



Easterseals Nebraska

-Camper Rights & Responsibilities-

Please read and sign this form

CAMPER RIGHTS & RESPONSIBILITIES

You have the same rights as anyone attending camp. This includes the right to:

- Be safe;
- Be treated with courtesy, consideration, and respect;
- Trust your instincts;
- Agree or disagree with others;
- Make decisions about which activities you will participate in;
- Ask questions until you understand;
- To receive mail, phone calls, and other communication;
- Be free from mistreatment, neglect and abuse;
- Privacy and confidentiality of your information;
- Privacy of your person, especially when using the shower, bathroom, or changing;
- File a written formal complaint with the Secretary of Health and Human Services if you feel your privacy was violated;
- Freedom from physical restraint and isolation except in well-defined emergency situations;
- Freedom from retaliation;
- To be informed of our policies and procedures;
- Full explanation of camp fees;
- To go to court if desired;

You have the same responsibilities as anyone attending camp. This includes the responsibility to:

- Providing accurate information about your personal, medical, and behavioral care needs;
- Providing accurate information on past medical history;
- Providing accurate information on medications;
- Seeking clarification when necessary to fully understand our policies, procedures, and camp rules;
- Following the rules of camp and consider the rights of others;
- Providing information for accurate billing or to make payment arrangements;
- Tell us of any problems or dissatisfaction with the services provided;
- Show respect and consideration for camp staff and equipment
- Labelling all personal items

CAMPER'S PRIVATE BELONGINGS POLICY

- Camper property will not be used as a reward or punishment nor be borrowed by staff.
- All personal equipment belonging to campers (sports equipment, clothing, appliances, medical equipment, etc.) must be labeled with the camper's name.
- Any item which could be considered hazardous or jeopardize the health and safety of the campers and/or staff members (ex: bats, golf clubs, etc.) must be locked in the camp office until check-out, at which these items will be returned to camper.
- Only animals used for therapeutic service reasons will be allowed at camp.
- Weapons such as knives, guns, or the like are not permitted at camp.
- Tobacco, nicotine, or drugs of any sort, including e-vape, are not allowed by campers.
- Alcohol is prohibited on camp grounds, regardless of anyone's age.

- Cell phones and electronic devices are allowed. However, must be used appropriately and follow our electronics policy. If electronics become a distraction or a risk to others during the camper's session, the device may be allowed only during designated times. Easterseals reserves the right to lock electronics up in the Health Hut during times campers are not using it.
- Food brought in by the camper will be used for the camper only and will not be eaten by staff.
- Camper vehicles may be left on camp property during the duration of the camp session. At no time will the camper or any staff member be allowed to drive the camper's vehicle while camp is in session.
- Camper fees will be used for camper tuition only. Staff are not allowed to accept monetary tips from campers, caregivers, or camper families. If a family is insistent, the family may be referred to the Director of Camp and can be accepted as a camp donation, if this is what the family or tipper wants.
- The camp accepts no responsibility for the loss or damage to camper's personal equipment while at camp. If an accusation of theft or careless care of equipment occurs, it will be investigated on a case-by-case basis at which fair compensation will be negotiated if appropriate. If staff or other individuals steal or borrow camper property or food, each occurrence will be investigated on a case by case basis and campers will be compensated when necessary.

COMPLAINT AND GREIVANCE PROCEDURE

You have the right to file a complaint or grievance, concern or compliment following these procedures:

- Complain to the supervisor of the staff member via in person, phone, email, or mail.
- If you are unsure who that is, you may contact one of the following persons:
 - Director of Camp, Respite, and Recreation- Jami Biodrowski, campesn@ne.easterseals.com,
 - Vice President of Easterseals, Angie Howell, ahowell@ne.easterseals.com
 - President of Easterseals, Jamie Summerfelt, jsummerfelt@thevnacares.org
 - Camp, Respite, Recreation Phone: 402-930-4053
 - ESN/VNA 24 Hour Hotline: 402-342-5566.
 - Address: Easterseals Nebraska, 12565 West Center Road, Omaha, NE 68144
- All complaints will be handled by the appropriate manager.
- If the complaint cannot be resolved within 24 hours or is not resolved with satisfaction of the complainant, the Vice President will communicate to the Compliance Officer.
- Every attempt will be made to respond to every camper complaint. The camper or family member will be notified of the resolution of all complaints, especially significant complaints, which is defined by ESN as causing harm to the camper and/or repetitive complaints.
- A letter from the President will be sent to complaints as deemed necessary.
- A summary report on complaints is prepared on a quarterly basis and shared with the Leadership Team. This summary allows the organization to use the data to identify and analyze preliminary trends, tack action to resolve and evaluate charges made to determine if they resolved the issues.
- All campers and guardians have to right to go to court and to report complaints anonymously.

Please sign acknowledging you have received Easterseals Nebraska Rights and Responsibilities, Camper Belongings Policy, and Complaint & Grievance Policy/Procedures. All guardians MUST sign. Campers must, if they are able.

Guardian Signature: _____ **Date:** _____

Camper Signature: _____ **Date:** _____