



Fair Lawn Jewish Day Camp
Commitment to Excellence
2015/5775

1. We Create a Friendly Welcoming Atmosphere

- We are here to help our campers have the best and safest summer ever.
- We place the campers and parents first in our thinking and responsibility.
- We always greet all staff, campers and parents with a warm smile and hello, even the same person multiple times a day.
- We use friendly, courteous phrases when we speak.
- We maintain a clean and neat appearance.
- We never complain or mention problems in the presence of children or parents.
- We exemplify the character values of FLJDC: Caring, Kindness, Respect, Honesty, Responsibility, and Attention to Detail in all that we do.

2. We Lead by Example

- We understand that our language and behavior impacts each child in our presence.
- We understand that children learn from us all the time.
- Our goal is that each camper leaves camp a better person because of our role modeling efforts.

3. We Pay Attention to Details

- We understand that parents entrust us with the safety and well being of their children.
- We treat each camper in our bunk as a special individual.
- We give each camper in our bunk the attention they deserve all the time.
- We are always involved in what our campers are doing even if they seem not to need us at the time.
- We take advantage of time during bus rides to listen to and talk to our campers.
- We treat the belongings and feelings of each camper as if they were our own.
- We encourage camper independence but are ready to remind and help children to get changed, use sun screen, tie shoe laces, drink, eat, and have fun.
- We understand that our general success comes from our attention to details.
- We commit to provide excellence for each camper and parent by paying attention to details.
- We know that one good or bad experience creates a camper's impression of our overall performance.
- We address campers by their first or preferred names and always make light conversation.
- We understand that cell phones can be a distraction from our campers.
- We understand that each day we impact the lives of the children in our care, their parents, siblings, grandparents and entire family. We can impact the lives of many people each day in a positive way.

4. We Know the Answers

- We respond cheerfully to all questions; immediately when we know the answers; as quickly as possible when we need to seek additional information.
- We are not afraid to say "I don't know, but I'll find out and get right back to you."
- We do not send people in circles or pass the buck when responding to a camper or parents request.
- We respond directly to telephone queries, and transfer calls only when absolutely necessary.

5. We are a Team

- We maintain a friendly and informal atmosphere.
- We take our jobs seriously, but not ourselves; by having fun we help our campers have fun too.
- We each understand that our job description and our unique set of skills and talents is what makes FLJDC the great place that it is.
- 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 in not using cell phones during camp hours.
- We are all empowered to resolve a problem of campers' or parents' dissatisfaction and prevent a repeat occurrence.
- We communicate freely and openly with each other and always with a sense of respect and dignity.
- We are always willing to help another staff member if needed without compromising our own responsibilities.

I understand that these are the guiding commitment to excellence principles that all staff of FLJDC are held accountable for and expected to strive for.

Print Name _____ Signature _____ Date _____