

Camp Director's Manual



Welcome to CampStaffUSA!

CampStaffUSA strives to bring camp directors the best staffing solution for the summer season. We work mainly with overseas agents to attract students, athletes, coaches, and teachers who are best for the camp program and we provide consistent support to our host participants and employers throughout the season.



For your convenience, we have compiled a Camp Director's Manual to provide you with important information to assist you in your venture to secure the best summer camp staff. We also offer an Employer Resource Page that includes important information and links: <https://campstaffusa.com/employer-resource-page/>

Remember, each camp will be assigned an Account Manager who will assist with all of your staffing needs. Your Account Manager's direct contact information will be available to you as part of your online camp profile.

General Contact Information:

Email: Camps@CampStaffUSA.com

Phone: 855-J1 STAFF (855-517-8233)

General Office Hours:

Monday – Friday (9am -5pm)

*After hours service available

Table of Contents

Application and Screening Process	3
<i>Marketing</i>	3
<i>Interviews</i>	3
<i>References</i>	3
<i>Criminal Background Checks</i>	3
<i>Online System</i>	3
Matching Process	3
<i>Account Managers</i>	3
<i>CampStaffUSA Database</i>	3
<i>Staff Referrals</i>	4
Job Offers	4
Staff Arrivals	4
Staff Delays/No Shows	4
Best Practices & Procedures	4
<i>Time Off</i>	4
<i>Camp Visits</i>	5
<i>Program Support</i>	5
<i>Termination</i>	5
<i>Resignations and Reassignments</i>	5
<i>Emergency Assistance</i>	5
International Staff - J1 Program Regulations & Resources	6
<i>Visa Types</i>	6
<i>Program Period</i>	6
<i>SEVIS</i>	6
<i>SEVIS fee</i>	6
<i>Form DS2019</i>	6
<i>Validation</i>	6
<i>Communication</i>	7
<i>Social Security</i>	7
<i>Temporary Travel Outside of the US</i>	7
<i>Taxes and J1 Staff Informational Links</i>	8
<i>Department of State Communication with Employers</i>	8
<i>ACA Compliance Checklist</i>	8
<i>Embassy Wait Times</i>	8

Application and Screening Process

Marketing

CampStaffUSA markets summer camp employment to interested candidates internationally through our network of trusted agents. Our agents are stationed in a variety of countries and within university systems both domestic and abroad to bring you quality candidates with diverse cultural backgrounds and a variety of skills.

Interviews

Each CampStaffUSA candidate is interviewed in a pre-screening process to meet two goals.

1. To ensure that the candidate understands the unique demands of summer camp employment. We know that camps offer many unique benefits but also require staff who are prepared for the long hours, the lack of privacy. Applicants who understand the demands and rewards of working within a child centered environment are successful and thrive.
2. To present you with the elements of a candidate's background and skills relevant to the camp experience.

References

Each candidate is required to obtain references from previous employers, teachers, tutors, clergy, etc. We offer a digital reference option for the candidates to send via email. While references are reviewed, they are not all verified. Camps are welcome to contact the references directly.

Criminal Background Checks

All candidates are required to obtain criminal background clearances as part of the application process and attest at the time of application to be clear of any offenses. Candidates are aware that a job offer is pending a clear criminal background check.

Online System

Our online application system automatically takes information that a candidate enters and produces a convenient digital CV for employer review. CVs contain the information camps need to evaluate a candidate's basic skills and experience. References, interview notes and other supporting documentation are available as part of the CV and can be saved in one pdf for review.

The camp home page provides easy navigation for searching through new candidates, reviewing reserved candidates, making job offers, tracking staff visa progress and travel, updating your staff needs, viewing your financial account. This applies to both counselors and support staff.

Matching Process

CampStaffUSA offers a variety of ways for you to secure the best staff for your upcoming season!

- Communicate with your Account Manager exactly what you need, and they will go to work for you. They will search for you to make recommendations of existing candidates, will reserve candidate for your review or will market creatively to find potential staff that will fit your needs.
- Use the CampStaffUSA database to search and hire independently.

Account Managers

The Account Manager assigned to your camp works to provide you with customized service. He/she is available to search and make recommendations based on your needs, will track the visa process, will confirm travel information, will assist in answering any questions you have and will keep you updated with all of your CampStaffUSA staff from start to finish and everywhere in-between.

