



ALM SPORTS

DIRECTORS MANUAL

enrichment summer camp



SAFETY | FUN | DEVELOPMENT

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ABOUT ALM SPORTS

ALM Sports is a thriving multi-cultural organization with its roots firmly embedded in the local communities and Growing to reach more. ALM Sports is the brainchild of Alvin Murray, the managing director, a young man who has professional experience of playing, studying and working in America as well as internationally. He brings with him a team of Entrepreneurs / Educators / Mentors / Sports Instructors

who share his vision and tenacity to succeed where others have failed or are failing to make that break through. ALM Sports Specializes in After School Programs & Enrichment Summer Camps, Youth Sports Leagues & Events.

MISSION STATEMENT & OBJECTIVE

To provide youth sports program opportunities for young people to participate in programs that develop and ensures the acquisition of appropriate knowledge, skill and attitude as the young person matures into adolescence/young adults. Making sure Opportunity is giving to all regardless of regardless of age, ability, gender, ethnicity, religious belief, sexuality or social/economic status; Going Above and Beyond to make it Happen.

ABOUT THE ENRICHMENT SUMMER CAMP

WHAT: Education | STEAM | Sports Summer Camp

FOR: Boys & Girls | 5- 14 Years Old | All Abilities

WHERE: Multiple Cities

WHEN: We follow the Public Schools Calendar Summer Schedule.

DURATION: 10+ Weeks | Mon-Fri |7:30am-6:00pm

FEATURES: Breakfast & Lunch Provided | Camp TShirt/

Water Bottle / Bag | Education Component (Reading/

Writing/ Critical Thinking) | STEAM- Science Projects

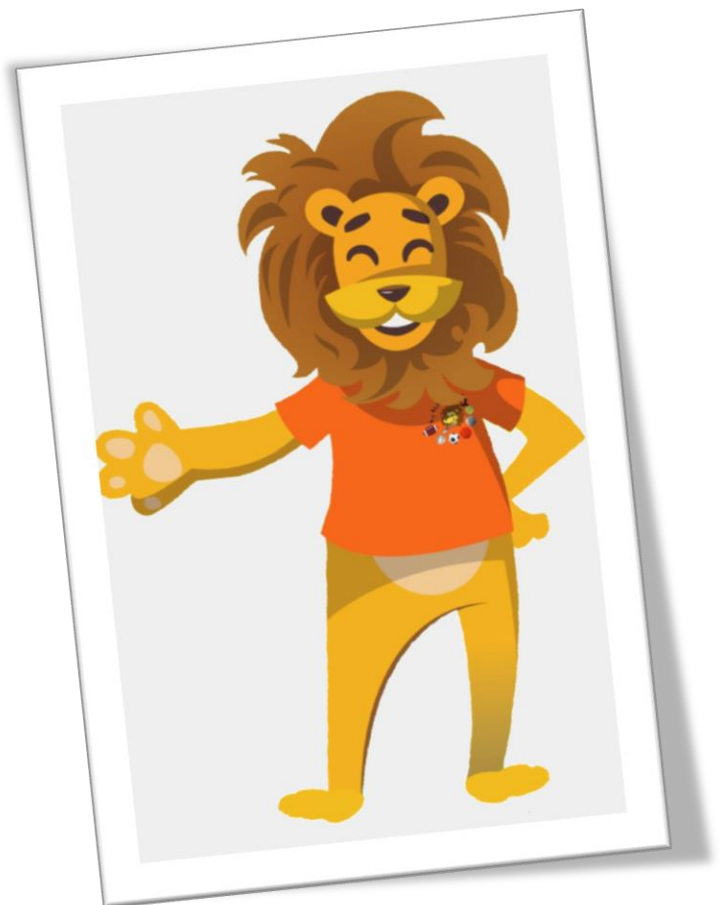
/Technology & Engineering Tasks & Builds / Art

Drawing/Paintings / Math Assignments | Sports Component

(Soccer/ Basketball / Cheerleading/ Dance/ Flag Football

+More | Swimming Weekly | Library Weekly | Movies Weekly | Sports Field (Park) Daily | Field Trips Weekly.

THEMES: Weekly include but not limited to: Super Hero | Fiesta | Disney | Adult Look a like | Fav Toy Day.



Safety First | Fun Second

STAFFING TEAM

ALM SPORTS ORGANIZATIONAL CHART



PRESIDENT
Alvin Murray



CFO / COMPLIANCE
Mrs Ramos

REGIONAL DIRECTOR
ATLANTA

REGIONAL DIRECTOR
MIAMI

REGIONAL DIRECTOR
NEW HAVEN

REGIONAL DIRECTOR
BOSTON



CAMP DIRECTOR
CAMP DIRECTOR

ASSISTANT DIRECTOR
CAMP SECRETARY

ASSISTANT DIRECTOR
SPORTS COORDINATOR



LEADER
SPORTS

LEADER
MUSIC

LEADER
TECHNOLOGY

LEADER
DANCE



Leo the Lion -



-Campers

www.almSports.com

REGIONAL DIRECTOR

The Responsibilities are but not limited to:

- Making Sure the Camp is Adhering to the States & ALM Sports Quality Assurances
- Making Sure All Campers are Safe & having Fun
- Making Sure the Camp is meeting the Financial Criteria
- Making Sure All the Directors have the Equipment Needed
- Making Sure All the Directors have the Hierarchy Support Needed
- Deal with Very Upset Parents that need to talk to someone higher than the Camp Director



CAMP DIRECTOR

Who We are looking for:

Summer Camp Site Director Qualifications:

- Degree in Education, Recreation, or other applicable field; Bachelor's Degree preferred
- Minimum of 5 years working in camp or childcare setting; supervisory experience preferred
- Currently teach ideal in Private/Public Schools but not required
- Experience working with children in various age groups
- Ability to perform First Aid/CPR/AED/Emergency Oxygen (training will be provided)
- Child Care License highly preferred but not required
- Sports Playing / Coaching Background Preferred but not Required

Summer Camp Site Directors Responsibilities (are, but not limited to)

- Responsible for the Assigned Camp
- Lead the camp site including managing/coaching staff and overseeing scheduling
- Oversee daily Scheduling & Daily Activities
- Maintain DCF compliance of camp site
- Coordinate with the transportation team
- Adhere to risk management procedures
- Organize camp events
- Get Physically involved in activities (leading by example)
- Working with the Sports Coordinator and Secretary daily
- Communicate Regularly with Regional Director
- Communicate with Parents
- Help in Recruiting Leaders & Volunteers (Commission)
- Help in Recruiting Campers (Commission)



Summer Camp Sports Coordinator Qualifications:

- Degree in Education, Recreation, or other applicable field; Bachelor's Degree preferred
- Minimum of 3 years working in Sports Coaching Programs, Camp or childcare setting;
- Knowledge and Teaching/ Coaching experience with multiple Sports
- Experience working with children in various age groups
- Ability to perform First Aid/CPR/AED/Emergency Oxygen (training will be provided)
- PE Teacher Preferred but not Required
- Preferably Played at Highschool / Collegiate Level

Summer Camp Sports Coordinator Responsibilities (are, but not limited to)

- Coordinate Daily Activities / Sports / Competitions / Fun Prizes
- Coordinate Leaders and Volunteers
- Being involved in the Activities (leading by Example)
- Coordinating Competition Games with the Other Camps
- Being Creative with different exercises / Activities / Games Etc
- Promoting Sportsmanship
- Making Camp SAFE & FUN



