

Counselor Dress Code:



You are required to wear your pink camp shirt every day to work camp (no other Metroplex shirt is allowed for a camp shift)



You may wear a black/pink hoodie, zip up, or long sleeve shirt if it has the appropriate Metroplex logos approved by management. If you do not have one of these, you can bring in one of these black articles of clothing for us to press the logo on.



Athletic shorts or pants must be worn. Shorts must always be seen and please be mindful of the length.

Water activity days: you need to bring a change of clothes because if you are with a group or assigned to the water activity you will get wet. The shirt you wear during the activity needs to be a Metroplex shirt- this can be any color or even a pro shop shirt.



CELL PHONE: Your phone needs to be placed in the pouches in the break room. On the camp assignment list next to your name there is a number that correlates with the slot your phone should go in. You should NOT be leaving your group to check the message that you got on your watch.

HAIR ETIQUETTE: Anyone that has hair longer than their ears must have it put back in a ponytail or fully up in a claw clip during all camp/weekend shifts regardless of position.



FANNY PACKS: You should be wearing one of the Metroplex issued fanny packs at all positions for camp and weekend shifts. Please make sure your fanny pack has gloves, band aids, and little nose tampons.



Art/Game/Gymnastics/Swim Change your stuff can be kept in the breakroom by the kitchen area upstairs.☒

Leads & Assistants your belongings minus your phone need to be taken with you to your camp room.

Parking:

All employees need to park by Southern Star Dental ideally facing the storage facility on Century.



Paychecks:

As per the handbook you received on Homebase, we are paid bi-monthly on the 1st and the 15th.

- 1st-15th is paid on the 1st, 16th-end of the month is paid on the 15th. If pay day is on a holiday or weekend, checks will be dropped off Monday or next business day.
- Checks can be found in the front office in the drawer closest to the gym entrance.
- We DO NOT use the payment option via Homebase.

You are not to discuss your pay rate with fellow employees as this is grounds for termination.

Camp Policies & Expectations:

- Smoking of ANY kind is not allowed on property and **cannot** be brought into the building. This is grounds for immediate termination.

Counselor Expectations:

- You should be hands on at all times but still be cognizant of what is happening in the room.
 - helping the kids open food for snack/lunch before you get your own
 - interacting with the kids while in the classroom (playing with toys, playing games)- we would prefer you didn't color because y'all tend to hyper focus on your own artwork and not the children
- Lead vs Assistant: While in some cases lead and assistant might be the same age/seniority please respect the lead. We have them in that position to make the calls and take charge of the group.
 - Lead daily responsibilities:
 - Leads must remain with group or find 18+ replacement.
 - Grab group phone and clipboard from front office at start of shift.
 - Label cubbies; check first aid kits each morning.
 - Ensure campers have required items; encourage respectful behavior; supervise actively.

- Make sure the entire group is accounted for before & after each transition
- Afternoon group leaders need to make sure they have the roll sheets for the groups they are responsible for. Do a headcount.
- Assistant daily responsibilities:
 - Always Support Lead Counselor in supervising group.
 - Assist with keeping campers respectful, engaged, and orderly.
 - Help maintain cleanliness and organization in camp room and shared areas.
 - Escort campers to restrooms, water fountain, and vending machines.
 - Actively monitor and promote camper safety during all activities and transitions.
- Shared responsibilities:
 - When campers first join your group, please make sure of the following:
 - The camper is on your list and arrival time is marked.
 - **They have a swimsuit, towel, and lunch- there is a place on the roll sheet to check this. Also make sure if they are highlighted that they have been given the allergy band.**
 - Put their change of clothes folded above their cubby. Their towel should be folded and placed on top of the change of clothes. (groups A-D)
 - Shift Expectations: Complete opening duties; ensure safety of the children; verify attendance before transitions, complete closing duties.

GAME/ART/GYMNASTICS/SWIM CHANGE POSITIONS: It will state next to your name when you have lunch and when you are helping watch open gym. You will need to eat lunch in the front lobby at the high-top tables. Since you are still on the clock, use of your phone is not allowed during lunch. Your personal belongings need to be stored in the breakroom cubbies.

PM STAFF: Make sure you are doing your opening duty and then going to your position.

- You should also make sure that you have the roll sheets for your groups (A/B, C/D/E, and F/G/H). Before you transition to your first rotation in the afternoon, please check roll to make sure you have all the campers in your newly joined groups.

