

Hope for Kids eLearning Course

Design Workbook

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Section 1

Identify the Problem

Whole Problem

“Hope for Kids,” a subsidiary of HOPE Worldwide, is a non-profit organization which runs a series of one-week summer camp sessions, relying on volunteers to serve as camp counselors. The problem is the inconsistencies among volunteer camp counselors in enforcing policies and effectively addressing recurring situations, which may pose a significant risk to the safety, well-being, and overall camp experience at 'Hope for Kids'.

Performance Goal

By the end of the training, camp counselor volunteers will demonstrate mastery in proactively identifying, addressing, and preventing a diverse array of issues and challenges during the camp week. They will learn how to stay calm, assess concerns, communicate effectively, and take appropriate actions to ensure the safety and well-being of all participants, thus fostering a nurturing and positive camp environment. Consequently, this will alleviate the burden on counselors, facilitating smoother operations and ensuring a more rewarding experience for all involved.

Organizational Goal

At “Hope for Kids,” inconsistencies among volunteer counselors in enforcing camp policies and procedures, coupled with challenges in effectively addressing recurring situations, may pose a significant risk to the safety, well-being, and overall enriching experience of both campers and staff. These inconsistencies can jeopardize “Hope for Kids” commitment to fostering a positive camp environment, undermining the cohesive and supportive atmosphere Hope for Kid’s Camp strives to create.

Task Analysis

1) Welcome and Introduction to Camp Counseling

- a) Identify your “Why?”
- b) Discover the camp's mission, values, and goals
- c) Learn about the role and responsibilities of a camp counselor
- d) Understand the importance of ensuring the safety and well-being of campers and staff

2) Learn about the 3 steps in handling common situations at camp

- a) **Stay Calm**
- b) **Assess for Safety**
 - i) mild
 - ii) serious
 - iii) urgent
- c) **Respond Appropriately** (different responses for various levels of severity)

SCENARIOS:

3) Enforce The “Rule of 3” (All campers must be accompanied by 2 others with 1 being an adult supervisor)

- a) **Stay Calm** in all situations.
- b) **Assess for Safety** by evaluating if the campers are complying with the "Rule of 3" and ensuring their well-being.

c) **Respond Appropriately** by addressing any concerns or violations of the rule and taking necessary actions to enforce it.

4) Address Disorderly Behavior - Demanding to Go Home

a) **Stay Calm** and avoid over-reacting.

b) **Assess for Safety** by evaluating if the camper's behavior is causing harm to others.

c) **Respond Appropriately** by pulling the camper aside, addressing their concerns, and finding a solution that maintains the safety and well-being of all campers.

5) Prevent Bullying/Racial Discrimination

a) **Stay Calm** and composed in all situations

b) **Assess for Safety** by de-escalating conflicts and implementing appropriate safety measures for severe conflicts.

c) **Respond Appropriately** by actively listening and empathizing, repeating the concern, asking appropriate questions, finding a solution, and seeking guidance from a camp director if necessary.

6) Report Suicidal Ideations

a) **Stay Calm** and stay with the individual.

b) **Assess for Safety** by removing any immediate means of harm and seeking appropriate help.

c) **Respond Appropriately** by actively listening, providing reassurance and support, asking direct questions to gather more information, seeking professional help, and informing a camp director.

7) QUIZ - Create Positive Experiences for Campers (lessening the burden on counselors)

Problem Scenarios

Scenario Brief #1: Welcome and Introduction to Camp Counseling

New camp counselors are introduced to the "Hope for Kids Camp" and this new counselor course. The learner will identify their "Why?" for volunteering for the camp, while discovering the camp's mission, values, and goals. Throughout the lesson, new volunteers will delve into the responsibilities of a counselor, emphasizing the crucial role of ensuring the safety and well-being of campers and staff. This scenario will guide learners through understanding the importance of these responsibilities, preparing them to make a positive impact in the camp environment while applying their knowledge and skills in practical

situations.

Scenario Brief #2: Learn about the 3 steps in handling common situations at camp

New camp counselors are introduced to the three essential steps in handling common situations at camp. Firstly, they will learn the importance of staying calm in all circumstances, enabling them to think clearly and respond effectively. Next, counselors are taught to assess for safety, distinguishing between mild, serious, and urgent situations. Finally, they'll discover the significance of responding appropriately, tailoring their actions to the severity of the situation at hand. Through this overview, learners gain foundational skills necessary for managing a variety of scenarios in a camp environment, ensuring the safety and well-being of all participants.

Scenario Brief #3: Enforcing the Rule of 3

In this scenario, the camp counselor observes a camper walking alone back to the cabin from the pool, violating the "**Rule of 3**" policy which requires campers to be accompanied by at least two others with one being an adult supervisor. The learner will be presented with multiple response options, aiming to choose the most appropriate approach to address the situation while enforcing the policy. The scenario in the lesson will demonstrate how to **calmly approach the camper, assess safety, and respond appropriately by enforcing the policy**, teaching learners to think beyond the training and apply their knowledge in practical situations.

Scenario Brief #4: Address Disorderly Behavior - Demanding to Go Home

A camper **expresses frustration** by saying he hates camp and **demands to go home** after being asked to participate in an activity he dislikes. The learner will engage in a practice scenario teaching them to manage the situation effectively. They will be guided to **remain calm, assess safety, and respond appropriately** to the camper's outburst. The scenario will present realistic choices for the learner to navigate, with feedback provided to reinforce learning outcomes. Key steps emphasized include **staying composed, evaluating safety concerns, and responding empathetically** to the camper's demands. By completing this scenario, learners will gain skills to handle similar situations in a camp setting, prioritizing safety while maintaining a positive environment.