Secretary Requirements:

- Communication background
- Knowledge with Microsoft word and Excel
- Easily Approachable
- Peoples Person
- Great Personality
- Experience working with children in various age groups
- If you have unique skills (highly preferred)
example: play instrument / sew / Dance / play sports / Drama / Glee / Chess etc)
- Ability to perform First Aid/CPR/AED/Emergency Oxygen (training will be provided)

Secretary Responsibilities (are, but not limited to)

- Communicate with Parents daily via Communication App
- Must know which camper are on medication at camp and be alert to changes in behavior or other physical indicators.
- Administer medication if Waiver form is signed by parent giving the authorization to do so.
- Making sure Register / Camper & Staff Sign in/out / Finances are in and allocated
- Coordinate Buses / Field Trips / Swimming / Movies / Library with Camp Director & Sports Coordinator
- Utilize your skills by teaching the Campers (Dance / Enrichment / Educational)
- Making sure The Camp Site is Clean / Smells as good
- Front Desk being Organized / updated with Clear instructions to parents on the whiteboard
- Being available at the camp site with some leaders with campers that don't go off site activities // Trips.



LEADERS

Who

- High School Sophomores (going into Juniors)
- Selected Freshman may be selected
- Must Play a Sports or Musical Instrument or Special Talent that you can teach the Campers
- Leadership Qualities
- Creative Mind
- Enthusiastic
- Must love working with Children
- Reliable & Dependable



What will Leaders do

- Work a minimum of 5.5 hours a day
- 30 minutes break | 6- 10 weeks of Camp
- Monitoring their Group at all times - Restrooms, Snack, Lunch Breaks
- Monitoring Groups going to the Park, Library, Movies & Field Trips
- Getting in the Water when at the Pool (to monitor group)
- Ratio 1:10 campers under the Sports Coordinators/ Directors / Secretary Instructions
- Assist in Demonstrating Groups /Campers Basic of Sports / Dance / Drama
- Train your Groups /Campers for Competition
- Interact with / Play Activities
- Become a Leader of the Week

What will you gain from this Summer Experience

- Up to \$100 per week Compensation (Travel / Food)
if work full hours
- *High School Community Service Hours signed off required by your School
(Some States will accept / some may not)
- College / University Letter of Recommendation signed by the ALM CEO
- ALM Sports Leaders T-shirts / Cap
- ALM On-Boarding Training
- Invaluable Hands on Work Experience in the Child Care | Sports Counseling | Sports Business Field
- Network and Gain Friends for Life
- Counselor Dodgeball / Sports Competitions against other ALM Camp Counselors.
- Counselor of the week recognition w/ gift card Appreciations
- Opportunities to earn money weekly through Referrals and Advertising & Marketing

Leaders Expectations

- **Make safety your #1 priority.**
- Report to work daily.
- Report to work by scheduled time.
- Sign in and out daily with the Secretary
- Attend Leaders meetings as needed.
- Be in proper Leaders shirt uniform.
- Learn from the Directors.

Telephones

While on ALM Sports time, Leaders are not permitted to use personal cell phones unless on a scheduled break. You can use your phone in the event of an emergency only.

Leaders are not permitted to talk or web surf using personal cell phones will on duty, this includes texting, phone calls, twitter, Facebook, Instagram, snapchat and any social media.

Counselors are prohibited from engaging or **"friending"** with Campers (Campers) in ALM Sports programs in any social media format including but not limited to twitter, Facebook, Instagram, snapchat.

Violation of this policy will result in disciplinary action.

The Leader as an instructor: To be a part of the ALM Team you will need to prove that you are competent at giving instructions to the campers, telling them how to perform a technique or skill. You will as an instructor, give commands to the campers.

The Leader as an Organizer: You will be required to organize the activities to give the campers appropriate practice in the various Activities / Sports / Science / Technology / Computers / Engineering / Arts & Crafts / Education Components.

The Leader as Role Model: As a Leader you be a role model for the campers and your manner, language, dress and behavior could influence them. As the leader dealing with young and attentive campers you are expected to sell them the Activity you are teaching. If you are enthusiastic about what you do, it will rub off onto your campers and they are likely to become enthusiastic about it also – which may be a profession for the camper.

The Leader as a Referee: The Leader will be expected to referee activities/games. This will require that the leader develops an understanding of the rules of the specific activity/sport of officiating.

The Leaders Role in Child Protection: Please adhere to the Safety & Child



SAFETY & CHILD PROTECTION

Safety is our #1 priority. The camper's safety and well-being are our primary concern! Safety checks should be done daily, and include but not be limited to equipment, fields, courts, outlets, standing water, bad weather, unattended chemicals, strangers etc. All Staffing should always be aware of their surroundings and identify potential safety issues. When a safety issue is discovered it should be immediately reported to the Directors (Camp Director / Sports Coordinator / Secretary).

Never allow the campers to play with unsafe equipment or near unsafe conditions.

All Staffing must ensure that:

- **The welfare of the child is paramount**
- All campers, whatever the age, culture, disability, gender, language, racial origin religious beliefs and/or sexual identity have the right to protection from abuse.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- All Leaders (paid/unpaid) working in sport have a responsibility to report concerns to the appropriate officer. Leaders/volunteers are not trained to deal with situations of abuse nor decide if abuse has occurred.

Equality Policy

- ALM Sports respects the rights, dignity and worth of every person and will treat everyone equally within the context of their sport, regardless of age, ability, gender, ethnicity, religious belief, sexuality or social/economic status.
- ALM Sports is committed to everyone having the right to enjoy the camp in an environment free from threat of intimidation, harassment and abuse.
- ALM Sports have a responsibility to oppose discriminatory behavior and promote equality of opportunity.
- ALM Sports will deal with any incidence of discriminatory behavior seriously.

EMERGENCY PREPAREDNESS & PLAN

Since injuries may occur at any time and during any activity, ALM Sports Directors will be CPR Trained and prepared.

All Accidents/ Injuries forms must be documented by the Brightwheel App by the Directors as soon as possible.

All Directors will keep alert for potential hazards and having a First Aid kit on site.

SAFETY PLAN FOR ONSITE ACTIVITY

Providing a safe environment at camp is a critical component of any ALM Sports program.

A risk assessment from our Directors

will include, but not limited to:

- Morning & Afternoon Inspection of equipment, bathroom, supplies, appliances, facilities and grounds daily.
- Immediately report safety hazards to the Secretary that result from these inspections.
- Leaders must Report any unusual or questionable situations and/or persons to any of the Directors.
- Making sure Leaders know and understand the evacuation plan which is posted and readily available.
- Protective gloves will be used when providing first aid care to avoid the possibility of contamination.
- Making sure all equipment is put away safely at the end of the day for easy risk assessment in the morning.
- Every camp must follow all local fire and safety code requirements, as Prescribed by State and County regulations including having an evacuation plan posted.
- All Leaders and campers will be told of all procedures regarding to fires / emergency evacuations.
- An emergency evacuation drill must be conducted on the first day of each week.
- Sports Coordinator must be present on the floor / classrooms / Fields monitoring and coordinating the hour agenda // With Help from the Camp Director and The Secretary
- A min of one Leader for every 10 campers will be on duty to provide supervision at all times.
- Confidential Health information and emergency contact records will be maintained on site for Directors only
- Attendance will be taken at strategic times throughout the day to ensure that all campers are properly accounted for.
- All Campers must be registered for the camp to attend.
- Parents will be expected to sign their children in at the beginning of the program day and sign them out at the end of the day to ensure optimum security.
- To minimize risks that might result in injury, every safety precaution will be taken when implementing an activity including giving verbal instructions and precautions.

