most units will advise us of their arrival time. If a unit is very late or has not checked in, call them to find out if they are still coming and when you can expect them. Phone numbers for leaders can be found on the Tentaroo registration form.
- Settle into your cabin for the night and RELAX!!!!

## **SATURDAY**

- Visit each unit, ask if they have any questions or needs. Offer a tour of camp, bring extra copies of maps just in case.
- If you observe any rules not being followed, remind the person in charge about it.
- Unlock / give access to pre-approved program areas being used.
- Open and operate trading post at scheduled time.
- Facilitate pre-arranged service projects- get tools and materials out if needed.
- Handle any problems / requests that may come up.
- Re-secure any buildings or program areas that are done being used.
- The rest of the day and night should be yours, ENJOY.

## **SUNDAY**

1. Check the units out preferably at scheduled times. If you must leave before the last unit checks out, please notify the Ranger.
  - a. Perform a walk-through of site / cabin with the unit leader and/or SPL, check for lost & found items, shut off gas valves, turn off lights, ensure fires are out & cold, litter is picked up, all tools in place, etc. Close up fireplaces- LEAVE COALS AND ASHES- Ranger will clean out afterwards.
  - b. CABINS- Make sure that units restock / replenish the firewood in the cabin from the provided source (woodshed; rack).
  - c. Please be sure to look for any damage to surrounding area- broken or moved platforms, extra fire-rings, fresh cutting of live standing trees, relocation of picnic tables, etc....
  - d. After you are satisfied that everything looks good, have unit leader and SPL sign check-out form. Note any damages on bottom of form.
  - e. Remind unit to dispose of trash and recyclables at the dumpster- DO NOT LEAVE AT CAMPSITE
  - f. ASK THEM WHERE THEY GO TO SUMMER CAMP!! Make sure to get contact information if they are interested or direct them to the council website.
  - g. THANK THEM for coming to camp and ask them to come back.
  
2. Please take a few minutes to perform the following chores so that the cabin will be clean and comfortable for the next Campmaster using it. Cleaning supplies and tools are kept in the lodge. Please notify the Ranger if anything needs restocked or missing.
  - Please keep kitchen areas clean and sanitary. Don't forget to clean the refrigerator and take unused food home. Take personal garbage to the dumpster.
  - Please wash, dry, and put away any dishes, pots or pans that you may have used. If anything gets broken, notify the Ranger so it can be replaced in time for the next weekend. At Bashore- please make sure there are no dishes left in the dishwasher.
  - Bathroom areas must be kept free of mildew. Please clean sinks, toilets, showers, and floors with provided materials.
  - Please sweep, mop, or vacuum the floors as needed.
  - Please make sure all lights and appliances are off, thermostat turned back, fires out, and doors locked. Bashore thermostat is on a timer- no need to adjust.
  
3. Turn all money, paperwork, and keys back to the Ranger. If Ranger is not in camp, please lock your key along with the clipboard and cash box inside your cabin or in a location you both agree on. Leave a note about any maintenance issues that you found over the weekend, or any other concerns that the Ranger needs to address before the next groups come in.



## PENNSYLVANIA DUTCH COUNCIL, BSA CAMPING GUIDELINES

Pennsylvania Dutch Council camps are operated for the benefit of all registered Scouts and Scouters in accordance with standards of the council. Rules for acceptance and participation in camp programs are the same for everyone without regard to race, color, creed, or national origin. Towards that end, policies and procedures have been established that pertain to everyone in camp.

These guidelines are meant to help all of us preserve the camping facilities for the future use of the Scouts and Scouters of the Pennsylvania Dutch Council and its guests. The rules of Scout camps everywhere are based on the Scout Oath, Scout Law, and common sense.

Every precaution is taken to ensure the safety of all campers and every effort is made to make their camp stay a pleasant and memorable experience. Please insure you and your unit follow these basic guidelines and enjoy your stay in our camps.

**Reservations / Paperwork:** All units must have a paid Camp Reservation (Tentaroo) to use the camp facilities. Outside groups will have a signed contract from the Council. Check-In form must be reviewed by the Ranger/Campmaster, upon arrival at camp. (Before proceeding to the reserved campsite or cabin, not after!). Group Rosters and copies of any training credentials (NRA, BSA Guard, BALOO, etc.) are required at check-in as well. All units / groups must physically check out with the Camp Ranger/Campmaster before leaving the camp.