- Counselors need to demonstrate competency, good judgement, and self-control in the presence of children. Relate to the children with courtesy, respect, acceptance, and patience. Recognize and respect the uniqueness and potential of all children. Ensure that no child is abused, neglected, or exploited while in the care of the operation- report any of the following!
- Counselors need to know which campers they are responsible for- learn their names!
- Ensure that campers are not out of control.
- Interact with the campers in a positive manner. Foster a cooperative rather than a competitive and hostile atmosphere.
- Ensure continuity of care of campers by sharing with incoming counselors information about each camper's activities during previous shift and any verbal instructions left by parents.
- Supervising campers always means that the assigned counselor is accountable for each camper's care. This includes responsibility for the ongoing activity of each camper, appropriate visual and/or auditory awareness, physical proximity, and knowledge of activity requirements of each camper's needs. The counselor must intervene when necessary to ensure children's safety. In deciding how closely to supervise campers, the counselor must consider:
 - Ages of the campers
 - Individual difference and abilities
 - Indoor and outdoor layout of the facility

How to talk to Campers:

- These kids are not your siblings/children (even if they technically are) so do not speak to them as if they were. Always talk with respect and in a calm tone.
- Never say shut up.
- Get on their level- squat down to talk to the younger or upset/angry kids instead of towering over them.

Cleanliness:

- **KEEP YOUR CAMP ROOM TIDY!** Despite when the campers are physically playing with the toys/games your floor should be clear. Remember this is a HAZARD if we ever must evacuate in an emergency.



How your camp room should look when your group is not present. Have campers help to put toys away in their appropriate bins prior to leaving the classroom. Hold them accountable- they all must do this at school, so they know how to accomplish a tidy classroom.

Your room should **never** look like this even when the campers are playing. If we had to evacuate the room this is a major safety hazard. The campers can play in organized chaos- utilize the tables to play with certain toys/games.

- Toys should always be separated into their own bins when the room is being cleaned up, and markers should have lids on them. Please make sure campers are putting their stuff in their OWN bags.



- You should be labeling cubbies/hooks in ALL 8 classrooms, not just for the little kids. If the office needs to bring lunch/change of clothes/ect. we need to be able to easily put it with the camper's bag.

- Toys/games need to be sprayed with Lysol at the end of each day.



- Swim change/counselors please make sure swim stuff is all put together at the end of the day. Towels should be folded with their swimsuit and goggles inside the towel folded/rolled up. You do not have to physically do this for the older groups, but it is your responsibility to make sure they are doing it.

**PUT COPY OF CLEANING
HERE
& CLEANING EXPLANATIONS**

Daily Camp Activities:

Rotations:

- You MUST always FOLLOW your rotation.
 - This allows the front office to easily find campers if being picked up early and it just helps the flow of camp.
 - During all gym times apart from open gym an organized activity should be taking place. This includes while the kids are waiting their turns for trapeze, zip lines, or ninja equipment- they should be near your activity and out of the way of other groups.

Gym Activities:

- During open gym times you will need to be spread out according to the maps. This is not your time to socialize, it is your responsibility to make sure the campers are playing in a safe environment.
- There will be maps posted in the gym that show where you need to be during open gym time. Y'all are doing a decent job of spreading out but sometimes y'all are still bunching up. We love that y'all are interacting with the campers but remember you still must be cognizant of what is going on in the gym too. Also, remember you are an example to all these campers so please don't do things you would later get on to them for.
- DO NOT THROW CAMPERS INTO THE PIT
- DO NOT ENCOURAGE CAMPERS TO JUMP ON YOU, PUSH YOU, HANG ON YOU- again these are all things you would be getting on to them about if they did to another child.
- DURING OPEN GYM THERE IS NO FLIPPING BY CAMPERS OR COUNSELORS
 - Due to the controlled chaos that is happening we do not want to risk the added injury of someone getting hit by a person flipping or vice versa.
 - We also don't know everyone's experience level and don't want someone trying something they are not ready for.