CAMPER SAFETY

Directors will:

- Inform campers of the camp name, the name of the facility, and the names of the Directors and Leaders with an emergency phone number (as age appropriate).
- Teach Campers & Leaders to be alert to potential hazards and keep them aware of the First Aid area by regularly referring to the location.
- Make sure that Leaders is always visible when working or interacting with campers. Visual barriers should never be set up that prevent others from seeing what is occurring.
- Be aware of the General physical conditions of the campers during their activities to avoid over-exhaustion
- Secretary must know which camper are on medication at camp and be alert to changes in behavior or other physical indicators.
- Be aware of the dangers of over-exposure to the sun.
- Recommend to parents that their children use sunscreen and wear hats for protection from the sun.
- When campers are Swimming, they should especially use sunscreen.
However, Leaders may not put sunscreen on the campers.
- Use common sense and safety consciousness when setting up and conducting activities, constantly staying alert to potential hazards related to the facilities, grounds and equipment.
- Before conducting an activity, explain the rules and proper procedures for using the equipment.
- Stop the activity if campers are getting out of control or are not complying with the rules, making the activity unsafe.
- Make sure that campers use equipment such as climbing bars, swings and slides only as intended.
ALM will not allow anyone to hang upside down on the bars.
- Make campers aware of any unmovable natural hazards such as poison ivy or a body of water.
- Place cones / signs or rope off these areas when possible or show them how to easily identify the hazards.
A short walk around the site should be taken and hazardous areas pointed out to the participant

SITE SAFETY

Providing a safe environment at camp is a critical component of any ALM Sports program.

A risk assessment by our Leaders will include, but not limited to:

- Inspecting equipment, furniture, supplies, appliances, facilities and grounds at least twice daily.
- Making sure Leaders Immediately report safety hazards to the Directors that result from these inspections.
- Leaders must Report any unusual or questionable situations and/or persons to the Directors.
- Making sure that an evacuation plan is posted and readily available.

Secure the building when leaving the site, including checking lights, stove, etc. to be sure that everything is properly turned off.

Bus & Van Procedures

Using the "Rule of Eight," a Leader should be standing at the front door of the bus/van counting the campers as they enter the vehicle. A Leader should be on bus helping seat the campers as they enter the bus. Once the campers are seated all Leaders on the bus/van must to a head count. All Leaders must have the same count before the vehicle leaves the site. **ALL** campers riding on a van must always wear a seat belt. Leaders must be seated at each of the emergency exists. Emergency exist on the bus are in the rear, middle, and front of the bus. Campers should always be seated. Leaders should never sleep, put on headphones, or play video games while on the vehicle. Campers under the age of 13 should never ride in the front passenger seat of the van where the airbag is located. A Leader should be the first person to exit the vehicle and help count the campers while unloading them safely. A Leader should be the last person to exit the vehicle checking for any campers and or personal items left on the vehicle.

Rule of Eight:

1. Complete the Field Trip/ Special Activity Participation Form.
2. Count each youth at the facility when you line them up to wait for the vehicles.
3. Count each youth as they board the vehicle.
4. Do a head count before the vehicle leaves for the field trip/special activity. A Leaders should be the last person to exit the vehicle checking for any campers and/or personal items left on the vehicle.
5. Count each youth when you line them up to re-board the vehicle for the return trip.
6. Verify all youth are present and accounted for with the Field Trip/Special Activity Participation Form.
7. Count each youth as they board the vehicle.
8. Do a final head count before the vehicle leaves for the return trip. A Leaders should be the last person to exit the vehicle checking for any campers and/or personal items left on the vehicle.

ALM Vehicles

ALM Sports owns and operates multiple - passenger vehicles and work with local accredited school bus companies.

Please keep all ALM Sports vehicles **cleaned on a weekly basis** and **check the vehicles vital signs as often as possible**. Without those vehicles we cannot work. Smelly and Messy vans will attract insects / lice; which could infect our campers and spread.

Directors only will be able to Drive the ALM 15 passenger vehicles.

Yellow Bus Company

If Camper Numbers are High, ALM Sports will Outsource a Yellow Bus Company

- The Company /bus driver will assume responsibility for the safe passage of all passengers on the bus.
- There must be a Director on the yellow bus at any given journey.
- The Bus Safety Rules will be enforced to maintain safety for all bus riders.

Vehicle Safety Rules Whilst Driving

The following Bus Safety Rules are intended to keep campers safe as they ride:

- Campers and Leaders will respect and listen to the bus driver and get on and off the bus in an orderly fashion.
- Leaders are responsible for their own conduct and that of the campers while on the bus and maintain a reasonable noise level so no distraction to the driver (no yelling /screaming).
- Campers must remain seated while the bus is in motion, hands & feet must stay inside
- Seat belts must be used in the 15 passenger vehicles.
- Campers are not allowed to sit on laps & no more than 3 children are to be seated on 1 seat.
- Shoes must be worn on the vehicle.
- Leaders and campers may not put their feet on the seats or on the seats in front of them.
- Leaders and campers may not eat or drink on the bus.
- The aisle must always remain clear.
- Objects may not be thrown out of the windows or inside of the bus.
- Campers and Leaders are not to leave litter on the bus.

If the vehicle is involved in an accident; Leaders should help the campers remain calm and seated until emergency vehicles arrive. Campers should not be removed from the vehicle unless they are in immediate danger and there is a safe place within a reasonable distance.

At no time is a private vehicle (car) to be used to transport Campers.



RESTROOMS

A Leader must notify any of the Directors when a camper needs to go to the restroom.

The Leader will then accompany camper(s) to the restroom. Leaders are required to stand either in the doorway where they can observe the campers inside and outside the restroom.

Designated restroom breaks shall be included in all weekly activity schedules. When 2 or more campers are using the restroom, Leaders must be in the bathroom, or standing in the doorway to observe the campers in and outside the restroom;

If On Location – Directors can implement a buddy system; whereby two/three campers at a time can go to the restroom together and come back together. Do not use the buddy system when on a field trip or the facility is open to the general public, Leaders must accompany all campers into the restroom.

Campers must be escorted to the restroom on field trip – NO EXCEPTIONS

LOCKDOWN

There may be a time of crisis (violence, terror, etc.) that go beyond the normal present danger to our campers and our adult patrons. Our highest priority is to protect those in our care and we need to take the necessary precautions. The following individuals have the authority to determine a LOCKDOWN: Facility Owner, Directors, Regional Directors & Corporate. Keeping in mind that every situation has its own set of circumstances and law enforcement maybe present to determine he efficiency and effectiveness of these procedures.

1. Facility needs to be secure. The number of entrances to the building needs to be minimized.
All other exterior doors should be locked. The main entrance should always be supervised.
All visitors and parents must report to the main area.
2. All campers must be indoors until the lockdown is lifted. Leaders must count campers within a few minutes after the lockdown is called. Any discrepancy must be told to the Camp Director.
Recounts are done every 15 minutes.
3. Keep phone calls to a minimum, as parents will be calling in about the safety of their campers.
The Secretary should be designated as the information person.
4. As always campers should be supervised at all time (including the restrooms).
5. Administrators will be in contact with the police authorities to evaluate the plan.
Police may modify and or make suggestions.

