

CAMP BALATON 2025

STAFF GUIDEBOOK

The camp is organised and run by EMIH (Association of United Hungarian Jewish Congregation) in partnership and support of CTeen International.

WELCOME TO THE TEAM, WELCOME TO BALATON

WE CREATE A WELCOMING, FRIENDLY, AND SAFE ATMOSPHERE

- We are committed to helping our campers have the best and safest summer experience ever.
- We place the campers and their parents as our first priority.
- We use friendly, courteous phrases when we speak.
- We maintain a clean and neat appearance, in our work environment as well as in our private space (room).
- We never complain or mention problems in the presence of children or parents and try to solve all our issues in the shortest time possible, within the frames of the camp.
- We daily strengthen values such as teamwork, kindness, respect, honesty, responsibility, and attention to details in all that we do.

WE LEAD BY EXAMPLE

- We understand that our language and behavior impact each child in our presence whether it is during activities or free time.
- We understand that children learn mostly from the behavior of staff, not from what we tell them.
- We lead and educate by Jewish values.
- Our goal is that each camper leaves camp as a better person because of our role modeling efforts and positive examples.

WE PAY ATTENTION TO DETAILS

- We understand that parents entrust us with the safety and well-being of their children.
- We pay attention and are vigilant at all times — we make sure that everyone is safe, healthy and enjoying the camp.
- We understand that our general success comes from our attention to details.
- We run our activities on the highest possible level, with full attention, and enthusiastically excite our campers about the activities on our schedule.

- We know that one good or bad experience creates a camper's impression of our overall performance.
- We are of the opinion that cell phones are a distraction from campers, and our work. Therefore, phones should not be used during camp activities, including meals, except in case of emergency.

WE ARE A TEAM

- We maintain a friendly and informal atmosphere.
- We take our jobs seriously.
- We each understand that our individual success is vital to the overall camp's success and every single effort made, no matter how small or large, contributes to a positive camp experience for everyone.
- We are happy to join the team effort and help create a cell phone free culture at camp.
- We are happy to join the team effort in keeping the camp's policies, rules, and procedures.
- We communicate freely and openly with each other and always with a sense of respect and dignity.
- We try and express our issues with the person in question honestly, in order for both to compromise and find solution(s).
- We take responsibility for our time management and being punctual.
- We are always willing to help another staff member if needed without compromising our own responsibilities.

WE ARE FOLLOWING THE CAMP'S FRAMES

- We are following the rules of the camp and understand that breaking them results in being excluded/fired from the camp.
- We are attending all the activities that we are responsible for.
- We are attending all the meals.

By applying for staffing position, I understand that these are guiding principles that all staff of Camp Balaton are held accountable for and expected to strive for.

CONTRACTING

Prior to arrival you'll have to provide your personal data to prepare your contract. The contract is also important if you are in a volunteer position. When filling the contract, you'll have to accept our waiver (including GDPR statements), fill a medical form, and accept the Camp Balaton Guidelines. Prior to the signature of the contract each staff member must provide a certificate of good conduct.

ARRIVAL TO THE CAMP & ROOM ALLOCATION

Upon the arrival go to the reception, fulfil the administration process, and go visit your room. Please check if you have an available and fully equipped bed. In most cases you will have to share a room with other staff members. **Please respect each other's privacy and intimate space.** Staff rooms are not for meetings or for program equipment storage. There are warehouses available for that. Should you have any issues around your room, your bed, etc., please visit the reception. Please note that **all the damages discovered after the arrival will be accounted to you and must be paid before the departure.**

LIVING ENVIRONMENT

Please maintain a clean surrounding in your room. You are also an example for our campers. The staff rooms are basic-cleaned by cleaning staff once a day. Different cleaning equipment can be requested at the reception.

LAUNDRY

There is a staff laundry room in the camp, located at the side of the building 24. **The machines are only to be used by the staff**, please make sure campers do not wash or dry their clothes here. Please be prepared that the camp does not provide laundry detergent. You can also use the driers located next to the washing machines, or you can hang your clothes on any of the dryers which are around the camp. Please keep in mind that you share these machines with many others and try to occupy only one machine at a time. Also try to use time-saving modes available on the machines. Please keep the area clean and tidy.

RECEPTION / OFFICE

The reception is located at the green building. There you can find a back-office team who works on administration in the office and at least one person who is dealing with your inquiries regarding the camp's site (broken bed, new bulb, cleaning equipment, etc.). They are also part of our team; their goal is to supervise the processes behind the scenes and help your

work *indirectly*. Please be always respectful and patient. Reception space is not for meetings or any kind of programs, no matter those being held during the day or in the evening.

DOCTOR'S ROOM

You can find the medical room next to the dining hall building. We have a doctor and a nurse. The open hours are stated at the entrance to this room. In the case of urgency or emergency the doctor or nurse is available upon request. Please **trust the medical team**, as they are long-trained professionals who are working in this area all year round. For different reasons, there might be certain examinations (which must be done in a more equipped environment) that will take more time, will be postponed, or delayed. **Not all events are urgent!** Please take care of your own health as well — rest, when possible, don't stay up late, drink water and exercise.

Do not try to treat campers by yourself, without the doctor's prior knowledge and approval. If you notice an injured or sick camper, try to reach their counselor or division heads; if the case is urgent, help by escorting the camper to the doctor's room.

