



**Special Touch Ministry, Inc. P. O. Box 25 Waupaca, WI 54981**

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# **STAFF MANUAL**

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Special Touch Ministry, Inc.**

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Welcome to the SPIRITUALLY ENLIGHTENING world of real ministry. We here at SPECIAL TOUCH MINISTRY, INC. define ministry as “washing feet.” Our definition is taken from JOHN 13:15, when Jesus, the master, humbled himself and washed his disciples’ dirty feet. He said, “For I set you an example, that you should do as I have done for you.” We believe that serving five days on staff at a SPECIAL TOUCH SUMMER GET AWAY will afford you the most exciting opportunity ever to follow the example of Christ. If your heart is right and you allow the Holy Spirit to mold your attitude, these days ahead will be a major highlight in your walk with God. YOU WILL NEVER BE THE SAME.

You will learn to conquer pity, pride and prejudice, and many other self-centered emotions. A real sense of victory will flow for you if you will continually remember that you are not here for yourself, but you are here for those very “special” ones that God will place in your care.

There will be some extremely trying moments, some difficult situations, and some times of deep frustrations. Yet, you will find these times to become very precious to you if you will recall in your heart the words of Christ, “...whatever you did for one of the least of these brothers of mine, YOU DID FOR ME.” Matt 25:40. When you become enlightened to this truth, your week of “real ministry” at SPECIAL TOUCH SUMMER GET AWAY will become a joy never forgotten! There is a strong possibility that, after it is all over, you will long to be back realizing that you have grown in the Lord in a very uncommon way.

The purpose of the week is to provide a spiritual climate in which all who attend will come face to face with Christ. It is our goal that many will accept Him as their Lord and Savior, receive a touch from the Holy Spirit, receive healing for their bodies, damaged emotions, broken relationships, or just have the opportunity to fellowship in a Christ-centered atmosphere.

It will be your responsibility to be sensitive to the spiritual needs of those who will be placed in your care and to lead them in the challenge that God will place before them. For some of you, this will be easy, for others it will appear as though you’re making no progress. During these times, always remember as the Spirit of God ministers, He bypasses man’s intellect and speaks to his spirit. It is a Spirit to spirit ministry.

You can never under-estimate what God might be accomplishing with any individual. Because of this, your work during the five days of the Get Away can never be futile. God has called you to be part of this program for a specific purpose, so relax and allow Him to accomplish His purpose.

No doubt you have come to learn about people with disabilities, and it may appear that there is much to learn. On the contrary, you will learn more about yourself. The rest will just fall in place! If you have any questions, we are here for you. Many experienced staff members also surround you. Just come to any of us and ask. In the meantime, God’s blessings and have a wonderful week of ministry!

Yours, Serving Him,

*Charlie & Debbie Chivers*

Executive Directors  
Special Touch Ministry, Inc.

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## STAFF POLICY

The job that lies before you is one of serious ministry and demands keeping the mind of Christ. The nature of our program will require your focused attention at all times. The purpose of this section is to give you a general idea of what we expect from you, what you can expect from us and general guidelines that will make your ministry more effective.

**METHOD OF SELECTION** - Each caregiver is selected from those who have expressed a sincere desire to minister and have completed a staff application, submitted all reference forms, and have whose background check has been approved.

Positions are filled first by those who have worked at one of our previous Get Aways. The remainder of the staff is chosen from those “newcomers” who meet the qualifications listed below. Staff positions are filled as the need dictates. Final approval and acceptance of all staff is the Summer Get Away Coordinator’s responsibility.

**QUALIFICATIONS** - We do not require any of our staff members to have previous experience or specialized training in working with people with disabilities. When it comes to “washing feet,” head knowledge has little to do with your effectiveness, but a servant’s heart will accomplish much. Our qualifications listed below are more spiritual in nature than academic. If you, however, have specialized training, or some form of professional experience, please let us know so we can be faithful stewards of your specific talents.

- You must know Jesus Christ as your personal Savior and “Love the Lord your God with all your heart and with all your soul and with all your strength.” Deut.6:5
- You must be in agreement with, and loyal to, the policies, purposes, and standards of the Special Touch Summer Get Away program and its leadership.
- You must have a Christ-centered, unconditional love for people and be willing to minister without pride or prejudice.
- You must be willing, at all times during the Summer Get Away, to put the needs and desires of those placed in your care above your own.
- You must work in harmony with others in a genuine spirit of brotherly love.
- You must strive to keep the spirit of Special Touch Ministry alive year-round, and pray for all guests, staff, and leaders.

**BELIEFS** - Special Touch Summer Get Away is a Christ-centered program of ministry to people with disabilities addressing the spiritual issues they face and including opportunities for them to gather in worship. One of our purposes is to include, as an added ingredient, a spiritual application, which is usually omitted from similar programs offered by social or civic organizations. Since the guests come from a wide range of denominational and spiritual backgrounds, we refrain from teaching specific and in-depth doctrine during the week of Get Away. Our message for the week will be salvation oriented, and fundamental in nature. For those who are interested in more, we of course, are available to assist them on fundamental truths listed below as basic beliefs. These, on our part, are non-negotiable.

- The Bible is the inspired and only infallible and authoritative, written Word of God.
- There is one God, eternally existent in three persons: God the Father, God the Son, and God the Holy Spirit.

- We believe in the deity of our Lord Jesus Christ, in His virgin birth, in His sinless life, in His miracles, in His vicarious and atoning death, in His bodily resurrection, in His ascension to the right hand of the Father, in His personal future return to this earth in power and glory to rule a thousand years.
- We believe in the blessed hope - the rapture of the Church at Christ's coming.
- We believe the only means of being cleansed from sin is through repentance and faith in the precious blood of Christ.
- We believe regeneration by the Holy Spirit is absolutely essential for personal salvation.
- The redemptive work of Christ on the cross allows for healing of the human body in answer to believing prayer, according to the plan of God for each individual.
- We believe the baptism in the Holy Spirit, according to Acts 2:4, is given to believers who ask for it.
- We believe in the sanctifying power of the Holy Spirit by whose indwelling the Christian is enabled to live a holy life.
- We believe in the resurrection of both the saved and the lost, the one to ever-lasting life and other to everlasting damnation.

**GUIDELINES TO FOLLOW** - The following guidelines will make your ministry more effective and give you an overview of the expectations of the staff.

- Appearance – Be neat, clean, and modest in your dress so as to set a Christian example. Please dress appropriately for morning and evening chapel services and encourage your group to do the same.
- The use of tobacco and alcohol is not permitted during the Summer Get Away.
- Daily devotions with your group are a high priority activity. A devotional guide will be provided. We expect you to use it as you lead your group in devotions every day during the week. We ask each staff member who is not in charge of a specific group to also use the guide in their own daily personal devotions. This will keep the entire staff like-minded throughout the day.
- Chapel services are also a priority activity. We expect staff members to be present and sitting with their group during both morning and evening sessions. There are times when certain responsibilities will demand exceptions to be made. During these times, team leaders must be notified and arrangements made for your responsibilities to your group to be covered by another staff member. Remember, the chapel services are THE REASON why we have Summer Get Aways.
- The altar represents God's presence with us during chapel. When the altars are opened for prayer, please participate. Encourage those who are in your care to go to the altar with you. Pray for them there and minister to them. It is at the altar where you will build eternal relationships with these precious people.
- Always remember why you are here; to serve those who are placed in your care. It's your divine privilege to "wash their feet." Make sure that you always put their needs and desires before your own. At times this may require you to be involved in an activity that you don't particularly care for, but as you'll find out, you'll be the beneficiary. "Give and it will be given to you..." Luke 6:38
- Always maintain a positive attitude. Provide an atmosphere of excitement to all activities. Stay up beat. A happy spirit is contagious, and will benefit your ministry greatly. It will also benefit those in your care.