**Unit/Group Leadership:** A minimum of two registered adult leaders 21 year of age or over are required at all Scouting activities. A registered female adult leader 21 years of age or over must be present for any activity involving female youth. All adults in attendance are encouraged to have current Youth Protection Training (all registered leaders must have current YPT) and meet applicable PA background check requirements (See <http://www.padutchbsa.org/act15> for more information). Two-Deep leadership must be maintained at all times during the outing. All guidelines found in Scouting's Barriers to Abuse must be followed at all time.

**Water & Restroom Facilities:** For convenience, heated Men's and Ladies restrooms are open year-round. At Camp Mack, they are located next to the maintenance building and at Bashore the Conference Room is available. Please monitor cleanliness and notify the Ranger of any problems. Other facilities in camp are seasonal and are normally drained and winterized to prevent freeze damage. Never open or allow use of facilities that have been winterized without permission of Camp Ranger. Check with the Ranger for the most convenient location to get water for a Cabin or Tent Site.

**Latrines / Outhouses** are near each campsite or cabin. They are not to be used to dump leftover food or trash.

**Vehicles & Parking:** According to national policy on transportation of Scouts, the following guidelines will be enforced at camp:

Drivers must be 18 years old or older and possess a valid license. Vehicles must have a valid inspection sticker, be in good mechanical condition, and carry minimum liability insurance of \$50,000 - \$100,000. Neither truck beds nor trailers may carry passengers. There will be only one passenger per seat belt. Traffic regulations must be adhered to, and driving should be done during daylight hours.

Private vehicles are not permitted to park in campsites or on the access roads into camp. All vehicles must be returned to the parking lot after loading or unloading gear during check-in and checkout. Trailers are permitted to be dropped in campsites and at cabins, provided they are not blocking traffic or access during an emergency.

Those who are physically disabled and require a vehicle for mobility will be issued a special permit by the Camp Ranger or Campmaster and must agree to abide by the rules to maintain the privilege. The permit must be visibly displayed on the dashboard of the vehicle. **One permit per unit.**

**Smoking / Tobacco Use** by adults over the age of 18 is approved only in designated areas. Designated smoking areas are in campsites at the campfire ring, out of view of youth members. Please be responsible for properly disposing of your waste. Youth under the age of 18 are not permitted to smoke. This policy also pertains to all tobacco, vaping and e-cig products.

**Alcohol & Drugs:** The Boy Scouts of America have firm policies regarding alcohol and drugs, which are not debatable. Any staff member, leader, or camper unwilling to abide by these policies will be removed from camp immediately. Possession, consumption, or being under the influence of alcohol, illegal, or non-prescription drugs will not be tolerated on property of Boy Scouts of America. Anyone facilitating or participating in the aforementioned will be dismissed from camp immediately.

The Pennsylvania Dutch Council, Boy Scouts of America, supports all local laws, codes, and ordinances of the government bodies in whose territory we operate facilities. Additionally, the council supports the National Council, BSA policy on drug abuse.

**Knives, Saws & Axes** may be used only in campsites and program areas. Proper axe-yards and Totin' Chip rules should be followed.

**Firearms / Weapons** may not be brought to camp. Only single shot bolt action 22 cal. Rifles or Shotguns and Bows provided by the camp will be used. Only ammunition/arrows provided by the camp can be used. Other Firearms, BB guns, Paintball Guns, Slingshots, Bows, Crossbows, Blow Guns, or weapons related to martial arts or personal protection will be confiscated.

**Hunting & Fishing:** Hunting is permitted only on weekdays by permission of the Ranger. Weekend hunting on camp property is prohibited. If you see anyone hunting on camp property during your stay, please record the location, description of hunter and license number (if possible) and report it to the Ranger. Fishing is permitted from any part of the lake except the dock / boat launch areas which are fenced off. Fishermen aged 16 and up must be properly licensed.

**Motorized ATVs UTVs & Golf Carts** (snowmobiles, 4-wheelers, dirt bikes, etc.) are generally not permitted on camp property. If you see anyone using these please get a description of the person / vehicle as well as a license number and report it immediately to the Camp Ranger. Exceptions can be made for persons needing a vehicle for mobility. Special training and proof of insurance must be presented in order to gain permission from Camp Ranger or Council Office.

**Fireworks** of any type are prohibited in camp. This includes sparklers, smoke bombs, firecrackers and other items that explode, or emit flames, sparks, or smoke. These Items will be confiscated for proper disposal. Model Rockets, when used as part of a Scouting program are allowed with permission of Camp Ranger. BSA safety standards must be followed, and launching is to be done only in pre-approved areas.