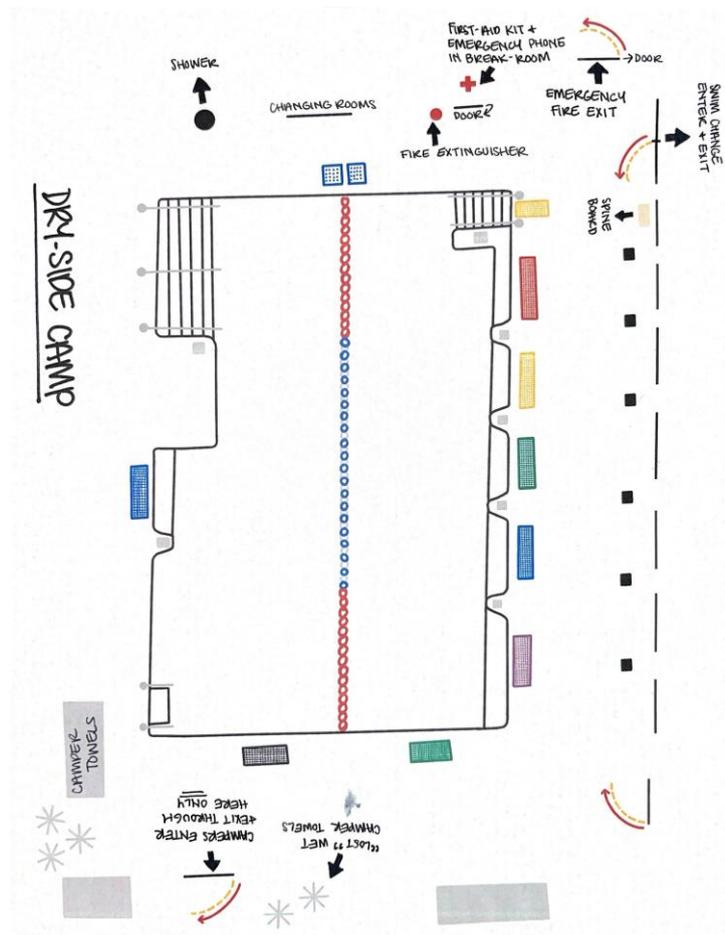
Outside:

- Take the basket of water bottles outside with you.
- Campers MUST wear shoes outside.
- When campers are playing outside you must be spread out (one at garage door, other near entrance door)

- Campers are not allowed past the white fence- if a ball goes over you will need to go retrieve it.
- If a camper doesn't have water and needs a drink or to use the restroom they will need to be walked to the bathroom/water fountain by the assistant counselor. Let the lead counselor know you are leaving the area.
- Campers **cannot** sit inside the gym door while everyone else is outside.

Swim Lessons:

- Groups will come in from their outside rotation 5 minutes early to get ready for swim.
- Each camp group receives a swim lesson- all campers are expected to swim unless denoted on the roll sheet.
 - Exceptions: Groups E-H, if they do not have a swimsuit then they aren't swimming. Groups A-D check for a swimsuit and lunch when they join your classroom- if they do not have either of these let the front office know so we can call the parents.
 - Younger kids who do not want to swim but have a swimsuit need to still go to the swim lesson. If you are the counselor on deck you need to encourage the camper to at least sit with their feet in the water.
- Campers will enter AND exit through the swim door by the back gym entrance. Towels will be dropped off right when you enter the room and then campers will be directed by the lifeguard to which mat they will have a lesson on.
- If you are in the pool area with the campers you must be actively watching, and you will walk the kids to the bathroom if needed. You are not there to socialize with the lifeguards. The counselor should sit in chair by the camp entrance/exit door.



Swim Change:

- You CAN NOT physically help kids get changed.
 - If you need to verbally help them, you need to stay outside the bathroom with the door slightly open



- When campers are done changing take their towel and neatly roll their swimsuit and goggles up in the towel.

- you should not be conversing with lifeguards or swim coaches during your time in the pool area

**PUT A COPY OF ROTATION
SCHEDULE HERE**

Camp Phones:

- The group phone must be checked out by the lead counselor each morning and kept on your person in your fanny pack.
- These phones are only to be used in case of an emergency or to call the front office if you need assistance.
- You may take pictures on these phones that can be used for marketing purposes.
- Phones for groups B, D, E, F, & H need to be checked back in at the end of half day camp and plugged in to charge. Phones A, C, & G need to be given to the afternoon group leader and then returned at the end of the day. PM leads are responsible for charging phones at end of shift.
- Phones are in the front office under the counter where group clipboards are laid out each morning.



Safety Procedures:



CAMP SHIRTS

Please make sure ALL campers are wearing the white/light grey camp shirt. We have campers wear this as a security measure since we do have gymnast siblings and swim siblings running around the lobby areas.