- Do not be critical of anyone, for criticism is a cancer that destroys. The nature of this ministry will not give anyone the time to entertain your critical attitudes. “Brothers, if someone is caught in a sin, you who are spiritual should restore him gently. But watch yourself, or you also may be tempted.” Gal 6:1. Legitimate concerns can be discussed with your team leader who will help you deal with the problem in a positive manner.
- Most people who are intellectually disabled should not be left unattended. Some, however, are very high functioning. Those individuals need a certain amount of freedom and should never feel as though they are being “watched.” Yet, for safety reasons, you should always know where they are and what they are doing. Stay within a reasonable distance. There will be others, however, who obviously should never be left alone. Also, be aware that there may be some guests who are high functioning, intellectually disabled who have been granted some independence. Refer to guest applications and team leaders for such information.
- For those who are physically disabled adults especially, this program is designed to be a retreat, vacation, and a time of fellowship. They should be given total freedom to decide for themselves what they want to do within our general guidelines. Be sensitive to their needs. Caregivers for these people are there to assist. Never do anything for them without asking first. It would be wise to sit down with them early in the week and discuss what they will need for you to do on their behalf.
- After the “quiet hour,” please be courteous to those trying to sleep. Take your conversation and fellowship to a place where others cannot be disturbed.
- Dating between staff members and/or guests is discouraged.
- For guests who deal with intellectual disabilities, always reinforce their established discipline routines. You will find these discipline routines listed on the guests’ applications. We are under obligation to the parent or guardian to uphold their methods. However, if you feel a routine is inappropriate, please contact your team leader immediately. The law prohibits the use of corporal punishment or physical restraints outside of our Protective Defense Policy. (Our Protective Defense Policy will be discussed later.)
- Always use caution in your physical contacts with your people. Many of the guests who are intellectually disabled need the reinforcement of a touch or a hug, but never place yourself in a compromising situation where they could bring charges of abuse or sexual misconduct. Many potential problems can be avoided by not being alone with any guests or locking doors during care routines.
- In the unlikely event you feel there has been an inappropriate comment or inappropriate behaviors that could be considered unwarranted sexual harassment, please discuss this incident with your team leader. If it involves your team leader and you feel uncomfortable approaching them about this matter, please discuss it with the Get Away Coordinator, as soon as possible.
- Don’t “burn yourself out.” Be sure to rest when you can. Take advantage of free moments in the schedule. Also, work with your co-caregiver (to be discussed) so that you can unwind at the end of the day.
- Participate, throughout the year, in other organized activities for the ministry, such as fund-raising activities, picnics, winter retreats, staff training seminars, conferences, chapter meetings etc. Such programs bring a strong unity of fellowship to the Special Touch family, which you find rare in the body of Christ. This kind of unity makes our ministry together even more effective.

**COMMUNICATIONS POLICY** - The rapidly growing phenomenon of blogging, social networks and other forms of online electronic publishing are emerging as unprecedented opportunities for outreach, information-sharing and advocacy. We encourage staff and volunteers to use the Internet to blog and talk about our organization, our services and your work. However please be aware that with instant access to the internet by smart phones and other electronic instruments and devices, the opportunity to abuse the privacy of others with information and or digital images is a risk.

Whether or not a staff or guests chooses to create or participate in a blog or online community on their own time is his or her own decision. However, it is in Special Touch Ministry's best interest that staff and volunteers understand the responsibilities in discussing our organization to the general public, both online and offline.

- **Be Responsible.** Blogs, wikis, photo-sharing and other forms of online dialogue (unless posted by authorized Special Touch Ministry personnel) are individual interactions, not corporate communications, and must be stated as such, unless the post is pre-authorized by Special Touch Ministry, Inc. staff and guests are personally and legally responsible for their posts.
- **Be Smart.** A blog or community post is visible to the entire world. Remember that what you write will be public for a long time – be respectful to Special Touch Ministry staff, guests, participants, and donors.
- **Include a Disclaimer.** If you blog or post to an online forum in an unofficial capacity, make it clear that you are speaking for yourself and not on behalf of Special Touch Ministry. While it is important to mention your name and position, if your post has to do with your work or subjects associated with Special Touch Ministry, use a disclaimer such as this: “The postings on this site are my own and don’t represent Special Touch Ministry’s positions, strategies or opinions.” This is a good practice but does not exempt you from being held accountable for what you write.
- **Respect Privacy of Others.** Don’t publish or cite personal details and photographs about Special Touch Ministry staff, guests, participants, or donors, without their permission and the written permission of the Director of Special Touch Ministry, Inc. Remember all disclosure of confidential information, and usage of copyright materials is subject to Special Touch Ministry policies as outlined in the Special Touch Staff Manual.
- **Write What You Know.** You have a unique perspective on our organization based on your talents, skills and current responsibilities. Share your knowledge, your passions and your personality in your posts by writing about what you know. If you’re interesting and authentic, you’ll attract readers who understand your specialty and interests. Under no circumstances should anyone create or spread gossip, slander another person or entity, or make assumptions and publish those in any verbal or written form.
- **Be Respectful.** It is alright to disagree with others but cutting down or insulting readers or anyone else is not. Respect your audience and don’t use disparaging language to express yourself.
- **Use discretion.** The nature of your position may provide you with access to confidential information regarding Special Touch Ministry programs, services, participants, and donors. Respect and maintain the confidentiality that has been entrusted to you. Do not divulge or discuss proprietary information, any internal documents, and any personal details about other people or any other confidential material.

Remember, internal and external communication should support Special Touch Ministry in pursuing the mission and vision of the organization.

**CONFIDENTIALITY POLICY-** Special Touch Leadership, staff, and volunteers, agree not to disclose, divulge, or make accessible confidential information belonging to, or obtained through affiliation with Special Touch Ministry, Inc. All information obtained is to be used solely for corporate purposes and never to be discussed with or divulged to unauthorized people under penalty of law. The need for confidentiality extends to everyone, including family, friends and acquaintances. Confidential information is used solely for the purpose of performing services on behalf of Special Touch Ministry, Inc. and in line with Special Touch Ministry policies and guidelines as outlined in the Staff Manual and other policy manuals.

**Confidential information** means all information and materials, whether in electronic, print, or video form, tangible or intangible, developed or undeveloped, to which the individual gains access as a result of volunteering or working for Special Touch Ministry, Inc. whether or not labeled or identified as confidential. This includes but is not limited to (a) all operational procedures, policies, and ideas for current and future Special Touch Ministry programming, (b) computer records, software, and reports, (c) identities, contact information, medical and health information, photos, and any other personal information of donors, volunteers, guests, or anyone else served by Special Touch Ministry, Inc. and its programming, and (d) Chapter curriculum, logo artwork, templates, and other materials Special Touch Ministry holds copyrights on. I understand the willful dissemination of any confidential or copyrighted material owned in its entirety, in part, in development, or held in confidence, in any format, including but not limited to; electronic, print, or video format, will subject the individual to any and all civil and criminal penalties applicable under federal and state law. The use of private confidential information without the express written consent of Special Touch Ministry, Inc. is in violation of ministry policies and will subject the individual to all criminal penalties.

**ETHICS POLICY** - An organization's reputation for integrity is its most valuable asset and is directly affected by the conduct of its leadership, staff, and volunteers. Special Touch Ministry is dedicated to doing the right thing and we will, in the conduct of service, maintain a high ethical standard, which means we will serve people with integrity and responsibility. While no ethics policy can expressly address all specific situations, any suggestion of a possible conflict should be brought to the attention of Special Touch Ministry National Director immediately. The basic premise is that each leader, staff, or volunteer represents Special Touch Ministry and is obligated to act in Special Touch Ministry's best interest, and in the best interests of those we serve.

Activities must not interfere or conflict with the interest of Special Touch Ministry, Inc. Acceptance of employment in nonprofit disability organizations, outside speaking engagements, election to the board of directors of other organizations, unapproved representation of Special Touch Ministry, Inc. and participation in activities on behalf of outside disability organizations or in political activities represent potential conflicts of interest and should not be entered into lightly. If individuals have doubts whether a certain situation could pose a conflict of interest, they should contact the Special Touch National Director to obtain preapproval. Unapproved participation in political activities and/or conflicts of interest may result in immediate revocation of an individual's status in Special Touch Ministry, Inc.

Special Touch Leadership, staff, and volunteers will avoid conflict or the appearance of conflict in regard to:

- using Special Touch Ministry, Inc. programs, materials, or information for private gain;
- showing preferential treatment to any outside person or organization;
- impeding the efficiency or economy of Special Touch Ministry, Inc.;
- affecting the public confidence in the integrity or the reputation of Special Touch Ministry, Inc.;
- endangering the life, health or safety of anyone.

No individual person associated with the organization shall solicit, receive gifts or gratuities for themselves, their families or friends from any outside person or organization unless they are disclosed and in line with applicable laws and Special Touch Ministry guidelines. No person shall use Special Touch Ministry assets for gifts or entertainment without approval.

It is the fiduciary responsibility of leadership, staff, and volunteers to prevent the loss, damage, misuse or theft of property, records, intellectual property, funds or other assets belonging to the Special Touch Ministry, Inc., including restricting Special Touch Ministry, Inc. use of such assets. There should never be any information issued that is false, misleading, incomplete or would lead to mistrust by the public or those Special Touch Ministry serves. As required by law, Special Touch Ministry public financial information is available from the Special Touch National Office Accounting Department, upon request, and online at [specialtouch.org](http://specialtouch.org).

