## Hall Desk Numbers

<table>
<thead>
<tr>
<th>Residence Life</th>
<th>Phone Number</th>
</tr>
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<tbody>
<tr>
<td>Lumberjack Lodge</td>
<td>936-468-2400</td>
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<tr>
<td>Wisely</td>
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<td>Todd</td>
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<td>North</td>
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<td>Hall 10</td>
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<td>Mays</td>
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<td>Lumberjack Village</td>
<td>936-468-4300</td>
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<td>Hall 14</td>
<td>936-468-4609</td>
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<td>Hall 16</td>
<td>936-468-5109</td>
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<td>Griffith</td>
<td>936-468-4909</td>
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<td>Kerr</td>
<td>936-468-5301</td>
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<td>Steen</td>
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<td>Hall 20</td>
<td>936-468-2595</td>
</tr>
<tr>
<td>Lumberjack Landing</td>
<td>936-468-5404</td>
</tr>
<tr>
<td>University Woods</td>
<td>936-468-5584</td>
</tr>
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## Notes

**Hall Director**

*Summer Camp Manual*
Residence Life’s Role with Camps

We meet the basic needs of our guests by providing the following:

- Outstanding Customer Service
- A safe facility
- A trained staff
- Assistance with check-in & check-out
- Assurance that appropriate policy & procedures are followed

Camp Responsibilities

- Discipline of any guest is the responsibility of the camp personnel
- Camp personnel will be notified of any inappropriate behavior and Residence Life Staff will only intervene in situations concerning guest’s safety or to prevent damage to the building
- The camp runs their program and is responsible for their guest’s well-being, emergency attention, etc…

The Hall Director’s Responsibilities

The Hall Director is responsible for supervising the camp assistant staff. He/she will develop a comprehensive work schedule and assist with distribution of keys and room assignments as needed. The Hall Director will be available to assist the camp/conference director in providing adequate supervision and disciplinary guidelines to campers.

The Hall Director

- Will prepare a first night count report (see summer supervisor overview section for details)
- Will be responsible for submitting to the Residence Life Department the final count of rooms/beds used after camp completion. (see closing paperwork section for details).
- Acts as a daily contact person to assigned groups
- Prepares staff for handling emergencies and familiarizes them with the overall building layout (elevators, fire alarms, etc.)
- Interprets, supports and enforces university policies, procedures and regulations
- Completes work orders and maintenance requests as needed for efficient hall maintenance
- Completes administrative paperwork as required by the Residence Life Office or the Housing Department
- Assesses all housing charges at the conclusion of the conference for submission to the AC of summer camps.

Building Inventories & Billing for Damages

Overview

The camp will be charged for any damage to the Residence Hall or its furnishings. The HD and staff should take a careful inventory of each room prior to the arrival of camps. The HD should schedule time for a pre-camp building inventory with their staff on the same day the staff meets to set up the desk schedule for that camp.

The Hall Director should also request the Camp Director walk through the building to verify any pre-existing damages prior to the arrival of the campers.

Once the camp arrives, any damages that occur should be noted on the inventory sheet and recorded on a Camp Damage Report Form for billing. After the camp has vacated the building, the HD and staff will make another walk through the building to check for additional damage. If any damages are found, they should be recorded on the inventory sheet and a Camp Damage Billing Form. Hall Directors should also request the Camp Directors walk through the building and be a part of the final building and damage assessment.

- Camp Directors are required to sign paperwork acknowledging they will pay for damages.
- Camp Damage Reports should be turned in at the end of each camp along with all of the other camp’s closing paperwork.
- Any damage that occurs should also be logged in and entered as a work order, if appropriate. *PAY ATTENTION BECAUSE THIS MAY CHANGE.
- You DO NOT need to tell OPs that the work order is a damage when you call it in.
- Damages will be billed through Student Services.
  - Neither the Hall Director nor the camp decides what the cost will be for any damages related to SFA’s property or service

Specialty Camps

Band Counselors remain in the hall BETWEEN their Camps: Jr. High Band Camp, High School Band Camp, & Auxiliary Band Camp. The counselors generally remain the same, but a few may come and go. Ensure accurate counselor counts for housing between camps. End the bill for a camp on the last day scheduled for that camp. Start the bill for the next camp on the day of their “early arrivals.” The day the band counselors remain in hall, instead of checking out, it is usually the same as the previous camp’s check-out day.
Closing Camp Paperwork

Complete a Hall Director Closing Camp Paperwork Checklist, put it on top of all groups below, & turn it all in.
- Be sure it is all neat, specific, complete, and accurate.
- Complete all forms, even if it does “not apply”, just fill out the top information.
- PAPERCLIP each group together – no staples please.
- Place in Supervisor’s box no more than 24 hours after camp closes, unless weekend prevents.

