



Camp Encore/Coda

Child Abuse Prevention Plan

At Camp Encore/Coda, safety is our number one priority. The Camp understands that child abuse and the inappropriate contact of youth is a pervasive problem that must be managed in a proactive manner if we are to protect those in our care. The Camp's directors have enacted the following plan to manage our programs and minimize the potential for abuse to occur. If an allegation or incident does occur we will proactively work with the authorities and the family to respond in a prompt and empathetic manner.

Camp Encore/Coda believes the following policies are vital to the protection of youth in our care and will be shared with and applied to all staff, volunteers, and guardians.

1. Hiring Practices and Screening

a. Applications

All prospective staff and volunteers will complete an application to work or volunteer that includes questions in the following areas: past work history and education. The application will include a statement that Camp Encore/Coda has a zero-tolerance standard for abuse and inappropriate behavior by staff members. All applications will be signed by the individual and maintained in their personnel file.

b. Interviews

All interviews will be documented on an electronic form that ensures consistency of questions asked. During all interviews, the prospective staff member will hear the camp's statement on abuse prevention (appendix 1) and verify that they are in agreement with its purpose and that they will abide by its standards if hired.

c. Background Checks

Camp Encore/Coda will conduct a search for criminal activity by any prospective staff member. This search will be provided through the Background Check Provider, campbackgroundchecks.com and will include: examining local, county, state records throughout the entire country; and searching various registered sex offender lists. Background checks are conducted on all staff and volunteers of Camp Encore/Coda, whether new or returning.

Camp Encore/Coda is strongly committed to protecting its members and the children in their care from all harm. However, a conviction does not automatically generate a rejection of the application—all cases are individually evaluated. If the

background check brings up any concerning charges such as violence or sexual abuse, the candidate is automatically not hired.

d. Reference Checks

In accordance with ACA standards, Camp Encore/Coda will contact a minimum of two references for new staff and a minimum of one reference for returning staff. The reference's responses will be documented on a Camp-approved form that specifies questions for uniformity of evaluation. Past employers will be asked if the person is eligible for rehire. Written and electronic references will be accepted. References that are collected over the phone are documented by the hiring director. If any concerning information comes out of an electronic reference, the reference is either called for more information, or the candidate is not hired.

e. File Documentation

All applications, reference checks, Background Checks and interview notes are kept on the individual's camp profile on our Camp's database, accessible only to the Directors and Operations Manager.

2. Training and Education

a. Child Abuse Prevention Training

All staff members participate in Mandated Reporter Training and sexual abuse recognition and prevention training. Trainings occur during orientation before the campers arrive. Mandated Reporter training is required to be completed by all staff members before campers arrive.

b. Electronic Communication Policy

Camp Encore/Coda has adopted the attached social media policy in appendix 2. The policy will be reviewed with and signed by all staff and volunteers before their regular duties begin and annually thereafter. The purpose of this policy is to eliminate the potential for outside contact with program participants via electronic means. The Camp understands that certain communication is needed as part of program operation; the policy addresses how and when it is permitted.

c. Recurring Training

Camp Encore/Coda requires that all staff working with children participate in an annual review of the abuse prevention training. The Camp may perform additional training with staff on identification and prevention of child abuse throughout the year.

3. Staff Expectations

a. Reporting of Red-Flag and Inappropriate Behavior and/or Violations of the Code of Conduct

Camp staff and volunteers are mandated to report any suspicion of child abuse.

Encore/Coda staff will report to their supervisor (head counselor, department head, assistant directors, or directors) any indication of or warning signs concerning abuse involving a child and any instances of staff violating the Code of Conduct. Camp staff who identify suspicious behavior or a violation of policy by a fellow staff person should report the event to their supervisor immediately. In accordance with their roles as mandated reporters, staff members may also report concerns directly to the state of Maine.

To report suspected child abuse and/or neglect call Intake 1-800-452-1999, if you are deaf or hard of hearing call 711 (Maine Relay).

b. Being Alone with A Child

At no time should Camp Encore/Coda staff or volunteers be in a situation where they are *alone with a child and cannot be observed by others. The Camp will make every attempt to design and structure its programs to eliminate the potential for a staff member to be in a one-on-one situation without supervision. *Our private lesson program involves campers and their private lesson teachers in a one-on-one lesson situation. Each lesson is conducted in studios with open windows. We have schedules and records of when and where lessons take place, and lessons are frequently monitored and interrupted by both our rovers and our yearbook photographers.

c. Hugging and Touching of Children

Appropriate physical contact is important in the emotional development of all youth in our care. Examples of appropriate physical touch include high five, fist bumps and side hugs. Encore/Coda staff members should not perform frontal hugs of children—hugs should be from the side. Staff and volunteers should get down to the child's physical level when possible. Staff members should not pick-up children (to reduce potential for both abuse allegations and physical injury) and should not allow children to sit on their laps. Staff and volunteers should also not wrestle with or tickle youth.