Scenario Brief #5: Preventing Bullying/Racial Discrimination

A camper, Emily, engages in bullying behavior by teasing and using a derogatory racial slur towards another camper, Jake, during a group activity. Jake responds with an inappropriate comment, escalating the situation. As a camp counselor, the learner must intervene effectively, addressing the bullying behavior and Jake's response while supporting both campers. The scenario will require the learner to make choices that demonstrate their ability to handle the situation appropriately, with feedback provided to reinforce learning outcomes. Key steps emphasized include **staying calm, ensuring safety, and responding empathetically to facilitate dialogue and reinforce positive behavior**. Completing this scenario will equip learners with the skills needed to address similar situations in a camp setting, fostering a safe and inclusive environment where all campers feel respected and supported.

Scenario Brief #6: Reporting Suicidal Ideations

A camper confides in the counselor, expressing profound despair and mentioning suicidal ideations. The learner must navigate through the situation by making choices that demonstrate their ability to handle it effectively. They will receive specific, corrective feedback to reinforce learning outcomes. Key steps emphasized include **staying calm to help the camper feel heard and understood, assessing for safety to ensure the camper's well-being, and responding empathetically by actively listening and communicating the situation to the camp director for appropriate action**. Completing this scenario will equip learners with the skills needed to address similar situations in a camp setting, providing urgent attention to campers in distress while maintaining a safe environment.

Section 2

Final Problem Scenario

Final Demonstration and Application

Scenario Brief: Reporting Suicidal Ideations

DEMONSTRATION (animated reenactment): Learners watch a video depicting a quiet moment, when a camper confides in the counselor, expressing profound despair and mentioning that they feel like they want to die. They describe feeling overwhelmed by their problems. [VIDEO PAUSES for Learner Application]

APPLICATION (learner answers quiz questions):

The learner must navigate through a series of quiz questions by making choices that demonstrate their ability to handle the situation effectively. They will receive specific, corrective feedback to reinforce learning outcomes. Key action steps emphasized include:

- **Stay calm** - to help the camper feel heard and understood - **SKILL: Procedural**
It is essential for the camp counselor to remain calm and composed. A calm presence can help the camper feel heard, understood, and valued, while preventing the situation from escalating further. By remaining calm, the counselor can also think clearly and assess the situation effectively, enabling them to respond appropriately and provide the necessary support.
- **Assessing for Safety** - to ensure the camper's well-being - **SKILL: Conceptual** (categories: mild, serious, urgent)
It is crucial for the counselor to prioritize the camper's safety and well-being. The learner will be instructed to ensure that the environment is secure and free from any immediate dangers or risks that could impact the camper's safety.

- **Respond Appropriately** - showing empathy through active listening and communicating the situation to the camp director for appropriate action. - **SKILL: Procedural**

The learner will be instructed on how to respond empathetically and professionally by listening actively and attentively to their concerns and allowing them to express their emotions, while avoiding judgment. After ensuring the camper's immediate safety, the practice scenario will demonstrate the importance of communicating the situation to the camp director, who will take the necessary steps to address the camper's emotional well-being.

DEMONSTRATION (animated reenactment): Learners watch the video as it continues from where it left off after the problem first occurred. We see the counselor applying the steps learned at the beginning of the course to handle this urgent situation of a camper talking about wanting to die. The counselor in the video demonstrates **staying calm, assessing for safety** (by categorizing the situation as urgent), and **responding appropriately** (by listening actively and empathetically, ensuring a secure environment, and communicating the situation to the camp director).

Completing this scenario will equip learners with the skills needed to address similar situations in a camp setting, providing urgent attention to campers in distress while maintaining a safe environment.

Lesson 3: Problem Progression

Demonstration and Application (Scenario 1)

Scenario Brief #1: Welcome and Introduction to Camp Counseling

SUMMARY: New camp counselors are introduced to the "Hope for Kids Camp" and this new counselor course. The learner will identify their "Why?" for volunteering for the camp, while discovering the camp's mission, values, and goals. Throughout the lesson, new volunteers will delve into the responsibilities of a counselor, emphasizing the crucial role of ensuring the safety and well-being of campers and staff. This course will guide learners through understanding the importance of these responsibilities, preparing them to make a positive impact in the camp environment while applying their knowledge and skills in practical situations.

ACTIVITY: This will be an eLearning interaction where the learner can type in a brief statement of WHY they want to volunteer as a camp counselor at “Hope for Kids” camp.

CONTENT TO REMEMBER: Completing this scenario will provide learners with an overview of the counselors’ responsibilities, such as ensuring safety and making a positive impact. There will also be an opportunity for the learner to think about (and type in) their driving reason for WHY they want to be a camp counselor. This will not only guide their training, but will also help them connect with the purpose and mission of the camp.

THE SCENARIO IS SUCCESSFUL: because it outlines the purpose of the training course and gets the learner to think about how their role as a counselor is rewarding and impactful.

