



Riverbend Leaders Handbook

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This Handbook is to be distributed electronically and revised at least annually

Board approval: ???? 2021.

Introduction

This handbook is designed to provide volunteer workers and leaders at Riverbend with the knowledge required to carry out their role in order to meet Riverbend policies and procedures and Australian child safety guidelines

Riverbend is a Brethren run campsite dedicated to reaching youth for Christ. It has been running camps since 1970, staffed largely by volunteer leaders. It is administered by a Board and has a part time Office Manager. The campsite is capable of accommodating around 130 people and caters for all types of camps and conferences.

The Board of Riverbend consists of up to 9 men and women committed to the Lord and the extension of His kingdom who are elected by an Association. The Board meets monthly to discuss policies and directions for the campsite and has overall responsibility for its management. The Board is always looking for dedicated and praying Christians to join the Association and become eligible for election to the board.

The Board has appointed an organising committee with the overall responsibility of seeking out and appointing Christian leaders for Riverbend run Holiday and Youth/training camps. The committee is answerable to the Board of Management and is responsible for camp personnel up to and during the actual camp. **No leaders/volunteers can be appointed to a camp without being invited by the organising committee.** Supervisors may make recommendations to the organising committee and work with them to secure leaders for a camp they are supervising but the organising committee has the final say in appointing leaders and volunteers.

Vision and mission

“Reaching youth for Christ”. We want to reach young people for Christ. We are committed to organising, staffing and running up to 8 holiday camps each year catering for children from Grades 1 to 8 and 2 youth/training camps catering for youth and young people older than grade 8.

Motto

Reaching Youth for Christ

Statement of Doctrine

We believe in the following:

- We believe in the unity of the Godhead: being- coequal and co-eternal, existing forever in three persons namely the Father, the Son and the Holy Spirit
- We believe that Jesus Christ is God's own son and the only sacrifice for sin
- We believe that the Bible, as originally written, is the inspired word of God, completely free from error (infallible) and it is our authority and standard
- We believe that the Holy Spirit convicts of sin and guides and instructs believers for godly living
- We believe that Jesus Christ will personally and visibly return to take the church out of this world.
- We believe that the only basis for salvation is the death, burial and resurrection of the Lord Jesus Christ on the cross and the shedding of his blood, and that salvation is only effective through a personal acceptance by faith of the Lord Jesus Christ as saviour.
- We believe that the final judgment and eternal punishment of unbelievers is Hell
- We believe that Satan is a distinct personality, the originator of all evil and is destined to eternal punishment.

Key Policies

Please read and be aware of the guidelines in the following policies and codes: These can be downloaded from the Riverbend website on the Supervisors page

1. Riverbend Code of Conduct
2. Riverbend Child protection Policy
3. Emergency and evacuation policy
4. Relationships Policy
5. Bullying Policy
6. Sunscreen Policy

Camp Induction.

It is a requirement of the Riverbend Board of Management that all leaders and camp personnel make every effort to arrive at Riverbend on the Sunday morning of camp prior to 10.0am for the purposes of getting to know the team and taking part in an induction to camp.

Let the supervisors know BEFORE camp if you need to leave during a camp for work, sport or family reasons.

Working with Children Check.

It is a requirement by the Riverbend Board of Management that all volunteers and workers at Riverbend for Riverbend run Holiday camps, are to have a current Working with Vulnerable people card and that a copy of this is to be lodged with the Riverbend site staff. If you do not have a valid card you will not be allowed to volunteer in our children's camps. You SHOULD carry your card with you at all times.

Dress Code

All leaders and volunteers assisting at a Riverbend camp are expected to dress and present themselves modestly according to the following guidelines

- Please wear tops that do not allow cleavage to show whether standing or bending over
- Please cover the midriff
- Please ensure underwear is covered whether standing or bending over.
- Male leaders/volunteers are required to wear a shirt/top at all times, including on the water slide
- It is recommended that female leaders wear a top over bathers when at the pool, at the beach or on the water side.
- Hats are expected to be worn outside, during daylight savings times

Chain of command

Riverbend is run by a Board of Management. All workers at Riverbend, including volunteers, are answerable to the Board.

During any Riverbend run holiday or training camp or any camp/conference/workshop booked by other groups such as churches and businesses, Riverbend staff have delegated oversight of everything that happens. They report back to the Board at their monthly meetings on what has transpired at a camp.

During a Riverbend run camp, the camp supervisors have the responsibility to put a program in place. They are accountable to the organising committee and will liaise with the Office Manager for any needs of the camp and issues that might arise.

The supervisors have a senior group of leaders (study leader, camp parents, pastoral care and camp grandparents) around whom they can make decisions impacting the running of the camp and affecting the safety and wellbeing of children and other leaders at the camp. Supervisors need to confer with them when making major decisions such as sending a child home.

If supervisors, camp parents or the study leader have a concern about a leader it needs to be raised with the organising committee as soon as possible. The organising committee usually have a representative at the camp each day.