d. Supervision Standards

Our camp activities and classes are supervised by staff members. Attendance is taken at the start of each period and reported to the hourly rover, who then finds the late campers and gets them to class. During activity hours, staff are spread throughout Camp. For campers who have a practice hour, free hour, or private lesson, supervision touch points occur at least once per hour. At night after the evening activity or concert ends, there is always at least one counselor in the cabin with their campers for the remainder of the night. Our camp adheres to a 8 camper to 1 staff member ratio for Lower Camp, and 10 camper to 1 staff ratio for Upper Camp. Exceptions to this rule have additional safety measures in place and

are approved by the ACA. If a staff member becomes alone with a child, they should promptly move to a location where they can be observed by other camp staff members, unless they are giving a private music lesson*

e. Special Standards

Camp Encore/Coda's *private music lesson program varies from this policy due to the unique design of private music lessons. All of our private lessons are taught in studios with open windows that are monitored on an hourly basis by staff rovers. Lesson teaching staff are trained in abuse prevention and proper professional music lesson techniques to give appropriate instruction and respect to the camper.

4. Program Operation

a. Ratio Expectations

Camp Encore/Coda has enacted the following age group ratios for programs: 1 Staff member for every 8 campers in Lower Camp, or 1 Staff member for every 10 campers in Upper Camp. The Camp has established these ratios as minimums, not goals to achieve. Ratios alone do not equate to effective supervision, but if established ratios cannot be maintained the activity will be changed or additional staff members added.

b. Program Audits

Our policies and practices are reviewed as a part of our accreditation with the ACA. We are visited and inspected every 1 to 5 years.

c. Transportation

Camp's ratios and supervision standards apply during transportation. Staff will spread themselves out in the vehicle and maintain their focus on the children while transportation is occurring. Youth with known relational and behavioral challenges will not be placed together.

d. Field Trips

The risks to youth change when they are off-site. In order to protect them from predators who may be at field trip locations, the following standards will be enacted:

- i.** The ratio of students to staff will be reduced when programs go off-site. The appropriate ratio will be determined based on age of the youth and the field trip activity and location.
- ii.** Staff will check all bathrooms immediately prior to use by the children and will be in the restroom (if not single stall) when being used by a child.
- iii.** CITs with direct radio access to trip leaders are stationed outside of the bathrooms.

- iv. Children's changing of clothes should take place prior to leaving the Camp's facility and if possible should wait until the group has returned to minimize the use of changing facilities in public locations.
 - v. No campers should ever be picked up from a trip to leave camp activities by anyone outside of camp without documented, prearranged proof and ID.
- e. Special Needs Participants**
- The majority of Encore/Coda campers do not have significant special needs. Special needs program participants are, indeed, more at risk than others and need to be more closely supervised to prevent peer-to-peer abuse. Staff who work directly with these campers are offered guidance and also are closely supervised. All youth with special needs will be evaluated against our organization's eligibility requirement to determine if a youth can be safely served at Camp Encore/Coda.
- f. Adult Member Expectations Around Children**
- Adult Members are expected to use respectful language that sets a good example for children and act in a positive manner. Members who talk in a sexual manner, perform sexual gestures, sexual acts, or attempt inappropriate contact with a child will have their membership suspended or terminated depending on the degree of the offense. Law Enforcement may be contacted, if warranted. No use of cameras or cell phones is allowed by members in the bathroom areas.
- g. Safety Committee**
- Camp Encore/Coda's directors and head staff meet daily throughout the Camp's summer season and evaluate safety concerns as needed. The directors discuss safety protocols and review policies during the off-season.

5. Guardian Education

a. Organization Child Protection Policy

At the start of every summer session, Camp Encore/Coda will provide its child protection policy to guardians (appendix 3). The child protection policy provides guardians with the electronic communication policy and information on child abuse.

b. Contact Information for Violation of Policies

Camp Encore/Coda will provide director contact information so that guardians can contact the Camp in case of concern. Directors are trained on how to handle and report (if needed) any of these concerns. Guardians may also call the camp office at any time.

