

Camp Management Solution Checklist

Created by our experts, use this guide to help identify the areas at camp facilities that may need attention.

We can follow the wisdom of experts by creating a check list which helps us to:

- Identify challenges
- List and prioritize tasks
- Seek advice from recognized experts
- Evaluate steps and resource needs for resolution

Up to Date Codes

Systems to be addressed:

- Fire inspections
- Health inspections
- Employee wage and supervision
- Drinking water and wastewater systems
- Developing working relationships with regulators
- Food handling which includes storage, preparation, service, cooking

Risk Management

Do our camps have:

- Evacuation plans
- Water safety plans
- Blood-borne pathogen plans
- Widespread norovirus illness plans
- Contact information for emergency services
- Emergency procedures for hazards or disasters
- Ongoing facility evaluations for regulations compliance

Regulations Compliance

Does your camp meet compliance regulations for the following agencies?

- OSHA
- Law enforcement
- Environmental Health
- Fire department services
- American Camp Association

Communications

Take time to evaluate all communications looking for areas that need improvement.

- Internal Communications
Are situations explained clearly, responded to in a timely manner, is there accountability and a sense of integrity?
- External Communications
How effective are communications between customers and staff? Is registration happening smoothly, are guests encouraged to come back to camp, perhaps with other groups they belong to? How is our customer retention?

Trust in Partnerships

Items a property owner may be interested in on a regular basis to be shared by the facility operations group may include:

- Project priorities
- Reservations calendar
- Marketing plans and reports
- Hospitality service expectations
- Receiving a quarterly balance sheet
- Receiving a quarterly profit/loss statement

Training

Check all the areas that need updated training:

- Cleaning
- Kitchen safety
- Customer service
- Emergency procedures
- Safe food handling practices

Management Service Providers

To assess if we are getting the most out of our management service provider, we look to these questions.

Does the service provider:

- have accountability for all transactions?

- support the owner's mission 110% all the time?
- have knowledgeable communication with our customers?
- have frequent and clear communication with camp owners?
- understand and are experienced in running all aspects of the camp to meet all the challenges that come with operating and managing a facility?
- offer full-service property management, administrative support, marketing, reservations, human resources; and relieve owners of the many stressors that come with owning and running a camp?

Other Areas of Operations to Explore

Check the areas that may need more attention:

- Marketing
- Customer service
- Human resources
- Accounting/Finance
- Property maintenance
- Contracts with customers
- Specific project management
- Natural resource management



**United Camps Conferences & Retreats
Facility Management Services**

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