GROUP I – Housing Bill — Turn into xxx
- Housing Bill
- Guest Count Changes (ex: if a camper checks in a day later than everyone else)

GROUP II - Damage Bill — Turn into xxx
- Damage Reports
- Roommate List 1(can be the same as list 2) - Signed by Guest – Key Issued at Check-In
- Roommate List 2 - Signed by Guest – Key Returned at Check-Out
- Supervisor’s Room & Alpha List – Printed from Spreadsheet
- Building Inventory - Pre & Post Camp

GROUP III - Other Information — Turn into xxx
- Abandoned Property
- Camp Director’s Evaluation
- Supervisor’s Summer Camp Evaluation Form

GROUP IV – Staff Payroll — Turn into xxx
- Summer Payroll Check List
- Payroll Audit Form – use the computerized one from the school year
- Timesheets – * Signed *
- Desk Schedule
- See payroll section for more details

Summer Hall Director Overview

Camp Responsibilities
- “Open” & “Close”
  - You will open and close the camp in your hall for the entire “day.”
  - You must work check-in and check-out and take care of all administrative & procedural responsibilities for the entire duration of the camp (check-in, checkout, headcounts, damages, all of the paperwork, etc.)
- Camp Duty
  - During duty hours, supervisors must be very visible
  - The desk & Residence Life must be able to reach Hall Directors at all times
  - Duty does not apply for “early arrivals” or “counselor holdovers” between camps, but you must have your cell phone information and contact numbers posted for each camp at the front desk.
- First Night Guest Count Report (Due by 11:59 p.m. the first night the camp arrives)
  - If your e-mail is down, contact a coworker to send it in for you.
  - Report a Guest Count ONLY on the first night that the camp arrives.
  - It should match your roommate list and keys - exactly!
  - Do not send a count any other night.
  - Use your count, not the camp’s, but verify your count is correct with the camp. Find out the reason for any discrepancy.
  - Do not count Residence Life staff members.
  - E-mail the count to designated supervisors:
    - Use the E-mail format as follows:
      Subject:  Hall Name, Camp Name, Dates of Camp
      Body:  Hall Name, Camp Name, Date of Check-in, and the correct camp count (Number)
        Example:  Band camp: 65 as of XX/XX/2012
- Rooms used list
  - E-mail a list of the used rooms to designated supervisors.
• Camper Discipline
  • We do not discipline their campers.
  • We will notify a camp counselor or director ASAP.
  • We will intervene to prevent bodily injury or damage to the building.
  • If camp staff does not resolve issue contact your Supervisor

• Incidents & Emergencies
  • Contact the Area Coordinator on call as you would during the academic year.
  • Document or any issue that you feel may lead to controversy and get it to your Supervisors immediately.
  • Turn in incident reports by the next business day. This includes, but is not limited to, camp or staff issues involving:
    • A participant smashing a finger in the door.
    • A participant going to the hospital.
    • The camp sends a participant home for any reason.
    • Other “routine” incidents/emergencies.
  • Adhere to all standards of state laws regarding protocols for child abuse or suspected child abuse. Report to the police as well as your supervisor immediately.

**Hall Director Time Off**
- Requested Schedules Changes
  - All full-time staff changes must be pre-approved by Jenny and the AC over summer camps
- Camp Coverage for Days Off, Including Vacation & Illness
  - Another Hall Director must cover any camps that you supervise during your day off and this switch must be approved by the AC over Summer Camps.
  - If you are off for the day, you must return to the building by 12 a.m.
  - As a team supervisors will schedule coverage for days off
  - Make sure your schedule is correct on calendars & schedules
- Illness/Sick & Vacation Time
  - Follow same protocol for requesting this time as you would during the academic year.
  - Requests are not guaranteed due to the nature of the summer

**Payroll**

**Audit Form Format**
- Alphabetical order by last name
- Have their last and first name on the audit form
- Shade out or Block out any days you are not using

**Time Clock Notes**
- Ensure Camp Assistants are putting where they work in the notes section in Time Clock Plus
- Examples:
  - Example for Summer School Desk: SS Desk Hall XX
  - Example for Camp: Camp Hall XX Desk
  - Example for Camp Prep: Camp Hall XX prep/closing

**Turning Payroll In**
- Payroll needs to be turned in no later than 24 hours after the end of each camp.

**Desk Log**
- Shade out or block out any days that are not in use.
- Ensure that the desk log matches the audit sheet.

If the camp is still in progress at the end of the pay period, payroll is due the 1st and 16th of the month
Keys, Lockouts and Abandoned Property

Room Lockouts: How Does the Camp Want Them Handled?
- We must verify identity and room assignment before we can issue a key.
- Never issue a key to a parent.
- All keys for room lockouts are required to be signed-out & signed back in.
- We use a camp damage report form to record all key checkouts.
- Get one of their camp staff to identify anyone locked-out.
- For lockouts after midnight, post the Camp Assistant schedule at the front desk for convenience & consideration of your Camp Assistant staff. But remember the camp does not have to use it and a camper may go to any Camp Assistant or you after hours.