**COPYRIGHT POLICIES** - All materials, including the Special Touch Staff Manual, Applications, Forms, and all Special Touch Ministry, Inc. printed/video formatted/web based materials are federally protected by the copyright laws of the United States. Copying of materials without the written permission of Special Touch Ministry is expressly prohibited.

## TYPES OF DISABILITIES YOU MAY ENCOUNTER

During your week of ministry you will encounter two separate and distinct groups of people with disabilities; those who are intellectually disabled, and those who are physically disabled.

People who are physically disabled take great offense towards being treated as though they are intellectually disabled, and rightly so. Often an “uninformed” individual may look at the “hardware” of wheelchairs, crutches, and prostheses, or perhaps even the visual irregularities and unusual movements caused by a disease or injury, and automatically assume that there is some form of intellectual disability as well. This is an unfortunate mistake, which through the years, has been at the expense of many physically disabled people who have superior talents and abilities. It’s a problem that can be avoided simply by being informed, and by treating every individual who is physically disabled on a plane equal with his/her peers who are not disabled.

To help each individual maintain his/her dignity, we operate a separate, functionally appropriate program and schedule for each group.

- Adults who are only physically disabled will follow a yellow schedule and wear a corresponding yellow nametag.
- All individuals who are intellectually disabled will follow a green schedule and wear a corresponding green nametag. Some intellectually disabled people will also have physical disabilities. These individuals will still follow the green schedule because it is designed to accommodate them at their cognitive level.
- Children who are only physically disabled will wear a yellow nametag, but periodically may follow the green schedule to better accommodate their younger cognitive abilities.

This color-coding is designed to maintain appropriate ministry and programming for every guest.

In placing caregivers, we try to accommodate your preference, but cannot guarantee that you will be placed with the group of your choice. If you have professional experience in a specific area, you will probably be used in that capacity. You will not be given a “total care” individual if you do not have experience in that area, unless you express to us a desire or willingness to learn.

Whatever group you find yourself with, we ask you to help us maintain this separation in program and schedule so everyone can receive ministry without inhibition. We will all gather together in the evening chapel service.

### PHYSICAL DISABILITIES

**Cerebral Palsy (CP)** is a non-specific term applied to impaired voluntary muscle control resulting from damage or injury to the brain before, during, or after birth up to one year of age. Severity of limitations varies greatly. CP can manifest itself with poor balance and coordination, constant irregular and involuntary movements, spasticity, exaggerated stretch reflexes, muscle spasms and weakness, and often drooling and poor articulated speech. Visual and speech defects as well as cognitive delay (intellectual disability) may or may not be present.

**Para or Quadriplegia** – Is the limited or no use of lower limbs or all four limbs respectively, caused by injury, defect, or disease of the spinal cord. Manifestations depend upon location of insult to the spinal cord, or whether it has been partially or completely severed, resulting in the loss of mobility, sensation, and independence.

**Muscular Dystrophy (MD)** - Bilateral and symmetrical wasting of skeletal muscles. Connective tissue and fat replaces muscle tissue. The cause is considered to be genetic (66%). There is some evidence to support the theory of faulty metabolism. There is no cure. Its manifestation is progressive and disabling, affecting the small muscles last - does not affect intellectual ability. It is generally fatal depending on the type.

**Multiple Sclerosis (MS)** - Inflammatory process occurs around nerve fibers causing sclerosis (scarring) scattered at random throughout the brain and spinal cord. Its cause is unknown. The most prevalent factor is infectious disease. Genetic factors are implicated. Its manifestations are onset at age 20-40 years. There is weakness and sensory disturbances, abnormal reflexes either hyper or absent. Often brings blurring, double vision, and

decreases peripheral vision, along with tremors, ataxia, poor coordination and numbness and tingling. There can also be bowel and bladder dysfunction. There may be mood disturbances such as euphoria or depression. There can also be slurred speech, memory loss, and changes in judgment, but MS does not affect intellectual ability.

**Spina Bifida** is a congenital defect in the walls of the spinal canal causing herniation of its contents. The disability has varying degrees. Its greatest degree of manifestation may produce hydrocephalus. There is loss of motor control and sensation below the level of defect. Maximum effect may cause total flaccid paralysis below the waist, contractures in ankles, knee, and/or hips. Clubfoot is common due to positioning in the uterus. In later years, scoliosis (curvature of the spine) is common (50%). There are often bladder and bowel problems. In most cases these people do not experience intellectual disability.

**Visual impairment** may occur alone or in conjunction with other disabilities including cerebral palsy, brain trauma, multiple sclerosis or intellectual disability.

**Hearing Impairment** includes mild, moderate, or severe/profound hearing loss. When not associated with another disability, this group of individuals often consider themselves to be part of a culture separate from hearing individuals and from those with other types of disabilities. They may communicate using lip reading, gesturing, and/or sign language.

**Brain Trauma** individuals are usually born “normal” but have sustained a brain injury by traumatic means: car accident, gunshot wound, etc. Limitations may be both physical and intellectual and vary from mild to severe depending on the extent of damage. Physical problems usually manifest on one side of the body (arm, leg, facial weakness, or paralysis with spasticity) opposite the injury site to the brain. Short-term memory is usually impaired making new learning more difficult. Individuals typically have decreased control over impulses and emotional responses.

## **INTELLECTUAL DISABILITIES (COGNITIVE DELAY)**

**Attention Deficit Hyperactive Disorder (ADD/ADHD)** - Not necessarily a cognitive delay (See below). This term is used as a “catch all” for individuals with normal or near normal intelligence who have learning or behavioral disabilities. It is not usually the only diagnosis. It can be caused by brain damage, emotional disturbances, hearing loss, or intellectual disability. The physical and behavioral manifestations can be inability for sustained attention, impulsiveness, and an inability to delay gratification. There is a low tolerance of frustrations. These symptoms are seen in both children and adults with learning-related visual problems, sensory integration dysfunction as well as with undiagnosed allergies or sensitivities to something they eat, drink or breathe. People with intellectual disabilities who have ADHD can be prone to accidents and recklessness. These must be dealt with patiently. Rules and routines must be thoroughly explained.

**Cognitive Delay** - This used to be referred to as “mental retardation.” The term “mental retardation” is no longer acceptable. There are many forms of cognitive delay that result in different degrees of intelligence and ability to grasp concepts. In the past, the general labels have been; EMH-educable, mentally handicapped, TMH-trainable, mentally handicapped, SMH-severely, mentally handicapped, EH-emotionally handicapped, and profoundly retarded which is very severe.

The definition of cognitive delay is faulty or inadequate development of the brain, which brings with it some degree of inability to learn cognitive concepts and to adapt to the needs of everyday life at the usual rate. It is not a disease, but is a general term for a wide range of conditions resulting from many different causes, such as, infection, intoxication, trauma, anoxia, metabolic disorder, low birth weight, cerebral malformation, premature birth, or deprived environment. The following classifications are no longer being used but might still be helpful. IQs are as follows: Borderline (High functioning) - Mentally/intellectually close to age; Mild-mental/intellectual age = 8-12; Moderate-mental/intellectual age = 3-7; Severe-mental/intellectual age = toddler; Profound-mental/intellectual age = infant. All may have other health deficits.

**Down's Syndrome** is due to an extra chromosome found in the genetic make-up, and is usually accompanied by other physical deficiencies. In the past, these individuals have been referred to as "Mongoloid," because their facial appearance resembles that of the Mongolian people. This term, however, is unacceptable today and considered an insult. The term "Down's Syndrome" or "Downs" is appropriate.

**Autism** is a serious disorder of behavior and communication. In its mildest form, autism may resemble a learning disability. The more severe forms of autism involve bizarre behavior that can even involve self-injury. Autism has been linked to several causes – untreated phenylketonuria (PKU), rubella (three-day measles virus), celiac disease (an inability to tolerate gluten in grains) and chemical exposures during pregnancy. There is no evidence that autism is caused by any factors in the child's psychological environment.

Specific care for each form of disability will be outlined in each guest application. Time will be allotted the Monday morning of Summer Get Away, at the staff orientation, for you to familiarize yourself with the specific care duties for each individual. In depth care, or anything you feel you can't handle, will be done by one of the Medical Staff. Don't feel overwhelmed! You are not alone! You will not be expected to do anything you feel you cannot handle.