KITCHEN / DINING HALL

Please remember that camp has a Glatt-Kosher kitchen and dining hall. It is strictly forbidden to bring in any food or kitchenware that doesn't belong to the kitchen. Please don't take out any kitchenware that belongs to the kitchen. There are plastic / paper tools available in the kitchen and can be requested from the kitchen staff. During the meals (most of the time) there is an option for extra portions.

MEALS AND SNACK

Staff must attend all the meals, arrive on time and leave together with the campers. The regular meal timings are available in the daily schedule. Male staff have to wear Kippah in the dining hall.

YOUR PROGRAM / SCHEDULE

You will receive your daily schedule from Camp Director a day ahead. Mainly for the reason for the tight schedule, please make sure that your program is prepared, and you are punctual, or even arrive earlier. Run every activity as energetic as if it would be your first one on the day. Make the most out of it. Please always run your activity in a safe environment. Make sure that the equipment you use is ready to use and age appropriate.

FEEDBACK / EVALUATION

In the camp, we do many types of feedback and feedforward. We constantly listen to our campers, councillors and other staff. If there is something we can deal with immediately, we share this feedback with the affected staff members. Please always be open for reflections, feedback and be ready to change. All feedback and feedforward are for making Camp Balaton even better.

WAREHOUSE

There is a sports and program equipment warehouse available (located next to the Kosher Shop, close to the dining hall) for renting out different supplies that you might need for camp programs. The open hours are stated at the entrance of the warehouse. If the warehouse is closed during open hours please go to the reception (or Camp Director) and update them about it, they will be able to help or know more of the reasons behind it.

Once the warehouse is closed for the day there is no possibility to access the equipment, please keep it in mind when planning. The warehouse can only be used by staff. The stock in the warehouse is limited. Please make sure that you don't have equipment you are not using. We ask everyone to return all (reusable materials) as soon as possible and don't keep a stock of materials in your rooms. When using equipment please use them in the intended way and take care of it. If you see equipment laying around in camp, please make sure to return it before it is destroyed or lost.

MEETINGS

There will be meetings that you will have to attend.

WI-FI

There is a Wi-Fi network in the camp (not all the areas are covered) which is available **only for the staff**. Please don't abuse the network with downloading large files (like movies, etc.). **Please don't share the network with kids** as the purpose of it is to make your work easier and the larger number of users can reduce the network speed significantly.

PRINTING / COPYING

There are printers available in the staff room. Please consider the environment before printing or copying. Consider printing double sided (both sides of the paper), as well as printing multiple pages on one side. If any of the devices are not working, **please don't try to fix them**. Notify the technical staff and they will fix it.

SMOKING

Following the Hungarian regulations on the protection of nonsmokers and the usage and distribution of the tobacco products, certain parts of the 1999th XLII. law say that the prior key target of the law is to reduce and minimize the access of the underage toward the smoking society and the smoking products. Because of this the entire camp is a non-smoking facility. The camp is a non-smoking environment, smoking is forbidden in the whole camp. This includes the trips and other programs organized during the time of the camp. Nargila and electric cigarets are also banned by this law.

Some institutions are allowed to designate a smoking (tolerance) zone further than 5 meters from the entrance of it. Smokers can't leave this zone further than 1 meter. We will allocate smoking areas for our staff.

In case of breaking this law the fine for the Camp can be between 1 and 5 million HUF (approximately 4.200 – 21.000\$). Beside this each and every caught individual can be punished for additional 20.000 – 100.000 HUF (approximately 90 – 450\$).

SECURITY

There is a 24/7 security service in the camp. Please **always cooperate** and follow the instructions that might occur during the camp life, your programs, especially if they are outside the camps facility. Please read the security procedures (that apply for emergencies). You can only leave the camp with the running event's staff bracelet. Please don't take out or bring in anyone who doesn't have a staff bracelet. Don't accept any packages from anyone without a staff bracelet.

POOL / LAKE

Lake Balaton and Swimming Pool are regular activities in the camp. Each group will have a chance to go to one of these here and there during the schedule. Weather conditions can overwrite this routine. **No campers or staff are permitted to use neither the swimming pool nor Lake Balaton (be in the water) at any time unless properly supervised.** All staff must abide by the same rules as campers. Staff members use the swimming pool at their own risk. **Maximum 20 people can be in the swimming pool at the same time.** Everyone should take a shower before and after using the swimming pool. Jumping or chasing is not allowed in and around the swimming pool, even for the staff. Please help the work of the lifeguards. **No meetings are allowed in or next to the pool.**

OTHER

- During summer, open fires, including bonfires, **may be** prohibited by law due to fire risks. Always consult the Camp Director and Maintenance Staff before starting any fire. Follow all restrictions and use safe alternatives if needed. Safety and compliance are mandatory. Ignoring fire restrictions can result in severe penalties and jeopardize the safety of the camp and surrounding areas. Always prioritize safety and compliance.
- Due to the new GDPR regulations only multimedia staff is allowed to record videos of programs and campers, as well as making pictures; other staff may never take pictures of campers using a device that is not the property of the camp.
- It is prohibited to keep and consume alcohol inside the camp. Storing and using any kind of drugs is strictly prohibited. Remember, as a staff member you are in charge of the campers 24/7.
- By applying for a staff position, you understand, fully acknowledge, and accept the rules of Camp Balaton.

The staff guidebook was created to gather, clarify, and emphasize rules, tasks, and procedures. As the camp is always evolving, we keep the rights to modify information stated in the guidebook. In this case staff will be informed of the changes which will be updated in the next online or printed copy. The staff guidebook is created for staff, please do not distribute to non-staff members.