All leaders need to report issues and concerns to the supervisors and should report safety or maintenance issues to the Riverbend Office Manager.

It is expected that leaders will show supervisors respect by carrying out their requests without grumbling, supporting their decisions amongst campers and other leaders and letting them know of any concerns.

Role descriptions

1. Riverbend Office Manager

Overview

The Office Manager is employed by the Board to manage the campsite ensuring it is clean and ready for camps and other bookings. The description below relates specifically to duties for Riverbend run holiday, youth and training camps.

Duties before camp

- Take all bookings for camp, ensuring paperwork is completed and campers/parents are informed in a timely manner of their acceptance at camp.
- Ensure that all money is banked in a timely fashion according to the guidelines of the Treasurer.
- Work with the organising committee to place campers in rooms and allocate leaders to cabins
- Ensure the interior and exterior of the camp is cleaned prior to leaders arriving.
- Liaise with the supervisors and ensure that items required by them are ready prior to camp and requested bookings for buses or excursion destinations are made.
- Liaise with the cooks regarding dietary needs, numbers to cook for and birthdays.
- Check that the First Aid room is stocked and items are not out of date. Check any portable First Aid kits to ensure they are up to date.
- Ensure cleaning supplies, toilet rolls and hand towels are well stocked.
- Ensure canteen is stocked.

Duties during camp

Please note that the main need of people running the camp is to have someone available to them for help, advice and purchasing of required items.

- Be available when leaders arrive on the Sunday to greet them and book them in.
- Booking in campers on the Sunday
- Check with kitchen staff each morning for items they may need from town. Be available to them to get items they need and do this in a timely manner.
- Ensuring there is a cleaner to do daily cleaning of toilets and emptying of bins
- Be available to ensure broken items are repaired in a timely fashion
- Be available to assist the supervisors in disciplinary decision making
- If another camp is coming up in the next week, there will be some administrative work relating to bookings and phone enquiries that needs to be done.
- Operate a daily canteen as requested by the supervisors
- Run specific activities requiring trained personnel and/or be on hand to assist with these
- Ensure the camp is kept tidy
- Ensure that Riverbend policies and procedures are being carried out
- Manage an emergency evacuation if one occurs

- Ring the ambulance when required or take campers in to the Doctors surgery if needed.
- Make mandatory reports, in consultation with the person reporting and the Board chair
- Ring parents as required
- Encourage the leaders and volunteers on a daily basis

Duties after camp

- Be on hand when parents arrive to deal with any issues or complaints
- Signing out campers and leaders on the Friday morning.
- Ensure the camp is cleaned.
- Manage lost proper
- Restock cleaning supplies, First Aid and canteen ready for the next camp
- Prepare a report for the Board at their next meeting

2. Supervisors

Overview

Supervisors have as their prime responsibility the need to conduct an engaging experience for all campers who are booked in to the camp and to ensure that the team they lead is focussed on the job at hand. You need to keep the great commission of Christ at the forefront of your mind and support and uphold the Riverbend campsite values and ethos at all times. You have the overall responsibility for the program at camp.

Please note: **Supervisors cannot appoint leaders/volunteers** to a camp they are supervising but they can make recommendations to the organising committee whose job it is to staff each camp.

Supervisors need to:

- Have an understanding and an overview of every different leader's responsibilities so they must have read and be familiar with the Handbook
- Be aware that the decisions they make will have an impact on the leaders and the campers and therefore on the direction of the camp. So they need to consider what that impact might be like.
- Be able to make decisions during a camp in consultation with campsite staff and senior staff (study leader, camp parents and pastoral care)
- Be aware that they are accountable to the organising committee and therefore to the Board of management for what eventuates during camp.
- Communicate clearly, consistently and often to all leaders

Duties before camp

- Be in prayer before the camp begins
- Once appointed, liaise with the organising committee in future decisions regarding that camp which might include helping to obtain suitable personnel. Please note that it is the organizing committee who officially invites and appoints leaders but the supervisor may give advice or make recommendations.
- Read the roles of other members of the team getting to know what they do
- Familiarise yourself with policies and procedures
- Set out a daily program and check this with the Office Manager to ensure it fits with all current camp policies and procedures. (See notes on programming below)
- Let the Office Manager know if you are using a camp theme as soon as possible.
- Circulate the program to the Office Manager as early as possible
- Let the Office Manager know if you want a pool or buses booked and plan any special features such as outings, films, crafts activities etc with them to ensure required items will be available.
- Check with the study leader regarding the theme and how they want morning chapel and devotion times to work.
- Check with the organising committee to ensure there will be musicians available or appropriate music DVD's.

- Ensure that kitchen staff know about specific need such as BBQ's, picnics, special morning teas etc
- Check with the Office Manager regarding the availability and suitability of sports equipment and major activities like the flying fox.