Seeing those white shirts in the hallway should always make you stop and ask where they are supposed to be. It's easy to spot when your camper is NOT wearing their appropriate shirt.



Fanny Packs

You should wear a fanny pack at all positions for camp and weekend shifts. Please make sure your fanny pack has gloves, band aids, and little nose tampons.



Wristbands

When working carpool please make sure you are giving campers the correct wristband color

- RED- HALF DAY CAMP (red=stop, so they stop halfway during the day)
- GREEN- FULL DAY CAMP (green=go so they go the whole day)
- NEON ORANGE- ALLERGY BAND (anyone that is highlighted in yellow denoting they have an

allergy MUST get one of these bands.

- PURPLE- OPEN GYM These are only used for parent's night out, homeschool open gym, or preschool open gym
- There are first aid kits in every camp room (denoted by first aid sign). Lead will need to check their kit at the start of every camp.
- Cleaning supplies need to be kept in the cabinet above the sink in your camp room. NEVER leave cleaning supplies out on the counters or when campers can have contact with them.

- Incident reports need to be filled out anytime a band-aid or ice is given. If there is a situation that you think warrants management's attention write a detailed summary of this as well.
 - All reports need to be returned to the front office- management will notify parents before the end of camp.

This is an example of a well written incident report. All the fields are completed, and it gives a precise description of what happened. Since you are dropping this off in the office, they need to know exactly what to tell parents when they call/email. Ideally, we shouldn't have to come ask you questions to get clarification of the incident.



205 E. Bethany Dr. Allen, TX 75002 972-727-9095 www.metroplexgymnastics.com

Student Name : John Smith **DOB** : 12/08/2018
Program/Class : camp **Age** : 5
Manager on Duty : Leila **Date of Incident** : 07/08/2024
Gym Location : Allen or Celina **Time of Incident** : 3:00pm
Coach(es) in gym: AJ, Ignacio, Hailey, & Lacey
Coach or any other staff that witness the incident: none

The incident occurred in the following manner:	John was jumping on the trampolines and landed wrong on his ankle.
Medical or first aid services rendered:	Given ice and sat down to rest.
Any unusual circumstances:	Yes- unable to put weight on his foot, needed help walking over to the lobby chairs to sit and get ice.
General comments:	John went back out to play after calming down and having ice on his ankle for about 5 minutes.

Signature of person filling out this form: *Lacey Chitsey* **Date:** 07/08/2024

FOLLOW UP INFORMATION

Person following up : **Date/Time of Contact** :
Person Contacted : **Method of Contact** : email/ call/ in person

Attempts to follow up (document if no answer and if you left a message):	
Comments:	

Date insurance form given (if applicable): **By whom:**

This is an example of a poorly written incident report. We need more details:☒

- How did she fall?
- Where did she fall?
- What part of her body did she get a band-aid for?
- Did she go back out and play?



205 E. Bethany Dr. Allen, TX 75002 972-727-9095 www.metroplexgymnastics.com

Student Name :Sally **DOB** :
Program/Class :kids night out **Age** :
Manager on Duty :Cameron **Date of Incident** :
Gym Location : Allen or Celina **Time of Incident** : 7pm
Coach(es) in gym: Julius, Brian, Paige

Coach or any other staff that witness the incident:

The incident occurred in the following manner:	sally fell down
Medical or first aid services rendered:	bandaid
Any unusual circumstances:	nope
General comments:	nope

Signature of person filling out this form:

Date:

FOLLOW UP INFORMATION

Person following up :

Date/Time of Contact :

Person Contacted :

Method of Contact : email/ call/ in person

Attempts to follow up (document if no answer and if you left a message):	
Comments:	