## **TIPS FOR WORKING WITH PEOPLE WHO HAVE PHYSICAL DISABILITIES**

### **GENERAL TIPS**

- Don't be afraid to ask questions of other staff. More experienced staff is always around to lend a helping hand.
- Keep safety and the comfort of the guest first in mind.
- The guest may be your best resource person. Many are able to direct their caregivers in what works best. Ask them.
- Offer help when it looks as though it may be needed, but do not insist if the individual refuses.
- Do not pull on arm or push from behind unless such assistance has been requested. Precarious balance can be lost. Example: Do not open a door for someone when they are using it to assist their balance.
- Crutches and wheelchairs are a necessity for some guests. Do not take them away without first consulting the owner of the device.
- Encourage program involvement. This group is with us for their vacation and spiritual renewal. We want them to feel "pampered" and receive the Christian companionship that is so often missing from their lives. Share the experience of the Summer Get Away with them.

### **WHEELCHAIR SAFETY**

- Always apply brakes before guest is transferred to and from their wheelchair.
- Be sure seatbelts and necessary restraints are fastened around guest.
- When going through doorways or narrow spots, make sure guest's legs, arms, or head will not be bumped.
- Make sure their feet are secure on foot rests.

- Let guest know when you are about to tip the wheelchair back or make unexpected movements. Keep your foot on the tipping lever to assist in raising or lowering the wheelchair.
- If going over rough terrain it may be safer and smoother to tip the wheelchair back and push the guest to smooth ground. Sometimes pulling the wheelchair as you walk backwards can be more effective.
- Back the wheelchair down steep inclines so you are between the wheelchair and the bottom of the hill; never negotiate a steep hill without help.
- When going down curbs or bumps, turn the wheelchair around and gently lower the back wheels first and then the front.
- When going up curbs, steps, or bumps, always alert your guest and tip the wheelchair back in order to rest the front wheels on the curb. Push forward and lift up while rolling the back wheels up the curb.
- For very steep inclines or stairs, ALWAYS get help.
- When assisting someone else lifting a wheelchair up or down stairs, or hills, do not grab foot rests or arm rests as they may come off. Always grab the frame of the wheelchair. **DO NOT** attempt to lift the wheelchair off the stairs or ground, but allow the wheels to roll up or down.
- For electric wheelchairs, follow directions for recharging the battery. This needs to be done each night.

## **TRANSFERS**

- Most transfers need at least two people. (THIS IS ESPECIALLY IMPORTANT FOR THOSE WHO HAVE NEVER DONE TRANSFERS BEFORE).
- Always let the guest know what you are going to do before you do it. The guest should feel comfortable and safe and be encouraged to help in anyway they can.
- Lock the brakes.
- Remove armrests and foot rests when possible.
- Generally, move guests toward his/her strong side, while you assist at his/her weak side.
- Have guest wear shoes for standing transfer to avoid slipping.
- Use transfer belt when possible instead of lifting at shoulders.
- Before attempting a transfer, it may be helpful to have the guest move to the edge of his/her wheelchair or bed. You may need to assist with this. DO NOT LET GO OF THE GUEST.
- Give short, simple commands. Sometimes it is helpful to move “on the count of 3” so you both move together.
- For guests who stand and pivot, you need to block their weak knee with yours as they turn and guide them to sit on the bed.

- If a guest needs total assistance, two people may assist in a stand/pivot transfer or a lift from the wheelchair to the bed.
- Some guests use sliding boards. For this type of transfer, position wheelchair, remove armrest, and place the board under the thigh of the guest. Assist the guest in sliding across the board from the wheelchair to the bed, or reverse.
- Some guests may need to be transferred with a pneumatic lift (Hoyer lift). The guest may bring their own lift or one may be available through the Tech Support Team. If one is needed, check with your team leader.

## **BODY MECHANICS**

- When transferring a guest or moving him/her in a wheelchair, keep your feet at least 12 inches apart for a broad base of support and better balance.
- Keep close to what is being lifted. Do not reach outside of your base of support.
- Keep your body aligned properly. Have your back straight and your knees bent.
- If a guest or object is too heavy for you, GET HELP.
- Lift smoothly to avoid strain.
- When changing direction, pivot with your feet, turning your whole body without twisting your back or neck.

## **TIPS FOR WORKING WITH PEOPLE WHO HAVE INTELLECTUAL DISABILITIES**

Act as you would with anyone else. Be yourself. In doing so, you allow those around you to be themselves as well. If we view people who have intellectual disabilities as being different from us, it will make us uncomfortable in relating to them. However, if we view them as we do ourselves; we will be able to interact more comfortably with them. We must strive to treat others kindly and respectfully. A good way to interact with someone who is mentally disabled is the same way you would interact with those who are not. With that in mind, consider the following:

**STARTING A CONVERSATION** - What would you do in a normal circumstance? You would probably choose a topic you think the person may be interested in, or something you know has happened to them lately, or a “safe” topic like the weather, sports, etc. Do the same with someone who is intellectually disabled. For example, you might say: “Isn’t it a beautiful day today?” Or “You look so nice in that outfit!” People who are intellectually disabled may have fewer or simpler topics of interest to them, but they do have many of the same as anyone else.

**IF YOU RECEIVE NO RESPONSE TO YOUR CONVERSATION** - If this happened to you with anyone else, you would probably assume that they didn’t hear you or didn’t understand you. You would repeat your question or restate it.

Assume the same with a person who is intellectually disabled. Make eye contact, repeat the question, point to what you are talking about, or rephrase the question.

**STILL NO RESPONSE** - If this happened to you with a child, you might think they were shy. With an elderly person, you might think they were confused or unable to respond. In any case, you might try to put them at ease, continuing the conversation yourself, telling about something that happened to you or making light conversation. Don’t give up on someone who is intellectually disabled. As with anyone else who might have difficulty holding a conversation, they might still very much like to listen to others and be spoken to. You may say, “Yes, the weather is nice. Let me tell you what I am doing this afternoon.”

**YOU CAN'T UNDERSTAND THEM WHEN THEY SPEAK** - With anyone else, you might ask them to repeat themselves, or if someone is talking about a topic you know nothing about, you might ask to change the subject, or just listen politely. Even though you might feel awkward, the person who is intellectually disabled will appreciate you listening and often you may begin to understand some of their speech. It is acceptable to say, "I don't understand you". Or ask them to repeat the phrase. If necessary, ask another person to tell you what they understood the person to say.

**SOMEONE RESPONDS TO YOU ON A TOTALLY DIFFERENT TOPIC** - Again, think of what you would do if this happened while speaking with anyone else. You would be polite and either bring the topic back, or speak to the new topic. Do the same with someone who deals with an intellectual disability. You could say, "That's interesting, but let me ask you again about your job," or you could respond to the new topic. When you interact with someone who is intellectually disabled, don't think about how different they are. Try to think the same about them as you would anyone else.

**SOMEONE ASKS A PERSONAL OR EMBARRASSING QUESTION OR MAKES SUCH A REMARK** - Honesty is always the best way to handle this. "That's private business, let's talk about something else," is a good response. The person can learn from you that some things are not to be asked. "That's not something I want to talk about," is another way to handle this. If someone makes a remark to a third person who feels uncomfortable, you can say, "Let's not talk about that, it may embarrass people."

**ENDING A CONVERSATION** - If you find yourself in a situation where someone is extending the talking, again, honesty is the best policy. "I'm sorry, but I need to move on. Could we talk more later?"

**SOMEONE INTERRUPTS YOUR CONVERSATION WITH ANOTHER PERSON** - If you find someone is rudely interrupting a conversation, you can say something like, "I'm talking to Mary now and I need to do so. I will talk to you later."

**PEOPLE WHO ARE INTELLECTUALLY DISABLED MAY HAVE DIFFICULTY IN MOVING THEIR THOUGHTS FROM THE ABSTRACT TO THE REAL** - Use concrete examples and items. Illustrate abstract ideas with "real" items or experiences. Relate concepts to your guests' lives in the family, group home, vocational center, school, or job. Role model the behaviors you want your guests to learn and have them practice actual skills.

**LACK OF SKILLS AND DIFFICULTY IN LEARNING FROM OTHERS** - Take your guests into the world or bring the world to them! Expand their horizons. Give them new experiences. Help them meet and interact with new people. Use every interaction and experience to encourage the use of all their senses.

**POOR SELF-ESTEEM STEMMING FROM INABILITY TO SUCCEED** - Give your guests every opportunity to experience success! Praise and compliment their efforts. Enable each guest to succeed, excel, and help others. Help them see their progress. Compliment them when they succeed or try hard.