Demonstration (Scenario 2)

Scenario Brief #2: Learn about the 3 steps in handling common situations at camp

SUMMARY: New camp counselors are introduced to the three essential steps in handling common situations at camp. STEP 1, they will learn the importance of staying calm in all circumstances, enabling them to think clearly and respond effectively. The training will provide the learner with tips on how to stay calm and what staying calm means in different situations. STEP 2, counselors are taught to assess for safety, distinguishing between mild, serious, and urgent situations, based on certain criteria. STEP 3, the learner will discover the significance of responding appropriately, tailoring their actions to the severity of the situation at hand. Through this overview, learners gain foundational skills necessary for managing a variety of scenarios in a camp environment, ensuring the safety and well-being of all participants.

CONTENT TO REMEMBER: Completing this scenario will provide learners with the three essential steps in handling common situations at camp, which they will apply in following scenarios:

- 1.) Staying Calm: Counselors need to understand the importance of remaining calm in all circumstances. This enables them to think clearly and respond effectively to any situation that may arise at camp.
- 2.) Assessing for Safety: Counselors must be able to assess the safety of a situation. They need to be able to distinguish between mild, serious, and urgent situations to determine the appropriate level of response.
- 3.) Responding Appropriately: Counselors need to understand the significance of responding appropriately to each situation. They should tailor their actions based on the severity of the situation at hand, ensuring the safety and well-being of all participants at camp.

THE SCENARIO IS SUCCESSFUL: when the learners demonstrate their understanding of these steps and apply them effectively in different camp situations. By the end of this course, the learner should feel confident in their ability to maintain a calm demeanor, assess safety levels accurately, and respond appropriately to ensure the safety and well-being of all participants at camp.

Application with Prompts, Guidance and Demonstration (Scenario 3)

Scenario Brief #3: Enforcing the Rule of 3

SUMMARY (animated reenactment): Learners watch a video depicting a camper walking alone back to the cabin from the pool, violating the "**Rule of 3**" policy which requires campers to be accompanied by at least two others with one being an adult supervisor. [VIDEO PAUSES for Learner Application]

ACTIVITY (learner answers quiz questions):

The learner must navigate through a series of quiz questions by making choices that demonstrate their ability to handle the situation effectively.

Q1. (Multiple choice): **What is the first thing you should do in this situation?** (Correct answer in bold)

- a.) **Stay calm and don't over-react.** [correct]
- b.) Reprimand the camper and issue an appropriate punishment for breaking the rule.
- c.) Report the camper to the Camp Director
- d.) Allow the camper to go back to the cabin alone to retrieve their bathing suit. After all it would only be a quick trip.

Q2. (Multiple choice): **How will you assess the situation for safety?** (Correct answer in bold)

- a.) **Mild (Nobody is in immediate danger and the situation is easy to contain or de-escalate.)** [correct]
- b.) Serious (There's a chance that the situation can escalate in a way where someone can be harmed.)
- c.) Urgent (There's a likely danger of someone being harmed, if the right action is not taken immediately.)
- c.) Call 911 (Emergency – There's an immediate danger or an imminent threat of one or more people being seriously harmed.)

Q3. (Multiple choice): **How would you respond appropriately to the situation?** (Correct answer in bold)

- a.) Ask another camper to accompany the camper to the cabin.
- b.) Deny the camper's request to retrieve their bathing suit - telling them they can't swim today.

c.) **Send the camper back with an adult, plus one other camper. [correct]**

d.) Allow the camper to go back to the cabin alone to retrieve their bathing suit. After all it would only be a quick trip

GUIDANCE AND FEEDBACK: The learner will receive specific, corrective feedback on each incorrect answer to reinforce learning outcomes (ex., allowing campers to go back to the cabin alone violates the Rule of 3). When the learner selects the correct answer, the course guide will explain “why” that answer is correct and then show the learner a reenactment video of a counselor correctly handling the situation (ex., sending the camper back with an adult, plus one other camper enforces the Rule of 3).

DEMONSTRATION (animated reenactment): Learners watch the video as it continues from where it left off after the problem first occurred. We see the counselor applying the steps learned at the beginning of the course to handle this “mild” situation of a camper walking back to the cabin alone. The counselor in the video demonstrates **staying calm** (not over-reacting), **assessing for safety** (by categorizing the situation as “mild”), and **responding appropriately** (by sending the camper back with an adult, plus one other camper – enforcing the Rule of 3).

CONTENT TO REMEMBER: Completing this scenario will equip learners with the skills needed to address similar situations in a camp setting by helping them to remember not to over-react, but instead to find solutions to adhere to camp policies.

THE SCENARIO IS SUCCESSFUL: because it re-enforces the 3 steps in handling common situations at camp, while showing learners how to adhere to the camp’s “Rule of 3” policy.

Application with Prompts, Guidance and Demonstration (Scenario 4)

Scenario Brief #4: Address Disorderly Behavior - Demanding to Go Home

SUMMARY (animated reenactment): A camper **expresses frustration** by saying he hates camp and **demands to go home** after being asked to participate in an activity he dislikes. [VIDEO PAUSES for Learner Application]

ACTIVITY (learner answers quiz questions):

The learner must navigate through a series of quiz questions by making choices that demonstrate their ability to handle the situation effectively.

Q1. (Multiple choice): **What is the first thing you should do in this situation?** *(Correct answer in bold)*

- a.) Report the camper to the Camp Director
- b.) Reprimand them and issue an appropriate punishment for causing an outburst.
- c.) Stay calm and don't over-react. [correct]**
- d.) Tell the camper he has to stay and he must keep his negative feelings to himself.