CampStaffUSA Database

The database was built so that you can work on your own time and at your own pace. We know that your time is valuable, and we want to make every possible effort to assist you in staffing in the most flexible way.

- Search online candidates. Use our filter options to search by skill, country of origin, age, and dates of availability.
- Reserve candidates of interest taking them out of general view. Be sure to contact potential candidates quickly though. **Candidates are only reserved for a limited time and will be automatically released upon reserve expiration.**
- Review candidates reserved for you by your Account Manager.
- Email candidates directly from within the system.
- Make job offers to potential candidates' online day or night.

Staff Referrals

Referrals from your previous staff can be a very effective way to fill current openings. Your previous staff understand your camp culture, expectations and personality, and in most cases, recommend only those they believe would be successful. Referrals made by previous CampStaffUSA staff, should go through the same recruiting agent as the previous staff and will be considered first year Participants for screening and billing purposes.

Job Offers

Camp Profiles include a number of employment and default job offer information. This assists us in ensuring the students are clear in their job details and provide the J1 sponsors the information they need to remain in compliance with current regulations. Specific job titles must be entered for international support staff as they must be reflected on the forms DS2019. Camps are asked to use our system even if camp specific job offers are issued as a best practice.

Staff Arrivals

We ask that camps provide specific travel information as part of the online camp profile to be made available to your hired staff. It is very important that your arrival instructions are detailed and include emergency phone contacts in cases of flight delays and late arrivals. The arrival information should detail nearest airport, bus station, train station or other means of transportation you recommend your staff use to get to camp. Be specific with acceptable time of arrivals and outline if there are times of the day where transportation **cannot** be provided for staff members' pick up. Most staff members arrange their own travel and they have been advised that they must make arrangements that coincide with your instructions. Staff further understand that they are responsible for any additional costs incurred due to flight delays or flights arriving outside of camp acceptable hours.

Staff Delays/No Shows

Your Account Manager confirms travel information with your staff prior to their arrival. Your staff travel details will be accessible to you in your Employer Home page as you get closer to the camp season. There are rare occasions when candidates fail to arrive due to travel delays or other circumstances. Unfortunately, these situations are out of our control. Your Account Manager will make every attempt to determine what happened and you will be informed as soon as we are aware of such incidents. Where possible, CampStaffUSA will work to quickly to fill positions left open.

Best Practices & Procedures

Time Off

We recommend an average of one full day off per week for support staff or at the very least the same amount that is afforded to other American support staff. We inform counselors to expect at least seven full days off in the typical nine week employment arrangement. Days off in the first and last weeks are usually not permitted for

counselors due to staff/camper bonding practices. **If your position offers less than what we have outlined as expected, you must offer a camp specific contract outlining all details.**

Camp Visits

Account Managers and sponsor representatives periodically conduct camp visits throughout the summer. Visits provide valuable feedback and first-hand knowledge of camp facilities to further assist future matches, especially when working with new clients. Candidate feedback is equally valuable to the program philosophy. As necessary, sponsor representatives may schedule specific visits to address reported issues such as insufficient food, inadequate housing conditions, hygiene and sanitation problems, understaffing, and lack of cultural exchange opportunities to prevent widespread discontent among international staff.

Site Visits from Compliance Unit

In 2012, individuals from the Department of State's Compliance Division began physically visiting employment sites to verify participant employment, to inspect work and living conditions and to confirm that employers understood that by accepting a J1 participant, they were taking part in a public diplomacy program. Site visits from the compliance unit have increased in the years following. If a representative visits, be sure to welcome him/her.

Program Support

If you or your CampStaffUSA staff experience a routine problem requiring general assistance, you should contact your Account Manager during regular business hours. If your Account Manager is not available immediately, they will contact you within 24 hours. If you call after hours or on weekends, there is an Account Manager on call. International candidates can also contact their sponsor. The telephone number is indicated on the candidates's DS2019 form. For situations such as homesickness, adjustment issues, culture shock, and concerns about skill level or job responsibilities, call your account manager during business hours. If you are not able to contact your Account Manager or for other, more serious, situations, camps can utilize our 24 hour hotline 855-J1 STAFF (855-517-8233) and the on-call staff will assist you in the best way possible.