Hall Lockouts
- Camp staff members are asked to arrange entrance into the building with their own staff if they leave the hall after midnight.
- We will get a camp staff member to identify anyone locked-out.

Key Cabinet & Keys
- Only our staff is allowed access to the key box & key cabinet.
- Only our staff is allowed to enter a key box code.
- We NEVER give a MASTER or an OUTDOOR KEY to any Camp Director or member of their camp staff.

Abandoned Property After the Camp
- We do not hold items. It is the camp’s responsibility.
- All abandoned items are to be taken by the Camp Director of the camp.
- A list of abandoned items will be kept on a Camp Abandoned Property form.
- The Camp Director receiving the items will need to sign the bottom of the form, under the Hall Director signature.
- You will turn in the form with your closing paperwork.

Camp Assistants

Schedules
- Hall Directors must contact Camp Assistants prior to their scheduled camps for scheduling and pre/post camp dates.
- Hall Directors are responsible for reading all schedules, maintaining awareness of changes and responding appropriately.
- While Camp Assistants are “on duty” they are to be in the building from 10 p.m. to 9 a.m.
- Other Camp Assistants working the camp must return to the building by 12 a.m. and sleep in the building.

Illness/Sick/Unable to Work Their Assigned Camp
- If you have a staff member that can not work the assigned shift/camp, you may (and the Camp Assistant is expected to) contact another Camp Assistant to take over the camp assignment.
- Make sure that Camp Assistant is not scheduled for another camp during your camp hours

Camp Assistant Attire
- Wear staff T-Shirts
- Wear walking shorts, jeans, skirts or slacks (no holes)
- Wear closed toe shoes
- Wear name tag

Front Desk Procedures
- The desk must bestaffed at all times during hours of operation
- ONLY Residence Life Staff is allowed to go into the key box or key cabinet.
- Always relay any pertinent camp information, such as basic camp information
- Take messages and post them on the message board.
- Do not give out any camper information.
- Only one camp counselor is allowed behind the desk at a time to field phone calls.
- Staff is not to serve as a relay for camp functions or emergencies.
Camp Reservation Information & Contacting the Camp

Camp/Conference Reservations

The Director or Sponsor of the camp that will be housed in your building usually completes the reservation sheet. The name of the “Camp Contact Person” and a contact phone number is also on the sheet. The Camp Director, Camp Sponsor and Camp Contact Person may not be the same person, so this is why preparation is KEY to running a smooth camp.

Your first step is to call the contact person and confirm the information on the Reservation Sheet and complete your Camp Contact Form with your Summer Camp Checklist.

The following is only a general guide to the basic type of information you will need to know to prepare for the camp. Be sure to use the Summer Camp Check List for each camp for additional support and preparation.

- It is important that you communicate with the camp about camper placement.
- All camps should already be supplied with a blank roommate list for your hall that they will use to make assignments. Review with the camp the unavailable rooms: (CL, AD, PC, Tour, Study, or any rooms being utilized by another camp, etc.)
- Remember, the SFA staff must be the same gender as the campers on their floor.
- How are the campers going to be placed in the building? (If co-ed, where are the boys in relation to the girls? How many floors will they occupy? Does there need to be a floor between the boys and the girls? Etc.) You may also need to consolidate if there is more than one camp in your building.
- How many staff members are they bringing and when will they arrive? Will any be arriving a day early & are they staying later than the campers? Will there be any staff staying in between camps (usually only with band camps)? Where will their staff need to be placed in relation to the campers? If there are people staying late make sure that it has been approved. Any last minute changes need to be handled through the Supervisor.

- Make sure that:
  - The room is actually clean and useable.
  - All lights work.
  - Each bed has a mattress cover (if applicable).
  - There are two chairs, etc.
- Have Camp Assistants put 1 trash bag in each room.
- Post welcome banners in visible locations.
- Enter any necessary work orders.
- Camps are not charged for damages already present in rooms.
- Damages must already be charged to a previous camp if you do not bill a camp for damage. Be sure your inventories are correct because you don’t want to bill someone unfairly.