**Fires** are a potential hazard in camp, particularly if drought conditions or high winds exist. Camp Ranger at his discretion may restrict or prohibit fires under these circumstances. Please observe the Fire Danger sign. Campfires may be built in any established fire ring or fireplace. Do not move fire rings or build new ones without permission of Campmaster or Camp Ranger. Please always observe fire safety rules - never leave fires unattended.

**Firewood** is provided at the lodges as a courtesy to those renting them. Please use this wood in woodstoves only- NOT for outdoor campfires! There is an ample supply of firewood in the surrounding woods. Any fallen timber may be cut up and utilized as needed. Remember the next campers- a "Courtesy Pile" would be appreciated. Any group that cuts down or damages live or standing timber will be held financially responsible.

**DO NOT BRING ANY FIREWOOD INTO CAMP.** Due to invasive species of insects and various diseases spread by moving firewood, our camps are in "Quarantine" areas defined by PA DCNR. Units and other groups are not permitted to bring ANY firewood with them to camp. This includes scrap lumber due to possible presence of chemicals and other hardware that may cause injury or illness while burning.

**Tree Felling** is to be done only with permission of the Camp Ranger. No live trees are to be cut. (No chain saws are permitted in camp without prior approval- see policy below.)

**Chainsaws:** may be used only by adults in accordance with BSA policies- Eye & Hearing protection as well as proper protective clothing must be worn. See Camp Ranger for clarification.

*BSA National Camp Standard #FA-712 states:* A. Persons felling trees more than 6 inches in diameter by any means must be approved by the council designee. All tree cutting must be properly supervised, and a spotter must be present. B. Any person who operates a chain saw must be approved by the council designee. C. Chain saw operators must be at least 21 years old and meet one of the following requirements: 1. Be a professional forester with current credentials and liability insurance. 2. Be a certified arborist with credentials. 3. Have written documentation of training in chain saw techniques from one of the following: (a) a state or federally recognized chain saw training course approved by the council; or (b) the BSA Chain Saw Basic Training course, No. 430-136.

**Trash & Recyclables:** All garbage must be bagged, tied, and placed in the dumpster. Recyclables (Bashore) must also be bagged separately (Plastic bottles, metal cans) and cardboard should be flattened, then placed by the dumpster. If for some reason, the unit is not able to comply, have them place it along the road nearest the campsite or lodge. The Ranger and the Campmaster will coordinate trash pickup and move to the trash to the dumpsters. \*\*\* **DISPOSABLE PROPANE CYLINDERS:** PLEASE DO NOT MIX IN WITH GARBAGE OR RECYCLABLES! Put next to the dumpster- the Ranger will properly dispose of these.

**Camp Service Projects:** The Ranger will provide you with ideas for camp projects. The tools to accomplish these and other chores around camp will be located at the maintenance shops. All tools and gear must be returned to these areas prior to checkout. The Campmaster is responsible to assure that tools and gear are returned and in good shape.

**Vandalism and Damages:** All vandalism and destruction of property will be reported to the camp Ranger. The Campmaster will fill out an incident report and route the form to the Ranger. Units responsible for vandalism and destruction of property will be billed through the Council Service Center for the replacement cost of the damage.

**Personal Property:** Pennsylvania Dutch Council cannot be responsible for loss or damage to personal property at camp. It is recommended that campers have insurance coverage for property brought to camp. Most homeowner's policies include coverage.

**Pets** are not permitted to stay overnight in camp and are not permitted in buildings. Any pets brought into camp for a visit must be properly licensed, always immunized and under the handler's control (on a leash). This policy does not pertain to pets of permanent camp residents or service animals. Owners are responsible for any damage or injuries caused by their animal.