**DIFFICULTY IN REMEMBERING THINGS THAT ARE EASILY RETAINED BY OTHERS** - Repeat! Repeat! Repeat and repeat again! Help your guest identify and understand objects, feelings, situations, colors, friends, everything! Teach cues relating to people, situations, etc., that will "call up" memory.

People who are intellectually disabled often have trouble processing information and instructions. Example: You may tell Bill, "Get up. We are going to go to breakfast, then chapel, then swimming." Bill may have only been able to process swimming and excitedly puts on his swimsuit. That's all he heard. Often, people mistake this for a behavior problem.

Simplify your instructions to the task at hand. Ask questions after you give instructions. Example: "Bill, let's go to breakfast. Okay? Bill, where are we going? Great, let's go to breakfast."

**INABILITY TO PROCESS WHAT IS SEEN, HEARD, FELT, TASTED, OR SMELLS** – We encourage you to keep searching for clues as to how each person learns best. Consult others who may know your guest, such as parents, co-caregiver, team leader, recreation staff, or last year’s caregiver. Look for alternative ways to present the material to increase learning.

**EASILY DISTRACTED OR UNABLE TO KEEP THEIR ATTENTION ON A SINGLE ACTIVITY FOR AN EXTENDED TIME PERIOD** - Have short sessions. Change activities frequently when you notice that your guests are losing interest. Be flexible!! Have alternatives in mind, and use them when necessary. Use methods that engage all the senses.

REMEMBER—YOUR EXCITEMENT CAN AND WILL RUB OFF ON OTHERS!

### **PROTECTIVE DEFENSE POLICY**

Please take note that this policy is not meant to frighten you or cause hesitancy towards people. This policy has rarely been enacted. It is simply for the protection of you, the guests, and the Ministry in the unlikely event that you encounter such behavior. The vast majority of our guests who are intellectually disabled never display this type of behavior. As a whole, you will find them to be a lot of fun, very loving, and a wonderful blessing. Any time the Protective Defense Policy is enforced, you must notify your team leader who will assist you in filling out a written report of the incident.

It is important to remember that this policy must be followed precisely. This will help guard from legal action that could be taken against you and/or the Ministry.

Should a situation arise where you find that you must protect yourself and the guest from bodily harm, you must:

- Blow your whistle
- Take caution to be sure that neither you nor the guest becomes injured - no bruises, hand print marks, scrapes, etc.

When an individual who is intellectually disabled becomes frustrated, angered, or highly excited their physical strength can be phenomenal. For this reason, DON’T try to defend yourself alone. **BLOW YOUR WHISTLE!!** Seek help from your co-caregiver, or other caregivers that may be nearby. Always report every incident to your Team Leader.

#### **KICKING**

- If a guest is kicking, try to get behind them and stay at a safe distance.
- If this is impossible, block their kick with your own feet.
- Get all other guests who may be harmed out of the area.
- Monitor the situation until the episode is over.

#### **HITTING**

- Get behind the guest. Reach around and grasp their wrists or forearms then cross their arms in front of them maintaining your grasp at their wrists.
- Pull your chest tight to their back being sure to **turn your head to the side** to prevent injury in the event they start throwing their head back.
- Sometimes in this situation, the guest may shake their head violently. Do not get yourself in a position where those motions could hurt you. If it is possible to free one hand, place it at the back of the head but **DO NOT** restrain it. This could cause neck injuries.

#### **BITING**

- Biting may occur when a guest becomes frustrated. If the guest is biting another guest, **DO NOT** pull them away. The skin could be torn resulting in serious injury and bleeding.
- Place your fingers on either side of the jaw and squeeze. Extreme pressure is not necessary.
- Get the guest who has been bitten out of the area.
- To guard against being injured, get behind the guest, if possible, and grasp their hands at the wrists.
- When all has settled, make sure that anyone who was injured, yourself included, receives medical attention.

### **TOTALLY OUT OF CONTROL**

- Blow your whistle. Yell for help.
- Get behind the guest, reach around and grasp their wrists or forearms, then cross their arms in front of them maintaining your grasp at their wrists.
- Pull your chest tight to their back being sure to **turn your head to the side** to prevent injury in the event they start throwing their head back.
- Block their heel with your foot, pulling them backward unto yourself as you slowly go to the floor with them.
- While maintaining your grip, roll to your side and wrap your leg over theirs.
- Remain in position until the guest calms down. Talk to them without yelling and **BE FIRM** and reassuring!

This type of behavior rarely happens at Summer Get Away; however, you need to be prepared. The best way to avoid using any of the Protective Defense Policy (PDP) measures is to diffuse the anger or frustration before it escalates to a more serious situation. Most interactions that can lead to using any of the PDP begin as a power struggle between a guest and his/her caregiver, or as an interpersonal conflict between guests. If you are able to foresee such behavior, **IMMEDIATELY** blow your whistle.

**REGARDING ANY OTHER FORM OF RESTRAINT** - Most forms of restraint are considered to be a violation of individual human rights. Therefore, it is forbidden to use ropes, belts, or “leashes” to restrain an individual. If you have a guest who is a wanderer or who moves quickly, the best means of control is to hold their hand when walking. When you are seated, standing still, or participating in activities, position them in such a way where you are quickly accessible to their exit points. Sometimes these types of situations happen because of interpersonal conflict, not getting their way, over exhaustion, misunderstanding of rules, jealousy, etc.

Here are some proven techniques that can be effective in managing anger and frustration before it leads to an explosive situation.

- If you are experiencing interpersonal conflict that you are unable to resolve, enlist the help of your team leader as soon as possible. The earlier you seek additional counsel the better.
- Try to get to the root of the problem by asking questions such as: What made you so angry? What’s wrong? What happened? How can I help? etc.
- Help the guest identify the problem and then help them work out an acceptable solution.
- Depersonalize the conflict by restating a rule or policy being enforced. “We have to go to chapel, it is the rule.” “We are not scheduled for that now, the team leader told us we have to go to bed.” etc.
- If the guest is angry about not getting his/her way, explain why it is impossible **NOW** to get what they want and then when it will be possible: You want to go play now. Explain - We will play after lunch. You want to go to church now. Explain when church will happen.

Remember, asking for help is **NEVER** a sign of weakness, but shows maturity and wisdom. None of us are in this ministry alone. If you have any questions, further thoughts, or need more explanation, or would like a demonstration of any of the Protective Defense Policies, please feel free to consult your team leader.

## **GUEST REGISTRATION AND ORIENTATION PROCEDURES**

To eliminate confusion, **IT IS REQUIRED** that each staff member be present at Staff Orientation. We are working with a very limited time schedule that day, and there is a great deal of information that must be covered to acquaint you with your guests and their specific care needs. Immediately following the staff orientation, we will proceed with the guest registration and orientation procedures discussed below.

**DESIGNATED CABINS OR ROOMS** - Each staff member will be assigned a cabin or room upon arrival at the Summer Get Away. At the close of the staff orientation, each caregiver will go to his/her room and wait, the guests' parents, guardians, or drivers will bring them to you.

**Note: Take advantage of this opportunity to gain additional information about your guests by talking with these people.**

**GUEST REGISTRATION** - While you are waiting for your guests, they will be coming through the Guest Registration. They will be registered there by their parents, guardians, or drivers, and given a color-coded nametag. (Green for intellectually disabled guests, yellow for physically disabled guests, white for staff) The nametag will show their name, their caregiver's name, their medical staff's name, their room number, and the times they will receive medications, if any. Please be sure that they wear their nametag every day. This keeps staff familiar with the people and helps us to assist straying guests. Before leaving the Central Registration Center, they will also be settling their tuition payments, and turning in their medications to their medical staff. Regulations require that ALL medications for guests and staff alike, be turned in to the Summer Get Away medical staff to be administered at designated times. This is the law. We ask that **ALL** staff please comply.

**POSSIBLE IMMEDIATE NEEDS** - Upon meeting your guests for the first time, you may have some apprehension. We have tried to help you deal with it through this manual and the staff training seminar, but what about your guests? There is a possibility that there will be some apprehension on their part as well. It will be your responsibility to help them deal with theirs!

People who are intellectually disabled are facing unfamiliar surroundings and strange faces. People who are physically disabled are about to trust their total well being to a stranger who they aren't sure is capable of meeting their needs. To some, it even means their intimate needs will be exposed to an unfamiliar individual. They are totally vulnerable to you. You can certainly understand how that could make them uncomfortable.

The best place to start is by setting the mood with friendly conversation. Keep a positive and up-beat sound in your voice. Don't forget the power of a reassuring smile or perhaps a gentle touch or hug when appropriate. A rule of thumb in building immediate relationships is to place yourself in their position. Treat them like you would want to be treated if you were in the same situation.

