



# Staff Standard of Excellence

The staff of Surprise Lake Camp will strive to achieve excellence in its work by making a special commitment to do the following:

## 1. Consciously Work To Achieve Camp's Mission

The mission of Surprise Lake Camp is to provide a high quality Jewish experience for children and young adults that is safe and fun and promotes personal growth. Through our summer camp and year round programs, we promote Jewish identity building, environmental stewardship, and the development of values and skills that help people lead fulfilling lives and become assets to their communities. Surprise Lake Camp is committed to providing scholarships for families that cannot afford our full fee.

## 2. Make Sure Every Camper Is Thriving

Check constantly to make sure that every camper is feeling good physically and emotionally. Keep all campers within sight or hearing of a qualified staff person and make sure campers always know who and where that person is.

## 3. Respect Others

Accept everybody for who they are. Avoid belittling people, putting them down, or yelling at them. Make people feel good about themselves.

## 4. Go The Extra Mile

Do the little things that make a camper or parent's day. Have a strong customer service ethic. Put in extra time and effort to make things extra special.

## 5. Be A Professional Child Care Worker

The kids come first and should always be your primary focus. Give them lots of praise. Be a good role model. Be discreet about what you talk about, with whom, and who's listening. Get to know every camper as an individual. Camp is not school, but all camp program staff should think of themselves as educators.

## 6. Be Energetic and Enthusiastic

Radiate positive energy. Get the kids psyched! Participate actively. Try new things. Take good care of yourself and get plenty of rest so you can give it your all.

## 7. Be A Team Player

Lend a helping hand to other staff whenever you can. Whatever is going on, whoever is leading, think: "What can I do to be supportive now?"

## 8. Care For Camp

Our site is blessed with incredible natural beauty and wonderful facilities and equipment. Keep them clean and in order, beautify them, and do your part to maintain them so they can be fully enjoyed by all.

## 9. Be Flexible

Excellence doesn't mean perfection. If things go wrong or people make mistakes, stay positively focused, make constructive suggestions, and do what it takes to make things work out.

## 10. Strive To Improve

Always think about how we can make it better. Share your ideas with others. Identify and work on personal goals for growth.