



# Heinz House Camp Camper & Parent Handbook

2023



# Table of Contents

**2023 Dates and Deadlines ..... 3**

**Pricing and Refunds..... 4**

**Forms Required for Campers ..... 5**

**Pre-Camp Information ..... 6**

**Day of Departure..... 9**

**Life at Camp..... 10**

**Post Camp ..... 15**

**Code of Conduct.....16**

**COVID-19 SAFETY PLAN..... 18**

**Policies and Procedures .....24**

**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!**

## 2023 Dates and Deadlines

- Registration Begins (online) March 1
- Camp Open House and Meet the Directors @ SHH March 22
- Deadline for Early Bird Pricing April 30
- Deadline to turn in forms May 26
- Last day for refunds (minus \$25 per session registration fee) May 26
- Resident Camps In-person Info Sessions @ SHH June 1 & 8
- Girl's Camp Info Session @ SHH July 11

***Please note that in 2023, HHC is transitioning to three 1-week sessions for each camp. Campers are still welcome to stay for the full three-week period.***

- **Boys Resident Camp First Session** **June 18-June 25**  
 Depart from SHH on Sunday, June 18 at 1:30 pm  
 Return to SHH on Sunday, June 25 at 12 pm
- **Boys Resident Camp Second Session** **June 25-July 2**  
 Depart from SHH on Sunday, June 25 at 1:30 pm  
 Return to SHH on Sunday, July 2 at 12 pm
- **Boys Resident Camp Third Session** **July 2-July 9**  
 Depart from SHH on Sunday, July 2 at 1:30 PM  
 Return to SHH on Sunday, July 9 at 12 PM
- **Girls Resident Camp First Session** **July 16-July 23**  
 Depart from SHH on Sunday, July 16 at 1:30 pm  
 Return to SHH on Sunday, July 23 at 12pm
- **Girls Resident Camp Second Session** **July 23-July 30**  
 Depart from SHH on Sunday, July 23 at 1:30 pm  
 Return to SHH on Sunday, July 30 at 12 pm
- **Girls Resident Camp Second Session** **July 30-Aug 6**  
 Depart from SHH on Sunday, July 30 at 1:30 pm  
 Return to SHH on Sunday, August 6 at 12 pm
- End of Camp Season/Camp Shut Down August 6

## Pricing and Refunds

Heinz House Camp is open to all youth who completed 1<sup>st</sup> grade to those who completed 11<sup>th</sup> 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 (1 week/session)

**By April 30, 2023**                      **\$200 (Full Member)**

**\$370 (Non-Member)**

**3-week bundle:**                      **\$550 (Full Member)**

**\$1,050 (Non-Member)**

**After April 30, 2023**                      **\$225 (Full Member)**

**\$400 (Non-Member)**

**3-week bundle:**                      **\$620 (Full Member)**

**\$1,115 (Non-Member)**

- Full Payment is due at time of registration.
- Deadline for Early Bird Pricing is April 30, 2023.
- Last day for refunds (minus \$25 per session registration fee) is May 26, 2023.
- No refunds will be given to individuals who withdraw after May 26, 2023 or get suspended from camp or membership.
- 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 non-member 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.
- **Anti-Bullying Agreement:** campers and parent(s)/guardian(s) must both acknowledge and sign the anti-bullying agreement, committing to keep HHC a safe and inclusive space for all participants.
- **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](mailto: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 26, 2023 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.**

## Sarah Heinz House Mission

**To empower all kids to *Laugh, Learn, and Lead.***

This mission directs everything we do, including our work at Heinz House Camp!

## Heinz House Camp Goals

- To provide a safe and healthy environment where children can learn and grow.
  - To foster an appreciation of the natural world.
  - To make each child feel like a valued member of a community.
  - To give every child a fun and exciting summer experience.