Your first goal should be to win their friendship. Remember, you only have those first few minutes to make a good first impression. Make the best of them.

Other immediate needs to be aware of are as follows:

- Remember when you first meet your guests Monday afternoon; they have all come some distance on the road. It may have been some time since they used the rest room. For mentally disabled people, it may be wise to offer to take them to the rest room. Those who are physically disabled, no doubt, will let you know if that is their need.
- Be aware that your guests may be hungry or thirsty.
- There may be a possibility that some of them may be overheated from riding in the summer sun. Get them to a cool place. This may be more of a need for people who are physically disabled, since many of them may not be able to naturally lower their body temperature. If you suspect that is the case, ask them. Many carry water bottles that spray a fine mist of cool water, or perhaps you will have to get them to the lake, pool, showers, or air-conditioning. If you have any doubts, always discuss the situation with your medical staff.

- For those who are inclined to seizure activity, a long hot ride in the car, along with a raised level of stress from all the excitement of coming to Summer Get Away, makes seizure activity a real possibility. If a seizure takes place, do not be alarmed, but follow the simple steps below:
  - BLOW YOUR WHISTLE and call or send for the medical staff.
  - If the guest has not fallen, lower him/her to the ground.
  - Roll them on their side, cushion their head, and loosen their collar.
  - NEVER put anything in their mouths.
  - Clear any obstacles out of their way that may cause injury.
  - Stand clear and allow them to seize.

**STAFF FOLDERS** - At the staff orientation program, prior to the opening of the Summer Get Away, you will receive a folder which contains copies of your guests' applications. These copies will be kept with you to refer to throughout the week to keep you familiar with your guests' needs and handed in at the end of the week.

**NOTE\*\*\***In your staff folder you will find a Caregivers Evaluation of Guest form where you will find a place to record the check-in and check-out time of each individual guest. It is very important for our insurance company that these times be recorded. As soon as your guest is brought to your room at the opening of the Summer Get Away, immediately record the check-in time. Do the same upon his/her departure from the Summer Get Away. At the close of the Summer Get Away, your folder with the copies of the guests' applications, and other forms to be filled out, must be turned in to your team leader or designated personnel upon the departure of your last guest.

**GUEST ORIENTATION** - Guest Orientation will be one of your first responsibilities. As soon as possible, gather together as a group. The purpose of this time is to become acquainted with each other and with the details of the Summer Get Away program, as well as to provide them with useful information pertaining to the scheduled activities.

For those who are providing care for people with physical disabilities, this is a good time to put them at ease regarding the presence of those who are intellectually disabled on the grounds. Encourage them to deal with any possible prejudice they may have toward people who are intellectually disabled and to use this weeklong experience as an opportunity to minister to them.

## **YOUR DAILY RESPONSIBILITIES**

**REGARDING PHYSICAL CARE** - As a caregiver, it is your responsibility to be a big brother or sister to guests who are intellectually disabled and the children, and to become a friend to those who are physically disabled.

For five days, you will be responsible for their care and general well being. This means leading and guiding those who need supervision, providing for their safety, involving and encouraging them in various Get Away activities. For some, you may have to monitor their toileting habits and assist them with personal hygiene, such as bathing and oral care. Others may need assistance with dressing. Please help them dress according to the weather. You may also need to assist others with feeding, or monitor their general nutrition. These types of care duties will be outlined on the copy of each guest application in your staff folder.

The medical staff are available to assist you, if need be, with any care duty. If there is something you feel you cannot possibly do, please notify your team leader or your medical staff. They will be sure to have someone available to temporarily fill in on your behalf.

Many of the people you will be serving tire easily because of their various disabilities. Don't push them too hard but encourage them to pace themselves so they may enjoy as many activities as possible. Sometimes it is a good

idea to let them come along at their own pace. For those who are intellectually disabled, make sure they are in their room by the designated “quiet hour” with the possible exception of scheduled afterglows. For those who are physically disabled, make sure to encourage them to get the rest they need.

**REGARDING SPIRITUAL CARE** - This, of course, is the most important part of your ministry with Special Touch. The physical care you provide for your people is temporary, BUT THE SPIRITUAL CARE GIVEN HAS ETERNAL VALUE.

You provide spiritual care several different ways. Earlier we mentioned the importance of daily devotions with your people using our devotional guide. This is an excellent time for you to minister one on one. Don’t just quickly read through the written words, but talk about their intimate spiritual needs. Learn their spiritual desires and their heart’s cry. Many of them will be waiting to open up to you pertaining to these things. Pray together, as a group, for one another, and pray individually with them as well. Use this time to bond together spiritually.

Chapel services are an obvious source of spiritual life. Attendance to chapel services is **THE** priority activity of each day. If your guests are tiring through the day, make sure they get rest during the Open Recreation period, **NOT** during chapel times. Involve your people in the times of praise and worship. The best way to do this is to set the example, by letting your own praise flow freely. Take advantage of prayer time around the altar with everyone, especially your guests.

One of the less obvious ways to provide spiritual care is through your own actions. The example you set in word and deed, as well as attitude, is perhaps the strongest. Be assured that your guests will be watching you closely in your dealings with them and others around you. Always maintain the mind of Christ and minister in His love.

The primary focus of the spiritual care you provide is to lead those to Christ who do not know Him personally. For those who have already experienced salvation, your focus is to lead them into a deeper spiritual life, and to provide an atmosphere of true Christian fellowship that they can cherish for years to come.

**REGARDING THE PROGRAM AND SCHEDULE** - A great deal of planning has gone into providing a top-notch program of scheduled and free-time activities. There are activities provided that are functionally appropriate for everyone. Please encourage your guests to take in all that has been provided on their behalf.

At the staff orientation on Monday morning, you will receive in your staff folder, a schedule for the week. The schedule will be in one of two colors - Green for guests who are intellectually disabled and yellow for guests who are physically disabled. The schedules contain not only a time slot and location for daily activities, but general information for the benefit of your guests.

We expect to see everyone involved in the specially planned, organized activities designated on your schedule. (Remember, green for guests who are intellectually disabled and yellow for guests who are physically disabled). Open recreation is free time where you can take advantage of activities offered by the facility. (Some restrictions may apply due to the organized activity of the other group.) Again, remember, if your guests are tiring through the day, make sure they rest during the open recreation time and **NOT** during organized activities or chapel.

It is very important that you do not allow your group to become isolated from the rest of the program. A real sense of family belonging is a positive medium in which we all can grow. From a spiritual point of view, we are all one body. Let’s learn to move and grow together as one.

**MODEL SCHEDULE-** This model schedule is designed to give you a general overview of our week together. Since actual starting times may vary, no specific times have been listed here, but they will appear on your actual Summer Get Away schedule.

**MONDAY**

Morning --	Staff arrive Staff orientation	
Lunch	(provided for staff only)	
Afternoon -	Guest registration Guest Orientation Organized recreation* Open recreation* typically: swimming, boating, games, etc. Crafts (May vary according to facility)	
Evening --	Supper Free time Evening Chapel Snack bar opens (if available) Afterglows Quiet hour	* Please note: While the green schedule is in open recreation, the yellow schedule is in organized recreation and vice versa

**TUESDAY--THURSDAY**

Morning --	Wake up Breakfast	
Morning chapel-	NOTE: Guests with intellectual disabilities and guests with physical disabilities each have their separate chapel service at this time. Devotions (May be fit into the schedule anyplace else you find convenient) Organized recreation, free time, exercise class, etc.	
Lunch		
Afternoon --	Organized recreation Open recreation – typically: swimming, boating, games, etc. Crafts (May vary according to facility) Specialized activities—horseback riding, tubing, field trips, etc. Supper R&R (Rest & Relaxation) through the afternoon when appropriate and needed	
Evenings --	Evening Chapel Snack bar opens (if available) Afterglows Quiet hour	

**FRIDAY**

Morning --	Wake up Breakfast Morning Chapel Devotions Free time and pack up
Lunch	
Afternoon --	Vacate grounds

## SPIRITUAL ACTIVITIES

**CHAPEL SERVICES** - The chapel services have always been a highlight of the Summer Get Aways throughout the years. We meet twice a day for chapel, once in the morning, and once in the evening. The morning chapel is divided into two and sometimes three groups. Guests who are lower functioning, intellectual disabled, and the children will be taught by a children's evangelist, using Bible stories and puppets to relate spiritual concepts on their level of understanding. Guests who are high functioning, intellectually disabled may be taught on a teen-level at the same time. Adults, who are physically disabled, will be in a morning chapel geared to the spiritual issues they face. For the evening chapel service, we will all be together for a time of praise and worship, special music, testimony, and the preaching of the word by our evening speaker.

