

# EMERGENCY PROTOCOLS

## Emergency Procedures and Information

### Non-Serious Medical Situations (minor cuts, scrapes):

1. Use your own discretion and use the First Aid Kit.
2. Inform the nurse via walkie-talkie or in person, bring the injured camper to the Nurse.
3. The Nurse takes care of the camper with the proper medical procedures. The Nurse then checks them out with the front desk if he/she does not need to rest.
4. Front Desk brings the camper back to the group based on group's location.
5. If more serious than cut/scrape, fill out the Injury Report Form accordingly.

### Serious Medical Situations:

1. Do not move the camper; radio the Nurse on your walkie-talkie immediately.
2. Keep other campers away from the area while the Nurse attends to the injured camper.
3. Have a staff member stay with the injured camper to help keep the camper calm.
4. Keep your discussions with the Nurse on the private channel
5. The Nurse will evaluate the situation and decide to notify the camp doctor or call 911.
6. Fill out the Injury Report Form accordingly.

### Medical Conditions and Medications:

Nurses inform counselors about campers' conditions. Only nurses dispense medications. Report any unknown conditions to the Nurse.

### Other:

Band-aids and basic first-aid are available at the nurse's office or with counselors. The nurse also supports emotional needs and is on-call 24/7, contacting the camp doctor as needed.

## Heat Stroke<sup>1</sup>

Heat stroke occurs when the body cannot regulate its temperature, especially in the summer.

### Precautions

Schedule regular water breaks – avoid sugary drinks!      Wear appropriate clothing/sunscreen  
Sit in the shade when outside.

### Warning Signs

High temperature (>103°F)	Red/hot/dry skin (no sweating)	Rapid, strong pulse
Throbbing headache	Dizziness	Nausea
	Confusion	Unconsciousness

### What to Do

Notify the Nurse immediately.      Get the victim to shade and away from others.  
Cool the victim (cool water, ice pack).      Do not give the victim fluids/objects in mouth.  
If the victim loses consciousness, turn the victim on their side.

### Homesick Campers:

<sup>1</sup> Adapted from Extreme Heat. 2005. Centers for Disease Control and Prevention. 14 July 2009.  
[http://www.bt.cdc.gov/disasters/extremeheat/heat\\_guide.asp](http://www.bt.cdc.gov/disasters/extremeheat/heat_guide.asp)

Every year, there are a handful of campers who really miss their parents and want to return home. Try to talk to them to understand why they feel homesick. Then try your best to make them feel better.

- If they're all alone, try to get them involved in a fun game/activity with other campers either in your group or those around them during free time.
- Avoid allowing them to call their parents because talking to their parents will make them miss home even more.
- Use your words. Do not physically comfort the camper.
- We want to give campers a great experience at camp, but if you can't resolve the situation right away, bring it up to a counselor or a staff member.

## Suspected Child Abuse Procedure

Report any suspected child abuse or neglect to Head Counselors and the Director(s), who will:

- Report suspected abuse or neglect to the Massachusetts Department of Social Services.
- Notify the Board of Health if a 51A report alleging abuse or neglect of a child while in the care of the recreational camp for children, or during a program related activity, is filed. The 51A report, itself, shall not be forwarded to the Board of Health.
- Cooperate in all official investigations of abuse and neglect alleged to have occurred at the camp, including identifying parents of campers currently or previously enrolled in the camp who may have been in contact with the subject of the investigation.
- Ensure that an allegedly abusive or neglectful staff person does not work directly with campers until the Massachusetts Department of Social Services investigation is completed.

## Lost Camper Plan 1105 CMR 430.210 (C)

Each group's staff (Counselors and CITs) shall keep close eyes on children. During a lost camper search, the most senior person of the Head Counselor Team must be in charge of the entire search to avoid confusion and wasted time. The Head Counselor (HC) in-charge will provide periodic updates to the NECYSC Camp Directors.