Meet The Camp Director/Head Counselor

- Be at the hall when the Camp Director/Head Counselor gets there.
- Introduce yourself and check him/her in to their room.
- Ask for few minutes to touch base after he/she moves-in.
- Request emergency contact information for the duration of their stay.
- Explain the supervisor schedule, if you have someone covering your hall anytime during the camp, and your office hours.
- Tell him/her that you are the contact person for all building and camp concerns and that you may be contacted through the front desk.
- Explain that if he/she wants to talk to you and not to someone else, not to hesitate to have you called by the front desk, if necessary.
- Explain the hall access.
  - All residence hall front doors will be secure 24/7.
  - The camp will receive their meal cards from Auxiliary Services, as always.
  - Their meal card will double as their hall access card.
  - Camp Directors have card access 24/7 to their assigned hall.
  - Camp Directors may distribute other 24/7 card access to their camp personnel.
  - Camp Guests have card access 7:00 am - midnight to their assigned hall.
  - Cards are active only for the duration (1st day - last day) of the camp.
  - All special requests or changes for access schedules, number of cards, etc. is to be directed to Auxiliary Services.
How to run a camp

Contact The Camp In Advance
- Contact each of your camps at least one week in advance.
- Contact information is on the Conference Facilities Reservation Form.
- Go through the Summer Camp Checklist with the Camp Director.

Staff Training & Scheduling
- Contact the staff scheduled to work with you at least one week before the camp.
- Give them their room assignment, the room key and have them sign for it.
- Issue desk keys, sign desk key contracts, and keep in your hall records.
- Set up their work schedule (desk, check-in/out) for that camp.
- The Camp Assistant Staff covers all desk hours unless they are in class.
- Refresh them on all desk policies, procedures and overall customer service.
- Remind them each camper is considered a future SFA student.
- Post the Supervisor Schedule & Cell Phone Numbers, Desk Hours of Operation at the front desk.
- Cover any open desk shift with an available Camp Assistant or another full-time supervisor.
- Ensure you are ready for the camp – both your hall and your staff.

Inventory The Hall & Prep Each Room (Before camp arrives)
- Get the Summer Camp Building Inventory packet for the hall.
- Get enough trash bags to place 1 per room.
- Have staff do a walkthrough inventory of the hall and each room before the camp.
- Inventory & Prep goes quickly if you split up the staff by floors and tasks.
- It’s a basic spot-check to make sure all rooms are clean and ready for guests.
- Record any current damage or problem on the inventory form such as:
  - A broken drawer or chair.
  - Paint or marks on a wall.
  - Broken doorknob, etc.
  - Be sure to check smoke-detectors – & fire extinguishers, if applicable.

- Ask if they are going to take care of assigning rooms and roommates or if they would like you to do it. Nearly all camps assign themselves.
- Ask if you may have a copy of camper room assignments to keep up with assignments at check-in.
- Ask how they would like check-in to work. (For example: do they want to distribute keys from the key box at the front desk or in the lobby?) Only Residence Life Staff is allowed to have access to the key cabinet and the key box. CA’s must be with the keys at all times and keep up with assignments.
- Discuss hours of operations for the desk, how they will access the building, and ask them if they have any additional specific needs (extra hours, one of their staff working at the desk with ours, early shut down etc.). Let the Residence Life Camp Coordinator know of any changes at least 3 weeks in advance.
- Inform them of the supervisor schedule and your office hours. This should be posted behind your desk, on your office and apartment doors prior to summer camps. Be sure to let them know that you are the primary contact for all building and camp concerns even if you are not on duty, so if they want to talk to you, tell them not to hesitate to have you called, if necessary. Give them your business card with your cell phone number on it for emergency purposes.
- Inform them of our pre-building inventory check and ask them if they would like to take a walk-through of the building prior to check-in. You may issue the camp copies of the inventory sheet so that they may go through each room. It is encouraged for the camp to walk through with the Hall Director before the camp arrives and after the camp leaves to look at any damages.
- Highlight certain procedures and policies (trash, damages, windows, door locking hours, lost keys). The camp is responsible for removing trash from the building and taking it to the dumpster. Some camps require their camp staff to do this at the end of the camp. CA’s need to distribute trash bags in each room prior to check-in.
- Ask if they will need tables or trashcans for the lobby. Remind them that food is not allowed in the lobby.
- Re-confirm all dates/times of check-in and checkout and follow-up with any questions you may have concerning their camp.
- Thank them and tell them that you are looking forward to working with them.