It is essential that the Leaders maintain a calm, cool, and collected attitude during a crisis.

CHILD & BEHAVIOR MANAGEMENT

When inappropriate behavior disrupts the program or is unacceptable to Leaders, an incident report must be filed by the Directors (Camp Dir. / Sports Coordinator / Secretary).

Hugs/Laps: Leaders can give hugs, if the child initiates the hug. Leaders that are uncomfortable giving hugs can choose to give a high five. Leaders should not put campers on their laps; the Daycare and Pre-K campers are the only exceptions to the rule.

Sick Campers: Any child that is not feeling well should be taken to the Secretary whom will notify the parents/legal guardians. Whenever parents are contacted a Director should speak with the parent or guardian and explain the situation. If a parent cannot be reached, other emergency contacts on the registration form should be contacted. Communicate conditions, (ex: pink eye, fever, ringworm etc).



Hands Off Policy: ALM Sports has a strict hands-off policy. Staff are not allowed to push, pull, horseplay, flip, twirl, kick or touch the campers in an inappropriate manner. Failure to adhere to this will result in disciplinary action up to and including termination.

Violent Campers/Runaways: Campers that are violent toward other campers or Leaders will not be tolerated. If a child becomes violent and out of control, the Leaders should remove the other campers and or themselves from the immediate area until the child can be calmed down. If a child continues to have violent outbursts they will be removed from the program, after discussing the situation with the parent.

If a child runs away from the Camp Location / Off Location Activities, the Leaders is to immediately make the Directors aware of the situation.

Missing Child: If a child is discovered/suspected missing, the following steps must be taken immediately:

1. Gather the campers and do a head count
2. **Immediately** notify any of the Directors, and if on a field trip, immediately notify the facility in which you are visiting; for example, if you are on a field trip at Bowling, **immediately** contact the available Director (Sports Coordinator) and alert them of the situation.
3. The designated Director should then designate Leaders to check restrooms, snack bars, arcade areas, etc., for the missing child.
4. The designated Director must then **immediately** contact the Regional Director and/or Corporate. After speaking with the Regional Directors / Corporate listed above wait further instructions.

BAD BEHAVIOR

Leaders must make any of the Directors aware FIRST of any Bad Behavior.

Leaders should always be firm yet fair when speaking to a camper concerning undesirable behavior. Leaders must be aware of their tone when speaking to a camper. **We are ALM Sports, not a boot camp!** It is unacceptable to insult, ridicule, put down or call a child a name. Whenever speaking to a camper keep your personal opinions to yourself, deal strictly with the facts of the current situation. Directors will be consistent when disciplining campers. All campers are to be treated equal; the rules should apply to all campers with the consequences the same for each camper. Campers want and need consistency.

The only acceptable forms of discipline are speaking with the child and parent, putting a child in time-out, taking away a field trip/special activity, and/or giving out Disciplinary warnings (written notice to parent).

Physical discipline of any kind **will not be tolerated!** Physical discipline includes but is not limited to making the child run, hold his/her arms or legs in the air, standing during time-out, pushing, hitting, kicking, or grabbing. Time outs should be one minute for each year of the child's age. For example, an eight-year-old child should be in time out for eight minutes. If a child is left in the time out for an extended period, it defeats the purpose of a time out. Time out works if used properly.

3 STRIKE RULE for Campers

#1: VERBAL warning to Child & Parent: Verbally communicate with the parent regarding the situation and remind both parent and child of our ALM Rules & Regulations which is vital for us to maintain our quality assurance.

#2: WRITTEN warning letter to Parent: Please attach both the 1st and the 2nd incident report form with a letter stating the campers second warning and the Camp is now concerned of the safety for the child other campers, Leaders and program.

#3: CALL PARENT STRAIGHT AWAY

fill out the 3rd incident form and call the parent straight away for them to come and collect their child - and let them know unfortunately we can longer have the child at camp anymore. No Refunds

2 STRIKE RULE for Leaders

#1 - Verbal: Camp Director will let the Leaders / Volunteer know verbally

#2 - Letter with Dismissal: The letter can be given to the Leaders/volunteer and let them know they can no longer be part of the camp.

Please let Regional Directors know once a Leader is nearing their second warning

INCIDENTS

ACCIDENTS / MEDICAL

All Directors will deal with simple injuries and recognize more serious injuries and work with a camper that is coming back from injury. Directors will not provide or administer any medical material for any participant; Unless otherwise Discussed and Medical Form is Signed off by the parent allowing the Secretary to Administer.

GUIDELINES FOR DEALING WITH AN INCIDENT/ACCIDENT

- Stay calm but act swiftly and observe the situation. Is there danger or further injuries?
- Listen to what the injured person is saying
- Alert the first- aider who should take appropriate action for minor injuries.
- In the event of an injury requiring specialist treatment, call the emergency services.
- Deal with the rest of the group and ensure that they are adequately supervised.
- Do not move someone with major injuries. Wait for the emergency medics.
- Contact the injured person's parent/guardian / Complete an incident/accident report form.

C – are they **conscious**? | **O**- are they **oxygenating / breathing**? (if the answer is yes to these two questions, move on) | **A**- **ask** where does it hurt? | **C**- **control** the area that is painful

H – make decision if you need to call for immediate medical assistance and have the child taken to **hospital**.

Symptoms

Heat Exhaustion – weakness, dizziness, profuse sweating or rapid pulse.

What to do – Call for emergency medical assistance, have the camper rest in the shade with their legs elevated and replenish fluids.

Heat Stroke – High body temperature, red hot but dry skin; also, a rapid pulse, difficulty in breathing, convulsions, collapsing.

What to do – This is a medical emergency and can be fatal; immediately call for medical assistance; place the player in the shade and cool the body by removing layers of clothing; while waiting for help to arrive massage the lower body with ice.

Strains/Sprains – localized pain, limited range of motion, swelling and possible skin discoloration.

What to do – carefully compress ice to the injured area and elevate it above the heart level to help reduce swelling and provide an anesthetic effect.

Discoloration / Fractures – pain, deformity, and loss of function.

What to do – call for emergency medical assistance to transport the player. Do not move the camper.

CAMP ORGANIZATION & STRUCTURE

ORGANIZATION

First Impression - might be the only impression

Presentable:

All Directors and Leaders must always be Visible and wear the Camp Shirt and tucked in; hair tied back, shorts and/or sportswear must be worn appropriately

Presentational Table:

Be Sure to have the ALM Logo Cloth over the table visible for parents to see with the logo backdrop behind and the presentational/informational boards & Whiteboard clear for parents to read.

Presentational/Informational Boards Whiteboard:

Showing: The Weekly Schedule | Food Schedule | Behavior Star Board | Weekly Camp Pics | Sports Table | etc. This will be up to the minute info; changes to schedule must be shown; At the Park be back 3:00pm | Field Trip Money Due | Happy Birthday Leo | Congrats to Alvin for winning the Soccer Match | etc.

Wall Décor

If you are at a school or church facility try being creative with the area (walls / corridors) with/ inspirational quotes | Sports Player | Famous person | Weekly Themes on the walls etc.

- this will bring life to the camp site and will show all the fun activities that is being conducted.