Building a program

- Plan for morning, afternoon and evening activities with **wet weather alternatives**.
- Set aside a time each day where leaders attend for a briefing, prayer and a devotion time (led by the Pastoral care team). Ensure children are adequately supervised during this time.
- Plan for canteen times that do not impact kitchen staff and meal times.
- Allocate duties and rosters such as setting tables, packing up tables, dishwasher.
- Plan for cabin tidiness.
- Riverbend has the following items which need trained staff to run them: Flying Fox, Flying Squirrel, Gyrobix, Indoor Bungee run and Indoor Jumping castle. There is also a Jumping Pillow that needs to be used under supervision.
- For major activities and excursions/trips think through the risks and how you will manage them. The activities manual has a risk matrix for you to use.
- Riverbend doesn't allow the following types of activities: Wrestling or boxing tournaments, pillow fights or throwing of items from the stage in the chapel.
- Mattresses are **NOT** to be removed from the cabins.

Some recommended bedtimes

- Grade 3-5 camps: between 9pm and 9.30 pm
- Grade 5-7 camps: between 9.30 and 1.,00pm
- Grade 6-8 camps: between 9.30 and 10.30 pm
- Older camps at the discretion of supervisors and camp parents

Sunday morning prior to campers arriving

- Be at camp on the Sunday by 8.00 pm if possible and meet and greet leaders as they arrive. **NOTE – it is advisable for supervisors to arrive the night before camp to do whatever is needed to be ready for leaders and campers when they arrive.**
- In conjunction with the Study leader run a church service around 10.30/11.00
- Follow this with an induction briefing. This will be run by the Office Manager.
- Conduct a 'Getting to know you' meeting where all roles are outlined and personnel introduced.
- Ensure that leaders know their responsibilities and your expectations of them.
- Have copies of the program available. Do NOT keep this a secret from leaders. They need to know what is happening.
- Allocate time to the study leader to introduce the studies for the week.
- Allocate time to pastoral care to share a devotion with the leaders.

During the camp

- Meet and greet parents and campers as they arrive.
- At the first official session ensure that camp boundaries and emergency procedures are clearly explained. The Office Manager can do that for you.
- Have copies of the daily program up around the campsite.
- Advise all leaders of the day's activities in a daily leaders meeting and give the pastoral care time to run a devotion for leaders.
- Keep the supervisor's office free of campers and leaders as much as possible.
- Liaise daily with the kitchen staff regarding meal times and stick to agreed times.
- Ensure that campers are adequately supervised at all times by ensuring leaders are doing their job.
- Pay attention to **camp property and camp tidiness** - use aunties, uncles and grandparents to do this.
- Keep an eye on lost property - display it regularly.
- Know all camp policies and procedures regarding safety, hygiene and First Aid.
- Seek input from the senior staff regarding problem areas of the program or camp and problem campers.
- Ensure external doors are locked at night and lights are off before heading to bed.
- Be aware of visitors to the camp - even those familiar to you - and ensure they are signed in and there for a specific purpose. NOTE - you may ask for a person to leave if they are hindering the good running of the camp. Use the site staff in this way.

After camp

- Conduct a review/debrief with leaders before they go.
- Let the Office Manager know about any restocking of items that may be required, any issues that arose that need dealing with, any known damage or repairs needed etc

Please note: It is not the role of leaders/supervisors to give altar calls. This is something a study leader will do under the leading of God.

Helpful information for supervisors

- The Board prefers that supervisors not organise activities like discos that send a contradictory message to children by utilising secular music not honouring to God in its content. Similarly supervisors need to exercise discretion in the types of videos chosen to screen. If in doubt ask the organising committee.
- Supervisors need to ensure that music chosen for children to sing is acceptable and appropriate. Some of the current worship songs are not suitable for children who have no commitment to God.
- Supervisors need to ensure that cabin leaders and study leaders are not pressuring children to make a commitment. It is the Study Leader who makes any altar calls. The Board wants ALL children to become disciples of God but repentance must be genuine and not emotionally forced.
- Supervisors also need to ensure that spiritual activities come under the doctrinal statement of Riverbend. Some beliefs and practices such as speaking in tongues and

prophesying, can be confusing to children who are largely un-churched. We want to bring them to salvation so it is best to stick to the basics as outlined in the doctrinal statement.

- We do not allow children to sleep on mattresses that are on the floor. Supervisors are to ensure children sleep on mattresses on the bunks provided for them.
- Supervisors are to ensure that no campers go out in another leader's car without permission from the Office Manager.
- All contact games need to be carefully considered in lines with safety. Wrestling, boxing and children being dragged on a sled/bag in the gym are potentially dangerous and should not be played unless good risk management strategies have been discussed and documented. Always evaluate games asking what the potential risks are and the likely impact of those risks.

3. Camp Parents

Overview

The camp parents' role is to be 'mum' and 'dad' to the campers: to be kind and caring and yet responsible with the supervisors and other senior staff for any required discipline. It means being available in any crisis 24 hours a day and involves having a listening ear to campers and leaders. If a First Aid Officer is available, there will not be a requirement for camp parents to deal with medicine distribution or accidents.