6. Responding to an Allegation

a. Reporting Suspicious Behavior to a Supervisor

All staff members have received specific training concerning the requirement to report violations of Camp Encore/Coda's policies immediately to their supervisor. If the supervisor does not effectively respond, the staff members have been trained to notify the next level supervisor. Camp staff are expected to observe other staff members' behaviors, including that of supervisors, and to report any suspicions to an uninvolved supervisor.

b. Mandated Reporter

All Camp Encore/Coda staff members are mandated reporters with regard to child abuse. Any evidence of potential child abuse or observation of inappropriate contact by a parent, staff member or other child will be reported to **Intake 1-800-452-1999**

c. Suspension of Staff or Youthful Offender

Any Camp staff member who is alleged to have abused a child will be suspended with pay pending the outcome of an investigation by the Camp and appropriate authorities. If the allegation is substantiated, the staff member will be terminated. If the allegation is against a program participant, they will be suspended pending the outcome of the investigation. Depending on the severity of the incident, the participant may be terminated from the program.

d. Incident Investigation

Camp Encore/Coda will perform an investigation following any allegation of child abuse by a staff member, participant or member. The Camp may utilize its insurance companies, The Redwoods Group and Chalmers Insurance Group, or other agencies to interview staff, witnesses and/or children.

e. Insurance Company Contact

Immediately after an allegation of abuse the Camp Encore/Coda will notify its insurance company, The Redwoods Group. Redwoods will be asked to render assistance with the investigation and other items. The following individuals are approved to contact The Redwoods Group: The Camp Directors, Assistant Directors, and Operations Manager. Only in the absence of all of the above identified staff members should initial contact be made by any other Camp staff member.

The phone number for The Redwoods Group is 800-463-8546. Redwoods' after hour crisis hotline number is 877-590-4678.

f. Record Retention

Following an allegation against a staff member, their personnel file will be sealed and locked in a file cabinet at camp. These files are brought to the winter office so they can be referenced during the off season. When adding a file, an incident is

reported to the insurance company. The file will have no items removed or added. It will only be moved from the locked location at the direction of the Owner/Director.

g. Working with the Media

Camp Encore/Coda has enacted the media plan outlined in Appendix 4. When the plan is enacted, only the individuals identified in the plan should speak with members of the media. The Camp will develop a media statement.

Appendix

APPENDIX 1

Statement on Abuse Prevention (stated directly to applicants during interview)

Camp Encore/Coda has a zero-tolerance policy with regards to child abuse and neglect. All staff must maintain appropriate boundaries with the campers. Staff members are not allowed to date campers or have any sexual contact whatsoever. To protect our camp community, we perform background checks and thorough reference checks. Do you have any questions about our abuse and neglect policy?

APPENDIX 2

Camp Encore/Coda Social Media Policy

At Camp Encore/Coda, we understand that the internet and social media platforms are constantly changing, but there are certain principles that remain constant. While it is your right to use social media (Twitter, Facebook, TikTok, Snapchat, Instagram etc.), everything you post and share can be viewed by others and is a reflection of Encore/Coda. To ensure that camp remains an emotionally safe and supportive environment for all staff, members, volunteers and participants—and specifically to create an environment where sexual abuse and bullying are not tolerated—the following policies are in place. Failure to comply with the policies listed below may result in disciplinary action, including termination of employment and/or legal recourse.

CONTENT

Everything is Public

Staff should keep in mind that whatever is published on their social media sites is public, regardless of privacy settings. The opportunity for followers to take screenshots makes even private accounts—or deleted posts—susceptible to being shared publicly. Guardians and members will often search online for staff profiles, so be mindful of how your online presence may be perceived.

All content included on a staff’s social media profile has the potential to reflect on Camp Encore/Coda. Please take into consideration the following examples of inappropriate social media content:

Inappropriate Content

Examples of inappropriate content include (but are not limited to):

- Photos/content that could be considered violent or threatening.
- References to/photos of illegal use of alcohol, illegal drugs/illicit substances.
- Photos/content that is sexually suggestive or revealing, or could be considered objectionable.
- Photos/content that may be considered insulting, offensive, defamatory to individuals/organizations.
- Participant/staff/guests' confidential or private information.
- Comments or communications that could be considered to be bullying or demeaning of any individual or group.
- Any other content that is inconsistent with Camp Encore/Coda’s policies, code of conduct, or mission statement.

Factual Content

Information can spread quickly online, and can easily be misinterpreted or taken out of context. Any posts that reference Camp Encore/Coda or include a link to our website, should reflect camp in a positive light and include only accurate, public information. Obtain prior written approval before citing/referencing staff, participants, partners or suppliers. Do not use social media to expose the organization’s internal policies, programs, strategies, financials, products, etc. Staff must specify, when necessary, that any content they post is their own view/belief, and not the stance of the Camp Encore/Coda.

PREVENTING CHILD SEXUAL ABUSE

Public Communication Only

We know from several investigations into real-world child sexual abuse that predators will often use social media to gain access to or groom children prior to abuse. That's why connecting with children on any of your social media platforms is strictly prohibited. This prohibition includes private messaging, the sharing of social media accounts, the exchange of cell phone numbers, e-mail addresses, as well as physical mailing addresses. "Good intentions" and "harmless gestures" do not excuse private communication with underage children, as such actions can be misinterpreted.