Termination

Although CampStaffUSA attempts to match camps with the best staff, there are times where candidate actions or lack thereof warrant termination. When termination is eminent and when possible, the Camp agrees to inform the candidate of termination at a reasonable hour in concern for candidate safety and travel and to contact their account manager immediately. Camp is responsible to offer or arrange transportation for the candidate to a place of public transportation or alternate, safe lodging for the night. Camp agrees to pay candidate prorated pocket money prior to his/her departure or to have a scheduled payment plan outlined for the candidate. Camp is responsible for any fees associated with bank wire or shipping associated with delayed payment of earnings. Camp agrees to complete an **incident report** that is available through the Camp Profile within 3 days to document the reason for termination or early release to include the reason for the termination and the beginning and end date of actual employment. International candidates should be directed to contact their sponsor for additional assistance and update of visa status.

Resignations and Reassignments

CampStaffUSA staff are responsible for completing their contracted employment. However, there are times when, at the camp's request or at the staff member's request and with camp approval, circumstances warrant a re-location of a staff member without a dismissal of program. Please contact our offices right away should you feel a re-location is in order or if a candidate leaves employment prematurely without prior authorization, notification or adherence to signed contracts.

Emergency Assistance

You can access us in an emergency on a 24-hour basis toll free at 855-J1 STAFF (855-517-8233) or direct at 813-681-0027. Participants in the J1 program also have access to their sponsor's 24-hour emergency number indicated on their DS2019 forms for assistance as well.

International Staff - J1 Program Regulations & Resources

Visa Types

Summer camp employment for international staff fall into two categories: camp counselors and support staff. There are different visas for each category. The camp counselor visa is obviously for the camp counselors and area heads selected for summer camp employment. Support staff take part in the summer work travel program. Students must be enrolled full-time and pursuing studies at accredited post-secondary, classroom-based, academic institutions physically located outside of the United States and have successfully completed at least one semester, or equivalent, of post-secondary academic study. The visa categories are determined by your job offer and after a visa has been issued, **positions cannot be interchanged.**

Program Period

Camp Counselor dates are restricted to a minimum of 3 weeks and a maximum of 4 months employment and must be consistent with summer camp season dates between May 5-September 30. Camp support staff are governed by the summer work travel program and as such are subject to the summer work travel permitted dates as established by their home country. Dates are subject to change. <https://j1visa.state.gov/wp-content/uploads/2019/12/2020-Program-Date-Chart-Dec-Final.pdf>

CFR: Code of Federal Regulations

Both the camp counselor and summer work travel programs are exchange visitor programs and subject to Department of State regulations. The regulations governing the summer work travel program have been under scrutiny and have undergone some changes in vetting procedure for employers, etc. The published set of regulations are available online at <http://www.ecfr.gov/cgi-bin/text-idx?c=ecfr&sid=c965d5143e868eb5da42113905ee0aa3&rgn=div5&view=text&node=22:1.0.1.7.36&idno=22-22:1.0.1.7.36.1.1.1>

SEVIS

SEVIS stands for the Student & Exchange Visitor Information System administered by the Department of Homeland Security. The system tracks participants in a variety of program categories including the camp counselor and summer work travel programs associated with camp employment. It is important that participants check in to validate their program with their sponsor. Upon validating their arrival, their status changes from "initial" to "active." Maintaining sponsor communication and accurate SEVIS records are extremely important as errors and oversights can affect a candidate's current standing and compromise future entry into the United States.

SEVIS fee

The Department of Homeland Security requires a \$35 fee for each exchange visitor. This fee supports the development, maintenance, services and staff associated with the tracking system. A receipt of payment is required at the time of the participant embassy interview. The SEVIS fee is ultimately the responsibility of the participant however, the camp is able to pay this fee on the participant's behalf as well. Contact your Account Manager for more information.

Forms DS2019

Forms DS2019 are hard copy forms that demonstrate a designated J1 visa sponsor has reviewed and accepted a participant in the program for which he/she is applying. It contains participant biographical information, camp placement, beginning and end dates, employer name and address, and explanation page. Both pages should be in possession at all times through the stay in the US and a copy should be retained in case of loss or theft.

Validation

The Department of State requires designated sponsors to validate the arrival of all participants. As an employer of a J1 participant, you are also responsible to confirm the arrival of participants and to report any delays or change of employment dates. The SEVIS system is automated to some degree and a failure to validate arrival may cause the status of the participant to automatically change to "invalid" rendering employment invalid. There

is a small window of opportunity to correct such discrepancies before additional charges apply to correct the participant status. **Fees for correction will apply to both the camp and the participant.**

Communication

As per new regulatory requirements, support staff must communicate with their sponsor on a regular basis as determined by their sponsor. As an employer of an exchange visitor in the summer work travel program, you must ensure that participants have access to the internet to enable such communication. CampStaffUSA and its affiliated sponsors require participants to check in upon initial arrival and the 1st and 15th of each month throughout their program. In addition, participants are required to respond to sponsor initiated contact within 10 days of receipt or their sponsor is required to terminate their program.