Duties before camp

- Liaise with the supervisors about the general camp program and any specific duties they may be requiring of you.
- Check with the site staff regarding known issues of campers such as behavioural, intellectual, social, emotional and previous issues of being bullied.
- Read the Code of conduct and the Riverbend Leaders Handbook.

Duties during camp

- Arrive at camp by 9.00am on the Sunday morning of camp commencing to meet other leaders.
- During booking in of campers on the Sunday be at the Booking in area to meet parents and discuss any special problems their children might have.
- Camp dad to be available to offer hot drinks to parents, help them find their child's cabin if necessary and generally be available to meet and greet.
- **Unless there is a person specifically allocated**, then camp parents generally take on the role of caring for sickness, handing out medicines and looking after injuries. NOTE - please let the Office Manager know of any injury to children, no matter how minor, so parents can be alerted if necessary.
- Pay special attention to homesickness before it becomes serious. Focus the child's mind on the positive aspects of camp life and only consider sending them home if it is major and ongoing.
- Take special note of bed wetters and discreetly assist them.
- Take special note of loners and if you are busy, arrange for camp uncles, aunties or grandparents to spend time with them.
- Assist cabin leaders to settle campers at night time. Please note that if it is necessary for camp mum or dad to enter a room of the opposite gender, please do that together and not before knocking on the door and checking before entering.
- Assist with any special problems in rooms in conjunction with the cabin leader.
- Handle any serious disciplinary problems in conjunction with the supervisors and senior staff.
- Be on hand to oversee table settings for meals.
- If possible, sit with a different group each meal time in an attempt to get to know as many campers as possible. In COVID restricted times, this is not always possible.

- Encourage children and leaders to keep the camp tidy - NOTE, though, that it is NOT your role to empty bins.
- Organise for campers' clothes and bedding to be washed and dried but only when necessary.
- Liaise with supervisors regarding their expectations of room tidiness and if required inspect the rooms daily and allot marks. Prizes can be given for the best rooms if appropriate to do so.
- Be prepared to assist with any counselling of campers if and when required and use the pastoral care staff for any leaders you find need encouragement.

Some recommended bedtimes

- Grade 3-5 camps: between 9pm and 9.30 pm
- Grade 5-7 camps: between 9.30 and 1.,00pm
- Grade 6-8 camps: between 9.30 and 10.30 pm
- Older camps at the discretion of supervisors and camp parents

Medical procedures and First aid

- The First aid room's door is to be locked at all times.
- A list must be kept of all Panadol administered.
- All First Aid of any form, no matter how small, is to be recorded.
- Parents are to be informed either during or straight after camp of any rashes, cuts, knocks to the head, strains etc that have occurred to their child.
- An incident form must be filled in for accidents requiring a doctor or ambulance.
- Site staff are to call for an ambulance.
- Use gloves when treating injuries.
- In summer ensure that sunscreen is used outside.
- First aid kits must be taken on all excursions and for outside activities, especially in the bush.
- Site staff must be informed of any medications or First Aid items found to be out of date and also informed when the last of any item has been used or is about to run out.
- Site staff will ensure that the First Aid room is stocked before a camp and all out of date materials are removed.
- Leaders are NOT to administer any medical substances including Panadol to any person. This is the sole responsibility of the Camp Nurse or Camp Mum and Dad if a camp nurse is unavailable.
- If a person is significantly injured in a public place (outside of the camp property), police must be notified as well as calling an ambulance.

4. Camp aunts, uncles and grandparents

Overview

Camp aunts, uncles and grandparents need to be able to relate to young people in a loving and caring way. Your role is very flexible and fluid because you are there to assist the supervisors by helping leaders, assisting with activities and looking after children who need special attention and care. Camp aunts, uncles and grandparents need to be available, be able to take initiative and be on the lookout for ways they can assist.

Whilst occasionally grandparents may be happy and able to help with some cleaning, the essential nature of their role is having the time to concentrate on the campers: listening, observing and engaging with them, with a particular focus on loners, and also being alert for any suggestions of bullying. This grandparents role brings with it valuable experience and concentrated camper time.

Duties before camp

- Read the code of conduct and Leaders Handbook
- Contact the supervisors about the program and special skills you might have that could be useful during camp.

Usual duties during camp (guide only as these might vary)

- To support the supervisors in all areas of their role: setting up and supervision of activities, night and morning cabin supervision, discipline and camper supervision during leaders' meetings (if and when required).
- During booking in on the Sunday be available to meet and greet campers and their parents.
- Assisting at mealtimes: serving, washing, sitting with cabin groups.
- Assisting site staff with camp cleanliness: washing of tea towels, emptying bins, vacuuming etc. **Please note that this is a secondary task** to the main role of giving quality time to campers.
- Assisting camp parents in their role, especially at night by settling down the campers. **Please do this in consultation with the camp parents.**
- To be available to campers at any time throughout the week looking for opportunities to share and build friendships with them.
- To get involved in all activities where possible.
- To pay special attention to homesickness, loners, bullies and their victims.