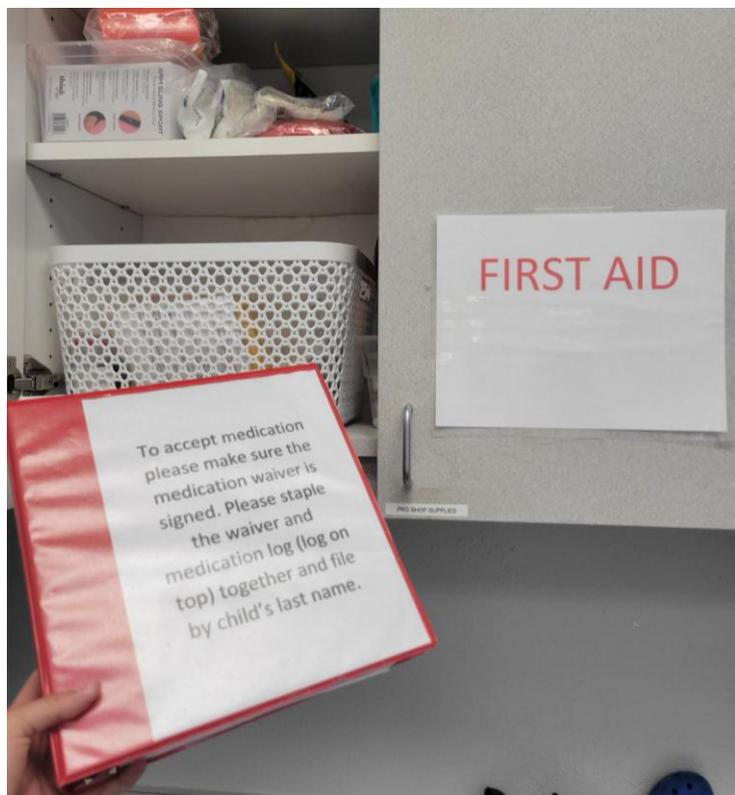
Date insurance form given (if applicable):

By whom:

Medication:

A form must be filled out for each medicine a camper brings- these are kept in a binder in the front office along with the medication. If you administer medicine, you will need to log it on the sheet.

- Your roll sheet should denote when your camper needs to take medication if we are aware of this prior to camp attendance. Someone will need to walk the camper to the front office to take their medication.
- This includes inhalers and EpiPens.



Hand Washing:

- Campers/Staff must wash their hands:
 - After using the restroom
 - Before and after eating food
 - After going outside (you may use hand sanitizer unless your next rotation involves food)
 - After using cleaning supplies.

Camper Attendance:

- Each group has a spreadsheet that tells you the campers' name, age, any note you need to know about the camper, type of camp they are enrolled in, and the group they are placed in. There is also a spot for time in and time out.
 - You need to denote when they join your group and when they leave.
 - Half day kids can all be marked as leaving at 2pm unless they are picked up earlier, full day kids need to be marked off when the runner comes and gets them from your group.
 - We do allow walk-ins so you might get a camper that is not on your list, as the lists are made prior to that day of camp.

THURSDAY MARCH 20TH

CAMPER	AGE	COMMENT	CMP	GRP	TIME IN	TIME OUT	LUNCH?	SWIM STUFF?	ALLERGY BAND?
Kanchi,Sai	5y 9m	group with maya scifres	full	B					
RAAD,ARSHAN	5y 10m		full	B					
Freeman,Daisy	5y 10m		half	B					
Carter,Hunter	5y 11m		half	B					
Canales,Isabella	5y 11m	group with Sophia Urbina and Ava Vazhappilly	half	B					
Williams,Hudson	6y 0m	group with Colin Foster	half	B					
Samman,Joseph	6y 1m	please remind to go to the bathroom often/if tired or cranky, please call aunt to come and pick him up	half	B					
Scifres,Maya	6y	group with Sai Kanchi	full	B					
Tesfai,Yonas	1m		half	B					
Ait Belaid,Yara	6y		half	B					
Mahajan,Kiaan	2m		half	B					
Lewis,Cannon	6y		half	B					
	2m	group with Sophia							

Carpool:



- When working carpool, you will wear a vest associated with the cone color you are assigned.

- If you are assigned to a cone, you must be standing at your cone with your vest on- not hanging out at the door or sitting on the curb. Runners should be sitting in chairs by the front door while waiting for kids to arrive.

TUESDAY MARCH 18TH

CAMPER	AGE	COMMENT	CMP	GRP	TIME IN	TIME OUT	LUNCH?	SWIM STUFF?	ALLERGY BAND?
Freeman,Daisy	5y 10m		half	b					
Fuentes,Amelia	6y 4m	Please group with Sophia Nelb for Spring Break Camp	full	c					
Fugitt,Parker	8y 10m		half	g					
Fugitt,Riley	4y 9m	group with kyler curry	half	a					
Gonzalez,AJ	7y 2m		full	d					
Gregory,Harley	9y 0m	group with Zoe Masse	full	d					
Gresslin,Audrey	6y 0m		half	b					
Gresslin,Vivienne	8y 1m		half	g					
Harris,Jasper	5y 8m		half	b					
Harrison ,Lailani	6y 10m		half	c					
Heckler ,Emma	4y 7m	Needs a formal swim lesson during camp	full	a					
Heckler ,Landon	6y 7m	Needs a formal swim lesson during Spring Break Camp	full	c					
		Please group with Henry	full						

- When working at a cone, you will check the list to see if campers are half/full day. Mark when they arrive, write the child's name on the wristband and give the tab to the parent. If someone is not on the list the parent will need to park and walk their camper in (they may have registered after the list was made the day prior).