We like to combine the entire Summer Get Away population for this time of worship in the evening chapel service simply because it is our long range goal to one day see all of God's children worshipping together in our local churches without prejudice. We can begin to set the example at Special Touch Summer Get Away. I don't think any of us want the responsibility of deciding who is worthy of worshipping with us, and who isn't.

**AFTERGLOWS** - Often we feature a variety of evening afterglows, times of singing praises around the bonfire, concerts by gospel musicians, special showings of various Christian movies, etc. All of these things bring an added dimension of spiritual life to the Summer Get Away.

**DEVOTIONS** - These have been mentioned a number of times already in this manual. We cannot stress too much the importance of this very intimate "family" time that you can share as a group in the Word. Take advantage of it. It will make a difference in your day. The scheduled time for devotions is flexible. You may fit it into the most convenient part of your day. **BUT** you **MUST** fit it in.

**PRAYER AT MEALS** - We encourage everyone to sit as a room or cabin unit at meal times and ask God's blessings on your meals together as a family unit.

**ONE ON ONE MINISTRY** - We encourage every one, staff and guests, to be sensitive to the spiritual needs of all those around us. Many are looking for a friend to share a burden or specific problem with. Minister, in this manner, one to another. If someone appears to be troubled, encourage him or her to open up. Bear their burden. Let *agape* love abound. This is not only encouraged between staff and guests, but between staff and other staff. Be careful to keep your relationships "open." The forming of "clicks" is always unhealthy for everyone involved.

Can we reserve this one place (Special Touch Summer Get Away) within the body of Christ to be void of relational conflict? We would do well to remember that **EVERYONE**, regardless of their ability to perform, is valuable and worthy of our love, acceptance, fellowship, and companionship. Let us leave **all** of our pettiness behind, and for at least these five days, do everything within our means to be like Jesus.

## RECREATIONAL ACTIVITIES

This part of the program is the responsibility of the Summer Get Away recreation staff. They will require your assistance in maintaining order during recreational activities. Any help you can give them will be greatly appreciated. They will also need caregiver assistance in transferring and wheelchair manipulation during certain activities.

You will find that the recreational activities are almost limitless. To add even more variety, we have divided the activities into two categories, **organized recreation** and **open recreation**.

**ORGANIZED RECREATION** - There is a separate scheduled time of organized recreation for each group. For guests who are mentally disabled, there will be a variety of group games that will be of much enjoyment to them. Organized recreation for guests who are physically disabled does involve some group games, and other activities that will provide light-hearted fellowship. Everyone is expected to be involved in organized recreation because it gives opportunity to become acquainted with one another. To eliminate confusion on meeting times and locations for these activities, they will be printed in your Summer Get Away schedule. Refer daily to your schedule so you can be informed.

**OPEN RECREATION** - This is basically designed as a period of free time during which your guests can do whatever they wish. During this time, guests, who are intellectual disabled, will still remain under your supervision.

A variety of activities are available such as swimming, volleyball, baseball, basketball, tennis, ping-pong, croquet, horseshoes, etc. These activities may vary from Summer Get Away to Summer Get Away depending on what activities are available from the specific rental grounds. In some locations there is miniature golf, inner-tube trips, paddleboats, canoes, pontoon boat rides, wall climbing, hot tub, fishing, board games, etc.

In some cases you may encounter a situation where the guests in your cabin or room will be split on the things they want to do. Some may want to go on a field trip while others may want to go swimming. How do you handle this situation? You will be assigned a Co-caregiver (to be discussed later). Work it out with them. They can take one group, while you take the other.

**SPECIAL ACTIVITIES** - Some activities are specially planned and can only accommodate a certain number of participants. These types of activities usually involve having to transport guests to different locations. These activities will be announced at Summer Get Away, and a sign-up sheet will be provided in the office. Participants must enter their name on the sign-up sheet. These activities will be on a "first come, first served" basis. There must also be enough caregivers signed up to provide adequate care and supervision for those who need it. Some of these activities, such as bowling, do require an extra charge. When that is the case, make sure your guests do understand.

## **ORDER OF ADMINISTRATION**

**CO-CAREGIVERS** - The person you will be working closest with will be your co-caregiver. In most cases, this will be another caregiver in charge of his/her own guests, who will either be sharing your room, next door, or nearby. You will be introduced to your co-caregiver at the staff orientation. It will be your responsibility to work together, assisting each other with various care duties.

Once you become acquainted with your guests' needs, you can sit down together and work out a schedule of assistance that will accommodate each other. It may require trading guests periodically throughout the day, depending on what activities they may want to be involved in. When you need extra help, the first step is to contact your co-caregiver. If they are not able to assist you, then contact your team leader.

**TEAM LEADERS** - You will be introduced to your team leaders at the staff orientation. This is an individual who has experienced virtually every aspect of Summer Get Away. They have, no doubt, encountered every feasible difficulty you may run into. They will either be able to offer you helpful instruction when faced with a problem, find someone to assist you, assist you personally, or in some cases, they will handle the problem on their own. They will act as troubleshooters on your behalf for virtually every situation you may encounter.

The team leaders will oversee the caregiving staff. They observe guest/caregiver capacity loads, shifting loads to conform with personalities, capabilities, gifts, etc., when necessary. They will also assist in locating medical staff on behalf of the caregivers. They will monitor stress levels of the caregivers and encourage them when necessary. Each caregiver will find them to be a strong source of support.

The team leaders will be available to assist with many practical needs and activities or helping with transfers in and out of wheelchairs, etc.

Any maintenance problems should be brought to their attention, as well. They will work directly with the rental grounds staff or Summer Get Away Tech Support Team in clearing up the matter. The team leaders will also act as assistants to the Summer Get Away Coordinators, providing office and administrative help.

The team leaders are there to minister to you. Sometimes, when you are constantly giving, it is easy to “burn out.” Don’t be afraid to approach them for prayer or even as a form of release when the pressure builds. You will find them to be very gentle and understanding when it comes to your needs. Their ministry at Summer Get Away is to YOU.

**SUMMER GET AWAY COORDINATORS** - The Summer Get Away Coordinators are responsible for overseeing the entire program. Final decisions, pertaining to all aspects of the ministry, rest with them.

The team leaders will be in direct communication with the Summer Get Away Coordinators at all times. In this way, the Summer Get Away Coordinators will always remain informed of your needs. They are also available to minister to you and pray with you. They are genuinely concerned about your well being physically, emotionally, and spiritually, throughout the week.

The Summer Get Away Coordinators will call at least two staff meetings during the week of Summer Get Away. These staff meetings will take place at an announced time and location. We strongly encourage new caregivers to attend. Because guests cannot be left alone at this time, arrangements must be made with your co-caregiver or team leader to alternate care duties.

The Summer Get Away Coordinators’ primary focus is to be available to build relationships with and minister to each individual guest. Guests who are intellectually disabled often desire to converse with and be noticed by the Summer Get Away Coordinators, just by virtue of their leadership position. Guests who are physically disabled wish to fellowship with the Summer Get Away Coordinators and counsel with them, pertaining to some of their emotional, social, and spiritual problems. The more personal responsibility each staff member takes for his own duties, and the more effectively they perform their tasks, the more time is allotted to the Summer Get Away Coordinators to be about the business of ministry to the guests and to you.

The Summer Get Away Coordinators do not wish to be “untouchable administrators.” They are not called to that purpose. They are called to be friends, to serve, and to “wash feet.” They realize that the ministry is not theirs, but belongs to the guests, and to those who are making it happen. Without you, it is impossible for it to happen. Therefore, it is their desire to take care of you. Talk to them about your needs. They are interested in your ideas and input. They appreciate your commitment, and pray that it will continue down through the years. There is nothing more valuable to them than a staff member they know they can count on year after year. Such commitment certainly makes their job easier. Pray about your continued involvement in the years ahead, and in the process, always remember that this is YOUR ministry, God-given to you alone.

## CAREGIVER IN TRAINING (CIT) PROGRAM

**CAREGIVER IN TRAINING (CIT)** program mentors young people (age 14-17) in evangelism and service to people with disabilities and provides opportunities to explore God's call on their life through hands on experiences. These young people must have a desire to serve the Lord by serving others and a spirit of flexibility.

