



Heinz House Camp Camper & Parent Handbook

(Updated June 15, 2022)



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Heinz House Camp is your child's home away from home!
With encouragement, responsibility, and fun
all part of the camp experience, your child is
sure to have the best summer ever!

Dates and Deadlines

- Registration Begins (online) March 7, 2022
- Deadline for Early Bird Pricing April 30, 2022
- Deadline to turn in forms May 27, 2022
- Last day for refunds (minus \$25 per session registration fee) May 27, 2022
- Resident Camps Online Info Session June 2, 2022
- Resident Camps In-Person Info Session June 9, 2022
- **Boys Resident Camp First Session** **June 23-July 3**
 - Depart from SHH on Thursday, June 23 at 1:30 pm
 - Return to SHH on Sunday, July 3 at 12pm
- **Boys Resident Camp Second Session** **July 3-July 13**
 - Depart from SHH on Sunday, July 3 at 1:30 pm
 - Return to SHH on Wednesday, July 13 at 12pm
- **Girls Resident Camp First Session** **July 16-July 26**
 - Depart from SHH on Saturday, July 16 at 1:30 pm
 - Return to SHH on Tuesday, July 26 at 12pm
- **Girls Resident Camp Second Session** **July 26-August 5**
 - Depart from SHH on Tuesday, July 26 at 1:30 pm
 - Return to SHH on Friday, August 5 at 12 pm
- End of Camp Season/Camp Shut Down August 5

Pricing and Refunds

Heinz House Camp is open to all youth who completed 1st grade to those who completed 11th grade. Special pricing is available to those youth who were registered for After-School Membership with Sarah Heinz House during the 2021-2022 school year.

Cost Per Session

By April 30, 2022	\$240 (Full Member) \$450 (Non-Member)
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After April 30, 2022	\$270 (Full Member) \$480 (Non-Member)
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- Full Payment is due at time of registration. Financial assistance is available to those who qualify. See application for more details.
 - <https://tinyurl.com/SHHfinancialaid>
- Deadline for Early Bird Pricing is April 30, 2022.
- Last day for refunds (minus \$25 per session registration fee) is May 27, 2022

- No refunds are given to individuals who withdraw after May 27 or get suspended from camp or membership because of behavior.
- To qualify for Membership Rates, a member must finish the program year “in good standing”, regarding attendance and behavior/discipline. If a full member of Sarah Heinz House does not finish the program year “in good standing”, because of behavior or less than 50% cumulative attendance, then their charges for summer programs will be changed to Nonmember Rates.
- An Administrative “Change Fee” of \$10 will be charged for the processing of every registration “transfer” requested by a camper’s family.

Forms Required for Campers

The forms below are completed online as part of the registration process. If for any reason they cannot be completed online, please contact the Front Desk at Sarah Heinz House at 412-231-2377 for further guidance.

- **Signature form** – outlines the permissions the parent(s)/guardian(s) give to Sarah Heinz House and Heinz House Camp.
- **Confidential/Physical form** – provides additional information about your child so the staff of your child’s respective camp knows how to best serve them.
- **Ropes Course Waiver** – gives or refuses permission from the parent(s)/guardian(s) for their child to participate in the High Ropes Course. All campers are welcome to participate. Indicate your consent or dissent on the form. We must have a completed form on record for each camper.
- **Paintball Waiver (for children 12 and older only)** – gives or refuses permission from the parent(s)/guardian(s) for their child to participate in Paintball at Heinz House Camp. Indicate your **consent or dissent** on the form. We must have a completed form on record for each camper.
- **The Summer Food Application** is included in the confirmation email and is due to Sarah Heinz House by May 27, 2022. You can fax them (412-426-3797), email them to fodor@sarahheinzhouse.com, mail them into Sarah Heinz House (1 Heinz Street, Pittsburgh, PA 15212), or stop in and drop them off at the Front Desk during business hours.

Please make every effort to get these forms in on time. Failure to do so could result in an incomplete registration, which means that your child’s spot is not secured, even if payment has been taken. All paperwork must be turned in by May 27 for registration to be complete and your child’s spot to be secured. If you are having trouble completing or turning in paperwork, please reach out to Sarah Heinz House at 412-231-2377 before the due date.

Pre-Camp Information

Your Camp Directors

Sherri “Mama Bear” Kotwica **Girls Camp Director**

My love for Heinz House Camp expands over 5 decades, beginning as a camper in the 70’s. I became the Camp Director in the 90’s, and after I got married I became a stay at home mom. During that time away from camp, we sent our 2 daughters to camp as soon as they were old enough. Heinz House then asked if I would reprise my role as Camp Director just as the younger ones were old enough to come to camp, and I’ve been there every summer since. I now have my own business and take vacation every summer to be able to come to camp. At Girls Camp we use nicknames, and I chose Mamma Bear (MB for short) because I will fiercely protect your daughter/granddaughter/niece as if she were my own. I know what it’s like to be a counselor, ensuring that the campers have the greatest time ever while doing the day-to-day routine at camp. I know what it’s like to be the Program Director, providing an opportunity for every personality to shine in her element. And as the Camp Director, I know how to ensure that all of those opportunities are realized, all while keeping your camper safe. I don’t take that responsibility lightly, and I appreciate the trust you place in HHC and me.



Bob Bechtold **Director of Program Services**



Bob has many years of experience over 5 decades at Heinz House Camp, similar to Sherri. Bob’s camp experience progressed through the 80’s and early 90’s as camper, CIT and Counselor. He was away for a few years in the 90’s while he served our country in the military. Then he came back and completed his education at the University of Pittsburgh. During the summers of those college years, Bob served a few more years of experience as Heinz House Camp Staff. Bob was hired full time at Sarah Heinz House in 1997 as Program Director and Boys’ Resident Camp Director. He served as Camp Director for over 10 years, and he has helped mentor, oversee and train each (boys) Camp Director since 1997! Bob has successfully filled many programmatic and management roles at Heinz House over these past 25+ years. But no matter what position(s) Bob has filled over the years, Camp, and the impact that it has on campers, has always been one of his strongest influences and highest priorities.

Camper and Parent/Guardian Meeting

This year, our camper meetings will be held together (Boys and Girls) on the dates below. Please choose from one of the dates. Time will be given during the sessions to have a breakout with your respective Camp Director.

- **June 2, 2022 CANCELLED, as of May 30, 2022;**
An Informational Video will be emailed to Overnight camper families
 - ~~6:00-7:30 PM – Zoom Meeting~~
- **June 9, 2022**
 - **6:00-7:30 PM – In-Person at Sarah Heinz House**
- **Another Camper and Parent / Guardian Meeting may still be scheduled closer to Girls Camp Dates (not guaranteed)**

What to Pack and Bring to Camp

Please write the camper's name on every item with a permanent marker. This makes it easier for the staff to identify the owner of an article of clothing/object if it is lost during the session. Please use luggage tags provided on the day of drop off to identify your child's bags. For all clothing items, please pack enough for 11 days worth plus a couple extra just in case!

- | | |
|---|--|
| ○ Masks (at least 12) | ○ Flip-flops/Shower Shoes |
| ○ Sleeping Bag | ○ Creek shoes (See Helpful Hints Below) |
| ○ Toiletry Items (Toothbrush, toothpaste, soap, shampoo, shower gel, comb, brush) | ○ Pre-Addressed Envelopes/Postcards |
| ○ Small Pillow (if desired) | ○ Stamps, pen/pencil |
| ○ Small old rug (if desired) | ○ Fishing gear (if desired) |
| ○ Pajamas or night clothes | ○ Plastic ground cloth/Tarp |
| ○ Additional Blankets (if desired, nights get cold) | ○ Towels (at least 3) |
| ○ Tennis shoes and hiking shoes | ○ Sweatshirt/hoodie and pants (at least 3-4 each) |
| ○ Flashlight (extra batteries) | ○ Small Drawstring Bag or plastic bucket for shower articles |
| ○ Old play clothes, shirts, shorts, jeans | ○ Mattress Cover - \$15 available at SHH |
| ○ Cloth/Mesh laundry bag (No Plastic Bags) | ○ Extra Disposable Facemasks |
| ○ Extra underwear | ○ Dress Up/Fancy Clothing (Girls Banquet Night) |
| ○ Extra Socks | ○ Long Bike Shorts or leggings for Ropes Course |
| ○ Clothesline Rope (16ft) | |
| ○ Swimsuit/trunks (at least 2) | |

Items NOT to bring

- Cell Phones-Cell Phones will be confiscated and stored with the Camp Director if brought to camp and will be returned at the end of the campers' experience at camp
- Electronics (including, but not limited to cell phones, iPod, MP3 Players, etc.)
- Hand Held Video Games (including but not limited to Nintendo Switch)
- Valuables of any kind

- Money (We do not have anything to purchase at camp)
- Food - Please do not send food with or to camp, it may attract unwanted animals into camp

There is no need for your child to bring any of these materials to camp. Sarah Heinz House has no means of protecting these items and therefore cannot be held responsible if these are lost, stolen, or broken.