5. Study Leaders

Overview.

The study leader has the overall responsibility for the spiritual objectives of the week. You will assist the entire leadership group to work together under the Holy Spirit's leading to evangelise and disciple the children. Please do not give emotional altar calls or push specific denominational doctrine or divisive church teachings. The children we work with are normally un-evangelized and require the Gospel to be clear and unambiguous.

Please note: It is not the role of other people to give altar calls. This is something a study leader will do under the leading of God

Duties before camp

- Liaise with supervisors regarding a potential theme.
- Prepare appropriate studies for that theme and check how many morning and evening devotions are required.
- If required, decide on daily memory verses and daily quiet time readings.
- Read the Code of Conduct and leaders handbook.
- Check with supervisors what their needs are for the Sunday church meeting prior to campers arriving.

Duties during camp

- Work in with the pastoral care people. Please read their role.
- To be responsible for the general spiritual direction of the camp and ensure all things are done in an orderly and God-honouring fashion.
- Be part of, or lead, the Sunday church service.
- In the first leaders meeting outline the theme for the week, your plans for studies and what you want leaders to do.
- Head up the morning studies.
- Ensure the content of studies is age appropriate including resources and activities.
- Get alongside cabin leaders encouraging them in their role and be available to assist in cabin discussions and quiet times if required.
- Oversee all counselling of campers and ensure that the 'follow-up' staff know who has been counselled and for what purpose.
- Be involved, as part of the senior team, with assisting supervisors in disciplinary matters.

6. Pastoral care

Overview

Your basic role as a pastoral care person is encouragement of all people at the camp but with a specific focus on leaders, seeking to build them up in their faith. You have an amazing influence in the camp simply by being cheerful, attentive to others, available to talk or listen and genuinely interested in others.

Prior to camp

- Read the Code of Conduct and leaders handbook.
- Ask the organising committee for the names of known leaders and some basic details on them. NOTE – as securing leaders is getting harder, it may not be possible to get this information prior to camp.
- Begin praying for leaders as soon as you know their names.
- Liaise with the supervisors asking what they want from you and how they want to allot pastoral care times.
- Prepare a simple devotional for each of the leaders' meetings - designed to be mutually encouraging for all.

During camp

- During the first leaders meeting (Sunday) present a devotion for the leaders.
- Ensure each leader gets to spend time with you - this does not need to be in a specific separate room. It can be done when you meet them during camp. For more private conversations, ask the site staff for an appropriate venue.
- Be alert to leaders who require extra care and time.
- Encourage leaders in cabins to pray with their campers each day.
- Begin each leaders' meeting with a 5 minute devotion. Please remember that this is not your primary role to prepare devotions. It is part of your larger role to care for and nurture leaders.
- Get around the camp encouraging all and specifically seeking to encourage leaders.
- If appropriate, provide Bible study materials etc to leaders to help them beyond camp and do this by liaising with the Follow up staff (Julie Armstrong)
- Support the supervisors by praying for them and with them each day.
- Encourage the Kitchen team by praying with them daily.
- Know the team and do not push them spiritually beyond where they are - they need to be available to their campers.

Remember confidentiality when counselling and talking to leaders and campers

7. Cabin leaders

Overview

Cabin leaders have the most demanding and important role to play at camp because of the closeness you have to a small group of campers for the 5 days of camp. No one else has this special closeness. You have the opportunity to share with those in your room, the truth about God and His word and to share the Gospel as well as to pray with them. You need to live out the reality of Christ in your life before the campers in your room because you are a representative of Christ. It is vital that you uphold the Riverbend Leaders Code of Conduct. Remember also that leaders come to camp for the needs of their campers not for their own needs.

Please let Riverbend know well BEFORE camp begins, if you need to leave during a camp for work, sport or family reasons. We will alert the supervisor/s for the week so they are aware.

NOTE – please communicate early any concerns or anxiety you may be feeling about leading to the organising committee. All leaders who are not trainees may be asked to lead a room of up to 5 children on their own. If this is a concern, communicate that to the Office Manager BEFORE camp commences.

Before camp

- Ensure you do have a valid and current Working with Children card and bring it with you to camp.
- Read the Code of Conduct and anything you do not understand give the site staff a ring and ask.
- Read the Leaders Handbook.
- If possible, and if available, request a list of the other leaders, especially those in leadership and support roles.
- If possible contact the supervisors to check on themes, their expectations of you and answers to any questions you might have.
- Pray for those who are going to be in your cabin and pray for other leaders.
- Be well rested, especially the nights before camp commences.
- Think through your own testimony to be able to share with campers as and when relevant.

During camp

- Arrive on the Sunday by 10.00am ready for church, a briefing and a leaders meeting.
- Hand in your phone to the office. It will be returned during leader breaks
- Be near the booking in area and/or ready to respond when called. Greet your campers by name and their parents/carers, introduce yourself and assist them to get to the room and unpack.
- Introduce campers to each other.
- Take particular notice of new campers - offer to give them a tour of the campsite.