Clean Site

Make Sure Site is swept and mopped at the 3:25pm break time period and smelling good

- All Areas of the Camp Site must be kept clean throughout the day; Especially during morning and Evening when **parents are present**.

A Filing box with all the Education components | Parents Immediate Contact info |awards | authorization forms | Leaders Sign in/ Sign out folder | advertising material

Parents Transitions

Make sure parents are not waiting a long time in the mornings to register and/or to have an initial site visit (Director or Assistant Director will take new parents on a site visit)

Always have an Assigned Leader to help in the mornings and Dismissals to allow a smooth transition. Make sure all campers are ready (bags / clothes) are ready / Communicate via the Walkie Talkies, so parents can sign their child out without waiting and searching for their child's belonging.

Keep the Brightwheel, Instagram and Facebook updated daily with Pictures, video interviews, quotes, action pics/ vids- parents can see Kids are having a lot of fun and safe / this is great way to increase participation weekly by social advertising / images / vids will be used for ALM Sports Marketing material

Telephones While on ALM Sports time, Staff are not permitted to use personal cell phones unless on a scheduled break. You can use your phone in the event of an emergency only.




Staff are not permitted to talk or web surf using personal cell phones will on duty, this includes texting, phone calls, twitter, Facebook, Instagram, snapchat and any social media. Staff are prohibited from engaging or "friending" with Campers (Campers) in ALM Sports programs in any social media format including but not limited to twitter, Facebook, Instagram, snapchat. Violation of this policy will result in disciplinary action.






FOOD

As ALM Sports are in Compliance with the State we are eligible to receive Free Breakfast & Lunch. The Food is the same as regular public school meals incorporating Healthy options. Parents are free to pack meals for their Child - but we ask parents not to pack peanuts/ nut ingredients.

2019 BREAKFAST & HOT LUNCH MENU

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
June 10 – 14	10	11	12	13	14	
8 OZ. WHITE or CHOCOLATE MILK SERVED WITH ALL MEALS	Breakfast Cold Cereal (1 oz.) Fruit Cup (1/2 cup)	Blueberry Muffin (2 oz.) 100% Fruit Juice (4 oz.)	Cold Cereal (1 oz.) Fresh Fruit (1/2 cup)	Bagel (1 oz.) w/1 oz. Cream Cheese 100% Fruit Juice (4 oz.)	Cold Cereal (1 oz.) Fresh Fruit	
	Lunch Lain Hoagie Sandwich on a Minihoagie Sub Roll (Turkey, Turkey Ham, White Cheese) Fruit Mix Cup (3/4 cup) 100% Fruit Juice (4 oz.)	Chicken Salad on Pita Bread Fresh Fruit 100% Fruit Juice (4 oz.)	Chicken Salad on Pita Bread Fresh Fruit 100% Fruit Juice (4 oz.)	Delit Turkey & American Cheese on Minihoagie Baby Carrot Ranch Cup 100% Fruit Juice (4 oz.)	Turkey Ham & White American Cheese on Cuban Hoagie Fresh Fruit 100% Fruit Juice (4 oz.)	
June 17 – 21	17	18	19	20	21	
8 OZ. WHITE or CHOCOLATE MILK SERVED WITH ALL MEALS	Breakfast Cold Cereal (1 oz.) Fresh Fruit (1/2 cup)	Chocolate Chip Muffin (2.2 oz.) 100% Fruit Juice (4 oz.)	Cold Cereal (1 oz.) Fresh Fruit (1/2 cup)	Croissant (1.2 oz) w/1 oz. Cream Cheese 100% Fruit Juice (4 oz.)	Cold Cereal (1 oz.) Fresh Fruit	
	Lunch Grilled Chicken & Cheese Quesadilla (1 per child) Black Beans (3/4 cup) 100% Fruit Juice (4 oz.) Ranch Cup	Spaghetti (1 oz.)w/ Tomato Meat Sauce (2 oz.) Corn (3/4 cup) Fresh Fruit	Turkey Picadillo (2 oz.) Brown Rice (1 oz.) Yucca (3/4 cup) 100% Fruit Juice (4 oz.)	Roasted Turkey Slice (1 slice) Whole Wheat Dinner Roll Mashed Potato (3/4 cup) Fresh Fruit (1/4 cup)	Cheese Pizza (1 slice) Corn (3/4 cup) Fruit Juice (4 oz.)	
June 24 – 28	24	25	26	27	28	
8 OZ. WHITE or CHOCOLATE MILK SERVED WITH ALL MEALS	Breakfast Cold Cereal (1 oz.) Fruit Cup (1/2 cup)	Biscuit (1 oz.) w/ Jelly (1 oz.) 100% Fruit Juice (4 oz.)	Cold Cereal (1 oz.) Fresh Fruit (1/2 cup)	Cinnamon Raisin Bagel (1 oz) w/ Cream Cheese (1 oz.) 100% Fruit Juice (4 oz.)	Cold Cereal (1 oz.) Fruit Cup (1/2 cup)	
	Lunch Chicken Nuggets (5 pcs.) Whole Wheat Dinner Roll (1 oz.) Tater Tots (3/4 cup) 100% Fruit Juice (4 oz.)	Ground Turkey Tacos (2 oz.) Black Beans (3/4 cup) Fruit Mix Cup (3/4 cup) Taco Sauce	Chicken Stir-fry w/ Broccoli and Carrots (2 oz.) Brown Rice (1/2 cup) 100% Fruit Juice (4 oz.)	Salisbury Steak (2 oz.) Mashed Potatoes (3/4 cup) Whole Wheat Dinner Roll (1 oz.) Fruit Mix Cup (3/4 cup)	Cheese Pizza (1 slice) Sweet Potato Fries (3/4 cup) Fruit Juice (4 oz.)	