Report the missing camper to the front desk (committee members, parents on duty), and camp director immediately. It must include the following information:

Camper's name and age	Last place the camper was seen
What the camper was wearing	Other information that could be helpful

- HC will broadcast "**Code Amber**" to alert all staff that a person is missing.
- POD or committee members shall check the check-in and check-out logs for the camper  
If not, contact will be made with the parents/guardian to confirm absence.
- The director or assistant director shall inform campus security/police to help find the missing camper.
- Counselors and CITs at the pool area shall work with the lifeguards to clear the swimming areas.  
Counselors and CITs shall ask the campers to report to a designated area -- see the gathering points of the Fire Evacuation plan. This is to do an accurate head count or roll call.
- Conduct a search of bathrooms, showers, locker rooms, missing camper's dorm and other areas.
- Camp staff should search assigned areas to ensure the camp and surrounding areas are searched.
- If the camper was last seen near water, Counselors, CITs and lifeguards must search the entire pool area and rooms.

The search must continue *until all campers are accounted for*.

## Natural Disasters Protocol

In case of evacuation, directors inform counselors via walkie-talkies. Staff vehicles may be used to transport campers to safe areas. Use walkie-talkies for staff communication during evacuation.

### A Tornado or High Winds

1. Lead the group to a basement in the building or to an interior rooms/halls on the lowest floor.
2. Stay away from glass enclosed areas or places with wide-spans of roofs.
3. Crouch down on the floor and cover the back of your head and neck with your hands.
4. If no suitable structure is nearby, lie flat in the nearest ditch or depression and use your hands to cover your head.

### Lightning/Hail

1. When inside: Avoid using the telephone (except for emergencies) or other electrical appliances.
2. Do not take a bath or shower.
3. When outside: Go to a safe shelter immediately.
4. *If boating or swimming*, get out of the water immediately and move to a safe shelter away from the water.
5. *If in a wooded area*, seek shelter under a thick growth of relatively small trees.
6. If you feel your hair standing on end, squat down with head between knees. Do not lie flat.
7. Avoid isolated trees or other tall objects, bodies of water, sheds, or fences.

### Wildfires

1. Staff should listen to local radio/television stations for updated emergency information.
2. Follow the instructions of officials. Wildfires can change direction and speed suddenly.
3. Local officials will be able to advise you of the safest escape route, which may be different than you expect.
4. If you are trapped, crouch in a pond/river. You cannot outrun a fire. Lie flat and cover body with wet clothing or soil. If no water, seek shelter in a cleared area or among a bed of rocks. Breathe the air close to the ground through a wet cloth to avoid scorching lungs/inhaling smoke.

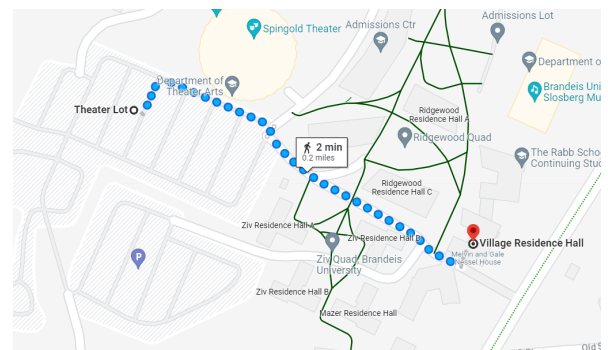
### A Flash Flood

1. Evacuate low-lying areas – go to higher ground.
2. Avoid small rivers or streams, low spots, canyons, dry riverbeds, and so forth. Do not try to walk through flowing water more than ankle deep.
3. If in a vehicle, do not drive through a flooded area, even if it looks shallow enough.

## Fire Evacuation Procedures:

### An Evacuation from a Classroom

1. Lead the group to the nearest staircase and exit avoiding fires or other hazards; close the door.
2. Travel to the nearest parking lot and remain a safe distance from the building.
3. Find their group's campers. All campers should report to their Counselor to let them know they are safe. The group should remain at a safe distance until they are given further directions.