Q2. (Multiple choice): **How will you assess the situation for safety?** *(Correct answer in bold)*

- a.) Mild (Nobody is in immediate danger and the situation is easy to contain or de-escalate.) [correct]**
- b.) Serious (There's a chance that the situation can escalate in a way where someone can be harmed.)
- c.) Urgent (There's a likely danger of someone being harmed, if the right action is not taken immediately.)
- c.) Call 911 (Emergency – There's an immediate danger or an imminent threat of one or more people being seriously harmed.)

Q3. (Multiple choice): **How would you respond appropriately to the situation?** *(Correct answer in bold)*

- a.) Dismiss the camper's comment as mere frustration and urge him to continue with the activity.
- b.) Ignore the Comment and proceed with the activity as planned.
- c.) React with punishment or threats of consequences for expressing negative feelings about camp.
- d.) Validate the camper's feelings of frustration and offer support and encouragement [correct]**

GUIDANCE AND FEEDBACK: The learner will receive specific, corrective feedback on each incorrect answer to reinforce learning outcomes (ex., while ignoring the comment may avoid immediate conflict, it fails to address the camper's emotional needs and may lead to prolonged feelings of unhappiness and isolation). When the learner selects the correct answer, the course guide will explain “why” that answer is correct and then show the learner a reenactment video of a counselor correctly handling the situation (ex., validating the camper's feelings of frustration, while offering support and encouragement).

DEMONSTRATION (animated reenactment): Learners watch the video as it continues from where it left off after the problem first occurred. We see the counselor applying the steps learned at the beginning of the course to handle this “mild” situation of a camper voicing their frustration and wanting to go home. The counselor in the video demonstrates **staying calm** (not over-reacting), **assessing for safety** (by categorizing the situation as “mild”), and **responding appropriately** (by validating the camper's feelings of frustration and offering support and encouragement).

CONTENT TO REMEMBER: Completing this scenario will equip learners with the skills needed to address similar situations in a camp setting by helping them to remember not to over-react, but instead to find solutions to address campers' frustrations and concerns.

THE SCENARIO IS SUCCESSFUL: because learners will have demonstrated how to correctly handle campers' frustrations and concerns in a camp setting by prioritizing safety and maintaining a positive environment.

Application with Prompts, Guidance and Demonstration (Scenario 5)

Scenario Brief #5: Preventing Bullying/Racial Discrimination

SUMMARY (animated reenactment): A camper, Emily, engages in bullying behavior by teasing and using a derogatory racial slur towards another camper, Jake, during a group activity. Jake responds with an inappropriate comment, escalating the situation. As a camp counselor, the learner must intervene effectively, addressing the bullying behavior and Jake's response while supporting both campers. [VIDEO PAUSES for Learner Application]

ACTIVITY (learner answers quiz questions):

The learner must navigate through a series of quiz questions by making choices that demonstrate their ability to handle the situation effectively.

Q1. (Multiple choice): **What is the first thing you should do in this situation?** (Correct answer in bold)

- a.) Assess the situation
- b.) Pull Emily aside because she started the conflict and used a derogatory racial slur
- c.) Report both to the Camp Director immediately
- d.) **Stay calm. [correct]**

Q2. (Multiple choice): **How will you assess the situation for safety?** (Correct answer in bold)

- a.) Mild (Nobody is in immediate danger and the situation is easy to contain or de-escalate.)
- b.) Serious (There's a chance that the situation can escalate in a way where someone can be harmed.) [correct]**
- c.) Urgent (There's a likely danger of someone being harmed, if the right action is not taken immediately.)
- c.) Call 911 (Emergency – There's an immediate danger or an imminent threat of one or more people being seriously harmed.)

Q3. (Multiple choice): **How would you respond appropriately to the situation?** (Correct answer in bold)

- a.) Continue with the activity without addressing the situation, hoping it resolves itself.
- b.) **Call out Emily's behavior in front of the group and demand an apology, without addressing Jake's inappropriate response.**

- c.) Pull both aside privately and address Emily's initial behavior and Jake's response. [correct]
d.) Confront both Emily and Jake together, implying that both are equally at fault for the conflict

GUIDANCE AND FEEDBACK: The learner will receive specific, corrective feedback on each incorrect answer to reinforce learning outcomes (ex., ignoring the comments fails to address the harmful behavior exhibited by both campers and may perpetuate a negative environment). When the learner selects the correct answer, the course guide will explain “why” that answer is correct and then show the learner a reenactment video of a counselor correctly handling the situation (ex., pulling both campers aside privately and addressing Emily's initial behavior and Jake's response allows the counselor to emphasize the importance of respectful communication and the impact of their words on others).

DEMONSTRATION (animated reenactment): Learners watch the video as it continues from where it left off after the problem first occurred. We see the counselor applying the steps learned at the beginning of the course to handle this “serious” situation of camper bullying and using a racial slur. The counselor in the video demonstrates **staying calm** (not over-reacting), **assessing for safety** (by categorizing the situation as “serious”), and **responding appropriately** (by pulling both aside privately and addressing Emily’s initial behavior and Jake’s response.)

CONTENT TO REMEMBER: Completing this scenario will equip learners with the skills needed to address similar situations in a camp setting by helping them to remember to stay calm, recognizing the seriousness of the situation, and responding appropriately as to not embarrass or shame either person, but instead facilitate a constructive conversation to resolve the conflict and prevent future incidents.