## CABIN / LODGE RENTALS

1. **Cabins have Assigned Capacities-** Please make sure that units comply with posted capacities and do not allow extra campers to put up extra cots or sleeping bags in the aisles. Overflow accommodations should be outdoor tents or hammocks provided by the unit.
2. **Smoke Detectors & CO2 Alarms** must never be tampered with. Batteries must always remain in alarms. Stress to the leaders their liability should an emergency occur while they have disabled an alarm. Occasionally batteries die during a weekend, the Camp Rangers always keep an extra supply on hand.
3. **Wood-burning Stoves** in the cabins and lodges are not to be used as cooking stoves. You may heat water for washing on the stoves. Units are to replace firewood used. At Bashore, instructions for using the woodstoves are posted on the wall next to the stove. If followed, stoves will be safer and use less wood. **UNITS SHOULD NOT CLEAN OUT FIREPLACES AT THE END OF THEIR STAY.**
4. **Electrical Appliances and Heaters** are not permitted. Due to the limited capacity of the electrical systems, and expense of operation, items that are not provided by the camp are prohibited. In the past, circuits have been overloaded and literally melted the outlets.
5. **Cabins are equipped** with a Broom, Shovel, Dustpan, Brush, as well as Trash and Recycling Cans.
6. **Bunks-** All cabins are furnished with metal army-style bunk beds with mattresses. It is important during checkout that mattresses are inspected for cuts/tears/damage or dampness.
7. **Cooking Equipment-** Units may not bring additional cooking equipment in the building (camp stoves, turkey fryers, etc....) this also applies to propane tanks. Those items must be used and stored outside the building.
8. **Other Furnishings-** such as tables and benches, chairs, etc. may not be moved where they will block emergency exits or paths. All furnishings must be returned to original configuration.
9. **BSA Standards of Privacy- The official BSA policy states:**

*"All volunteers and adults attending Scout outings are expected to conform to behavior that reflects Scouting's high standards and traditional values. Male and female leaders require separate sleeping facilities unless they are married, and appropriate facilities are available.*

*Male and female youth participants must not share the same sleeping facilities. When tents are used, no youth will stay in the tent of an adult other than his or her parent or guardian. When housing other than tents is used, separate housing must be provided for male and female participants. Adult male leaders must be responsible for the male participants, and the female leaders are responsible for the female participants."*

## **Tenting**

- Separate tenting arrangements must be provided for male and female adults as well as for male and female youth.
- Youth sharing tents must be no more than two years apart in age.
- In Cub Scouting, parents and guardians may share a tent with their family.
- In all other programs, youth and adults tent separately.
- Spouses may share tents.

## **Lodging/Cabin Accommodations**

Whenever possible, separate cabins or lodging should be provided for male and female adults as well as for male and female youth. Where separate accommodations cannot be provided due to group size or limited availability, modifications may be made. Where completely separate accommodations are not available, additional supervision is required.

If adults and youth of the same gender occupy single-room accommodations, there must be a minimum of two adults and four youth, with all adults being Youth Protection trained.

- Physical separation by other means, including temporary barriers or space, should be used only when no other arrangements are possible.
- These modifications are limited to single-gender accommodations.

## AQUATIC PROGRAMS

### **1. Swimming**

The Pools at both Camp Mack and Camp Bashore are generally not available during the period outside of summer camp programs. Use of the pool is only subject to the approval of the Council Program Director. A fee for the use of the pool will be charged, and the unit must meet all requirements of the Safe Swim Defense Plan, including qualified supervision.

### **2. Canoes & Rowboats**

At both camps the canoes and rowboats can be used on the lakes in the camp with prior arrangements and with proper leadership (Safe Swim Defense Plan and Safety Afloat programs must be completed and followed). A nominal fee will be charged for their use. This will be noted on the reservation form.

### **3. Ice Skating and Ice Fishing**

Ice-Skating and Ice Fishing in designated areas on the lakes at either camp will be permitted only if the ice depth meets safety requirements and is approved by the Camp Ranger. Generally, the Ranger will let you know if skating is being permitted on any weekend. Adult supervision on shore must be present for any activities.

## C.O.P.E. & CLIMBING PROGRAM

Available at Camp Bashore only with prior reservations thru the Pa Dutch Council office. Sometimes groups (both Scouting and non-Scouting) may reserve the course and not stay for the weekend. The Camp Ranger will notify you if the COPE Course or climbing wall will be open. A copy of the rental agreement will be provided for your records. Please be aware of the following:

- COPE / Climbing Instructors will be contracted by the Council and must be onsite while program occurs. DO NOT UNLOCK ANY PROGRAM FACILITIES AHEAD OF TIME.
- Camp Ranger will provide a key for you to give access to the instructor.
- Instructors will be responsible to collect any necessary paperwork (Hold-Harmless agreements) from participants and set-up / tear-down and storage of equipment.
- Persons with "Climb-On Safely" training are not qualified to run the area. They may assist the COPE / Climbing Director.
- Do not loan out any of the COPE or Climbing equipment (including ropes)- they are very expensive and must be logged and inspected before and after each use by trained personnel.
- DO NOT LET ANYONE USE THESE FACILITIES WITHOUT PRIOR APPROVAL OF THE COUNCIL.