Helpful Hints When Packing for Camp

- Envelopes and Stamps should be placed in a Ziploc bag to prevent them from getting wet.
- Having extra clothes is better than running out of things to wear. Please pack extra underwear, socks, shirts, shorts, and pants.
- Shoes get wet at camp. Send more than one old pair of tennis shoes or boots (even if they are tight to be used as creek shoes). Do not only send a pair of sandals.
- Crocs are great for both waterfront and shower shoes. They dry very easily and are waterproof of course!
- A lot of our waterfront activities require shoes with backs on them. Make sure you have water shoes that are sturdy and have a strap or back to them so you can fully participate in the activities we offer.
- An extra swimsuit/trunks are nice as well. We swim a lot, and wet suits/trunks are not comfortable to put on.
- Towels that are lighter (not beach towels) tend to dry faster, and are better suited for camp.
- Nights can be cold at camp, please be sure to pack suitable bedding. An indoor slumber bag is **NOT** a substitute for a camper's "sleeping bag." Extra blankets still need to be packed for cold nights.
- Camp Sessions may have special themes as communicated by the camp Staff ahead of time. Campers are always encouraged to bring items related to the camp theme for that session.

Luggage

- One suitcase, one bedroll (or duffel bag), and a book bag are permitted.
- A small drawstring bag is permitted on the bus (**small, please - book bags are not permitted on the camper bus.**)
- No trunks or footlockers are permitted.
- Fishing rods need a name tag (many children bring similar fishing rods and can be easily mistaken as another's fishing rod)

Camp Apparel

Resident Camp apparel is not sold at Sarah Heinz House. Resident Camp apparel will be available online. The link will be shared at www.sarahheinzhouse.org and on Heinz House Camp's Facebook page when the store is available.

Day of Departure

Arrival at Sarah Heinz House

- Be at Sarah Heinz House no later than 1:30 PM for all session drop offs.
- **DO NOT BLOCK THE ENTRANCE OR TURNAROUND TO THE PARKING LOT. THIS IS WHERE OUR BUSES PARK.**
- Park in the designated parking lot (or overflow lot). The luggage bus and the camper bus will be in the turn around.
- Carry your luggage and any other items to the luggage bus. Once you are checked in, you'll then be able to put your luggage on the bus.
- Go to the Check In Table (camper and 1 adult parent or guardian) to check in and submit:
 - Signed Acknowledgement of Self Quarantine
 - Negative test result for camper(s)
 - All medications (including vitamins) – See below

Temperature will be taken at check-in as well. Please note that any camper with a temperature reading of 100.4 or higher will not be permitted to board the bus.

Medication Going To Camp

Any camper that has routine medication they take should bring them to check-in with the First Aid Director. Below are steps to ensure your campers medication is secured properly by our Staff.

- Put all medications in a Ziploc bag.
- Write the camper's name on the top of the bag.
- If medication requires refrigeration, please write REFRIGERATE on the bag.
- Fill out the Medication Form for each medication (available online and at SHH) and place it in the Ziploc bag.
- On the day of departure, First Aid Staff will collect the medication bags.
- Please do not send over-the-counter medication (such as Benadryl, Advil, Tylenol, etc.). Simply state on your child's confidential form and medical form what they use and why they need it. We will supply any over the counter medication.

**Don't forget to say goodbye
before you get on the bus!**

Life at Camp

Statement on Diversity, Equity, and Inclusion (DEI)

Sarah Heinz House and Heinz House Camp commits to promoting a safe, positive and inclusive environment for all youth and teens of every race, ethnicity, gender, gender expression, sexual orientation, ability, socio-economic status, and religion in reaching their full potential.

Tent Groups

Campers will be assigned to tent groups according to their age group. Mealtime will almost always be with the same tent group as well. Camp Directors will make every effort to place children in appropriate tent groups with whom they have requested. Any issue with your child's tent group can be brought to the Camp Director, but changes will be at the Camp Director's discretion.

Off-Site Activities

Occasionally Sarah Heinz House Summer Program Staff may take campers off-campus to local attractions in the area (McConnell's Mills, Moraine State Park, etc.). The off-site attractions are within walking distance and do not last the entire camp day. Campers will be masked and maintain social distance protocols throughout the entirety of the trip.

Staff

Our counselors are selected from a qualified pool of applicants. Staff have backgrounds in or are currently studying a variety of fields, but the majority of them are former Heinz House Campers. Many have gone through and completed our Counselor in Training Program. All Heinz House Camp Staff are certified in at least one area of expertise (Lifeguarding, Ropes Course, First Aid, Paintball, Boating, and Leave No Trace). The entire Heinz House Camp staff completes a staff training that focuses on best practices and other topics such as Child Abuse Awareness & Prevention and Outdoor Education. At least 80% of our staff are 18 years old or older. All staff have completed and passed a Background Check as outlined in SHH policy and state and federal law.

Typical Day at Camp

Here is a typical daily schedule at Heinz House Camp. Times may vary slightly based on our activities for the day.

7:30 AM	Wake Up
7:30 AM-7:45 AM	Morning Roll Call and Activity
7:45 AM-8:30 AM	Tent Clean-Up
8:30 AM-9:30 AM	Breakfast
9:30 AM-10:00 AM	Squads (chores)
10:00 AM-12:15 PM	Morning Program Session
12:30 PM-1:30 PM	Lunch
1:30 PM-2:30 PM	Rest Hour
2:30 PM-3:00 PM	Free Camp Store
3:00 PM-5:15 PM	Afternoon Program Session
5:30 PM-6:30 PM	Dinner
7:15 PM-9:30 PM	Evening Program Session
9:30 PM-10:00 PM	Campers Prepare for Sleep
10:00 PM	Lights Out

Laundry Run - For Camper Staying both Sessions:

For campers staying both sessions, laundry can be sent home for cleaning. If you do not pick up your child's laundry, you will be **charged a \$50 additional cleaning fee.** Parents/Guardians or a designated person can pick up and drop off laundry at SHH.

Boys Camp

- **Laundry Pick Up**
 - Friday, July 1st from 12:00-5:00 PM
- **Laundry Drop-Off**
 - Sunday, July 3rd between 12:45-1:45 PM
 - Please return clean laundry **with the camper's name on it**
 - Please put it straight onto the luggage bus. Do not bring it into the building

Girls Camp

- **Laundry Pick Up**
 - Friday, July 22nd from 12:00-5:00 PM
- **Laundry Drop-Off**
 - Tuesday, July 26th between 12:45-1:45 PM
 - Please return clean laundry **with the camper's name on it**
 - Please put it straight onto the luggage bus. Do not bring it into the building

Contacting Heinz House Camp

If a situation arises or you have any questions and need to get in contact with our camp, please call Sarah Heinz House directly at (412) 231-2377. They will contact the Resident Camp Director who will contact you directly. Our camp phone number is blocked. If your phone does not allow blocked phone numbers, you may want to disconnect that service while your child is at camp. We will get in touch with you if necessary.

E-mail will only be used for communication with staff, not your child. You **will not** be able to write letters to your child through e-mail. The e-mail address to contact camp and the Camp Director is overnightcamps@sarahheinzhouse.com.

Mail, Packages, and Deliveries at Camp

Would it really be Camp without mail and packages? Mail and packages are not only permitted to be delivered to Camp, but they're also encouraged!

THE CAMP ADDRESS IS:

Camper's Name
Heinz House Camp
2534 Heinz Camp Road
Ellwood City Pa 16117

Other Helpful Hints

- Send a lot of mail to your child. Mail is a big deal during camp! During mealtimes, our mail calls are events the campers look forward to!
- Please do not send food. We have plenty of food during meals and in the free camp store. All food outside the camp store and dining hall will be held until your child returns home. Instead of food, send puzzles, games, books, etc.