### An Evacuation from a Residence Hall:

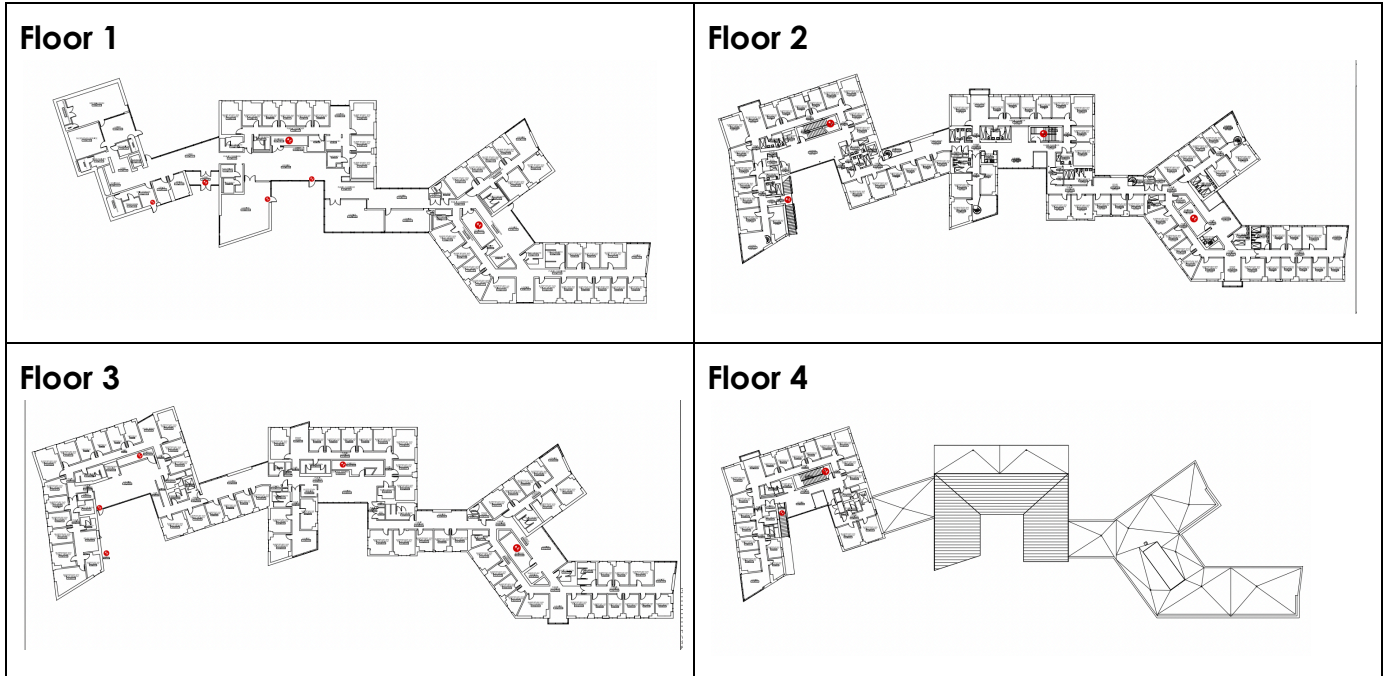
1. Close all doors and proceed to the nearest staircase/exit avoiding fire or any other disaster.
  - a. **Do not** let campers use the elevators.
2. Campers should be going away from their residence hall to the designated parking lot to meet with their group counselor.

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- a. All campers should meet at the **Theater Lot**.
3. Head Counselors will check with groups to make sure all campers are accounted for.
  - a. *If a group is missing a camper, report to HCs + Director, who will be in direct contact with the Fire Department for search and rescue.*
  - b. Hall CIT's should find their hall campers and take attendance afterwards to make sure all the campers made it back to their rooms safely.

## DORM EVACUATION PLANS

**Have campers go out the closest exits . Make sure they are going to the Theater Lot**



## Bullying: The Tip-Sheet<sup>2</sup>

### What is Bullying?

**Bullying is a form of emotional or physical abuse that has three defining characteristics:**

1. Deliberate—a bully's intention is to hurt someone
2. Repeated—a bully often targets the same victim again and again
3. Power Imbalanced—a bully chooses victims he or she perceives as vulnerable

**Bullying occurs in many different forms, with varying levels of severity. It may involve:**

Physical Bullying—poking, pushing, hitting, kicking, beating up  
Verbal Bullying—yelling, teasing, name-calling, insulting, threatening to harm  
Indirect Bullying—ignoring, excluding, spreading rumors, telling lies