## Pre-Camp Information

### Your Camp Directors



**Haley Glusic**

**Girls Camp Director**

Hi Everyone! My name is Haley and this is my first year as your Heinz House Camp Director. My journey at Heinz started last summer as the Physical Education Director for Heinz Day Camp. I was finishing my Master's degree and was lucky enough to find Heinz as a site to complete my internship. At the end of my internship, I was asked to come aboard as a full time Program Director in August and the rest is history! I grew up spending most of my time exploring nature and that carried well into my adult years as I started hiking and backpacking any time that I had the chance. I am so excited to stand by and support your camper as they challenge themselves to go outside of their comfort zone in our diverse programming. The beauty of Heinz Camp is that there is a program or activity for every camper at any age. I promise to make sure that your camper has the best possible camp experience and that their summer is filled with laughter and positive memories to last a lifetime!



**Luke Badaczewski**

**Boys Camp Director**

Hello! My name is Luke. I started at Sarah Heinz House in January 2022 and am now the full time SHH Social Worker. I served as the SHH summer Day Camp CIT Director last summer, and am excited to be a Heinz House Camp Director this summer! I grew up in the North Hills of Pittsburgh and spent a lot of time camping and backpacking with my dad and brothers. From 2<sup>nd</sup> through 12<sup>th</sup> grade, I attended a residential camp every summer in the Laurel Highlands, where I formed many of my fondest early memories. So I know how impactful and magical summer camps can be! I have since worked at several different summer camps. I completed my undergraduate degrees in Environmental Studies and International Leadership Studies at Marietta College in Southeast Ohio and then spent two years in the Pacific Northwest. From 2015-2021 I served as the director of a farm and nature center in Beaver County, before leaving to complete my MSW at the University of Pittsburgh. I have heard many stories and know that Heinz House Camp is a cherished place to all of you and to our campers. I am honored to have the opportunity to experience Camp and look forward to continue making it special!

## 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. We will also hold a camp open house on March 23<sup>rd</sup> for parents/guardians to meet the new camp directors and learn more about summer camp.

- **March 22, 2023: Heinz House Camp Open House and Meet the Directors**
  - 6:30 PM @ Sarah Heinz House
- **June 1 & 8, 2023: Camp Informational Sessions**
  - 6:00-7:30 PM @ Sarah Heinz House
- **July 11: Girls Camp Informational Session**
  - 6-7:30 PM @ Sarah Heinz House

## 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 7 days' worth plus a couple extra just in case!

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>○ Sleeping bag</li> <li>○ Toiletry items (toothbrush, toothpaste, soap, shampoo, shower gel, comb, brush)</li> <li>○ Small pillow (if desired)</li> <li>○ Small old rug (if desired)</li> <li>○ Pajamas or night clothes</li> <li>○ Additional blankets (if desired, nights get cold)</li> <li>○ Tennis shoes and hiking shoes</li> <li>○ Flashlight or headlight (extra batteries)</li> <li>○ Old play clothes: shirts, shorts, jeans</li> <li>○ Cloth/mesh laundry bag (no plastic bags)</li> <li>○ Extra underwear</li> <li>○ Extra Socks</li> <li>○ Swimsuit/trunks (at least 2)</li> <li>○ Flip-flops/Shower Shoes</li> </ul> | <ul style="list-style-type: none"> <li>○ Sunscreen and bug spray</li> <li>○ Creek shoes (see Helpful Hints below)</li> <li>○ Pre-addressed envelopes/postcards</li> <li>○ Stamps, pen/pencil</li> <li>○ Fishing gear (if desired)</li> <li>○ Plastic ground cloth/tarp</li> <li>○ Towels (at least 3)</li> <li>○ Sweatshirt/hoodie and pants (at least 3-4 each)</li> <li>○ Small drawstring bag or shower caddy for toiletries</li> <li>○ Twin fitted sheet (if desired)</li> <li>○ Dress up/fancy clothing (girls' banquet night)</li> <li>○ Long bike shorts or leggings for ropes course (girls)</li> <li>○ Backpack/daypack for hikes (if desired)</li> </ul> |
|---|--|