Social Media and Camp Photos

This summer you may notice a decline in the number of photos that we regularly share on various platforms like Facebook and our Website. This will afford us as much time as possible to best ensure adherence to the high standards and best practices in health and safety we've established for our Camp community. We cannot promise how often we will post photos of campers, but our goal will be to post photos once or twice each week. We will also continue to share smaller posts on social media, with the focus on telling the story of our summer. It's important to us that our families still have that special lens and opportunity to see what's happening at Camp and the meaningful experiences our campers are engaged in.

Hospital/Doctor Visit (Non-Covid)

In the event of an Emergency illness or injury to your child, your child will be taken to the closest Emergency Room, UPMC Jameson in New Castle, PA. On route to the hospital, you will be contacted by a staff member. If your child requires non-emergency medical attention (for example: ear infection, etc.), we will contact the family to help decide the appropriate hospital or urgent care. The hospital will call you to receive permission to treat your child and will call later to tell you what they have decided to do. After the visit to the emergency room, we will contact you to let you know how your child is doing.

Early Pick Up or Late Drop off Procedure (from Heinz House Camp)

Due to COVID-19 Safety protocols, campers who need to leave for reasons other than additional medical care as designated by Camp Staff will likely not be allowed back into Camp. All circumstances surrounding what takes place while they are gone from Camp will be assessed and an objective determination will be made on a case-by-case basis by the Camp Director and at least one designated member of the Sarah Heinz House Management Team.

Circumstances may occur where your child needs to be picked up early or dropped off to/from Heinz House Camp. (Reminder that campers who leave for non-medical reasons as designated by camp staff will likely not be permitted to return to camp.) For the safety of your child/children, please provide in advance a completed early pick up form (we will have forms at SHH and online). If you do not have a form, please write a note with the following information:

- Name of your child
- What time they will be leaving
- Who will be picking up your child and the relationship to the child
- A contact number where the parent/guardian can be reached for confirmation

If your child is NOT taking the bus from or to Sarah Heinz House on the dates and times mentioned for their session, you are responsible for communicating to Sarah Heinz House staff the alternative arrangement and for picking up and/or dropping off your child from Camp (you may obtain directions from the Front Desk Staff at Sarah Heinz House). Please do not go any further than the Dining Hall until you are greeted by a staff person.

We may also ask for photo ID of the authorized individual picking up a child that is not recognizable by the child and/or staff. Sarah Heinz House requires that all parents/guardians and/or persons picking up your child MUST come into the Dining Hall, have PHOTO I.D., and check in with designated Senior Staff members.

We reserve the right to not allow your child to leave Heinz House Camp if we do not know the person picking up your child, does not have a photo I.D. and/or if we cannot get in contact with the parent/guardian. This is a safety precaution.

At no point are you permitted to enter Heinz House camp property without advanced approval. If you enter without permission, we reserve the right to deny you access to our campus and local authorities may be called. This is a security measure to help protect your child from intruders and potential COVID-19 exposure. Please respect this policy.

Post Camp

Camp Lost and Found

Items will be held for **48 hours** after the camp session ends. At that time, if the items are not claimed, they will be discarded.

Objection to our Policies and Procedures

Any objections to our Policies and Procedures or other camper documentation must be presented in writing to **Charley Chmura, Director of Operations** (chmura@sarahheinzhouse.com) in advance of participation. If a camper or family chooses not to respect or comply with Policies and Procedures, then their participation could be declined.

Code of Conduct for Campers, Parents/Guardians and Staff

At Heinz House Camp, we want everyone to have a fun and memorable experience while at camp. It is our goal to provide a healthy, safe, secure environment for all camp participants. Heinz House Camp teaches the core values of character, service, responsibility, and respect. Youth and Staff who attend camp are expected to follow the Code of Conduct below and to model these core values.

- We are all **responsible** for our words and actions. Respect the rights and beliefs of others and treat others with courtesy and consideration. Unwelcome teasing/bullying or any unkind behavior is not allowed.
- **Respect** each other and our environment. We do not take things that are not ours, nor do we vandalize any belongings or items.
- **Honesty** will be the basis for all relationships and interactions. If I have a problem with someone or something, I will bring it to the attention of staff as soon as possible.
- **Show** respect to the camp staff and cooperate fully with their instructions. Follow directions at all times.
- We **care** for ourselves and each other. Any use of alcohol, drugs, weapons (including knives), look-alike weapons, or objects that may be used to threaten, intimidate, or harm others or to damage property may not be brought to camp.
- **Communicate** in an appropriate manner, which means I will not use foul language, gestures, or harsh words. I will not raise my voice or use verbal threats of any kind.
- Camp is a **safe space** for all. Be careful and considerate that my actions will not hurt another camper's feelings or hurt them physically, either intentionally or accidentally.
- **Be enthusiastic**, thoughtful, open-minded, and involved.
- We **conduct** ourselves responsibly and keep our hands to ourselves. Horseplay, inappropriate touching, pushing, kicking, hitting or fighting are not acceptable behavior.
- **Be Respectful** of all camp property, equipment, facilities, and supplies.
- **Safety** first. Campers may not go to the waterfront without proper permission and supervision from staff.
- **Stay** together. Campers may not be in any areas that are considered outside of camp boundaries.
- Be respectful, cooperative, and contribute positively to you experience and those of your fellow campers.
- **Campers are expected to have fun and participate in all activities!**

When a camp participant does not follow the Code of Conduct, we may take the following steps (staff reserves the right to consider alternative steps, as deemed appropriate):

1. Counselor Staff will redirect the camper to more appropriate behavior. Incident will be recorded with Camp Director.
2. If negative behavior persists, a discussion with Senior Staff will occur, where the camper will be reminded of the Code of Conduct. Incident will be recorded with Camp Director.
3. The Camp Director will become involved and will meet with the child if the negative behavior continues. A parent/guardian will be notified of the issue and steps that have already been taken. A plan will be put in place by the Director, camper, and parent/guardian.
4. If the negative behavior persists and a camper continues to disrupt the Camp program, Heinz House Camp reserves the right to suspend or remove the youth from camp. If this were to happen, Heinz House Camp is unable to grant a credit or refund for any camp payments

COVID-19 SAFETY PLAN

(Updated May 30, 2022)

INTRODUCTION

The information surrounding COVID-19 is constantly changing and evolving. This COVID-19 Plan organizes COVID-19 best practices published by the Centers for Disease Control and Prevention (CDC) and American Camp Association (ACA), as well as learnings from our fellow camps and camp professionals in the region. This Plan provides Heinz House Camp (HHC) families with information about how we are adapting our policies and procedures to mitigate the risk of COVID-19 during Resident Camp.

We recognize that regardless of the level of preparation we cannot guarantee that COVID-19 will not be present at Heinz House Camp (HHC), but we are confident in our ability to run Camp in a safe and meaningful way and to respond appropriately to prevent the spread of any disease. This will include, if required, the appropriate isolation of any camper or staff member who doesn't feel well and/or shows symptoms of COVID-19.

HHC 2022 will look and feel a bit different regarding health and safety protocols, but very similar to HHC 2021. However, we believe that the value of bringing our campers and staff together at HHC to participate in a traditional, although slightly modified, overnight camp experience is needed more than ever during this challenging period of time.

This Plan will address and share how we plan to operate this summer. It is intentionally incorporated into and combined with our Resident Camp Handbook. It covers a wide range of topics, including creating and maintaining a safe environment at Camp and an in-depth look at what our program will look like for campers and staff. We strongly recommend reading this COVID-19 Playbook in its entirety.

CORE ASSUMPTIONS

In 2022, HHC will resume our annual tradition of summertime connections, values, growth, and fun. To keep our community safe and to mitigate against the spread of COVID-19, we will be making adjustments to our program that strike an appropriate balance between precautions, safety, and the enjoyment of being at Camp for our campers and staff. The core assumptions listed below are the foundation upon which our COVID-19 Plan was created. As the situation on the ground regarding the pandemic and related guidance continue to evolve, we may adjust these assumptions and the components of our Playbook accordingly.

1. We can operate safely. Through our experiences with our 2021 Summer Programs, and our Afterschool Membership Programming 2021-22 this past fall and winter, we have learned a lot about operating during this pandemic. These experiences, along with what we have learned from the camps that operated in 2020 and 2021, the CDC, and the ACA, give us confidence in our ability to apply a comprehensive strategy of multilayered nonpharmaceutical interventions (NPI's) in order to safely operate Camp this summer.