- Once campers are booked in they are your responsibility for the week. A kind word and a helping hand can have a real impact on them.
- On the first night carefully go through emergency evacuation procedures, camp boundaries and your expectations of them for behaviour and language.
- There is to be **NO** romantic relationships during the week either with other leaders or with campers. You are at camp to serve the Lord and the campers.
- Look out for bed wetters and treat them with privacy and consideration - alert camp mum and dad to any you discover.
- Do not be overanxious about conversions. It is the work of the Holy Spirit to convert. It is your job to be real, genuine and willing to share truths about God. Do not force or push conversions and do not do this late at night please. Stick to the basic salvation message that Jesus is your friend who loves you and wants to save you and bring you into a relationship with God.
- Be on the lookout for bullies and their victims - actively deal with this. Know what is and what is not bullying. (See notes in this Handbook)
- Be on the lookout for loners, those who are homesick, those with physical or other disabilities and those who are potential victims of others. Get them involved in camp.
- Know what the medical needs of your campers are.
- Don't allow name calling and don't initiate this.
- Set a good example of tidiness in the room.
- Emphasise personal hygiene with your campers and lead by example.
- Participate in and support all activities because this encourages the campers to take part.
- Be modest in your clothing, especially at night and when going to the toilet/shower areas.
- Protect yourself from possible accusations of favouritism or inappropriate conduct with campers. READ the relevant sections in the Code of conduct which give clear advice on how to protect yourself.
- Never, ever, be alone in a room with a closed door with one camper of either sex. At the very least, leave the door open.
- During chapel time, sit with your campers and keep them attentive to what is happening.
- During meal times, sit with your campers, keep them as quiet as possible and make sure they clean up after their meal.
- If doing an allocated duty such as the dishwasher, keep your campers together and ensure they finish their task correctly.
- Act safely at all times and be on the lookout for campers acting unsafely.
- Of a night get your cabin to sleep as quickly as possible. Keep the noise down so as not to annoy other rooms.
- When not sure or when struggling, get help from a camp auntie, uncle or grandparent, or from camp parents and supervisor.
- During leader breaks, if there are any, please stay onsite and act responsibly. Leaders getting hurt during a break will severely impact the running of the camp.
- Do not plan to give gifts to individual campers. If you wish to do that, please talk to camp mum and dad who will organise it as a prize from Riverbend

8. Trainees

Overview

Cabin leaders have the most demanding and important role to play at camp because of the closeness you have to a small group of campers for the 5 days of camp. No one else has this special closeness. You have the opportunity to share with those in your room, the truth about God and His word and to share the Gospel as well as to pray with them. You need to live out the reality of Christ in your life before the campers in your room because you are a representative of Christ. It is vital that you uphold the Riverbend Leaders Code of Conduct. Remember also that leaders come to camp for the needs of their campers not for their own needs.

9. Kitchen Staff

Overview

Kitchen staff are responsible for providing nutritious, healthy, well cooked meals suitable for all campers and leaders. The Kitchen is the central heart of camp and kitchen staff have an amazing influence on the overall atmosphere of camp. The kitchen needs to be a welcoming and friendly place but is not to become a congested centre for campers and leaders to congregate in.

Before camp

- Organize a team of helpers, if the organising committee has not already done this. Ensure there is a man available to do the heavy lifting.
- Plan a suitable menu for the age range of campers and pass a copy of this to the Office Manager
- The Office Manger will tell you about known dietary needs so you can plan meals for them. Please email Riverbend if this information is not forthcoming.
- Familiarise yourself with the Kitchen.
- Liaise with Jodie Popowski to ensure that required food items will be available.

During camp

- Official duties commence with a Sunday lunch for leaders and conclude with a Friday light lunch for leaders.
- Daily meals to prepare are: breakfast, morning tea, lunch, afternoon tea, dinner/tea and supper. Recipe books and quantities are available.
- Riverbend meals are known for generosity. Please ensure no one goes hungry and that fussy eaters and those with specific dietary needs are accommodated.
- Make those coming in to help, feel welcome and ensure there are jobs for them to do.
- Ensure that items are regularly washed using the kitchen dishwasher.
- Please note that young children are discouraged from being in the kitchen.
- Keep the kitchen, pantry and vegie room tidy.
- Ensure the floor is mopped of a night if necessary.
- Ask the Offie Manger to have rubbish regularly removed.
- Report breakages to site staff immediately.
- As food items are used up, write a list on the whiteboard for re-stocking.
- Keep items refrigerated.
- Ensure that tea towels and dish cloths are washed each day so you have a good supply on hand.
- Make sure there are enough people to dish up meals. Allocate duties and oversee the portion sizes.
- Liaise with supervisors regarding meal times and meal needs/requirements.

When camp concludes

- Tidy and clean the kitchen.
- Mop the floor.
- Left over food can be frozen down if appropriate or distributed to others.
- Place all dirty tea towels and dish cloths in the washing machine.