Existing Social Media Followers

If you already have an outside connection with a child within the organization, or a child tries to initiate an outside connection, report this to your supervisor immediately and discuss appropriate next steps. Any staff member who is hired must make sure to unfollow any current campers or get approval from the camper's parent to remain social media friends.

Photo Use

Staff are encouraged to take photos around camp to submit to our yearbook. Staff members have also taken videos at camper concerts for teaching or celebratory purposes. This media is not allowed to be posted on personal social accounts, or shared with anyone outside of the camp. It is best practice to delete these photos after they have been shared to the yearbook or with the camper. Parents have signed waivers so that the Camp can post pictures of their children on social media, so all pictures must go through camp's account ONLY.

APPENDIX 3

Camp Encore/Coda Child Protection Policy

At Camp Encore/Coda, safety is our number one priority. The Camp understands that child abuse and the inappropriate contact of youth is a pervasive problem that must be managed in a proactive manner if we are to protect those in our care. The Camp's directors are providing the following policies to guardians so they can be sure that Encore/Coda takes all necessary steps to manage our programs and minimize the potential for abuse to occur. If an allegation or incident does occur we will proactively work with the authorities and the family to respond in a prompt manner.

Hiring Practices and Screening

- All prospective staff and volunteers apply and reapply every year to work at camp. Applications include a zero-tolerance statement for abuse and inappropriate behavior, and applications are signed by the applicant.
- Interviewees are read a statement on our expectations and absolute rules, including our zero-tolerance policy for abuse and inappropriate behavior.
- Camp Encore/Coda runs background checks on all employees every year.
- References are checked for each employee every year.

Staff Training and Expectations

- All staff are required to take Mandated Reporter Training, which trains employees to recognize signs of abuse and neglect, and informs them on how to report.
- All staff receive training on abuse prevention during staff orientation that includes:
 - 4 Rules of Prevention:
 - No Inappropriate Touch
 - No Alone Time*
 - No Social Media Outside Contact
 - No Favoritism or Gift Giving
 - *There will be instances where staff will be one-on-one with campers. On a general basis, staff are required to have one-on-one conversations in areas that are both observable and interruptible. See below for our specific description of our Private Music Lessons.
 - Appropriate physical contact is an important part of a child's development. Examples of appropriate touch are high fives, side hugs, and fist bumps.
- All staff sign our Social Media Policy, which states that no camp staff are permitted to follow, like/comment, or interact in any way with a camper on social media. All

pre-existing social media connections must be approved by the directors and have written consent by the camper parent/guardian.

- As mandated reporters, all staff are expected to report abuse or neglect to their supervisor. Staff are also reminded to report any rule breaking they observe from other staff, specifically the 4 Rules of Prevention listed above.

Program Operation

- Ratios: our camp adheres to a 8 camper to 1 staff member ratio for Lower Camp, and 10 camper to 1 staff ratio for Upper Camp. Exceptions to this rule have additional safety measures in place and are approved by the ACA.
- Camp Encore/Coda is in the process of applying for ACA this year, which includes a review of all of our safety policies and practices.
- Our *private lesson program involves campers and their private lesson teachers in a one-on-one lesson situation. Each lesson is conducted in studios with open windows. We have schedules and records of when and where lessons take place, and lessons are frequently monitored and interrupted by both our rovers and our yearbook photographers.

Responding to an Allegation

- All staff are trained on how to report signs of abuse/neglect or suspicious behavior/rule breaking from other staff.
- If we need to report, Directors will call the state of Maine's reporting number, Intake:
1-800-452-1999
- If an incident occurs, the Camp will investigate, report, document, and keep records of all conversations, seek advice from our Insurance companies, and take necessary action. Camp families will receive prompt communication. If warranted, the Camp directors will meet, discuss, and create a statement to be released to the media.

APPENDIX 4

Camp Encore/Coda Media Contact Plan

- Camp designates 1 spokes person to speak on behalf of the camp (a camp director) on a consistent basis to ensure a consistent message
- Camp contacts their attorney for assistance
- Camp contacts the ACA national office crisis management team
- If the media calls, camp will ask for a deadline to return their call so as to provide a thoughtful response/statement
- Camp will develop a written statement with the help of our legal team and the ACA national office. The statement will be shared with parents and the media.
- Camp will be available for comments.
- Camp will track all calls and requests.
- If the media asks to speak with other people, they will be directed instead to the primary spokesperson.
- Camp will keep track of all media coverage and will review it for accuracy, and contact the media when information is not accurate.