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	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
July 1 – 5	1	2	3	4	5	
8 OZ. WHITE/CHOC MILK SERVED WITH ALL MEALS	Breakfast Cold Cereal (1 oz.) Fruit Cup (1/2 cup)	English Muffin (1 oz.) w/ Jelly (1 oz.) 100% Fruit Juice (4 oz.)	Cold Cereal (1 oz.) Fresh Fruit (1/2 cup)		Cold Cereal (1 oz.) Fresh Fruit (1/2 cup)	
	Lunch Chicken Tenders (3 pcs.) Mac & Cheese (1 oz.) Mixed Vegetables (3/4 cup) Fruit Cup (3/4 cup) BBQ Sauce Cup	Turkey Burger on 100% Whole Wheat Bun Sweet Potato Fries (1 oz.) 100% Fruit Juice (4 oz.)	Baked BBQ Chicken (1 pc.) Fried Rice (1/2 cup) Oven Baked Plantains (3/4 cup) Fresh Fruit (1/4 cup)	Cheese Pizza (1 slice) Corn (3/4 cup) Fresh Fruit (1/4 cup)		
July 8 – 12	8	9	10	11	12	
8 OZ. WHITE/CHOC MILK SERVED WITH ALL MEALS	Breakfast Cold Cereal (1 oz.) Fruit Cup (1/2 cup)	Blueberry Muffin (2.2 oz.) 100% Fruit Juice (4 oz.)	Cold Cereal (1 oz.) Fresh Fruit (1/2 cup)	Bagel (1 oz.) w/1 oz. Cream Cheese 100% Fruit Juice (4 oz.)	Cold Cereal (1 oz.) Fresh Fruit (1/2 cup)	
	Lunch Pulled Chicken (2 oz.) 100% Whole Wheat Bun Sweet Potato Fries (3/4 cup) Fruit Mix Cup (3/4 cup) BBQ Sauce	Ground Turkey Tacos (2 oz.) Black Beans (3/4 cup) 100% Fruit Juice (4 oz.) Taco Sauce	Salisbury Steak (1 pc.) Mashed Potatoes (3/4 cup) Whole Wheat Dinner Roll (1 oz.) 100% Fruit Juice (4 oz.)	Sloppy Joes (2 oz.) on 100% Whole Wheat Bun Baby Carrots (3/4 cup) Fresh Fruit Ranch Cup	Cheese Pizza (1 slice) Fruit Mix Cup (3/4 cup)	
July 15 – 19	15	16	17	18	19	
8 OZ. WHITE/CHOC MILK SERVED WITH ALL MEALS	Breakfast Cold Cereal (1 oz.) Fruit Cup (1/2 cup)	Chocolate Chip Muffin (2.2 oz.) 100% Fruit Juice (4 oz.)	Cold Cereal (1 oz.) Fresh Fruit (1/2 cup)	Croissant (1.2 oz) w/1 oz. Cream Cheese 100% Fruit Juice (4 oz.)	Cold Cereal (1 oz.) Fresh Fruit (1/2 cup)	
	Lunch Grilled Chicken (2 oz.) & Cheese (1 oz.) Quesadilla (1 per child) Black Beans (3/4 cup) 100% Fruit Juice (4 oz.) Ranch Dressing (1 oz.)	Spaghetti (1/2 cup) w/ Meat (2 oz.) Tomato Sauce (2 oz.) Corn (3/4 cup) Fresh Fruit (1/4 cup)	Turkey Picadillo (2 oz.) Brown Rice (1/2 cup) Yucca (3/4 cup) 100% Fruit Juice (4 oz.)	Roasted Turkey Slice (1 slice) Whole Wheat Dinner Roll (1 oz.) Mashed Potato (3/4 cup) Fresh Fruit (1/4 cup)	Cheese Pizza (1 slice) Corn (3/4 cup) Fruit Juice (4 oz.)	
July 22 – 26	22	23	24	25	26	
8 OZ. WHITE/CHOC MILK SERVED WITH ALL MEALS	Breakfast Cold Cereal (1 oz.) Fruit Cup (1/2 cup)	Biscuit (1 oz) w/ Jelly (1 oz.) 100% Fruit Juice (4 oz.)	Cold Cereal (1 oz.) Fresh Fruit (1/2 cup)	Cinnamon Raisin Bagel (1 oz) w/ Cream Cheese (1 oz.) 100% Fruit Juice (4 oz.)	Cold Cereal (1 oz.) Fruit Cup (1/2 cup)	
	Lunch Chicken Nuggets (5 pcs.) Whole Wheat Dinner Roll (1 oz.) Tater Tots (3/4 cup) 100% Fruit Juice (4 oz.)	Ground Turkey Tacos (2 oz.) Black Beans (3/4 cup) Fruit Mix Cup (3/4 cup) Taco Sauce	Chicken Stir-fry w/ Broccoli and Carrots (2 oz.) Brown Rice (1/2 cup) 100% Fruit Juice (4 oz.)	Salisbury Steak (2 oz.) Mashed Potatoes (3/4 cup) Whole Wheat Dinner Roll (1 oz.) Fruit Mix Cup (3/4 cup)	Cheese Pizza (1 slice) Sweet Potato Fries (3/4 cup) Fruit Juice (4 oz.)	

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
July 29 – Aug. 2	29	30	31	1	2	
8 OZ. WHITE/CHOC MILK SERVED WITH ALL MEALS	Breakfast Cold Cereal (1 oz.) Fruit Cup (1/2 cup)	English Muffin (1 oz.) w/ Jelly (1 oz.) 100% Fruit Juice (4 oz.)	Cold Cereal (1 oz.) Fresh Fruit (1/2 cup)	Cinnamon Raisin Bread (2 slices) 100% Fruit Juice (4 oz.)	Cold Cereal (1 oz.) Fresh Fruit (1/2 cup)	
	Lunch Chicken Tenders (3 pcs.) Mac & Cheese (1 oz.) Mixed Vegetables (3/4 cup) Fruit Cup (3/4 cup) BBQ Sauce Cup	Turkey Burger on 100% Whole Wheat Bun Sweet Potato Fries (1 oz.) 100% Fruit Juice (4 oz.)	Baked BBQ Chicken (1 pc.) Fried Rice (1/2 cup) Oven Baked Plantains (3/4 cup) Fresh Fruit (1/4 cup)	Beef/oni (2 oz.) Green Beans (3/4 cup) Mixed Fruit Cup (3/4 cup)	Cheese Pizza (1 slice) Corn (3/4 cup) Fresh Fruit (1/4 cup)	
August 5 – 9	5	6	7	8	9	
8 OZ. WHITE/CHOC MILK SERVED WITH ALL MEALS	Breakfast Cold Cereal (1 oz.) Fruit Cup (1/2 cup)	Blueberry Muffin (2.2 oz.) 100% Fruit Juice (4 oz.)	Cold Cereal (1 oz.) Fresh Fruit (1/2 cup)	Bagel (1 oz.) w/1 oz. Cream Cheese 100% Fruit Juice (4 oz.)	Cold Cereal (1 oz.) Fresh Fruit (1/2 cup)	
	Lunch Pulled Chicken (2 oz.) 100% Whole Wheat Bun Sweet Potato Fries (3/4 cup) Fruit Mix Cup (3/4 cup) BBQ Sauce	Ground Turkey Tacos (2 oz.) Black Beans (3/4 cup) 100% Fruit Juice (4 oz.) Taco Sauce	Salisbury Steak (1 pc.) Mashed Potatoes (3/4 cup) Whole Wheat Dinner Roll (1 oz.) 100% Fruit Juice (4 oz.)	Sloppy Joes (2 oz.) on 100% Whole Wheat Bun Baby Carrots (3/4 cup) Fresh Fruit Ranch Cup	Cheese Pizza (1 slice) Corn (3/4 cup) Fruit Mix Cup (3/4 cup)	
August 12 – 16	12	13	14	15	16	
8 OZ. WHITE/CHOC MILK SERVED WITH ALL MEALS	Breakfast Cold Cereal (1 oz.) Fruit Cup (1/2 cup)	Chocolate Chip Muffin (2.2 oz.) 100% Fruit Juice (4 oz.)	Cold Cereal (1 oz.) Fresh Fruit (1/2 cup)	Croissant (1.2 oz) w/ 1 oz. Cream Cheese 100% Fruit Juice (4 oz.)	Cold Cereal (1 oz.) Fresh Fruit (1/2 cup)	
	Lunch Grilled Chicken (2 oz.) & Cheese (1 oz.) Quesadilla (1 per child) Black Beans (3/4 cup) 100% Fruit Juice (4 oz.) Ranch Dressing (1 oz.)	Spaghetti (1/2 cup) w/ Meat (2 oz.) Tomato Sauce (2 oz.) Corn (3/4 cup) Fresh Fruit (1/4 cup)	Turkey Picadillo (2 oz.) Brown Rice (1/2 cup) Yucca (3/4 cup) 100% Fruit Juice (4 oz.)	Roasted Turkey Slice (1 slice) Whole Wheat Dinner Roll (1 oz.) Mashed Potato (3/4 cup) Fresh Fruit (1/4 cup)	Cheese Pizza (1 slice) Corn (3/4 cup) Fruit Juice (4 oz.)	