2. COVID will remain a public health concern well into the summer. Numbers of cases, hospitalizations and deaths continued across the country throughout the winter season.

4. Testing will remain adequately available to allow for early detection of the virus in our campers and staff.

5. It takes a village. We rely on a deep partnership with our camp families each and every summer, but this summer that partnership will be more important than ever as we strive to

build the safest possible community for our campers and staff. That will require our families to follow any pre-camp requirements, including, but not limited to, quarantining, COVID PCR testing, daily symptom and temperature monitoring, and reporting of any and all physical and mental health concerns.

PRE-CAMP PROTOCOLS

In order to mitigate the risk of COVID-19 being brought into Camp, we will ask all campers and staff to take additional safety measures prior to their arrival. These include COVID tests within the day/week of departure.

To the extent there are any questions to any of our pre-camp protocols, please contact Bob Bechtold, Director of Program Services.

PRE- QUARANTINE:

Pre-Quarantine is no longer a requirement before departure for Camp.

COVID-19 Test Before Departure

(Policy more flexible as of June 15, 2022)

For this summer, we will again require that, **all campers and staff** obtain and present a COVID-19 test and share the (negative) result when they are checking in with staff, prior to boarding the bus (regardless of Vaccine status). Only campers and staff who provide negative test results from a Covid Test will be permitted to enter Camp – NO EXCEPTIONS.

Antigen Rapid Test results are now acceptable as proof that the camper is negative before departing for camp. These are the tests that are available to order for free from the government. **We ask the families to take these tests on the day of departure and bring the result.** Families may also choose to present a rapid test implemented by a testing center, if they prefer that method.



We will still accept PCR Covid Test results as well, taken during the week of departure. If a family chooses to do the PCR Test, like last year, then please see the calendar scenarios for when you need to take your COVID-19 PCR test.

Timing - IF PCR Testing:

Session 1 BOYS (1st):

PCR COVID-19 test must be taken **no earlier** than 5 days (June 18) and **no later** than 3 days (June 20) prior to departure for Camp on Thursday, June 23.

Session 2 BOYS (2nd):

PCR COVID-19 test must be taken **no earlier** than 5 days (June 28) and **no later** than 3 days (June 30) prior to departure for Camp on Sunday, July 3.

Session 3 GIRLS (1st):

PCR COVID-19 test must be taken **no earlier** than 5 days (July 11) and **no later** than 3 days (July 13) prior to departure for Camp on Saturday, July 16.

Session 4 GIRLS (2nd):

PCR COVID-19 test must be taken **no earlier** than 5 days (July 17) and **no later** than 3 days (July 19) prior to departure for Camp on Tuesday July 26.

SYMPTOM MONITORING BEFORE CAMP

During the period before departing for camp, all campers and staff should self-monitor for symptoms related to COVID-19. Upon arrival at Sarah Heinz House to depart for Camp, all parents/guardians must sign an acknowledgement that they completed the temperature checks and self-monitoring each day and strictly adhered to the requirements for their camper(s) during this period. All campers and staff will be required to be completely symptom-free for at least 24 hours prior to their arrival at Camp without the use of any medication.

TRANSPORTATION TO/FROM CAMP

For this summer, HHC will still provide bus transportation to and from Camp. Busses will be utilized to allow for social distancing as per state guidelines, and masks will be worn on busses.

Upon arrival at Sarah Heinz House to check in and board the bus, we will require parent or guardian to **sign an acknowledgement form** confirming that all pre-camp requirements were successfully completed, **in addition to providing a copy of negative COVID-19 test for your camper**. Our staff will be available to help unload any bags or equipment that is accompanying your camper and we will make sure all luggage gets to your camper's cabin.

We will perform a health screening for each camper. This includes questions around COVID-19 symptoms and any known exposures to someone who has tested positive for COVID-19 within the last week. It also includes verbal confirmation that you understand we cannot guarantee no exposure or transmission of COVID-19.

Any camper or staff member who has experienced any COVID-related symptom(s) will be directed to our Management Staff onsite to determine whether their arrival at Camp needs to be delayed. Families agree that they will support that decision, if it occurs, and take their camper home.

After you (the family) return home from bringing your camper to Heinz House, we ask for your continued partnership by keeping us informed if anyone at home develops any symptoms of or tests positive for COVID-19.

Other Individuals who may be at Camp

Other than SHH staff, healthcare, and food service, the only other outside people who will be allowed into the facility during camp are vendors or volunteers who provide essential items or services to camp, or possible immediate family of staff (spouse/child of staff). All such essential visitors may be subject to a health screening prior to entering Camp. If Allegheny County Covid Transmission Rate is Medium or High, then those other individuals (visitors) will be required to wear a mask while visiting camp.

We are also mindful that for any number of reasons, campers or staff members may need to leave our stable environment (usually accompanied by staff), e.g., for receiving additional medical care. In such instances, we will carefully welcome that member back into the community, as long physical distance was kept, and exposure risk was at a minimum while out of camp (verified by staff).

Campers needing to leave for reasons other than additional medical care will likely not be allowed back into Camp. All circumstances surrounding what takes place while they are gone from Camp will be assessed and an objective determination will be made on a case-by-case basis by the Camp Director and at least one designated member of the Sarah Heinz House Management Team.

Mask Policy at Resident Camp:

This applies to ALL individuals, regardless of vaccination status.

Masks for Campers and Staff:

will be **OPTIONAL** at Resident Camp in 2022, as all campers and staff have provided negative results of PCR Covid Test before departing for Camp.

Masks for Essential Visitors:

If Allegheny County Transmission Rate is Medium or High, then those other individuals (visitors) will be required to wear a mask while visiting camp.

TESTING STRATEGY

We will work alongside our specified First Aid team and use best practices to determine **when** to require a test. At Camp - headaches, sore throats, and other complaints - can be regular occurrences and automatically **testing everyone when a symptom is present is not a sustainable plan**. In accordance with best practices, anytime there are **two or more symptoms present**, we will require the camper to be tested.

For anyone for whom it is determined that a COVID-19 test should be administered:

- **IF HHC has inventory** of the Government-supplied rapid tests, then staff can administer the antigen rapid test; if the test is negative, then the camper does NOT have to go home (as per Handbook procedure), but may stay and be treated as non-Covid illness.
- **If HHS does NOT have inventory** of Government-supplied antigen rapid tests, then the parent is called and must come to camp immediately, as per previous policy.
 - IF the family can bring one of the Government rapid tests, and IF the camper tests NEGATIVE, then the camper may stay at camp and be treated as non-Covid illness.
 - IF the family can bring one of the Government rapid tests, and the camper tests POSITIVE, then the camper must be taken home to quarantine.
 - If the family CANNOT BRING A GOVERNMENT-SUPPLIED TEST, then they must come to pick up the camper, and take camper home to be tested, as per previous 2021 policy

The camper or staff will be quarantined until their family can pick them up that day, and will stay at home until results are known. Once results are known, family is to communicate results by email to the Camp Director, then an objective determination will be made whether the individual can return to camp, on a case-by-case basis by the Camp Director and at least one designated member of the Sarah Heinz House Management Team. Camp reserves the right to request that any member of our Camp community who presents with symptoms of COVID-19 be tested to rule out presence of the virus.

QUARANTINE AND ISOLATION AT CAMP

While we are taking necessary and required precautions prior to everyone's arrival, as well as implementing the best cleaning and sanitation practices available, we need to be prepared for the event that someone at Camp will present with symptoms of COVID-19. HHC has a few designated areas for isolation, and the ability, because of the size of our property and facilities, to allow campers and/or groups of campers/staff to quarantine without requiring them to stay

indoors at all times. Fully Vaccinated Individuals reflected in SHH records may not need to quarantine, same as 2021.

If or when an entire tent group is isolating and is completely symptom-free, they will still be able to participate in some Camp activities away from other campers. Our program team will adjust schedules as needed to ensure that a full days' worth of activities still takes place. During group isolation, meals may be delivered to those isolated at one of our several outdoor dining locations, or directly to their tent.

The decision to end any quarantine or isolation will be at the direction of the First Aid team based on recommendations for doing so by the CDC and PA Department of Health. Note that HHC guidelines may not be exactly the same as CDC. There are occasions when HHC policy may be slightly more strict than CDC.