## Items NOT to bring

- Cell Phones: cell phones will be confiscated and stored with the Camp Director if brought to camp; they will be returned at the end of the campers' session.
- Electronics (including but not limited to cell phones, iPads, iPods, MP3 Players, etc.)
- Handheld 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 **any** food to camp as it may attract unwanted animals

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

- Weapons (including but not limited to knives, air soft guns, hatchets, etcetera)
- Non-prescribed drugs

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

- Parents/guardians can pack their camper's clothes for each day in an individual zip-lock bag. This is especially helpful for younger campers. This keeps clothes dry and organized, and makes daily dressing simple.
- 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.
- 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 (microfiber towels are one great option).
- 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 from

**May 1-May 15, 2023.** The link will be shared at [www.sarahheinzhouse.org](http://www.sarahheinzhouse.org), emailed to all registered camper parents/guardians, and accessible on Heinz House Camp's Facebook page.

## Day of Departure

### Arrival at Sarah Heinz House

- Be at Sarah Heinz House no later than 1:15 PM for all session drop offs.
- Park in the designated parking lot (or overflow lot). The luggage bus and the camper bus will be in the turn around.
- **PLEASE DO NOT BLOCK THE ENTRANCE OR TURNAROUND TO THE PARKING LOT. THIS IS WHERE OUR BUSES PARK.**
- 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 that camper is Covid symptom free.
  - All medications (including vitamins) – see below.

### 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.

## 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.

### 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.

### Special Accommodations or Extra Support

SHH welcomes all children, and our staff strives to respond to the needs of the youth we serve. To the extent we are 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.

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 by June 1. 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.

Some participants do require additional support beyond the usual scope of our services to be successful and have a positive experience at Camp. A certain level of maturity and independence is required. It is the discretion of Sarah Heinz House to discern whether or not a 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 the opportunity to participate in programs.

### 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.). Some off-site attractions are within walking distance of camp; for other attractions, campers will be transported in Sarah Heinz House vehicles.

## 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 (CIT) program. All Heinz House Camp Staff are certified in at least one area of expertise (Lifeguarding, Ropes Course, First Aid, 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. All staff have completed and passed a Background Check as outlined in SHH policy and state and federal law.

## First Aid

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).

## 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.**

Please list all food allergies on the camp form. Prior to camp, review food allergy with your camper as well.

## 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 - campers staying multiple sessions:

For campers staying multiple sessions, laundry will 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 return laundry at Sarah Heinz House.

### **Boys Camp**

- **Laundry Pick Up**
  - Friday, June 23 and June 30
    - 8:30 AM-5:30 PM
- **Laundry Drop-Off**
  - Sunday, June 25 and July 2
    - 10:00 AM – 1:00 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 21 and July 28
    - 8:30 AM-5:30 PM
- **Laundry Drop-Off**
  - Sunday, July 23 and July 30
    - 10:00 AM- 1:00 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.

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

## 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. If you need to communicate with your respective camp director, use the appropriate email below:

**Girl's Camp Director:** Haley Glusic; [Glusic@sarahheinzhouse.com](mailto:Glusic@sarahheinzhouse.com)

**Boy's Camp Director:** Luke Badaczewski; [Badaczewski@sarahheinzhouse.com](mailto:Badaczewski@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.

## Homesickness

Homesickness is a normal and healthy response to being away from home; parents of younger children and first-time campers should expect it. Our staff members are trained in techniques that help campers develop coping skills for overcoming the challenges of separation from home and family. These skills often lead to more confidence and independence, a key outcome of the camping experience. If the problem becomes serious, we'll give you a call: we want to involve you in developing useful strategies for your child's success. Remember that what was a crisis on day two might be forgotten by day four.

## Social Media and Camp Photos

We will post photos on our various social media platforms as often as we can but may not be able to post daily. This will afford us as much time as possible to focus on our campers, and ensure

adherence to the high standards and best practices in health and safety we've established for our Camp community. 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, they will be taken to the closest Emergency Room: UPMC Jameson in New Castle, PA. En 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 follow-up to share treatment decisions and information. After the visit to the emergency room, we will contact you to update you on your camper's well-being.