2019 BREAKFAST & HOT LUNCH MENU

A Typical Day at an ALM SPORTS CAMP



MORNING

7:30am - 8:30am
Early Morning Arrivals
Board Games
Coach Engagemnt Games

8:30am - 9:00am
Breakfast

9:00am - 10:00am
Group Scheduled Jump Time
(Outside games if not at a Jump Facility)

10:00am - 11:30am
Outside Group Fun Activities
Sport Specific Training & Games

AFTERNOON

11:30am - 12:30pm
Lunch Time

12:15pm - 1:00pm
Education Component

1:00pm - 2:30pm
Transitional Activities
Group A (Younger Groups)
Outside Group Fun Activities
Sport Specific Training & Games

1:00pm - 2:30pm
Transitional Activities
Group B (Older Groups)
Inside Group Mental Games
Inside Group Physical Activities

2:30pm - 3:00pm
Snack Time

Late Afternoon

3:00pm - 4:30pm
Transitional Activities
Group A (Younger Groups)
Inside Group Mental Games
Inside Group Physical Activities

3:00pm - 4:30pm
Transitional Activities
Group B (Older Groups)
Outside Group Fun Activities
Sport Specific Training & Games

4:30pm - 5:30pm
Group Scheduled Jump Time

5:30pm - 6:00pm
Parent Pick up

Board Games & Leader Engagement

Connect 4 | Jenga | Mancala | Sorry | Uno are some of the Popular Games Played at Camp.

Board Games are usually Played between 7:30am-9:00am during the early morning section // Maybe 12-,1pm just after lunch (food digestion) // or 5:15pm-6:00pm Clean up/Late Afternoon Pickup section.

Leaders must Interact with the Campers and enjoy the time with them.



Bounce/ Jump Facility

Some of ALM Sports Camps are located at a Jumping / Entertainment Facility; If your Camp location is - then you will get Periods where camper are able to jump.

These times are usually between 8:00am-10:00am (when the facility is not open to the public therefore the facility to ourselves) and in groups between 3:00pm-6:00pm (sports Coordinators Discretion) as there are not much public customers on the floor/bounce.



Outdoor Activities

These activities consist of fun, cooperative, challenging, ability games played at the local park.

Be sure to have the camper's warm-up before and cool-down after physical activity.

Warming-up prepares your muscles and heart for activity. Cooling-down slows your heart rate gradually and helps prepare your muscles for the next time you're active. Warm Up's and Cool Downs should be no more than 10 minutes. Simple **stretches** should also be a regular part of **kids'** physical activity routine.

Sports Training

These will be Sport Specific Training; Soccer, Basketball, Cheerleading, Dance, Tennis, Volleyball & more. Please note: there will be Camp vs Camp Sports Competitions; so, we must teach the right technique, sportsmanship and the opportunity to play.

Don't forget the Warmup / Cool Down a Simple Stretches



Transitional Activities

Each Transitional Activity rotation should last no more than an hour unless it is a double group session. Leaders must be prepared with a lesson plan prior to activity.

ALM will utilize the Guidance from the Directors (Sports Coordinator) skills & experience to conduct the session;

The below Transitional activities are; but not limited to the following:

STEM: Lego Build | Mechanical Devise construction | ETC



Science Project: Slime | Active Volcano | Pressure Point | ETC



Indoor Physical & Mental Activities:

Crab Soccer | Dodge ball | Four Corners | Team Quiz | Chess | Checkers | Team Hunt



Arts & Craft: Paper Flowers | Embroider Sewing Patch | ETC



EDUCATIONAL WORKBOOK = An educational workbook will be provided to each child (all workbooks are specific to the academic grade of the child).

The workbook will encompass Reading, Writing, Math, English and Science.

Leaders are not permitted to do the work for the child, but to oversee and help/ assist.





Typical Weekly Schedule



PS: The Schedule below may vary depending on the camp location.

MONDAY



Everyday We will be going to the Local Park to conduct our Sports Component. The Idea is to go to the Park at least Twice a Day

TUESDAY



A trip to the Local Movies // And/or to the Library for Computer Online Access STEM Program. The above activities may vary on days.

WEDNESDAY



Our Plan is to go Swimming Twice A Week - Optional

Thursday



ALM CAMP vs CAMP Sports Competition Day.

FRIDAY

Field Trips!

Movies/Shows: Campers in the ALM Sports programs are only allowed to view G and PG rated movies. During field trips to the movie theater Leaders must watch the same movie, and seat on the end of every other isle to provide adequate supervision. ALM plan to utilize the local Movie theatre once a week as there are usually Summer Specials (FREE or \$1 moves on a particular day with particular movies)

Onsite Movies: Motion pictures should only be shown on rainy days and or Late Afternoon with the Directors approval.

Swimming Pool: Leaders are responsible for each child that they take to the pool. **ALL Leaders** are required to be in the pool unless excused by the Director prior to the scheduled swim day. Appropriate swim attire is required during all pool/beach field trips. Female Leaders are permitted to wear either a 1-piece bathing suit or a rash guard with a full covering bottom. No mid-drift should be visible. Male Leaders are permitted to wear a rash guard and board shorts or knee length swim trunks.

Supervision:

All ALM Campers:

- Should never be left unattended.
- Always have direct Supervision.
- Leaders should follow all direction from aquatic Leaders related to pool safety.
- Always supervise campers even while they are in the water regardless if lifeguards are present.
- Never allow campers in or near the water without lifeguards on duty.
- Do not allow any non-Leaders members to talk with the campers
- All unusual or suspicious individuals should be reported immediately.
- Ask for identification if someone you have not met before comes to pick-up the child.

Ensure before you release the child that the parent has approved for this individual to pick up their child.



Sports Competition vs Other Camps/ Team:

ALM Sports aims to allow our campers to compete at all levels not only internal but against other local ALM or non-ALM Camps and/or Local Rec Teams. The Objective is to make sure each camper gets at least 50% playing time so game management must be on point. As Leaders and Campers, we all want to win and I believe we should strive to win but **not at the cost of bad sportsmanship, bad game management, negative feedback to campers, officials and opposition**. Once game is over all players must shake hands and take a big group picture for social media/parents.

Field Trips: The "Rule of Eight," will apply to all field trips. When on field trips, campers will be paired using the buddy system within their age group. 5/6-year-old will always remain with their Leaders. If the trip is in an enclosed area, (Bowling), Leaders will be posted at each exit to ensure the safety of the campers. If the trip is to an outdoor area Leaders will always remain with their groups (Sea Aquarium).

Reminder of Rule of Eight

1. Complete the Field Trip/ Special Activity Participation Form.
2. Count each youth at the facility when you line them up to wait for the vehicles.
3. Count each youth as they board the vehicle.
4. Do a head count before the vehicle leaves for the field trip/special activity. A Leaders should be the last person to exit the vehicle checking for any campers and/or personal items left on the vehicle.
5. Count each youth when you line them up to re-board the vehicle for the return trip.
6. Verify all youth are present and accounted for with the Field Trip/Special Activity Participation Form.
7. Count each youth as they board the vehicle.
8. Do a final head count before the vehicle leaves for the return trip. A Leaders should be the last person to exit the vehicle checking for any campers and/or personal items left on the vehicle.



