



2017 Cheat Sheet

From Registration to Enrollment

July 27, 2016

1. Parent fills out registration form and submits.
2. Eliav, Douglas, Julia, Ari, Lisa, Sandra, Rafi, Elyssa, and Tikvah all receive automated email from CampMinder.
3. **ARI AND SANDRA** - Ari and Sandra review the initial automated email from CM. While scanning the registration form they will carefully look at the following categories below for any camper-care issues/red flags. Lastly, Ari and Sandra will also check the "Notes" section in CM and the 2016 camper feedback for any additional concerns.

CI- ADD Medication:
CI- If Yes ADD Meds:
CI- Meds During Camp:
CI- Adjustment Issues:
CI- If Yes Adjustment Issues:
CI- Sleeping Problems:

CI- If Yes Sleeping:
CI- Eating Disorders:
CI- If Yes Eating Disorders:
CI- Counseling:
CI- If Yes Counseling:
CI- Picky Eater:

After the initial review we have four options:

OPTION ONE: If the application looks good (i.e. no red flags)...

1. **ARI** - If everything looks good at this point, Ari will make an initial welcome call to field any questions and help finalize the registration process. Ari will record all notes from the call in CM.
NOTE: While at Camp, Sandra will take point on welcome calls for returning families until Sept 1
2. **ARI AND SANDRA** - After Ari makes the initial call, he will assign a bulletin to Sandra in CM to enroll. At this time Sandra will also re-read the application and notes sections/camper feedback to make sure everything is good.
 - a. **SANDRA** – If everything looks good, Sandra will enroll the camper. **SANDRA IS THE ONLY ONE WHO CAN OFFICIALLY ENROLL A CAMPER. If you come across a camper who is not yet enrolled please check in directly with her.**

-OR-

- b. **SANDRA** - If Sandra notices a camper-care issue that Ari did not seem to indicate in notes please follow up with Ari directly first. There is no need to "CC" the entire team at this point. Ari and Sandra will discuss first and then decide which team members need to be brought into the picture, if any.

OPTION TWO: Ari or Sandra identifies a minor issue (i.e. bedwetting)...

1. **ARI** - If the camper applies with a minor camper care issue like bedwetting or picky eating, Ari will still make the initial welcome call to gather more information. He should language like: *Thank you for registering "Matt". While reading through the application we noticed that you indicate "Matt" wets the bed/is a picky eater. If you don't mind I would like to ask you a few follow up questions in order to best accommodate your camper and ensure their success this upcoming summer.*

Ari will ask questions like, *Tell me a little bit more about Matt's bedwetting, OR how often does it happen, is your camper on medicine for this issue, what do you think would help Matt be successful away from home?*

During the welcome call Ari will make a determination about next step based on the information he receives from the parents. Ari will also indicate this in the red attention line: ***Waiting on camper-care follow up, do not enroll yet.***

If the camper only needs follow up in the spring regarding an issues but it's safe to enroll now... Please do the following:

- i. Record all notes in Camper-Care category in the notes section of CM and a reason for follow up like, *check in on new bedwetting medication, etc.*



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- ii. Change the **red** attention line to the following: *Needs camper-care follow up in spring, see notes for details. DO NOT indicate issues in attention line because everyone can see that but not everyone can see camper-care notes sections.*
- iii. Assign bulletin in CM to Ari and Rafi for March 1st to follow up.
- iv. Assign bulletin to Sandra in CM to enroll and explain why it's ok to enroll now.

If the camper needs immediate follow up because they wet the bed every night or they only eat jelly and ketchup then please do the following:

- i. Change the red attention line to: *Waiting on camper-care follow up, do not enroll yet.*
- ii. Email the Director of Camper Care to follow up. Please also assign yourself a bulletin in CM to follow up with the DCC in one week to make sure he followed up on the issue. Please also "CC" Sandra on this email to the DCC so she knows not to enroll the camper. There is no need to "CC" the entire team at this point.
- iii. This case now moves to OPTION THREE.

OPTION THREE: Ari or Sandra identify an immediate issue and need follow up from Director of Camper Care...

1. **ARI** - When reading applications or after an initial follow up call Ari/Sandra identify a significant issue:
 - a. First, email the Director of Camper Care to follow up. Ari will not make the initial welcome call.
 - b. Please also assign yourself a bulletin in CM to follow up with the DCC in one week to make sure he followed up on the issue. Please also "CC" Sandra on this email to the DCC so she knows not to enroll the camper. There is no need to "CC" the entire team at this point.
2. **RAFI** - Within one week, the DCC will follow up with the family and Ari will still check back with DCC to make sure all is good.
 - a. The DCC will make a determination after the follow up a course of action for the camper. The DCC will also consult with Eliav, Douglas, or Marcus should there be a need. This could include:
 - i. Unfortunately we cannot accommodate this camper.
 - ii. We need to consult with Dr. Marcus on this issue. When consulting with Dr. Marcus, please also include Douglas on the email.
 - iii. We need to create a behavior contract or follow up in the spring regarding this issue. Please follow the steps listed in OPTION TWO:
 1. In the **red** attention line write the following: *Needs camper-care follow up in spring, see notes for details. DO NOT indicate issues in attention line because everyone can see that but not everyone can see camper-care notes sections.*
 2. Assign bulletin in CM to Ari and Rafi for March 1st to follow up.
 3. Assign bulletin to Sandra in CM to enroll and explain why it's ok to enroll now.
 - iv. We need to consider this camper for Tikvah or Inclusion, and the DCC will follow up with Elyssa directly.

OPTION FOUR: A camper registers for Tikvah or DCC would like the camper to be considered for Tikvah/Inclusion...

1. **ARI** – We do not yet have Tikvah, so until November 1st, we can only register campers as inclusion. Any campers that register who in the past were in Tikvah will be forwarded to **Elyssa Hammerman** for follow up.
2. **SANDRA** – If everything looks good, Sandra will enroll the camper.

OTHER THINGS TO LOOK FOR WHEN READING THE CAMPER APPLICATION...

PREVIOUS CAMP EXPERIENCE: Please also continue to look at Previous Camp Experience and follow up when appropriate. If the camper went to another Ramah camp, and you know the directorate, please follow up directly with the Director, and CC Eliav.

If the camper went to another Ramah camp (and you do not know the director) when making the initial call please ask if they have been in touch with their other Ramah camp. If the answer is no, then please ask them if they want us to do it or if



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they will do it. Regardless of their answer, after the call please send an email directly to Eliav, asking us to follow up with their other Ramah camp.

DONATIONS: Please remember to say “thank you” if the camper family made a donation.