- Carpool is only for vehicles- anyone that walks up needs to be sent inside to check their camper in.
- Every camper must be wearing a camp shirt. They get one for the summer and then can purchase extras for \$10/tax. If a camper doesn't have one during carpool you can inform the parent, and we can charge their account- this needs to be denoted on the carpool sheet.
- Runners need to walk campers all the way to their classroom (even upstairs or if they are regulars) in the morning. In the afternoon runners need to walk camper all the way to the cone.
- At pickup you must match the tab to the wristband. If the person picking up doesn't have the tab/picture of the tab we can check their ID but they need to park and come in to pick up.

- If that person is not on the account, we can match the address. If that doesn't match the child cannot be released until we get verbal confirmation from the person on the account.
- If something is forgotten at pick up the parent needs to park- we can take the kid back in and have someone help them locate the item and then walk to the car. If the child is already in the car and they realize something has been left they need to park. You can ask another staff member to either take your place at the cone while you locate the item or they can go on the hunt.

Lunch/Snacks:

- We **cannot** give campers food- this includes candy.
- You are responsible for helping campers open their food before you start to eat your own.
- We do NOT provide refrigeration or the use of the microwave to campers.
 - Rooms A-E have a fridge available in the room for counselor items, F-H can use the fridge upstairs. There is a microwave available in room E and upstairs for counselor use but keep in mind you have to make sure campers are all eating first and that someone can replace you in you are the designated lead.
- Make sure everyone is eating before you start eating- this is your second chance to make sure everyone has lunch.
- Kids with an orange allergy wristband need to be separated from any kids eating food containing that allergen.
 - You can also take the child to the front office to eat if you have concerns, they will be too close in proximity to the allergen.
- Hands need to be washed before lunch (at the very least sanitized) and after lunch.
- **YOU ARE NOT ALLOWED TO ORDER FOOD DURING YOUR SHIFT- IF YOU WANT IT DELIVERED IT MUST BE DONE PRIOR TO CLOCKING IN AND MUST COME DURING YOUR DESIGNATED LUNCH TIME. YOU WILL NOT BE ALLOWED TO EAT IT UNTIL AFTER YOUR SHIFT IF IT IS NOT ORDERED FOR THE PROPER TIME.**

Vending Machines:

- Campers are only allowed to go to the vending machines before camp begins or during creative choice/lunch but MUST be accompanied by the assistant counselor.

Screen Time:

- TVs are only allowed to be on from 7:30am-9am and then again 4:45pm-6pm. In the afternoon have 1 camp room with the TV on the other without.
- Phones and tablets are only useable during this time. You must closely monitor what is being watched during this time and if you feel it is inappropriate then have camper change or take device away.

Bathroom Accidents:

- A requirement for camp is to be fully potty trained (this includes being able to know when they need to go, wiping themselves, & getting dressed)
- If a camper does have an incident, make sure they get dressed in dry clothes and it is reported to the office immediately so we can call the parents.
 - If they do not have a change of clothes they will need to come sit in the front office on a towel until parents can bring clothes or pickup.
- Soiled clothes need to go into a plastic bag and put in the camper's bag.

Time Out:

- In the event you need to give a child time out- their age determines the length they will sit out.
- After the 2nd time you have had to separate a camper from the group bring them to the office. Extreme circumstances are an exception to bring them earlier.
- We have a 3 strikes you are out policy. This includes behavior and bathroom incidents.
 - A strike is when a camper is brought to the office, and we have called their parents. These strikes are denoted in the strike binder in the cabinet above the check drawer.
 - Bathroom incidents count as strikes too since campers are required to be fully potty trained.

Sick Kids:

- If a camper is not feeling well, try these steps before sending them to the office:
 - Sit out of physical activity for 5-10 minutes.
 - Drink water.
 - Have they eaten anything- are they hungry?
 - Have they tried going to the bathroom if it's a stomach complaint?
 - If you've gone through these steps, please take them to the front office.