**What are some warning signs of bullying?**

- Unexplained damage or loss of clothing and other personal items
- Evidence of physical abuse, such as bruises and scratches
- Loss of friends; changes in friends

<sup>2</sup> Taken from: Eyes on Bullying. 2008. Educational Development Center, Inc. 23 July 2008. [www.eyesonbullying.org](http://www.eyesonbullying.org)

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- Reluctance to participate in activities with peers
- Unusually sad, moody, anxious, lonely, or depressed
- Problems with eating, sleeping, bed-wetting / other physical complaints

### How do YOU deal with bullying?

#### Set firm guidelines with your group on the first day

- Bullying is not acceptable and will not be tolerated
- Bullying does not have to happen
- It is important to report bullying when you see it and when you hear about it
- Stand up for the person being bullied; don't join in

#### When you see or hear bullying...

- Intervene immediately
  - Stand between or near the victim and the bully, separating them if necessary
  - Don't take sides
  - Don't ask children to "work things out" for themselves
  - Respond firmly but appropriately
- Get help if needed
- Give praise and show appreciation to helpful bystanders
- Stick around

#### After the incident...

- Follow up with each of the "players" separately
  - BULLIES must understand that bullying is **not acceptable** and **not tolerated**.
  - VICTIMS must know that **adults care and support them**.
  - BYSTANDERS must **understand the effects of their actions—or non-actions**.
- Inform Head Counselors and Director
- Document the incident on the Incident Report Form
- Check in regularly with the victim, the bully, and staff surrounding the incident

## Incident Reporting Procedure

Staff must report **all** serious situations, rule violations, and questionable activity to Head Counselors or Committee members promptly. Reporting aims to get a second opinion, not necessarily disciplinary action. Minor incidents can be discussed at nightly staff meetings.

**NOTE: If you are responding to a medical emergency, contact the Nurse FIRST. For police or fire related incidents, call the emergency numbers on page 7.**

For certain situations, you may need to file an Incident Report Form available from the camp nurse. Complete the form accurately, descriptively, and professionally as it serves as the official record ensuring everyone's safety.

**Date and Time** – The date and time at which the incident occurred.

**Incident Reporter** – Your name

**Incident Supervisor** – Name of the Head Counselor or Committee member who was first notified of the incident

**Description of Incident** – Please be as descriptive and objective as possible. Remember to include names, location, your actions, others' actions, and any other relevant information.

**Required Follow-up Action** – Please describe any follow-up actions that you and the incident supervisor have agreed upon to resolve the incident. Make sure to indicate who will be responsible for ensuring that each follow-up action is completed.

**Reporter Signature** – Signature of the person submitting the report

**Supervisor Signature** – Signature of a supervisor

### Sexual Assault and Harassment (SAH)

NECYSC takes SAH reports seriously. This section defines related terms, discusses sensitive topics, and outlines Head Counselor protocol. These principles should be followed during and beyond camp.

#### Definitions

- **Consent:** The voluntary, informed, uncoerced agreement to engage in mutually agreed-upon sexual activity. Consent cannot be given when someone is incapacitated by alcohol/drugs, unconscious, mentally/physically incapacitated, or underage.
- **Sexual harassment:** Unwelcome verbal/physical behavior, sexual advances, or requests for sexual favors that severely or pervasively interfere with someone's education/living/working conditions by creating an intimidating, hostile, or offensive environment.
- **Sexual assault:** Any unwanted touching or penetration of intimate body parts, including forced touching of another person. Occurring without consent through threats, force, or with those unable to consent due to age, incapacitation, or intoxication.
- **Dating/domestic violence:** Actual or threatened physical, sexual, emotional, or financial abuse by someone with a current or prior intimate relationship or shared residence, such as a partner, family member, caretaker, co-parent, household member, or roommate.
- **Stalking:** Engaging in a course of conduct (2+ acts) directed at a specific person that would cause reasonable fear for safety or emotional distress. This includes maintaining proximity to the person directly or indirectly.