## SHOOTING RANGES

Due to insurance and liability reasons, no weapons of any kind may be brought onto camp property. Prior approval must be secured from Council Program Director. Proof of instructor certification must be provided prior to giving access to equipment / ranges. If either of the ranges are to be used, the Camp Ranger will coordinate the access / delivery of equipment (rifles, bows, safety equipment) between Campmaster and instructor.

### **1. Rifle Range**

Use of the range at camp is available under properly certified supervision (certified NRA Instructor and 21 years of age). Use of camp supplied equipment only, for a fee set by the Camping Committee. Equipment is to be returned cleaned or a deposit per gun will be forfeited. Groups provide their own targets and ammunition.

### **2. Archery Range**

Is only available to District or Council events under properly certified supervision (Certified NAA instructor 21 or older). Use of camp supplied equipment only, for a fee set by the Camping Committee. Groups are financially responsible for any damages incurred.

## DINING HALL AND KITCHENS

These facilities at both camps are available for use by District/Council events or special approved functions and are available pending some restrictions throughout the year. (No water is available from November 15 to April 15 – weather restricted).

1. Due to the expense of operation and the high investment in equipment, only those persons who have been trained and authorized by the Camp Ranger may use the kitchen equipment. Cooking equipment (utensils, pots, pans, etc. are not available to units).
  - a. SERVE-SAFE MANAGER Training (or Cooking for Crowds) is required for any group using camp kitchen facilities.
  - b. Camp Ranger must train person in charge on use equipment / walk thru facility / and review rules & expectations prior to event.
  - c. Cleaning Deposit of \$250 must be pre-paid with contract for use of kitchens.
  - d. There are special check-out procedures to ensure cleanliness after event.
2. Certain amounts of food and supplies are inventoried and stored in the commissary. These items are many times earmarked or stored for district or council events and are not to be used for personal consumption or to be given to units. Groups that are using these facilities are responsible for providing their own supplies and food items.
3. Occupancy Permit and State Health Laws do not allow sleeping anywhere in the building. This includes the commissary area as well.



## EMERGENCY PROCEDURES IN CAMP:

The best defense against any emergency is preparedness. Being prepared, understanding the policies and practices governing our actions is one of the most important responsibilities of a Campmaster. The Health, Safety and wellbeing of each camper is our primary concern.

In an emergency, the first step (after calling 911) is to notify the Camp Ranger. If he is not on the property, you should notify the designated emergency contact, or Scout Executive. The second step is to ensure the safety of all the campers. Keep them out of harm's way. Get help and cooperation from other adults in camp for traffic control, directing emergency personnel to the scene. You or someone should remain close to a phone until the situation is resolved. Radios are always charged and ready to go in the camp offices. Document everything on an Incident Report.

**MEDIA CONTACT:** Understandably, your first reaction will be to try and be as helpful by providing as much information as possible. You can be even more helpful to the situation by referring all questions to the proper persons. Sometimes personal opinions get in the way of facts, which in today's litigious society can prove detrimental to both you, and to all parties involved in the situation.

**In Emergency Situations, Campmasters, Campers or Leaders should not contact or allow themselves to be interviewed by the media.** In these instances, the Camp Ranger or Scout Executive is the only designated spokesperson. This policy ensures accurate portrayal of the policies and viewpoints of the BSA and the Council, keeps unfounded rumors to a minimum, and eliminates unnecessary worry of parents and the public.

**COOPERATION WITH LOCAL OFFICIALS / LAW ENFORCEMENT:** It should go without saying that we want to be good citizens and cooperate fully with any investigations by answering all questions openly and honestly. Avoid injecting personal opinions and hearsay- in other words just stick to what you know to be factual.

**Lost Camper(s):** When a person is reported as "missing", all members of the unit should report to the campsite and the Camp Ranger should be notified. Determine where the lost camper(s) was last seen and check that area thoroughly. Verify with unit leader that he/she has not checked out of camp and check the waterfront and restroom areas thoroughly. Check all tents in the unit's campsite. Ask other units in camp to verify their head count. If not yet found, the Camp Ranger will call the State Police and Scout Exec. If camp Ranger is not on property, call State Police and Scout Executive immediately.

**Fire:** Report any fire to the Camp Ranger. Fire extinguishers are located near the exits in every building in our camps- if the fire cannot be safely or easily extinguished that way, CALL 911 IMMEDIATELY. If it is a serious fire such as a building, vehicle or wild fire CALL 911. At no time is a Campmaster, Scout or Scouter expected to risk life or injury by fighting a fire.

