

TRAINING DIGEST

SUMMER CAMP EDITION

June 2024



It's the season you've all been waiting for...

Camp directors, counselors, summer staff, we are here for you!

- *Need a quick way to organize your campers into groups?*
- *Want to send an email message to volunteer staff before the first day?*
- *Wish you had a prep checklist to get camp-ready?*

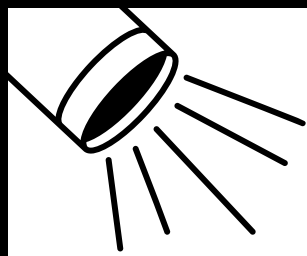
This month's newsletter is filled with practical tips, important updates, and helpful resources to ensure you're well-prepared.

Let's get ready to make this camp season smooth and successful with *DocNetwork Training!*

The Digest will take a pause for the Summer, but we'll be back in early Fall with fresh new content and updates!

Our resources aren't going anywhere! Be sure to regularly visit support.docnetwork.org for step-by-step training documentation, videos, guides, and more.

CAMP
season



EMPLOYEE SPOTLIGHT

This month, meet our cheerful *Senior Customer Support Specialist...*

KRISTINE COLLINS



This Sacramento native brings warmth, a contagious smile, and a wealth of experience providing **quality support** to clients and customers.

With over 20 years experience in support, training, and data conversion, Kristine is no newbie to her role. Her passion for helping others navigate software and troubleshoot technical issues led her to join DocNetwork three years ago.

Colleagues would describe Kristine as joyful, and one who brings levity and laughter to her work everyday. She embodies the core value, **Bring the Fun**, to a T (evidence: she planned an office chili cook-off earlier this year, and hosts card nights with coworkers!)

Fun facts: Kristine has a twin sister (she jokes that the only time she was smaller than her was at birth)! One item on her bucket list is to travel to Italy, a dream she looks forward to fulfilling.

Kristine is a beacon of positivity and support for clients, customers, and DocNetwork team members. No one else can simultaneously spread smiles and solve problems quite like her. Thanks for all you do, Kristine!

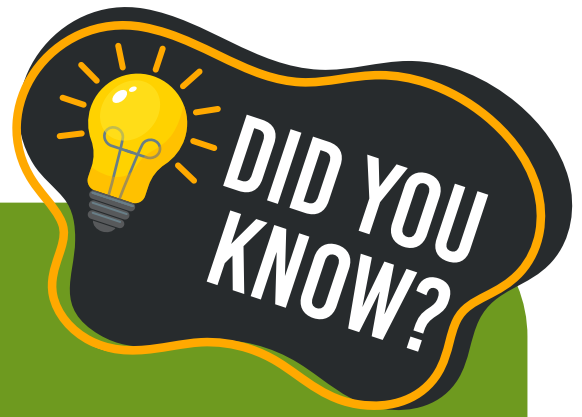


Summer Support Hours

**Weekends from
May 18th to July 21st**

**Saturday & Sundays
10am - 5pm EST**

WHAT'S NEW



May was Lyme Disease Awareness Month!

Our friends over at Alliance for Camp Health (ACH) recently launched the *Fight the Bite*™ **Tick-Borne + Lyme Disease Initiative** in an effort to extend the reach of Lyme Disease and tick prevention through research, education, and creation of TickWise spaces.



Check out *Episode One* of the TickWise Podcast: Fight the Bite! Creating TickWise Spaces with Dr. Tracey Gaslin, CEO of ACH, and Dr. John Oliver, public health entomologist, to learn more about how to be part of the solution for getting kids outdoors safely!

We'd love to hear from you!

Do you find this newsletter helpful? We'd love your **feedback** in this 30-second survey.

As we plan for next season's webinars, we'd love to **hear your feedback & ideas** for topics!



Training Services

Wish you could host a *CampDoc / SchoolDoc* training for your staff?

The *Training Team* has a solution! Contact us to learn more about how we can craft a learning experience just for you, or visit Training Services for more details and pricing.

PREPPING FOR CAMP DAY #1



✓ Plan for Incomplete Profiles

Have a plan for families that didn't complete the health information prior to the first day. Consider having a tablet or computer workstation onsite for families to complete information on the spot.

✓ Review Unlock Requests

If their session is past the lockout date, families who need to update their camper's health information will need to submit an unlock request. If you approve this request, make sure to review what updates were made.

✓ Check Medications

At check-in, make sure that the medications for every camper match their medication confirmation form and the entries in their health profile.

✓ Have Notes Prepared

Print out a notes report to follow-up and discuss any outstanding items or issues with families at check-in.

✓ Generate Medical Reports

Create a medication summary report of all campers who take medications, a custom report of campers with chronic conditions, or an standard allergy report of all campers with food allergies.

✓ Confirm Medication Administration

Every time you administer medications, double check and make sure that every camper received every medication.

✓ Begin Charting

Start charting any illnesses or injuries in the Health Log. Check your alerts for any campers that require follow-up.

STUFF YOU SHOULD KNOW



Send Messages

As a camp counselor or seasonal summer staff, you know that each day brings new and unexpected challenges. Whether it's a sudden change in weather, a camper feeling homesick, or an activity not going as planned, adaptability and flexibility are key to ensuring a positive experience for everyone involved.

One of the most important aspects of managing these surprises is **effective communication**. That's where the **Send Message** feature comes in handy. This **built-in messaging tool** allows you to **quickly** and **efficiently** share information (via email or text) about program changes, updates, expectations, friendly reminders, and more.

Some **real-life examples** include sending:

- a **reminder** the week before camp to all parents/guardians of kids with a risk of anaphylaxis to bring epi-pens
- a **quick update** to parents/guardians about a drop-off location change due to facility issues
- an **emergency announcement** to notify everyone and provide essential details
- a **reminder** to your seasonal staff to bring their camp shirt

By embracing adaptability and leveraging the **communication tools** available, you can navigate the unexpected with confidence and keep everyone **informed** and **connected**.



TIME-SAVING TIPS!

Create **templates** for frequently-sent messages.

View whether sent messages have been read in the camper profile's **Notifications** tab.