



## **OTHER GOLD RIBBON VISITOR EXPECTATIONS FOR DAY OF VISIT**

Because you are an amazing camp professional who also runs a successful pediatric oncology camp, COCAI realizes we do not have to remind you how to have a successful Gold Ribbon Accreditation Visit! However, because we want you to succeed as well as the Camp, this is a gentle reminder of THOSE THINGS to keep in mind:

1. **YOU ARE A VISITOR, NOT AN INSPECTOR!**

It is very easy for us all to put our "Camp Director"/"Camp Health Care Provider" hat on and begin to critically view programs/campsite facility against what YOU DO. Your job as a Visitor is to observe programs, procedures and delivery based on the Host Camps documentation. If you happen to witness a potential dangerous or life threatening situation, ask questions! For example, you see campers canoeing in the lake without life vests on. Ask "What is your rule about campers wearing life vests when canoeing?" Remember, what you do at your camp may not translate or be the same at another camp.....BUT OF COURSE THEY SHOULD BE WEARING LIFEVESTS, RIGHT!!? ☺

2. **Professional Conduct:**

We realize this does not need to be said, but we will say it here anyway...COCAI knows you will maintain the same high level of professionalism, as already seen by your COCAI friends! As you hope those that visit your camp will follow the rules, please do so while visiting this Camp.

3. **Confidentiality:**

Maintain your HIPPA Compliancy: Please remember to not discuss the names of patients, their diagnosis/prognosis or staff (volunteer or paid) with anyone else outside of the Camp or with anyone else you come in contact with the day of the visits. Remember, other campers and staff may not know information regarding camper's medical condition. Any medical information visitors learn about should only be discussed with the other visitor, Camp Director and Medical Director.

4. **Photos/Video/Sound Bites:**

Please refrain from taking any pictures/video/sound bites of campers, volunteers and/or staff while visiting. Ask first if you are allowed to take pictures of equipment, facility, etc.

5. **How to Have a Difficult Conversation:**

Difficult conversations could revolve around the following-

1. The Camp's Policy Documentation does not translate "in the field". I.e- policy states the Health Hut locks their medicines. You witness medications unlocked, sitting out on a table in the dining hall for anyone to access during a meal. To address this, simply state the facts: "Your procedures stated you keep your medicines locked in the Health Hut but I saw them on a side table out during lunch." "Tell me more about your medication distribution procedures and the way medications are secured so I am not mistaken."
2. You witness a potentially dangerous/hazardous activity or situation while visiting. Consider asking a question, "Tell me about your camp's procedures and/or policy regarding..." (describe the situation).
3. Consider how you would properly handle this same situation in your camp and proceed to discuss with the Camp staff.