**Drowning / Fatality / Major Accident: CALL 911 IMMEDIATELY.** Notify Camp Ranger who will then notify the Scout Executive. If camp Ranger is not on property, call Scout Executive immediately.

**Severe Storms:** The Campmaster or Camp Ranger warns all units in camp. In the event of high winds, campers will be advised to get to low protected areas or shelters. All enclosed buildings in camp are safe areas to retreat in a severe storm. Keep campers away from windows.

**Lightning:** The waterfront and pool must be evacuated of all campers from the water, and the area will remain closed until the storm has passed. Stay away from open areas and avoid touching metal objects such as tent poles.

**Extreme Temperature:** When temperatures reach extreme high or low temperatures, advise unit leaders of temperature, wind chill factor, and projected forecast if known. In some instances, it may be in the best interest of the scouts to end their activity early. Watch for heat exhaustion, hypothermia, frostbite, sunstroke, etc.... Clothing Dryers are available at both camps if needed.

**Mass Illness:** Notify the Camp Ranger who will contact 911 or the Camp Physician who will provide directions.

**Flood:** Campers will be directed to remain on high ground and stay away from water. The Camp Ranger will notify the Scout Executive.

**Earthquake:** Contact the Camp Ranger, then assist campers in moving to a safer area away from buildings, power lines, lakes, and downstream areas. The center of an open area is best. Everyone will be instructed to sit down, putting their head between their knees with their hands and arms crossed over their head.

**Child Abuse:** Any incident or suspicion of abuse must be reported immediately to the PA Child Hotline. Also notify Camp Ranger or Scout Executive and fill out an incident report. All reports must be kept confidential.

**Hazardous Material Spill:** Report spills to the Camp Ranger who will call 911 to get the local hazardous material crew to the scene along with the local fire company and ambulance. Everyone in direct line of the spill will be evacuated to a safe site. The same applies to everyone down-wind. The surrounding area will be cleared of personnel for at least 200 yards.

**Blood Borne Pathogens:** Always avoid contact with blood or other body fluids of another person and wash your hands after any direct contact with these fluids. If exposed, wash the exposed area immediately and report the incident to the Camp Ranger. A surface area or equipment contaminated with blood or body fluids must be washed with detergent and water as well as a 10:1 Water/Bleach solution.

**Contact With Wildlife:** If you encounter an animal that is behaving strangely, (staggering, lying still -not trying to flee, seems sickly, foaming at the mouth, etc.) IMMEDIATELY REPORT IT TO THE CAMP RANGER. DO NOT ATTEMPT TO PICK UP OR TOUCH THE ANIMAL. Certain animals that are nocturnal (seen only at night) may be seen during daylight hours, a possible indication of illness.

If you are bitten or scratched by any wildlife immediately report it to the Camp Ranger and seek immediate medical treatment. Animals can carry serious diseases such as Rabies that must be treated as soon as possible. Never pick up or touch an animal that is injured or dead. You put yourself at great risk in doing so. Instead, report the incident to the Camp Ranger.

### **EMERGENCY MEDICAL TREATMENT:**

In both Camps, the Rangers are trained for First Aid Response. There are First Aid Supplies stocked in the Health Lodge. First Aid Kits and AEDs are also kept in the Campmaster Lodges. If a camper is treated by a Council Employee or Volunteer other than his unit leader, it must be recorded in the First Aid Logbook in the file box at the Campmaster cabin.

If a camper has an accident and must leave camp for medical attention send an adult with them, ensure 2-deep leadership is in place and assure that adequate adult leadership is available for the rest of the unit. (If going by ambulance, then attendant(s) qualify as additional adults for 2-deep coverage.)

- a. **PA DUTCH COUNCIL UNITS:** Send an insurance form along to the treatment center or hospital with the unit leader. Make sure that unit leader has the opportunity to properly notify the parent or guardian of the scout. Fill out an Incident Report with as much detail as possible.
- b. **OUT-OF-COUNCIL UNITS:** Help with directions to nearest medical facility. Out-Of-Council Units are not covered under PA Dutch Council's insurance policy. They should have their own information with them- do not issue one of our forms.
- c. **NON-SCOUTING GROUPS:** Help with directions to nearest medical facility. Non-Scouting Groups are not covered under PA Dutch Council's insurance policy. They should have their own information with them- do not issue one of our forms.

Should the Campmaster have to leave due to an emergency the Ranger, Council Executive or Campmaster Chairperson must be contacted. The Camp should never be left unattended.