Encouragement from a cook (abridged from the previous handbook)

The first and foremost thing about running a kitchen on a campsite is a genuine desire to do so. Like our homes, the kitchen can be a real heartbeat of a camp because so much in life revolves around food and a kitchen.

Children will often congregate at the counter through the day for a casual chat and it's amazing what God opens up in those times.

Consider having some teenagers as helpers. They bring a freshness and love to be around adults. It's a good way to encourage potential future cooks. Prayerfully consider asking people who are not yet Christians to assist you as this can be very impacting for them. Day helpers are also great to encourage as it is a good opportunity for them to experience camp before committing to a whole week. Think about how to use these people well according to their skills.

Gossip is not to be tolerated because it seeks to undo the good being done. Be encouragers of all, welcoming and friendly.

10. First Aid Officer

Overview

This is a new role being developed to relieve the workload on camp parents. The First Aid Officer requires a current First Aid certificate preferably at level 2. They are responsible during camp for dispensing all medicine and dealing with all first aid requirements. They are the managers of the First Aid room for the duration of the camp, including all liaising with doctors, ambulances and hospitals.

Before camp

- Read the First Aid policy and check on anything in the policy you are unsure of
- Check that the First Aid room supplies are up to date and provide the Office Manager with a list of any requirements
- Check with the site staff regarding known medical issues of campers and other issues they might have (behavioural, intellectual, social, emotional).
- Be familiar with the layout and arrangements of the First Aid room.

During camp

- Brief the leaders at induction with First Aid expectations and requirements
- During booking in of campers on the Sunday be at the Booking in area to meet parents and receive any medication their children need and discuss any special medical problems their children might have. Make careful notes of medicine dosages and campers' names.
- Take on the role of caring for sickness, handing out medicines and looking after injuries. NOTE - please let site staff know of any injury to children, no matter how minor, so parents can be alerted.
- Handle medical emergencies by contacting doctors, ambulances and hospitals. Do this in liaison with site staff who will ring parents to let them know.

After camp

- Ensure that records are up to date
- Inform site staff of any specific medical issues that may have arisen
- Tidy First Aid room and notify site staff of any supplies to be replaced

Medical procedures and First aid

- The First aid room's door is to be locked at all times.
- A list must be kept of all Panadol administered.
- All First Aid of any form, no matter how small, is to be recorded.
- Parents are to be informed either during or straight after camp of any rashes, cuts, knocks to the head, strains etc that have occurred to their child.
- An incident form must be filled in for accidents requiring a doctor or ambulance.
- Site staff are to call for an ambulance.

- Use gloves when treating injuries.
- In summer ensure that sunscreen is used outside.
- First aid kits must be taken on all excursions and for outside activities, especially in the bush.
- Site staff must be informed of any medications or First Aid items found to be out of date and also informed when the last of any item has been used or is about to run out.
- Site staff will ensure that the First Aid room is stocked before a camp and all out of date materials are removed.
- Leaders are NOT to administer any medical substances including Panadol to any person. This is the sole responsibility of the Camp Nurse or Camp Mum and Dad if a camp nurse is unavailable.
- If a person is significantly injured in a public place (outside of the camp property), police must be notified as well as calling an ambulance.

Handy hints and important procedures

General information

- All campers and leaders are to be in their rooms after lights out. Failure to do this, other than going to the toilet, will usually result in a ban for up to 12 months from future camps.
- No campers are to bring knives or other sharp implements with them
- No money is to be kept in rooms and this includes the cabin leaders. Place spare money in the camp bank.
- No campers are to have phones or other electronic devices with them.
- Cameras are not to be used other than those authorised by the organising committee. Supervisors need to check with the organising committee before giving permission for cameras to be used.
- Any musical, technical or sound gear, including laptops, are not to be used by campers unless supervised by a leader and with the owner's permission.
- No camper should be in another person's room without supervision by a leader.
- The expectation is that campers will be obedient to leaders requests and that leaders will be reasonable with their requests
- The expectation is that campers will, as far as possible, join in with all activities.

Workplace Health and Safety

- Health and safety is everybody's responsibility so remember the following acronym for SAFE:

Spot any hazards – if you see anything broken or damaged you must report it

Assess the risks from these hazards. Don't use them if there is a risk. Report it

Fix the problem or ensure it is fixed so it is safe to commence that activity.

Evaluate the effectiveness of the solutions you have put in place and report back to camp staff if an item that has been fixed is not being effective.

- No children are to be on the flying fox, near the river or other bodies of water, in the sheds or in the bush without direct supervision of an adult or leader.
- Campers are to wear helmets when riding bikes or using roller skates.
- Use the correct safety harness and equipment when on the flying fox or the flying squirrel.
- Only qualified people, accredited by Riverbend, are to run the Gyrobix, Flying Fox, Flying Squirrel, Inflatable bungee run or inflatable jumping castle.
- No roller skates inside the building except for the gym

Hygiene procedures

- Listen and follow any specific instructions given relating to COVID-19 or other Health department guidelines.
- Campers and leaders are not to clean out toilets unless requested to do so.
- Campers need to wear shoes in the dining room.
- Leaders should encourage campers to sanitise before meals and wash their hands before meals and after going to the toilet.
- Leaders should encourage campers to have regular showers and washes.