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

Circumstances may occur where your child needs to be picked up early or dropped off to/from Heinz House 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 to or from 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.

As a safety precaution, we may also ask for photo ID of the authorized individual picking up a child. Sarah Heinz House requires that all parents/guardians and/or persons picking up your child MUST come into the Dining Hall, present Photo ID, and check in with the Camp Director. 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, are not presented with a photo I.D., and/or if we cannot get in contact with the parent/guardian.

At no point are guests, including parents/guardians, 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(ren). Thank you for your support.

## Post Camp

### Camp Lost and Found

Items will be held until **August 11<sup>th</sup>**. 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 can be emailed to **Bob Bechtold, Camp Manager and SHH Director of Program Services** ([Bechtold@sarahheinzhouse.com](mailto:Bechtold@sarahheinzhouse.com)) in advance of participation. If a camper or family chooses not to respect or comply with Policies and Procedures, then their participation will be declined.

## 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, reviewed, and updated with the assistance of staff members, board members, as well as with local law enforcement, emergency management, and public health officials. 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.

## Code of Conduct for Campers, Parents/Guardians and Staff

At Heinz House Camp, we want everyone to have a fun and memorable experience. 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. Treat others with courtesy and consideration.
- Respect other people and the environment.
  - Respect camp staff and cooperate fully with instructions. These instructions exist to keep everyone safe.
  - Respect and support other campers.
  - Refrain from taking things that are not yours.
  - Respect all camp property, equipment, facilities, and supplies.
- Honesty will be the basis for all relationships and interactions.
- Communicate in an appropriate manner. Refrain from using foul language, gestures, or harsh words.
- Keep Camp a safe space for everyone.
  - Contribute positively to your experience and to those of your fellow campers.
  - Adhere to the signed anti-bullying policy.
- Be enthusiastic, thoughtful, open-minded, and involved.
- Stay together. Campers may not be in any areas that are considered outside of camp boundaries.
- Have fun and participate in all activities!



## Disciplinary Procedures

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.

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 will be given to those who are suspended from camp for violating the code of conduct.***

# COVID-19 SAFETY PLAN

## 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.

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

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 the last several years with Summer and Afterschool Programs, we have learned a lot about operating during this pandemic. These experiences, along with guidance from 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 again this summer.

**2. COVID-19 will remain a public health concern.**

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

**4. It takes a village.** We rely on a deep partnership with our camp families each and every summer 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 a pre-camp acknowledgement of campers being Covid-19 symptom free, as well as 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 sign an acknowledgement that they are Covid-19 symptom free on the day of departure.

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

## 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 their camper(s) are symptom free. 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.

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).

*Any camper leaving camp for any reason must sign new acknowledgement for stating they are Covid-19 symptom free.*

## 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 antigen 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 antigen rapid tests, then the parent is called and must come to camp immediately, as per previous policy.
  - IF the family can bring a rapid test, 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 rapid tests, and the camper tests POSITIVE, then the camper must be taken home to quarantine.
  - If the family CANNOT BRING A RAPID TEST, then they must come to pick up the camper, and take camper home to be tested, as per previous camp 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 always stay indoors.

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 Sanitation Procedures and Enhanced Hygiene**

Sarah Heinz House has significantly increased our cleaning and sanitization procedures and those practices will remain in place for 2023. 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 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.

## **Confirmed Case of COVID-19**

In the event that we confirm a positive case of COVID-19 from someone at Camp, that camper will be sent 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:

**Campers and staff are expected to take a Covid-19 test and provide a negative result to remain at camp if they exhibit the following:**

- 1 or more symptoms in Group A, OR
- 2 or more symptoms in Group B,

### 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)

## Policies and Procedures

### 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](http://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 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.



## 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. 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 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. Except 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
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

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

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
Overnight Camp Specific Procedures/Policies	Overnight Camp Staff	Yearly

### **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.

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

## 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
- 911<sup>th</sup> 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.

## 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 relationships with families are of the utmost importance to us and we value your authentic voices. 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) 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!**



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