THE SCENARIO IS SUCCESSFUL: because learners will have demonstrated how to de-escalate a serious clash among campers, while seeing how to facilitate a constructive conversation to resolve the conflict and prevent future incidents.

FINAL Application with Prompts, Guidance and Demonstration (Scenario 6)

Scenario Brief #6: Reporting Suicidal Ideations

SUMMARY (animated reenactment): Learners watch a video depicting a quiet moment, when a camper confides in the counselor, expressing profound despair and mentioning that they feel like they want to die. They describe feeling overwhelmed by their problems. [VIDEO PAUSES for Learner Application]

ACTIVITY (learner answers quiz questions):

The learner must navigate through a series of quiz questions by making choices that demonstrate their ability to handle the situation effectively.

Q1. (Multiple choice): **What is the first thing you should do in this situation?** *(Correct answer in bold)*

- a.) Assess the situation
- b.) **Stay calm. [correct]**
- c.) Leave the camper and report this to the camp director right away
- d.) Call 911 immediately

Q2. (Multiple choice): **How will you assess the situation for safety?** *(Correct answer in bold)*

- a.) Mild (Nobody is in immediate danger and the situation is easy to contain or de-escalate.)
- b.) Serious (There's a chance that the situation can escalate in a way where someone can be harmed.)
- c.) **Urgent (There's a likely danger of someone being harmed, if the right action is not taken immediately.) [correct]**
- c.) Call 911 (Emergency – There's an immediate danger or an imminent threat of one or more people being seriously harmed.)

Q3. (Multiple choice): **How would you respond appropriately to the situation?** *(Correct answer in bold)*

- a.) Downplay the statement, ensuring the camper that things will get better.
- b.) Offer distractions or activities to take their mind off their problems, such as joining a group activity or going for a walk.
- c.) **Take the camper's statement seriously and acknowledge their distress as you seek a camp director. [correct]**
- d.) Reassure the camper that it's okay to feel this way.

. Q4. (Re-order steps): **Please re-order the following steps in the correct chronological order:**

- Listen actively and emphatically **(3)**
- Communicate the situation to the camp director **(4)**
- Stay calm **(1)**
- Make sure the environment is secure and free from any immediate dangers or risks **(2)**

GUIDANCE AND FEEDBACK: The learner will receive specific, corrective feedback on each incorrect answer to reinforce learning outcomes (ex., downplaying a camper's statement when they specifically mention suicide or that they want to die negates the urgency of the situation, which requires immediate action). When the learner selects the correct answer, the course guide will explain "why" that answer is correct and then show the learner a reenactment video of a counselor correctly handling the situation (ex., taking the camper's statement seriously, acknowledging their distress, and seeking a camp

director to ensure the camper receives the necessary support and intervention).

DEMONSTRATION (animated reenactment): Learners watch the video as it continues from where it left off after the problem first occurred. We see the counselor applying the steps learned at the beginning of the course to handle this “urgent” situation of camper expressing suicidal thoughts. The counselor in the video demonstrates **staying calm** (not panicking), **assessing for safety** (by categorizing the situation as “urgent”), and **responding appropriately** (by staying with the camper, taking their statement seriously, and seeking a camp director immediately.)

CONTENT TO REMEMBER: Completing this scenario will equip learners with the skills needed to address similar situations in a camp setting by helping them to remember to stay calm, recognizing the seriousness of the situation, and responding appropriately by staying with the camper, taking their statement seriously, and seeking a camp director immediately.

THE SCENARIO IS SUCCESSFUL: because it shows learners how to respond empathetically and professionally by listening actively and attentively to the camper’s concerns and allowing them to express their emotions, while avoiding judgment. After ensuring the camper’s immediate safety, the counselor will seek the camp director, who will take the necessary steps to address the camper’s emotional well-being.

Real World Application

The learner will role-play different situations with a camp director during in-person orientation. Counselors will also document all serious and urgent incidences for the camp director to evaluate and provide feedback to help counselors improve their knowledge and skills.

Component Skills

Component Skill 1: Stay Calm

	Tell	Show	Do	Guidance
Problem Scenario 2 – The 3 steps in handling common situations at camp	X	X		
Problem Scenario 3 – Enforce the “Rule of 3”	X	X	X	X
Problem Scenario 4 – Address Disorderly Behavior - Demanding to Go Home	X	X	X	X
Problem Scenario 5 – Prevent Bullying/Racial Discrimination	X	X	X	X
Final Demonstration & Application – Report Suicidal Ideation	X	X	X	X

Component Skill 2: Assess for Safety

	Tell	Show	Do	Guidance
Problem Scenario 2 – The 3 steps in handling common situations at camp	X	X		
Problem Scenario 3 – Enforce the “Rule of 3”	X	X	X	X
Problem Scenario 4 – Address Disorderly Behavior - Demanding to Go Home	X	X	X	X
Problem Scenario 5 – Prevent Bullying/Racial Discrimination	X	X	X	X
Final Demonstration & Application – Report Suicidal Ideation	X	X	X	X

Component Skill 3: Respond Appropriately

	Tell	Show	Do	Guidance
Problem Scenario 2 – The 3 steps in handling common situations at camp	X	X		
Problem Scenario 3 – Enforce the “Rule of 3”	X	X	X	X