Social Security

Because all staff must now file taxes, all participants will need to apply for a social security number.

In order to apply for a social security number participants must complete an application, form SS5, at a Social Security Office. The social security office works with the SEVIS system and timing is important. Participants cannot apply if they have not checked in with their sponsor to validate their visa. With the electronic entry system, a Participant can apply within 2 days of validating their visa, but they will have to print and I94 record to take with them. <https://i94.cbp.dhs.gov/I94/request.html> Note that Participants should NOT wait until the end of their contract to apply as the Social Security Office will not accept application with a program end date within 14 days from the date of application to provide time for processing.

The online form is available at www.ssa.gov/online/ss-5.pdf. Most camps organize a day or time for participants to do this in a group and you can locate the social security office nearest you at www.ssa.gov. You will need to enter the zip code. The Social Security Card will be mailed to the address listed on the SS5 form. It can take anywhere from 2-12 weeks to receive the Social Security Card. Participants are legal to work prior to receipt of their Social Security Card. If a Social Security Card is not received by mail, the participant is able to obtain their designated Social Security Number by requesting the number in person at the Social Security Office with their supporting documents.

As a J1 camp counselor or summer work travel participant, they are exempt of the sponsor letter requirement as per the <https://secure.ssa.gov/poms.nsf/lnx/0110211345>. Should the Social Security Officer request a letter of work authorization from the sponsor, please reference POMS Section: RM 10211.345 subsection A.



Participants will also need to present the following documents:

- Valid passport with J-1 visa
- DS 2019 forms
- Job offer
- Printed copy of the I-94 confirmation page

Participants should make a copy of all documents and keep them safe in case of loss or theft of the originals.

Temporary Travel Outside of the US

Both visas permit RE-ENTRY into the US but **DO NOT** permit ENTRY into another country. Participants are obligated to obtain the necessary documentation or visa as outlined between their home country and the country of the planned visit. In addition, participants must have their sponsor sign their DS2019 forms under the "Travel Validation By Responsible Officer" section if they plan to visit in another country other than a contiguous territory or adjacent island.

If a participant needs this signature, they will need to **contact their sponsor at least four (4) weeks in advance**. The sponsor's name and contact number can be found in Section 7 on Forms DS 2019. A sponsoring representative must sign the Form DS2019 to indicate that they are traveling and are still in "good standing" with their employer who is expecting their return. If they leave the U.S. without this signature of "good standing"



they may not be permitted to reenter the US under the J1 visa and will forfeit their work eligibility and their insurance coverage.

Taxes and J1 Staff Informational Links

All participants are taxed on all wages. There has been much debate among sponsors and camp employers as to what taxes must be withheld. CampStaffUSA recommends that camps consult with their accountant/tax preparer as tax laws may differ among states. For your convenience, we have included here some links pertaining to the subject.

Exemption from FUTA

<http://www.irs.gov/businesses/small/international/article/0,,id=131639,00.html>

Page 6 of this publication for exempt nonimmigrant workers

<http://www.irs.gov/pub/irs-pdf/p519.pdf>

Social Security and foreign workers

<http://www.socialsecurity.gov/employer/hiring.htm>

Department of State Communication with Employers

Kentucky Consular Center

As part of changing regulations dictating the summer work travel program, the US Department of State occasionally verifies work agreement information through their centralized processing facility, the Kentucky Consular Center. Please be aware that an employee of this facility may contact you to verify your company information, to ensure that the information that has been provided is accurate and valid and to ensure that the student does in fact have a job waiting for them upon their arrival to the US. You may be asked to provide a list of the students' names you are expecting.

More than likely, the contact will be made through email, and your timely response would be appreciated.

ACA Compliance Checklist

The American Camping Association publishes a list of relevant regulatory requirements as pertain specifically to camp directors. <http://www.acacamps.org/international/checklist.php>

Embassy Wait Times

Embassy wait times vary by country and time of year. http://travel.state.gov/visa/temp/wait/wait_4638.html