

9. COMMUNICATION AND TRANSPARENCY

Communication and transparency are dependent on how the camp communicates its policies, procedures, and support to stakeholders—campers, staff, families, etc. Whether through online publication or in-person signs, how does the camp communicate what its values are, how it handles issues, the steps that it takes to create safe and welcoming environments, and what supports are available to youth and their families.

Camp organizations should share on their websites and at camps:

- Community values
- Protection policies and procedures
- Contact information available online and posted around camp to report abuse, mental health concerns, and inappropriate behavior
- Contact information for hotlines, crisis text lines, and other support information for campers at risk, staff in crisis, and community members in need year-round
- Contact information for Director of Community Care, Inclusion Director, Camp Mental Health Director, and/or Camp Director
- Information on camp inclusion and accessibility
- Resources for parents and caregivers to support campers leading up to camp and year-round

Key questions to keep in mind:

- *Does your community know your policies and procedures?*
- *Does the community know the values that guide your organization? Are they somehow visible on campus or linked back to your daily camp life?*
- *Is it easy for families to know how to reach out for help—as well as to whom they should reach out, and/or how camp can assist them in accessing help?*