Problem Scenario 4 – Address Disorderly Behavior - Demanding to Go Home	X	X	X	X
Problem Scenario 5 – Prevent Bullying/Racial Discrimination	X	X	X	X
Final Demonstration & Application – Report Suicidal Ideation	X	X	X	X

Learning Objectives

Learning Objectives

By the end of this course, new camp counselors will be able to:

- Discover and internalize the importance of their motivation for becoming a camp counselor, grasp the camp's mission, values, and goals, recognize their role and responsibilities, and prioritize camper and staff safety.
- Master the skills to **stay calm**, **assess situations for safety**, and **respond appropriately** to varying levels of severity in common camp scenarios.
- **STAY CALM** in various situations related to enforcing the "Rule of 3," avoid over-reacting and maintain composure when faced with a camper demanding to go home, maintain a calm demeanor when addressing bullying or racial discrimination incidents, and remain composed and stay with the individual who is experiencing suicidal ideations.
- **ASSESS FOR SAFETY** by evaluating the severity level in various situations, such as: Identifying mild situations that require monitoring and minimal intervention, recognizing serious situations that require appropriate action, and determining urgent situations that demand immediate and decisive action.
- **RESPOND APPROPRIATELY** to different levels of severity, such as: addressing violations of rules, taking necessary actions, actively listening, empathizing, asking appropriate questions, providing reassurance/support, finding solutions, and seeking guidance from a camp director if necessary.

Activation and Enhancement

Structural Framework and Activation

Camp Director, Derek, pushes a TV monitor into the frame and welcomes learners to the eLearning course. Derek explains the camp's mission, the role/responsibility of counselors, prioritizing safety, and the 3 steps in handling common situations at camp. Derek points to the TV as he presents four counselors who have effectively applied the 3 steps during four animated reenactment scenarios. The learner watches each scenario unfold on the TV, is prompted with multiple choice questions on how to best handle the situation, receives corrective feedback on incorrect answers, and then watches the full reenactments of the animated camp counselors correctly handling the situations by following the 3 steps taught at the beginning of the course. Learners will receive badges for correct answers and presented with rhetorical reflection questions to evaluate similar real-world scenarios. Derek guides the learner throughout the training to equip new counselors with the skills needed to address similar situations in a camp setting.

Learning Enhancements

Retrieval Practice - Scenarios 3,4,5,6

Interleaving – Scenarios 3,4,5,6

Dual coding - All

Reenactments/Role-plays - Real World Application

Integration

Ponder Activities - Scenarios 3,4,5,6 (I will ask learners rhetorical reflection questions to evaluate similar, real-world scenarios. ex., How would you address a camper who uses a racial slur in a joking manner?)

Job Aids – Scenarios 1,2,3,4,5,6 - Campers will have anytime access to the Counselor Orientation Handbook

Role-play with Camp Director - Real World Application

Section 3

Assessment

Assessments

Learners will engage with a video depicting a common camp counseling scenario. Before witnessing the resolution of the situation, learners are prompted to answer 3 multiple-choice questions assessing their understanding of the 3 steps in handling camp situations. If a question is answered incorrectly, learners must review the feedback, go back, and select the correct answer before proceeding to view the resolution. This interactive approach ensures active engagement and reinforces mastery of essential skills.

Application Scenario # 3

SCENARIO (animated reenactment): A camper forgets their bathing suit and walks alone from the pool back to the cabin, violating the "**Rule of 3**" policy which requires campers to be accompanied by at least two others with one being an adult supervisor.

Q1. What is the first thing you should do in this situation?

- a.) Stay calm and don't over-react.
- b.) Reprimand the camper and issue an appropriate punishment for breaking the rule.
- c.) Report the camper to the Camp Director
- d.) Allow the camper to go back to the cabin alone to retrieve their bathing suit. Afterall, it would only be a quick trip.

Correct Answer: A. Stay calm and don't over-react.

FEEDBACK:

Correct Response: Staying calm is crucial in de-escalating the situation and ensuring that the counselor can think clearly and respond appropriately.

Incorrect Response:

Choice B: Reprimanding the camper may escalate the situation and create unnecessary tension.

Choice C: Involving the Camp Director should be done after the counselor has assessed the situation and attempted to address it themselves. Reporting should not be the first step unless there is an immediate threat to safety.

Choice D: This response disregards the camp's policy (the "Rule of 3") requiring campers to be accompanied by at least two others. Allowing the camper to go back alone could compromise their safety and violates camp protocol.

Q2. How will you assess the situation for safety?

- a.) Mild
- b.) Serious
- c.) Urgent
- c.) Call 911 Immediately

Correct Answer: A. Mild

FEEDBACK:

Correct Response: Nobody is in immediate danger and the situation is easy to contain or de-escalate.

Incorrect Response:

Choice B: The situation is **not serious** because it has not yet escalated in a way where someone can be harmed.

Choice C: The situation is **not urgent** because there's no immediate danger of someone being harmed.

Choice D: The situation is **not a 911 emergency** because there's no imminent threat which can cause serious harm.

Q3. How would you respond appropriately in this situation?

- a.) Ask another camper to accompany the camper to the cabin.

- b.) Deny the camper's request to retrieve their bathing suit - telling them they can't swim today.
- c.) Send the camper back with an adult, plus one other camper.
- d.) Allow the camper to go back to the cabin alone to retrieve their bathing suit. Afterall, it would only be a quick trip.

Correct Answer: C. Send the camper back with an adult, plus one other camper.

FEEDBACK:

Correct Response: This will enforce the rule of 3 including one adult.