CLEANING AND SANITIZATION Procedures and Enhanced Hygiene

Sarah Heinz House has significantly increased our cleaning and sanitization procedures over the past year and those practices will remain in place for 2022. Bathrooms and shared spaces will be cleaned and sanitized daily, per CDC recommendations and guidelines. HHC uses disinfectants that are on the CDC and EPA lists of approved products effective against COVID-19. These supplies will be refilled and checked, daily.

All attendees will receive instruction on hygiene measures such as cough and sneeze etiquette and hand hygiene, with the requirement to clean hands with soap and water or hand sanitizer containing a minimum of 60% alcohol or 70% isopropanol before and after all activity periods, meals, and other high-touch interactions.

CAMP PROGRAM

The overnight camp experience is critical to the educational, social, mental, and emotional well-being of our youth and teens.

Through our experiences with our Summer Programs in 2021, and our Afterschool Membership Programming 2021-22 this past fall and winter, we learned a lot about operating during this pandemic.

We are prepared and eager to provide a similar experience to summers of the past, with a full complement of engaging camp activities, while creating opportunities for social interaction that are harder to come by now. We know how important your camper's experience will be this summer.

To accomplish this, we will make some adjustments in how we deliver our programs, as detailed in this Plan. In addition, we will remain flexible in our programming this summer and will be prepared to quickly pivot based on the needs and interests of our Camp community.

LODGING / TENT GROUPS / CAPACITY

Campers and Staff will sleep in the tents, as they always have. Tent flaps will be raised "up" as much as possible, weather permitting, to allow cross flow of air. When the flaps are let "down" for weather reasons, airflow is minimal. A tent group will consist of a maximum 6 campers and 1 counselor. This ratio dictates a maximum number of campers at 78 (6 campers X 13 tents). Alternating individuals will be positioned facing in opposite directions ("head to toe") to allow for more distancing. Tent groups will also eat their meals together.

MEAL TIME

The Dining Hall is a screened large room, like a screened porch, which allows adequate natural circulation.

Inside of the Dining Hall, we have prepared our facility to **be in compliance with all applicable food service standards set by Pennsylvania as of spring 2021, (very much like a restaurant)**. This includes setting up our tables with distance between each tent group. The decision on spacing of tables (whether to extend some table groups to the wrap-around porch) will be determined by Management at least one day before the start of each session, and will remain consistent for that session. That decision will be based upon the most recent Covid Health and Safety Data that is available. Meals will usually still be enjoyed family style via platters of food being made available at each table.

To remain in compliance with guidance from Pennsylvania, we are unable to offer a self-service salad bar and will instead offer salad to each table with meals where it is on the menu. Other substitutions and adjustments will be made at breakfast to ensure fresh fruit, yogurt, and granola are readily available for each pod.

Our PB&J stations were also converted for 2021, and we will follow that plan in 2022 as well. Campers and staff will have the ability to pick from several different types of pre-made sandwiches (PB&J, PB only, Jelly only, different types of bread, etc.).

ALL-CAMP PROGRAMMING

We are still going to offer our signature all-camp programs, like Camp Olympics and Team Treasure Hunts this summer. While they will look different, they'll be just as memorable. Between now and the start of Camp, our program staff team will be hard at work to maintain the unique inclusive nature of these experiences while at the same time taking into account the required best practices in health and safety.

HEALTH CARE (FIRST AID) STAFF

Our First Aid Staff is composed of specific Camp Counselors and the Camp Director. They do not have advanced medical training, but they are certified in First Aid, CPR, and AED. They live at camp with our campers, and follow all of the same health and safety protocols.

MEDICATION DISTRIBUTION

This summer will be no different in our ability to meet the needs of our campers taking regular medications, both prescribed and over-the-counter (OTC). The paperwork prior to the summer will be the same as in previous summers and our First Aid team will administer medications as directed by the physicians who sign the orders. No medication will be allowed to be kept in the tent, including any over-the-counter medications.

TREATING INJURIES

This summer will be no different. The daily adventures at Camp unfortunately result in the occasional injury. Nearly all injuries are minor and do not require any additional medical treatment. To support our staff in cleaning simple scrapes and cuts, they will be treated in the First Aid Office, as always, by a certified staff member. If the injury requires more than basic First Aid, then we will follow the guidelines as written in the Camp Handbook.

ILLNESSES

Over the course of any camper or staff member's time at Camp, there will be times when they are not feeling 100%. Our First Aid team is there to return them to full health and back to their tent group as quickly and as safely as possible. All campers and staff will be assessed based on the symptoms present and an appropriate course of treatment will be determined. Every camper or staff member who reports an illness will have their temperature taken. This is standard practice at most doctor's offices or camp health centers.

This year, any treatment for an illness provided by our First Aid staff will be communicated to the camper's parents/guardians.

Camp reserves the right to require that any member of our Camp community who presents with at least 2 possible symptoms of COVID-19 be tested to rule out presence of the virus. Best practices indicate that anytime there are two or more symptoms present, we will require a COVID-19 test to be administered. For more information, please turn to "Testing Strategy" on Page 19 of this Handbook.

Confirmed Case of COVID-19

In the event that we confirm a positive case of COVID-19 from someone who was at Camp, that camper will be sent home or instructed to remain at home. We will continue to follow the quarantine and isolation procedures established for Camp, while also notifying the families of those in that specific tent (and all families for that session), the PA Department of Health, Allegheny County Health Department, and Sarah Heinz House designated Management Team member(s).

In the event a second positive case is confirmed, we will restart our quarantine timeline and repeat the steps taken from the first positive case.

Whenever an entire tent group is quarantining and all members of the tent remain symptom-free, they will still be able to participate in some Camp activities away from other campers. During group isolation, meals may be delivered to those isolating at one of our several alternative locations, or directly to their tent.

THRESHOLD / SHUTDOWN:

We do not plan to shut down camp unless proper supervision ratios can no longer be maintained.

If proper supervision ratios can no longer be maintained, then that camp session will be shut down for the remainder of that specific session. All staff and campers will be required to get tested, and report the results back to SHH.

The **next Camp Session** may also be impacted by the number of cases and days remaining.

Communication with parents/guardians

Partnering with the parents/guardians of our campers is an important part of our medical program at Camp. **We will attempt to notify you by phone anytime:**

- We consider taking your child out of Camp for medical reasons (ER visit, x-rays, etc.)
- If your camper misses an activity for any health and wellness reason
- If your camper will be spending the night in the Infirmary or other isolated area
- If our First Aid staff believes that a change to an existing treatment plan is appropriate

COVID-19 Symptoms:

Please keep your child at home, or staff or volunteer should stay home, if the individual:

- Has 1 or more symptoms in Group A, OR
- Has 2 or more symptoms in Group B, OR
- Is taking fever reducing medication.

Group A

1 or more symptoms

Group B

2 or more symptoms

-Fever (100.4 F or higher)
-Cough
-Shortness of Breath
-Difficulty Breathing

-Sore Throat
-Runny Nose / Congestion
-New Loss or Smell of Taste
-Muscle Pain / Body Aches
-Nausea or Vomiting
-Headache
-Diarrhea
-Signs & Symptoms of MIS-C: Rash, Red Eyes, Cracked, Swollen Lips, red / Swollen Tongue, Swelling Hands / Feet, Stomach Pain

Higher Risk for Complications (FYI)

If a camper or staff member is at higher risk for COVID-19 complications, we highly recommend they consult their medical provider to assess if it is appropriate for them to attend HHC this summer. Those at higher-risk of serious illness from COVID-19 may have conditions that include, but are not limited to:

- Asthma
- Chronic kidney disease undergoing dialysis
- Chronic lung disease
- Diabetes
- Liver disease
- Immuno-compromised
- Immuno-compromised as a result of a condition, such as:
 - Bone marrow or organ transplantation
 - Cancer treatment
 - Immune deficiencies
 - Poorly controlled HIV or AIDS
 - Prolonged use of corticosteroids and other immune weakening medications
 - Smoking
 - Serious heart conditions
 - Severe obesity (body mass index of 40 or higher)

For a full list of conditions that may cause serious illness, please visit the CDC Website.

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Policies and Procedures

Statement on Diversity, Equity, and Inclusion (DEI)

Sarah Heinz House commits to promoting a safe, positive and inclusive environment for all youth and teens of every race, ethnicity, gender, gender expression, sexual orientation, ability, socio-economic status, and religion in reaching their full potential.