Discipline information

The more time and interest leaders show the campers in their room, the less they will need to do, to gain attention. Get to know them ASAP

Leaders are not to physically punish campers. This is outlined in the Code of Conduct. You are not to use physical force when disciplining any child. No smacking, hitting, pushing, slapping, pinching etc. The only exception is intervening to protect a child from harm

The key rule in disciplining is “never issue a threat that you cannot or will not carry out” No canteen tomorrow = No canteen!

Look for discipline that is proactive not reactive and use gradual increments of severity - e.g earning or losing points

Be consistent and persistent in upholding the rules

If struggling with a camper in your room you have access to camp parents, camp grandparents etc. Use them.

Bullying information

Riverbend has a strict policy on bullying. What follows is a brief summary of the policy.

We believe that all campers should come to camp and be safe from personal attacks, name calling, abuse of their property, ostracism or put downs.

That means that if campers are found or seen to be picking on others that leaders must act to stop it. If a camper does not respond to requests to stop, they can be sent home and banned from future camps for a period of time.

All leaders need to be aware of incidents and report them as soon as possible, even if they feel they have dealt with it. Camp supervisors need to see if a pattern is emerging. Bullies can be very good at disguising their actions and justifying what they do.

Remember it is not a joke unless everyone is laughing. Leaders need to develop the ability to see when so called 'jokes' are in reality bullying tactics or 'power plays' by one person against another.

Take special notice of loners and look for group bullying as well.

The offender should always be given the opportunity to apologise and repent of their actions but if they continue they should be sent home. This could be an area where the study leader or camp parents/grandparents could be involved in some low level counselling to try and bring about change.

Please remember that bullying is a continued and repeated action against another person that does not stop even when asked to stop and is designed to harm the person in some way. Single event actions are not bullying but must still be dealt with and the person asked to stop.

Some bullies stop picking on that person but direct their attention to another person. Be aware of this and look for patterns of bullying behaviour

Child safety information

BY law anyone working with children has a legal responsibility to report anything that endangers the safety of a child to children's services. This is known as mandatory reporting. At Riverbend mandatory reports are to be made by the Office Manager in conjunction with the person the report was made to.

Reports by campers of any incidents regarding sexual or physical abuse are to be treated seriously. They must be reported directly to the Supervisor and site staff.

- If a child reports that they are being abused physically, sexually or emotionally, it must be reported to the site staff.
- If a child reports that they are contemplating hurting themselves or hurting anyone else, it must be reported to the site staff.

It is recommended that leaders not pry personal information out of campers. If they tell you something that places them in danger, you must pass it on. So do NOT go looking for information that might lead to a mandatory report and do not ask leading questions about abuse, parents etc.

If a child wants to tell you something in confidence never promise them that you will keep it a secret. Let them know that if it is about a danger to their safety you will need to report it. If they choose, as a result of that, to tell you nothing, do not press the issue but alert the supervisor and site staff about the conversation you had.

Treat what children tell you seriously especially if it has any potential impact on their personal safety or the safety of other children.

Evacuation and emergency procedures

Riverbend has an emergency and fire evacuation Policy. What follows below is a summary

In the event of an evacuation the Assembly area, unless otherwise notified, is at the water Slide on the oval.

The chief warden is to be one of the Supervisors – role is in the folder under the Fire Box in the foyer. The Area warden is either a co-supervisor or someone appointed by the supervisors.

Wardens are the cabin leaders. Wardens are to do the following if an evacuation is called.

1. During the day
 - Don't panic.
 - Check the room you are currently in for campers and get them to follow you
 - Close the windows and door behind you. Exit through the nearest EXIT door and move down to the evacuation point
 - If in the dorm area, knock on each door as you leave alerting anyone in the room. NOTE - if the corridor is full of smoke, crawl.
 - Do NOT go looking for any of your campers
 - Head straight to the emergency meeting point and once there collect your campers keeping them with you
 - Notify the area and chief warden of any campers who are missing from your room.
 - Remain calm and follow all instructions

No one is to return into the building until the Chief Warden has said it is safe to do so.

2. At night
 - Don't panic.
 - Check all beds as you leave the cabin.
 - Check the door before opening it. If the doorknob is hot there could be fire on the other side. Use the window.
 - If it is safe to leave through the room door, close the window, close the door and head to the nearest EXIT door. Knock on other doors as you go alerting them.
 - If the corridor is full of smoke, crawl.
 - Head straight to the emergency meeting point and collect your campers
 - Notify the Chief warden and Area warden if you have any campers missing
 - Stay calm and follow all instructions

Please note that camp leaders other than cabin leaders may be asked to act as Area wardens or assist with delivering messages and keeping people calm.