Incorrect Response:

Choice A: This violates the rule of 3 and risks the camper's safety.

Choice B: This may inconvenience the camper and cause frustration.

Choice D: This violates the rule of 3 and risks the camper's safety.

Application Scenario # 4

SCENARIO (animated reenactment): A camper expresses frustration by shouting he hates camp and demands to go home after being asked to participate in an activity he dislikes.

Q1. What is the first thing you should do in this situation?

- a.) Report the camper to the Camp Director
- b.) Reprimand them and issue an appropriate punishment for causing an outburst.
- c.) Stay calm and don't over-react. [correct]
- d.) Tell the camper he has to stay and he must keep his negative feelings to himself.

Correct Answer: C. Stay calm and don't over-react.

FEEDBACK:

Correct Response: Staying calm is the correct response as it allows the counselor to approach the situation effectively with empathy and understanding.

Incorrect Response:

Choice A: Involving the Camp Director should be done after the counselor has assessed the situation and attempted to address it themselves. Reporting should not be the first step unless there is an immediate threat to safety.

Choice B: Reprimanding the camper may escalate the situation and create unnecessary tension.

Choice D: This response dismisses the camper's frustrations and fails to address his emotional needs, potentially escalating the situation.

Q2. How will you assess the situation for safety?

- a.) Mild
- b.) Serious
- c.) Urgent
- c.) Call 911 Immediately

Correct Answer: A. Mild

FEEDBACK:

Correct Response: Nobody is in immediate danger and the situation is easy to contain or de-escalate.

Incorrect Response:

Choice B: The situation is **not serious** because it has not yet escalated in a way where someone can be harmed.

Choice C: The situation is **not urgent** because there's no immediate danger of someone being harmed.

Choice D: The situation is **not a 911 emergency** because there's no imminent threat which can cause serious harm.

Q3. How would you respond appropriately in this situation?

- a.) Dismiss the camper's comment as mere frustration and urge him to continue with the activity.
- b.) Ignore the Comment and proceed with the activity as planned.
- c.) React with punishment or threats of consequences for expressing negative feelings about camp.
- d.) Validate the camper's feelings of frustration and offer support and encouragement

Correct Answer: D. Validate the camper's feelings of frustration and offer support and encouragement

FEEDBACK:

Correct Response: Approach the camper calmly and validate his feelings of frustration and unhappiness. Acknowledge that it's normal to feel upset at times and reassure him that his feelings are understood. Offer support and encouragement, emphasizing that camp can be challenging, but also rewarding. Engage in a conversation to understand the specific issue and explore potential solutions together.

Incorrect Response:

Choice A: This response may invalidate the camper's feelings and fail to address the underlying cause of his discontent.

Choice B: While this response may avoid immediate conflict, it fails to address the camper's emotional needs and may lead to prolonged feelings of unhappiness and isolation.

Choice C: This approach may escalate the situation and cause the camper to feel further alienated and unsupported.

Application Scenario # 5

SCENARIO (animated reenactment): A camper, Justine, engages in bullying behavior by teasing and using a derogatory racial slur towards another camper, Jake, during a group activity. Jake responds with an inappropriate comment, escalating the situation. As a camp counselor, the learner must intervene effectively, addressing the bullying behavior and Jake's response while supporting both campers.

Q1. What is the first thing you should do in this situation?

- a.) Ignore both and let them work it out themselves.
- b.) Reprimand Emily for starting the conflict
- c.) Report both to the Camp Director immediately
- d.) Stay calm

Correct Answer: D. Stay calm.

FEEDBACK:

Correct Response: By staying calm the counselor can effectively assess the situation and respond appropriately without escalating tensions.

Incorrect Response:

Choice A: Ignoring both fails to address the bullying behavior and Jake's inappropriate response.

Choice B: Reprimanding Emily may escalate the situation further and may not effectively address the underlying issues contributing to the conflict.

Choice C: Involving the Camp Director should not be the first step unless there is an immediate threat to safety.

Q2. How will you assess the situation for safety?

- a.) Mild
- b.) Serious
- c.) Urgent
- c.) Call 911 Immediately

Correct Answer: B. Serious

FEEDBACK:

Correct Response: The situation is **serious** because there's a chance that the situation can escalate in a way where someone can be harmed.

Incorrect Response:

Choice A: The situation is **not mild** because the bullying behavior and escalated conflict indicate a more serious situation.

Choice C: The situation is **not urgent** because there doesn't seem to be an immediate threat to safety, such as physical violence or harm and can be deescalated.

Choice D: The situation is **not a 911 emergency** because there's no immediate danger or an imminent threat of one or more people being seriously harmed.

Q3. How would you respond appropriately in this situation?

- a.) Continue with the activity without addressing the situation, hoping it resolves itself.
- b.) Call out Justine's behavior in front of the group and demand an apology, without addressing Jake's inappropriate response.
- c.) Pull both aside privately and address Justine's initial behavior and Jake's response.
- d.) Confront both Emily and Jake together, implying that both are equally at fault for the conflict

Correct Answer: C. Pull both aside privately and address Justine's initial behavior and Jake's response.

FEEDBACK:

Correct Response: Approach Emily and Jake discreetly, away from the group. Address both Emily's initial behavior and Jake's response, emphasizing the importance of respectful communication and the impact of their words on others. Validate Jake's feelings while explaining that his response was not appropriate. Offer support to both campers and facilitate a constructive conversation to resolve the conflict and prevent future incidents.