Non-Discrimination

It is the policy and strict intention of the Sarah Heinz House that no member or employee of Sarah Heinz House discriminates against any person on the basis of race, color, religion, gender, gender identity or expression, sexual orientation, ancestry, national origin or disability. Discrimination will not be tolerated and any act of discrimination that Sarah Heinz House becomes aware of will be addressed by a fair and prompt investigation into the matter.

Required Forms

The following forms are required to be *completed during online registration* for each child prior to participation:

1. **Signature form** - outlines permissions the parent/guardian gives Sarah Heinz House
2. **Confidential Form** - provides additional information about your child so the staff at Sarah Heinz House can better serve them
3. **COVID-19 Warning and Waiver Form for Parent/Guardian**

COVID-19 Risk Mitigation Policies & Protocols

Our COVID-19 policies and protocols will evolve as needed to align with CDC and local government recommendations. There are times when our organizational policies may be slightly stricter than CDC or local government guidelines. Our current protocols may be found on our website at www.saraheinzhouse.com

Permission to Treat and General Release

By signing their registration paperwork, parents/guardians give permission for Sarah Heinz House to treat campers with basic first aid when necessary. Except in the event of an emergency, it is the parent/guardian's discretion and responsibility to proceed with additional medical treatment beyond basic first aid. In the event of an emergency, and if parents/guardians cannot be reached, then parents/guardians give permission to health care providers selected by the camp director to order X-rays, routine tests, and treatment for the health of the child. Also, in the event of an emergency if a parent/guardian cannot be reached, parents/guardians give permission to the health care providers selected by the camp director to provide whatever treatment they deem necessary until a parent/guardian is

reached. Parents/Guardians further understand, acknowledge, and agree to waive, release, and discharge Sarah Heinz House, and all those affiliated with the organization, from any and all claims of liabilities for harm, personal injuries or damages of any kind, which arise out of or relate to their child's participation in summer camp activities. Parents/Guardians also expressly release and discharge Sarah Heinz House, and those affiliated with the organization, from any liabilities or claims associated with the rendering of, or failure to render, any type of emergency, medical and/or first-aid services. Parents/Guardians further agree to indemnify and hold Sarah Heinz House harmless for any harm, injury or property damage resulting from or arising out of their child's actions.

Prescription, Over-the-Counter Medication & Treatment Policy

The purpose of this policy is to provide control over the administration and use of prescription and over the counter medications by the youth participants of Sarah Heinz House summer programs, to assure that such drugs are prescribed and administered according to the instructions of a physician, and to promote good health and medical treatment of summer youth participants at Sarah Heinz House. By registering your child(ren), you hereby acknowledge that you have reviewed and understand the medication policy related to the specific camp(s) that your child attends. (The policy for Preschool/Day/Leadership Camp is separate and distinct from the medications policy at "Resident" Heinz House Camp, where the children actually reside and stay for extended periods.)

The parent/guardian must set an appointment with the Camp/Program Director at least one week before the child begins attending programming to complete the "Prescription Medication Distribution Form" and discuss the child's specific situation and needs. Once this is done, we require the following steps for Medications at Resident Camp:

- Put all medications in a sealed Ziploc bag.
- Write the camper's name on the top of the bag.
- If medication requires refrigeration, please write REFRIGERATE on the bag.
- Place the completed Medication Form for each medication in the sealed Ziploc bag with the medication.
- Please do not send over-the-counter medication (such as Benadryl, Advil, Tylenol, etc.). **Simply state on your child's confidential form and medication form what they use and why they need it. We keep standard over-the-counter medications at Camp and your medication form listing such medications will serve as your consent for us to administer the over-the-counter medications for your listed purpose.**

Staff are trained in and provide only Basic First Aid and CPR. We do not have a nurse employed on-site. If a child is not feeling well and/or unable to participate, staff will attempt to contact the parent or guardian listed on the registration documents. It is the parent/guardian's responsibility to arrange and implement any medical treatment or care beyond basic first aid (except in case of emergency).

Special Accommodations or Extra Support

SHH welcomes all children and our staff strives to respond to the needs of the youth we serve. We are, however, unable to provide individualized care for any child except for extenuating circumstances, such as injuries, discipline and personal care needs customarily provided to each child. To the extent it is reasonably able to do so, SHH staff will provide services to youth with disabilities or any special needs in the same manner as services are provided for other children of comparable age.

We want all participants to have the opportunity to succeed and to have a positive experience. Attendance and full participation for each camp is listed in the handbook and other materials. Our resident camp is open to children who have completed 1st Grade through teens who have completed 11th Grade.

Some participants do require additional support beyond the usual scope of our services to be successful. A certain level of maturity and independence is required. It is the discretion of Sarah Heinz House to discern whether or not a child (including your child) can be successful in SHH programs without additional support beyond the usual scope of services or adult to child ratios. If Sarah Heinz House determines that additional support or service is necessary, and such additional support or service is not available, parents/guardians refuse to secure supports for the child, the additional supports or services needed are unreasonably burdensome, poses a danger to any participant (including your child) or would fundamentally alter the program, then Sarah Heinz House reserves the right, in the best interest of all participants and programs, to decline a participant (including your child) the opportunity to participate in programs.

If your child requires additional support in a school setting, or other afterschool settings, or if your child usually requires more than 1:10 supervision ratio, you are required to set an appointment and meet with the appropriate Camp Director at least one week before your child attends any session of camp. We are, however, unable to provide 1:1 care for any child, except on an intermittent basis, such as injuries, discipline, and personal care needs provided to other children.

Code of Conduct for Youth, Parents/Guardians and Staff

At Sarah Heinz House, we want everyone to have a fun and memorable experience. It is our goal to provide a healthy, safe, secure environment for all participants. At Heinz House, our programs and Camps teach the core values of character, service, responsibility, and respect. Youth, Parents/Guardians and Staff are expected to follow the Code of Conduct below and to model these core values.

- We are all responsible for our words and actions. Respect the rights and beliefs of others and treat others with courtesy and consideration. Unwelcome teasing/bullying or any unkind behavior is not allowed.
- Respect each other and our environment. We do not take things that are not ours, nor do we vandalize any belongings or items.
- Honesty will be the basis for all relationships and interactions. If I have a problem with someone or something, I will bring it to the attention of staff as soon as possible.

- Show respect to the staff and cooperate fully with their instructions. Follow directions at all times.
- We care for ourselves and each other. Any use of alcohol, drugs, weapons, look-alike weapons, or objects that may be used to threaten, intimidate, or harm others or to damage property may not be brought to Heinz House or camp.
- Communicate in an appropriate manner, which means I will not use foul language, gestures, or harsh words. I will not raise my voice or use verbal threats of any kind.
- Heinz House and Camp are a safe space for all. Be careful and considerate that my actions will not hurt another person's feelings or hurt them physically, either intentionally or accidentally.
- Be enthusiastic, thoughtful, open-minded, and involved.
- We conduct ourselves responsibly and keep our hands to ourselves. Horseplay, inappropriate touching, pushing, kicking, hitting or fighting are not acceptable behavior.
- Be Respectful of all Heinz House property, equipment, facilities, and supplies.
- Be respectful, cooperative, and contribute positively to your experience and those of your fellow campers.
- Campers are expected to have fun and participate in all activities!

For the safety and comfort of all, Sarah Heinz House staff may remove campers from daily activities, an entire session and/or the rest of camp for violating the code of conduct, depending on the severity of the incident. Discipline may carry over from session to session.

If a child violates the code of conduct, or engages in other inappropriate behaviors, the parent/guardian must comply with any discipline determined and given by SHH. The parent/guardian must also have a meeting with SHH staff to review the guidelines set forth by this Code of Conduct.

*****NO REFUNDS ARE GIVEN TO THOSE WHO VIOLATE THE CODE OF CONDUCT*****

Electronic Devices & Other Valuables

Electronic devices are not permitted at Camp. Sarah Heinz House also strongly recommends that all valuables remain home. Sarah Heinz House has no means of protecting these items and therefore cannot be held responsible if personal belongings are lost or stolen.

Free Meals, Outside Food/Drink/Ingestible Items, and Food/Drink/Ingestible Items Allergens Policy

All Meals and Snacks Provided By SHH at Camp

Sarah Heinz House provides all meals at Resident Camp. Families can expect a mix of hot and cold meals that will be nutritious and of a wide assortment. Any specific allergies or dietary restrictions involving food, drink or other ingestible items known to participants and/or participants' families should be conveyed to Sarah Heinz House prior to the beginning of attendance (or as reasonably updated by the participant and/or the participant's family prior to continued attendance).