The ministry of a CIT is patterned after Aaron and Hur, as in Exodus 17:10-13. They were there to help Moses accomplish his assigned task. Our mission field consists of people with physical and mental disabilities. As a Special Touch CIT, the young person will be joining an army of Christian volunteers that minister to our guests in Summer Get Aways across the country.

This experience will give them opportunity to:

- Increase personal commitment to God
- Develop a heart of Servanthood
- Expand their ability to minister
- Win the unsaved to the Lord Jesus Christ
- Work with people with disabilities

**CAREGIVERS ASSIGNED CITs** - If as a Caregiver you are assigned a CIT, you have a responsibility to the CIT to utilize the duties of care giving to nurture, disciple, and provide meaningful opportunities to assist CITs in the discovery of their ministry gifts.

### **CIT Policies & Personal Code of Conduct -**

- All CIT activities will be conducted by the CIT Coach.
- I am responsible to the Caregiver, Team Leaders and the Staff I am assigned to. I will show them respect and realize that any disregard for adult authority will not be tolerated.
- I am expected to be on time for all CIT Meetings and adhere to all listed expectations during the week of Summer Get Away.
- I will not work outside of my assigned responsibilities without the consent of my Team Leaders and will not make commitments outside of my assigned responsibilities.
- The most important discipline of all is the discipline of the Holy Spirit in my life, working in and through me to make me the kind of witness that will count for the Lord.
- Self-discipline is necessary to maintain right relationships with each other. Some people live, think, act, work, play, eat, and worship differently than me. My purpose is not to change them to my way of doing things, but to fit into their way of life. There is no room for a "my way" attitude.
- I may find it difficult, at times, to get along with others. It may seem as if others have easier assignments. They will be thinking the same thing. I will suppress my desires and check my attitude for the sake of Ministry.
- This is a time that is designed to reach people with disabilities. All other activities and relationships are secondary. At no time will I neglect the work of my primary objective – WINNING THE UNSAVED TO JESUS CHRIST and showing God's love through servanthood.
- I will make a conscientious effort to keep the noise levels down, especially during quiet hour.
- I will conform to the disciplines of sleep times that my assigned room follows.
- I MUST RESPECT OTHERS AT ALL TIMES.
- This is a time that is designed to reach people with disabilities. All other activities and relationships are secondary. At no time will I neglect the work of my primary objective – WINNING THE UNSAVED TO JESUS CHRIST and showing God's love through servanthood.

## OFFICE AND BANK

**OFFICE** - The Summer Get Away office will maintain designated hours throughout the week. It is open for the benefit of the guests for information, activity sign-ups, T-shirt and Summer Get Away souvenir sales, and for receiving and sending of mail. General business during the week of Summer Get Away will also be conducted from the office.

**BANK** – Most guests come to Summer Get Away with extra spending money for snacks, souvenirs, and extra-curricular activities. In some Get Aways, a bank may be provided for the guests and caregivers. Their money will be deposited in the bank, and withdrawals can be made any time during office hours.

## MEDICAL ASPECTS

**MEDICAL STAFF RESPONSIBILITIES** - It is the medical staffs' responsibility to maintain the physical well being of each guest. Upon arriving at Summer Get Away, ALL staff and guests will turn in all medications to the medical staff to be under lock and key – this is the law. The medical staff will handle and administer all medications, for staff and guests (state regulations). Most medications will be given during mealtimes and after the evening chapel service.

In depth medical care, such as specialized bowel routines, and catheterizations, etc. will be performed by the medical staff unless caregivers have previous experience and feel confident in performing such tasks. They will also assist with showers, if necessary.

The medical staff will also make final decisions on guests' involvement in various activities. They will judge whether or not certain activities could compromise the health or well being of any guest or staff person. It is suggested that you check first with your medical staff if there are any questions regarding your guest's participation in activities.

**EMERGENCY PROCEDURES** - In the event of seizure, choking, loss of consciousness, accident or injury, immediately call or send for the medical staff. Blowing your emergency whistle will do this. Administering emergency care is their responsibility.

Each staff member will be issued a whistle, to be blown only to signal the entire Summer Get Away that there is an emergency in progress. If you hear a whistle blown, immediately proceed to the area to offer assistance, if needed. However, do not leave your own guests unattended to do so, but do whatever you can to relay the emergency message to the medical staff. Support staff have radios with them at all times. If you are involved in an emergency, or hear a whistle blown, make sure you notify one of them, if possible, so they may utilize their radio for a quick response.

Once you have sent for the medical staff, begin to administer proper care as taught in the staff training seminar, or at the staff orientation program, until the medical staff arrives. In the event of accident or injury - do not move the individual unless there is danger of further injury. We do suggest that, if at all possible, you become CPR (cardiopulmonary resuscitation) certified. Such training may periodically be offered by local hospitals and fire departments.

## **UNIVERSAL PRECAUTIONS FOR ALL COMMUNICABLE DISEASES**

*These precautions are for use with everyone, for the protection of your guests and yourself.*

### **GLOVE USE:**

- Wash before and after each use, preferably with antimicrobial soap.
- Change gloves between every person and for same person, if necessary.
- Remove and dispose of properly.

### **WHEN TO USE:**

- Personal Care: toileting, diapering, bathing, clipping nails.
- Cleaning spills or messes: blood, feces, urine, and vomit. (Also see below)
- First Aid with blood: cuts, open burns, nosebleeds, wound care.
- Laundry: Consider all laundry contaminated.

### **CLEANING SPILLS:**

- Wear gloves
- Clean area with detergent using disposable cloths/ towels.
- Disinfect area with germicide (1 part bleach to 10 parts water).
- Throw contaminated waste in lined container; remove liner and seal.
- Spills on carpets need to have germicide applied NOT bleach water disinfectant spray.

**SAFETY** - There are several safety procedures to be aware of, most are common sense.

- Never leave children or guests who are mentally disabled unattended, with the exception of a few high functioning mentally disabled adults.
- Be very cautious around the roads and highways. Always use the crosswalks when crossing.
- Use top bunks only for those who are capable of doing so safely.
- Never allow anyone to swim alone.
- Life jackets must be worn when riding boats, canoes, or paddleboats at all times. This applies to adults who cannot swim or save themselves in the event of a water accident. A person in a wheelchair should wear a life jacket, and their wheelchair seat belt should be released while on or near the water. Be sure to buckle it again when on land.
- When pushing an individual in a wheelchair, always be sure their seat belt is fastened.
- When pushing an individual in a wheelchair, never negotiate stairs or hills without assistance.
- Be cautious when transferring people in and out of wheelchairs. Lift properly, so as not to injure yourself. Assistance is recommended. Refer to page 8.
- Be aware of weather conditions: heat, sun, cold, bug bites and stings, etc. Dress your guests appropriately and use bug spray.
- To avoid accidents, avoid horseplay.

## MAKING YOUR STAY MORE COMFORTABLE

There are several things you should be aware of that will make your Summer Get Away experience more comfortable. Certain items can be brought from home that you will either need, or find useful. We offer a few suggestions below.

- Bedding or sleeping bag, and pillow
- Alarm clock
- Personal hygiene items
- Swim suit - modest
- Bath and beach towels and wash cloths
- Old tennis shoes for water front activities or tubing, if available
- Recreation attire
- Appropriate clothing for chapel services (modest, casual)
- Flashlight
- Insect repellent
- Bible & notebook

### OPTIONAL ITEMS

- Camera
- Sun screen lotion
- Extension cord
- Electric fan (in case rooms are not air conditioned)
- Bath mat

Due to fluctuating weather conditions and possible extremes, you may find shorts, warm jackets and pants very welcome. Possibly even rain gear and umbrellas will be helpful. Bring whatever you feel will make your stay more pleasant.

**STRESS RELIEF** - For your convenience and relaxation, coffee, tea, cool drinks, cookies and snacks may be provided in the cafeteria or staffs lounge every evening after the quiet hour. Make use of this time to fellowship and relax away from your guests. **YOU MUST, HOWEVER, MAKE SURE SOMEONE IS WATCHING YOUR GUESTS.** This can be worked out with your co-caregiver on an alternating basis, or with your team leader.

You will find it helpful to come to the Summer Get Away well rested and physically and spiritually prepared. Be sure to get plenty of sleep the week prior to Summer Get Away. You may also find it helpful to begin a light exercise routine or walking. Doing so a week or two prior to the Summer Get Away will physically prepare your body for the additional activity you will experience during the week.

Most of all prepare your heart spiritually for God to do the unexpected, in and through you. Keep your spiritual eyes and ears open so you can take advantage of every ministry opportunity. Let God change you into the image of Christ, into a true “foot washer,” a servant of God.

Have a blessed week!