Incorrect Response:

Choice A: This response fails to address the harmful behavior exhibited by both campers and may perpetuate a negative environment.

Choice B: This approach risks escalating the situation and may exacerbate tensions between campers.

Choice D: This response neglects to address the power dynamics involved in bullying behavior and fails to provide appropriate support and guidance for resolving the situation.

FINAL Application - Scenario # 6

SCENARIO (*animated reenactment*): A camper confides in the counselor, expressing profound despair and mentioning that they feel like they want to die. They describe feeling overwhelmed by their problems.

Q1. What is the first thing you should do in this situation?

- a.) Assess the situation
- b.) Stay calm. [correct]
- c.) Leave the camper and report this to the camp director right away
- d.) Call 911 immediately

Correct Answer: B. Stay calm.

FEEDBACK:

Correct Response: This response emphasizes the importance of the counselor remaining calm and composed in this

sensitive situation. By staying calm, the counselor can effectively assess the camper's needs, provide reassurance and support, and take appropriate action without escalating the situation.

Incorrect Response:

Choice A: This response is incorrect because it implies that the counselor should immediately begin assessing the situation before ensuring their own emotional regulation. While assessing the situation is important, staying calm and composed should be the first step in handling a camper expressing thoughts of suicide or despair.

Choice C: This response is incorrect because it suggests abandoning the camper in distress and immediately reporting the situation to the camp director without providing any immediate support or intervention. This response lacks empathy and may further distress the camper.

Choice D: This response is incorrect because while there may be instances where calling 911 is necessary, it should not be the immediate response to every situation. In this scenario, the camper is expressing despair and overwhelmed feelings, but there is no immediate indication of imminent harm. Staying calm and providing immediate support and reassurance should be the first step before considering further action.

Q2. How will you assess the situation for safety?

- a.) Mild
- b.) Serious
- c.) Urgent
- d.) Call 911 Immediately

Correct Answer: C. Urgent

FEEDBACK:

Correct Response: The situation is **urgent** because it indicates that there is a likely danger of someone being harmed if the right action is not taken immediately. In the scenario where a camper expresses thoughts of suicide, it's crucial to recognize the urgency of the situation and take immediate steps to ensure the camper's safety and well-being.

Incorrect Response:

Choice A: The situation is **not mild** because mild suggests that the situation is not serious and can be easily contained or de-escalated. However, in a scenario where a camper expresses thoughts of suicide, there is a significant risk to their safety and well-being, making it more than a mild concern.

Choice B: While the situation is **serious**, it should be upgraded to urgent because there's a likely danger of someone being harmed, if the right action is not taken immediately

Choice D: The current situation is **not a 911 emergency** because while there may be instances when calling 911 is necessary, it's not always the immediate response in situations where a camper expresses thoughts of suicide. Assessing the situation as urgent allows for appropriate intervention without immediately resorting to emergency services.

Q3. How would you respond appropriately in this situation?

- a.) Downplay the statement, ensuring the camper that things will get better.
- b.) Offer distractions or activities to take their mind off their problems, such as joining a group activity or going for a walk.
- c.) Take the camper's statement seriously and acknowledge their distress as you seek a camp director.
- d.) Reassure the camper that it's okay to feel this way.

Correct Answer: C. This is the correct answer because it emphasizes taking the camper's statement seriously and acknowledging their distress. Seeking assistance from a camp director shows that the counselor is prioritizing the camper's safety and well-being and taking appropriate action to address their concerns.

FEEDBACK:

Correct Response: Take the camper's statement seriously and acknowledge the severity of their distress. Notify the camp director immediately to ensure the camper receives the necessary support and intervention. Stay with the camper the entire time.

Incorrect Response:

Choice A: This response is incorrect because it suggests downplaying the camper's statement, which can invalidate their feelings and minimize the seriousness of the situation. It's important to take statements of distress seriously and respond with empathy and support.

Choice B: This approach is incorrect because it suggests offering distractions or activities to take the camper's mind off their problems. While distractions may provide temporary relief, they do not address the underlying issues contributing to the camper's distress. It's important to address the camper's feelings directly and seek appropriate support from a Camp Director.

Choice D: This response is incorrect because it suggests simply reassuring the camper that it's okay to feel this way without taking further action. While reassurance is important, it should be accompanied by acknowledging the camper's distress and seeking appropriate support to address their concerns effectively.

Q4. Please re-order the following steps in the correct chronological order:

- Listen actively and emphatically
- Communicate the situation to the camp director
- Stay calm
- Make sure the environment is secure and free from any immediate dangers or risks

Correct Answer with Feedback:

1. Stay Calm

This is the first step because it allows the counselor to approach the situation with a clear mind and make rational decisions. It sets the tone for effective communication and problem-solving.

2. Make sure the environment is secure and free from any immediate dangers or risks

Ensuring the safety of the environment is the next step to protect the well-being of everyone involved. This involves assessing for any potential hazards or risks that could pose immediate danger.

3. Listen actively and emphatically

Actively listening and showing empathy towards the camper's concerns allows the counselor to understand the situation from their perspective. This step helps establish trust and rapport, fostering open communication and problem resolution.

4. Communicate the situation to the camp director

This final step is necessary to ensure appropriate follow-up actions and support. This step allows for the involvement of higher-level authority and resources to address the situation effectively.