Alternative meals and/or snacks will be provided for any allergies or dietary restrictions that are reported to Sarah Heinz House in accordance with this Policy.

Campers may **not** bring personal food, drink or other ingestible items to camp. Such items may **not** be included in mail from home and will be discarded immediately upon receipt.

Peanut/Tree Nuts and Allergens

Sarah Heinz House will provide a separate table where participants with peanut and/or tree nut allergies may eat their meals. Participants without such allergies are permitted to sit at this table only if their meal or snack does not contain peanuts or tree nuts. Sarah Heinz House cannot guarantee a nut-free or allergy-free environment.

We ask that the participants' families discuss food allergies with that family's participant(s). Participants and participants' families are encouraged to educate participants about any specific food, drink or other ingestible items and any specific allergens relevant to participants and/or their families.

Ensuring child safety is fundamental to the mission of Sarah Heinz House.

The Safety and Wellbeing of Young People is Our Number One Priority

We work every day to create a safe, fun environment so kids can have every opportunity to be successful in life. We do not tolerate inappropriate behavior, including child sexual abuse or misconduct, and we put resources behind that stance.

Culture of Safety: Sarah Heinz House continually updates safety policies, programs and training for our staff and volunteers that are designed to promote child safety and protect young people from threats that are present in our society. We implement layers of safety policies and guidelines to keep our kids safe.

Safety Policies: Sarah Heinz House has comprehensive safety policies in place that protect youth – including, but not limited to, supervision, transportation, emergency response, communication, and protocol related to private one-on-one contact. We prohibit unobservable one-on-one interactions between youth and staff / volunteers. Meetings and communications (in-person, virtual, by text, email or other technology platform) between youth and staff/volunteers must include at least 3 individuals. Exceptions may only be made when delivering medical or counseling services by a licensed, trained therapist, or similar professional and/or in an emergency. But for in an emergency, youth should be transported using SHH approved vehicles with at least 3 people in the vehicle.

Mandatory Background Checks: Mandatory criminal background checks are required every year for every staff and board member at Sarah Heinz House. All potential employees and all teen (14 years or older) and adult volunteers are also run through the National Sex Offender Registry. **Sarah Heinz House requirements meet or exceed standards of State of Pennsylvania and Boys and Girls Clubs of America.**

STAFF Requirements:

Employee	State (P.A.T.C.H.) Criminal Background Check	PA Child Abuse	National Criminal Background Check	FBI Fingerprint Clearance	Sex Offender Registry	Recognizing & Reporting Child Abuse Training (Act 31 Certification, or equivalent)
Initial	Pre-Employment	Pre-Employment	Pre-Employment	Pre-Employment	Pre-Employment	Pre-Employment
Minimum Renewal	1 year	3 years	1 year	3 years	1 year	5 years

Clearances are Run at the Following Intervals (we do not accept transferred clearances):

- At the time of application for employment
- At the time of renewal as noted above
- If “Reasonable Suspicion” exists to re-run

If an Employee is arrested or if something happens that could affect their cleared for employment status, employees are required to notify SHH within 72 hours. Failure to report may result in administrative leave, suspension, termination and denial of future employment.

Individuals who work directly with our children and are compensated by Sarah Heinz House as an independent contractor are subject to the same requirements as employees.

MT/BSC/TSS Supports (Mobile Therapist; Behavioral Specialist Consultant; Therapeutic Staff Supports) We will accept the clearances that adhere to the Agency Partner's guidelines (which should meet State of Pennsylvania requirements) as to avoid removing children from participation and/or being without the needed supports approved for and assigned to them.

VOLUNTEER Requirements:

Volunteer	State (P.A.T.C.H.) Criminal Background Check	PA Child Abuse Clearance	National Criminal Background Check	FBI Fingerprint Clearance*	Sex Offender Registry
Initial	Pre-Volunteer	Pre-Volunteer	Pre-Volunteer	Pre-Volunteer	Pre-Volunteer
Minimum Renewal	3 years	3 years	1 year	3 years	1 year

*FBI Fingerprint Clearance: Waiver is available for those who can attest that they have lived in Pennsylvania ONLY for the last 10 years.

Clearances are Run at the Following Intervals (some transferred clearances accepted*):

- At the time of application for employment
- At the time of renewal as noted above
- If "Reasonable Suspicion" exists to re-run

If a Volunteer is arrested or if something happens that could affect their cleared for volunteering status, volunteers are required to notify SHH within 72 hours. Failure to report may result in suspension, termination and/or denial of future volunteer roles.

Required Immediate Reporting: All Sarah Heinz House staff, and adult volunteers, are mandated reporters. We are required to report any suspicion of abuse or neglect to the State. We are also required to report any critical incident to Boys & Girls Clubs of America (BGCA) within 24 hours and may also contact local law enforcement depending on the situation.

Safety Trainings: We participate in a wide variety of child safety training. We also engage leading third-party safety experts to provide guidance for our policies and approaches, including BGCA, local Law Enforcement, Department of Homeland Security and Praesidium. Below is a list of trainings our staff and volunteers undergo:

VOLUNTEER Training:

Training Name	Who?	Duration
Sexual Harassment	All Volunteers	Yearly
Child Abuse	All Volunteers	5 years
Behavior Management	All Volunteers	Yearly

Feel free to call with any questions and/or concerns by calling Sarah Heinz House at (412) 231-2377 between the hours of 8:00am and 4:00pm - Monday through Friday

Basic Strategies for Supervising Youth Safely	All Volunteers	Yearly
SHH Child Abuse Policy	All Volunteers	Yearly
Emergency Response Plan & Crisis Management	All Volunteers	Yearly
Documentation/Incident Reports	All Volunteers	Yearly
Staff Ratio/One on One Policy/Restrooms	All Volunteers	Yearly
Acceptable Use Policy	All Volunteers	Yearly

STAFF Training

Training Name	Who?	Duration
Camp Safety Training: Bullying Prevention at Camp	All Summer Staff	Yearly
Camp Safety Training: Peer to Peer Abuse Sexual Abuse Prevention	All Summer Staff	Yearly
Camp Safety: Aquatic Safety in Natural Bodies of Water	Res Camp Lifeguard Staff Only	Yearly
Sexual Harassment	All Summer Staff	Yearly
Texting and Driving	All Summer Staff	Yearly
Social Media Safety	All Summer Staff	Yearly
Child Abuse	All Summer Staff	Every 5 years
SHH Child Abuse Policy	All Summer Staff	Yearly
Emergency Response Plan & Crisis Management	All Summer Staff	Yearly
Who are Youth Workers	All Summer Staff	Yearly
Basic Strategies for Supervising Youth Safely	All Summer Staff	Yearly
Behavior Management	All Summer Staff	Yearly
School-Aged Childcare Safety	All Summer Staff	Yearly
Defensive Driving	All Summer Staff	Yearly
Documentation/Incident Reports	All Summer Staff	Yearly
Staff Ratio/One on One Policy/Restrooms	All Summer Staff	Yearly
Acceptable Use Policy	All Summer Staff	Yearly
Communication	All Summer Staff	Yearly
Resources and tools for Youth Workers	All Summer Staff	Yearly
Understanding Youth Workers	All Summer Staff	Yearly
Safety for Youth Workers	All Summer Staff	Yearly
Appropriate Touch	All Summer Staff	Yearly
Child Sexual Abuse Prevention	All Summer Staff	Yearly
Risk Management 101	All Summer Staff	Yearly
Camp Safety Training: Aquatic Safety at the Pool	Day Camp Lifeguard Staff Only	Yearly
The Professional Lifeguard	All Lifeguards	Yearly
Shallow Water Blackout	All Lifeguards	Yearly
Anti-Harassment for Managers	All Camp Leadership	Yearly
Camp Safety Training: Bullying Prevention at Camp	All Summer Staff	Yearly
Camp Safety Training: Peer to Peer Abuse Sexual Abuse Prevention	All Summer Staff	Yearly
Day Camp Specific Procedures/Policies	Day Camp Staff	Yearly

Feel free to call with any questions and/or concerns by calling Sarah Heinz House at (412) 231-2377 between the hours of 8:00am and 4:00pm - Monday through Friday

Overnight Camp Specific Procedures/Policies	Overnight Camp Staff	Yearly
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Mandatory Employee Reference: Any employee interested in moving to another Boys & Girls Club is required to have a reference from the previous Club, even if the Clubs are within the same community.