Typical

FIELD TRIP SCHEDULE

Please Note: below is the format that all ALM Sports Camps adheres to. Changes to this would be in case of inclement weather / facility availability. The exact field trip location would be sent to you via email / posted online within a month of Camp starting. Unless otherwise stated, Field Trips are scheduled for Fridays.

WEEK 1
MOVIE THEATRES
THE LATEST MOVIE (CHILDREN FRIENDLY)

WEEK 3
SEAQUARIUM

WEEK 5
WATER PARK

WEEK 7
CHILDRENS ENTERTAINMENT FACILITY
LASER TAG / TRAMPOLINES / ARCADES

WEEK 9
CHILDRENS ENTERTAINMENT FACILITY
LASER TAG / TRAMPOLINES / ARCADES

**REMEMBER: SWIMMING 1/2 A WEEK*
& MOVIES ONCE A WEEK***

*Based on Location & Availability

WEEK 2
CHILDRENS ENTERTAINMENT FACILITY
LASER TAG / TRAMPOLINES / ARCADES

WEEK 4
BOWLING

WEEK 6
ZOO

WEEK 8
MUSEUM
SCIENCE / NATURAL HISTORY

WEEK 10
WATER PARK



OBTAIN & MAINTAIN ENROLLMENT

ALM Sports programs invest heavily in their relationships with campers and their families. This starts from the moment the parent inquires about any of the ALM Sports programs. Each family gets the personal attention they deserve. Getting to know campers and parents, addressing any concerns proactively, establishing big brother/big sister relationships—all of these helps to ensure that each child's experience will be successful. This relationship continues throughout your child's camp experience and even long after they graduate. Campers and their families remain deeply attached to ALM Sports due to this relationship and the vast amount of community programs provided. ALM Sports are embedded in the community throughout the camper's childhood with low prices and high value.

CANCELLATIONS

The maximum enrollment of the Summer Program will be that of the maximum capacity of the building or the agreed number by the facility owner and ALM Sports Managing Director.

To cancel or transfer an enrollment of any camp at ALM Sports, parents must present IN WRITING a letter of cancellation or transfer to ALM Sports, at least one week prior to the start date of the camp.

ALM Sports works on a Credit System—NO REFUNDS as funds are immediately allocated for the camp items needed for a successful program

If the parent is forcing the issue have them email us admin@almsports.com

Once a camp session is full ALM Sports establishes a Waiting List. To be added would need to send an email to the Camp director. Being on the waiting list does not guarantee the child attendance to the program

– parents will be notified on a first come first serve from the list.

METHODS OF COMMUNICATION

ALM Sports has multiple methods for communication.

Through our Email and SMS Text Parent Database; and has constant communication with parents within the local area, plus our interactive website that displays current information. Newsletters are sent out monthly plus regular submissions on Facebook, Instagram and Youtube.

ALM Sports has a Toll-Free number 1800 388 7962 to get to the right personnel, plus the company and director of Operations personnel email addresses.

Since the Summer 2018, ALM Sports have utilized the Brightwheel app for full communication with registered parents and more

BRIGHTWHEEL

Brightwheel is an all in one solution app that ALM utilizes throughout Camp.

Digital Sign in/outs daily for Leaders timesheet and for campers to monitor their attendance |

Allows communication not only between Leaders and Directors but more so Parents to Directors | Photos & Videos can be posted daily for parents to see a snap shot on what their child is doing | Accident and incident reporting any mishaps throughout the day.



PARENTAL INTERACTIONS

maintaining good customer relations:

- Greeting parent** visitors with courtesy and enthusiasm.
- Pointing out** written materials, fliers, weekly schedules and bulletin board displays that give further information and evidence of a good program.
- Answering questions** correctly and/or refers the person to someone who can give correct answers
- When appropriate**, suggest to parents that they pass the word along to other potential friends & family

PARENTAL COMPLAINTS

Complaints will be taken seriously. They act as warning signals that something is wrong or missing.

If complaints are given prompt and careful attention, we can often improve its services as well as its customer relations. If a parent complains about the program, ALM Sports usually follows these guidelines:

Good "customer relation/ retention" techniques are:

- Remain **calm** and **courteous**, regardless of the customer's demeanor
- Actively **listen**
- Address the person by **name**.
- Acknowledge** that you hear what the person is saying
- Ask questions to demonstrate a sincere desire to **better understand** the issue
- Apologize** for the inconvenience
- Thank the person for bringing the problem **to your attention**.
- Allow an upset parent person **to explain his/her anger** and calm down before you respond to the complaint
- Avoid becoming defensive**.

If insulting language is used, or if the situation becomes a personal confrontation, simply walk away from the person.

To trade insults will only make a bad situation worse.

-If the complaint concerns something within your control, act immediately. If not, refer the person to your Camp Director.

Do not make promises you cannot keep and inform your supervisor of the situation as soon as possible.

-Complete an incident report when appropriate.

ALM Sports prides itself in having good customer relations. it is vital that we treat people with courtesy, helpfulness and understanding to maintain the highest level of customer service.

QUALITY ASSURANCE & PROGRAM EVALUATION

For the safety and protection of the campers, authorized persons will be required to sign in and sign out campers each day of camp via the **Brightwheel App**.

If there is an unauthorized person claiming to collect a camper; Camp Director will contact the parent via phone to let them know of this situation; upon approval by the parent but prior to releasing the camper; the parent would be required to email us to verify this.



Quality Assurance Promise from A.L.M Sports LLC to adhere to its Mission:

- Health & Safety
- Communication
- Stable, Trained Leaders
- The chance for the local community youth to develop sportsmanship, fun and development skills through exciting, fun and challenging interactions, games, mentoring, activities and competition
- A philosophy based on safety, fun and progression
- Nurturing the youth to become well brought-up citizens
- A learning environment in which campers can study and receive help academically
- Frequent program assessment
- Sports Competitions throughout the Summer

Evaluation Methods.

Corporate / Regional Directors & Directors will

- **Questionnaires / Surveys / Checklists:** conduct spontaneous info gathering from Leaders, campers and parents to compare and analyze with all the data
- **Interviews:** conduct interviews with the campers to find out their feelings towards the camp
- **Observations:** observe specific details within the program to make sure it is adhering to the quality assurance.
- **Customer Feedback:** Obtaining customer feedback helps us reach its goal of continuous improvement. Conveying a responsive attitude is an important part of helping customers feel satisfied with the service they are receiving.
- Communication with the ALM Regional Director / Corporate will be constant.

INFO & CONTACT US

A.L.M. SPORTS LLC [Alvin Leonard Murray Sports]

Date Filed Incorporated in Florida: 01/30/2007 (FL)

First incorporated in Great Britain: 08/1/2004 (GB)

Mailing Address: 12864 Biscayne Blvd #168, North Miami Fl 33181

Working Office: 18191 NW 68th Avenue #206, Hialeah Fl 33015

Main Parent Number: 1800 388 7962

Administrator / Human Resources: 305 992 3799

Email: admin@almsports.com | Website: www.almsports.com

Social Media: facebook.com/almsports | [Instagram.com/almsports](https://instagram.com/almsports) | Youtube.com/almsports



Mascot: Leo the Lion is our official Mascot;

The Costume is available for use to engage your younger campers / promotion /Pictures.