## Power Dynamics

- **Staff expectation** is that healthy inter-staff conduct is followed. It is the responsibility of older staff members to set an example and hold each other accountable.
- **Favoritism/Popularity** has many faces at camp. No staff member shall receive special treatment from any other staff as a result of favoritism/popularity.
- **Family & Professionalism** can make it difficult to have balanced relationships amongst camp staff. It is vital that individuals are mindful how they navigate the close knit community amongst staff outside of camp, while maintaining professional boundaries during camp.
- **Be mindful** of the idea that “camp” and its associated community exist beyond the week itself. Understand when your own biases could affect decisions both big and small.
- **Romantic Relationships** can intrude on camp activities & contribute to negative power dynamics.
  - **Pre-camp:** Those in power should not be making decisions that affect the other person in the relationship - choose to recuse from decision making meetings/conversations.
    - Recognize favoritism and power dynamics in big decisions like hiring all the way to small decisions like fun activities (talent show, fun in the sun, tray duty, etc).
  - **During Camp:** Choose to recuse yourself from decision making meetings/conversations. To reiterate, relationships are not allowed during camp. Follow CIT/Counselor expectations.
  - **Post Camp:** Understand how hookups and relationships may affect future staff/power dynamics. Camp is recurring and so are the connections formed year to year. Follow standards of consent.

## Bystander Intervention

- There is not one right way to be an active bystander; choose methods that ensure safety of everyone involved. Report all incidents to HCs/Director.
- Remember and use the **three D's: Direct, Distract, Delegate**
  - **Direct:** Step in and handle the situation. Let them know your concerns and reasons. Be a friend and let them know you are acting in their best interest.
  - **Distract:** Create a diversion tactic to diffuse the situation.
  - **Delegate:** Empower another individual to help you manage the situation.
- **Being an active listener**
  - What not to say?
    - Victim blaming - “occurs when it is assumed that an individual did something to provoke the violence by actions, words, or dress.”
  - Do not ask for specific details. The victim may not feel ready or comfortable sharing certain information.
  - Keep things confidential unless you were given permission to report it to certain people

## Reporting/Accountability

How do we report behavior?

- **Barriers:** social barriers (retaliation, judgment), legal barriers, power dynamics
- **Ways to overcome barriers:** Report to Head Counselors, report anonymously, talk to a third party (ombudsman) or a trusted party (ex. director, friend, parent, mentor)
- If reports need to be made they can either go to HCs or directors. If there is an issue involving a Head Counselor, they may go straight to directors. In the case that someone is uncomfortable reporting to either party, we will incorporate an ombudsman as a trusted alternative third party source.

### **Ombudsman:**

- If uncomfortable raising an issue with Head Counselors, Directors, or Committee, you can reach out to the appointed Ombudsman through a shared Google Form. The Ombudsman is not current staff but understands how to handle issues by addressing the Head Counselor Team, Committee, or resolving conflicts individually. Your privacy will be respected unless there is a safety concern, which may require notifying Directors.
  - 2025 Ombudsman: April Chung
    - Email: aprilchung72@gmail.com
    - Phone: 781-999-3491

What is our responsibility as staff members? How are we kept accountable?

- Accountability means holding yourself and others to camp standards
- If someone comes to you to for help, believe & support them → they know that they are not alone
- All incidents will be documented as described in "Incident Reporting Procedure" section.

### **Disciplinary Action**

- For camper or staff misconduct, a ranked staff member will assess severity and take proper action. Head Counselors will document incidents and consider disciplinary measures like parental notification or expulsion based on the nature of the incident.

**Head Counselors are Mandated Reporters, meaning we MUST report any incident to directors.**

## **Inclusivity**

NECYSC is a welcoming community for all, and we must use and encourage inclusive language. You should use language that includes everyone, especially when it comes to campers. It is our job to make them feel at home and comfortable while they are at camp.

Avoid particularly stressful situations:

- Teachers separating campers by gender - communicate ahead of time
- Staff pressuring camper pairings or zapping without explicit consent

Some easy ways to be inclusive during the camp week:

- Include pronouns in introductions, explain if needed
- Explain locations of all bathroom options (women's, men's, gender neutral)
- Use gender neutral terms like "folks", "campers", "people" instead of "ladies/gentlemen"
- Keep an open mind about different family structures beyond mom/dad