Safety Committee: Sarah Heinz House has a dedicated safety committee to provide input and guidance on policies and safety strategies. Priorities and initiatives include:

- Regular review and corrective action related to Incident Reports
- Regular Review and Discussion of Alarms
- Building Safety and Inspection
- Regular review of relevant policy

Mandatory Annual Safety Assessments: We complete a safety assessment each year to ensure we continually make improvements to safety at our organization.

State and Local Laws: We comply with federal, state and local safety laws, including those impacting facilities and vehicles.

Safety Partnerships: Nationally, Boys & Girls Clubs of America works with leading experts in the areas of safety, security and technology to develop state-of-the-art solutions for Clubs. Partners include:

- National Child Safety Advisory Task Force, made up of leading experts and organizations
- Blue Ribbon Taskforce, comprised of local Club leaders charged with providing input on the safety direction and key safety initiatives
- Mental Health First Aid, a national program that teaches skills to recognize and respond to signs of mental illness and substance abuse; SHH has multiple staff who are certified in MHFA, Standard First Aid, and CPR.
- Crisis Text Line, a confidential text message service for youth in times of crisis

Locally, Sarah Heinz House partners with:

- Pittsburgh Police
- Pittsburgh Public Assembly and Public Safety Meetings (Quarterly)
- U.S. Department of Homeland Security
- 911th Airlift Wing Security Personnel, Pittsburgh Air reserve Station
- Jewish Community Center Security Director

Nationally, Boys & Girls Clubs of America has advocated the passage of the [U.S. PROTECT Act](#), which improved background screening systems and access. The national organization has also partnered with the [FBI](#), the [National Center for Missing & Exploited Children](#) and the [Centers for Disease Control](#) to contribute to the development of safety practices that benefit ALL youth-serving organizations.

CAMPUS SAFETY

Sarah Heinz House is committed to taking proactive measures to protect the safety of all our members, volunteers, and staff. We have made preparations to deal effectively with emergency situations that could occur in or around the campus of Sarah Heinz House while programs are in session. While we hope that a natural disaster or other serious incident never occurs, our goal is to be as prepared as possible for any potential emergency. Our priority at all times is to protect all members, volunteers, and staff from harm.

Sarah Heinz House and Heinz House Camp have crisis and safety plans. The plans are designed with the assistance of staff members, board members, as well as local law enforcement, emergency management, and public health officials. The plans, which are regularly reviewed and updated, include procedures to respond to a variety of crisis incidents. Sarah Heinz House personnel and members practice drills associated with specific emergencies on a regular basis.

The response to each situation will differ based on the specifics of that situation. Flexibility of the plan is key to the success of the response. In general, each plan involves the designation of a building-level safety team, development of Emergency Response Protocol procedure responses; preparation of a portable critical response kits that contain key information and supplies (“Go bags”); designation of one or more appropriate evacuation sites; provisions for training personnel and updating the plan; checklists for dealing with specific types of incidents; and resources for help before, during and after an event. Plans are reviewed annually and SHH crisis teams have received training.

Objection to our Policies and Procedures

Any objections to our Policies and Procedures or other documentation must be presented in writing to **Charley Chmura, Director of Operations** (chmura@sarahheinzhouse.com) in advance of participation. If a participant or family chooses not to respect or comply with Policies and Procedures, then their participation could be declined.

Resolving Concerns

A FAMILY GUIDE to Effective Problem Solving

As we strive to help our youth succeed and have a positive experience at SHH, we count on our families to be our partners. Together, we will overcome challenges and celebrate success.

Should a family feel a need to make an inquiry of SHH, we want to be sure that all stakeholders are using the most effective avenues of communication. This ensures that your concerns will be given the time, attention and consideration necessary for solution-based outcomes.

How do I advocate for my child?

I. Define the issue.

Talk with your child to assure that you have a clear understanding of the situation. Work together with your child to identify specific elements such as the names of parties involved and the timeline of events.

II. Review SHH's guidelines.

Upon enrollment, you were provided access to Membership Handbook and returned the signature page to SHH. This document can also be found online at SHH's website. Reviewing policies, code of conduct and procedures can help you clarify the issue at hand.

III. Communicate the Issue.

Once you have clearly outlined the issue and decided if a specific policy has been violated, it is time to communicate your concerns to the appropriate individual. By utilizing SHH's Chain of Communication protocol, start by reaching out to the initial contact on the list. By skipping this step, it may take a longer time to address your concerns, as information will have to be given to and received from the initial contact by those farther along the Chain of Communication. Be sure to document your communication efforts by detailing such items as the date, time, contact and content of conversations that take place by telephone or in person. Save all email threads that relate to the Issues at hand. This will allow all stakeholders to be in alignment if an issue moves to the next Chain of Communication level.

Social Media/Multi-Media Good Practices

For many of us, social media usage is a part of everyday life. Social media can provide wonderful opportunities for families to connect with friends and loved ones. Unfortunately, we also see that social media can be utilized in negative, harmful and destructive ways.

As adults, we have the opportunity to set a positive example for our kids when we interact with social media. All parents and families are invited to join SHH staff in setting this good example.

DO:

- Demonstrate courtesy and respect for SHH staff and other families/children when commenting/posting on social media
- Use appropriate language when discussing SHH
- Address issues or concerns regarding SHH directly with SHH (using SHH's chain of communication protocol) rather than posting on social media
- Share good news with SHH leadership so that youth can be congratulated on their successes outside of SHH

DON'T:

- Use social networking sites to make derogatory comments about staff or other families/children
- Post photographs of other people's children without parental permission
- Feel obligated or compelled to address unsolicited inquiries from media or reporters
- Conduct SHH business via social networks

SHH PROMISES TO:

- Address all concerns brought to SHH leadership in a thoughtful, fact-based and timely manner.
- Act in the best interest of our youth/families and communities at all times

Where to Go/Who to Contact if you Have a Concern

SHH believes in a culture of dignity and respect. We believe that families are our partners in youth development. Our relationship with families is of the utmost importance to us and we value your authentic voice. If you have a question or concern, please refer to our Chain of Communication protocols, outlined below. Following this chain of communication assures that all stakeholders are properly informed about the concern at hand and can collaborate for solution-based, positive outcomes.

A listing of staff contact information can be found on our webpage or by calling the Main Office at 412.231.2377. Please note that program instructors are not able to take phone calls during instructional/ supervisory time.

Order of Contact:**If Program or Behavior Related:**

1. Program Director/Instructor
2. Director of Program Services
3. Director of Operations
4. Executive Director**

If Financial/Business Related:

1. Front Desk
2. Office Manager
3. Management Staff

**IF your situation dictates communications with the Executive Director, then please submit concerns to the Executive Director in writing outlining the following:

- Youth name
- Parent/Guardian name and best telephone and email address for contact
- Overview of the items of concern and steps already taken in the Chain of Communication procedure to address the issue(s).

How to Get Help

Pennsylvania Safe2Say Something reporting system is intended to facilitate the reporting of sensitive information to our administration including information regarding youth & teen safety, bullying, violence, or participants who may be in some need of assistance. This information may be shared with Sarah Heinz House staff such as Front Desk, Program Directors, Management, and other administrative personnel or other law enforcement depending on the situation.

- Website: <https://www.safe2saypa.org/tip/>
- Phone: 1-844-SAFE2SAY (1-844-723-2729)
- Mobile App – Available for iOS and Android devices

It is NOT an emergency hotline. If you need immediate assistance, and/or are reporting an event or immediate threat to the Heinz House community, please call 911 to be connected with Pittsburgh Police.

24-hour Toll-free Child Safety Hotline: We encourage all staff, participants and families to report any incident or situation they feel is unsafe. Through our national partnership with [Praesidium](#), one of the nation's leading safety experts, Sarah Heinz House participants, volunteers, guests, and staff have access to a confidential 24-hour toll-free Child Safety Hotline, [**866-607-SAFE \(7233\)**](tel:866-607-SAFE(7233)) or email [**SafeClub@Praesidiuminc.com**](mailto:SafeClub@Praesidiuminc.com).

**Thank you for signing your
child up for summer programs
at Heinz House Camp!
We are so glad to have the
opportunity to serve your camper,
your family, and you!**

