



THE IAFA WAY





At Indian and Forest Acres, our core purpose of growing our campers' sense of self through challenging them and setting goals, and our six core values, are the foundation of our unique culture.

The fundamentals that follow bring our purpose and values to life. They're what set us apart from other camps and organizations and what drive our extraordinary success. We call it

THE IA FA WAY!

SIX CORE VALUES

1

BE PROUD TO BE PART OF THE IA/FA FAMILY.

We're all responsible for, and benefit from, the IA/FA image and reputation. Be grateful for what we share and consider how your actions affect our collective reputation. Be a proud ambassador of our camps!

While effort is important, we expect results. Follow up on everything and take responsibility to ensure that everything in your domain gets completed. Set high goals for yourself and your children and use appropriate measurements to track progress.

BE DRIVEN AND CONFIDENT.

2

3

PERSONAL GROWTH LEADS TO PROFESSIONAL GROWTH.

Be a lifelong learner. Seek out and take advantage of every opportunity to gain more knowledge, and to increase your skills and abilities to become a better counselor. Be resourceful about learning and sharing your knowledge.

Take personal responsibility for making things happen.

Respond to every situation by looking for a way you can do it, rather than explaining why it can't be done. Be resourceful and show initiative. Don't make excuses or wait for others to solve the problem. You don't need to be a hero, however, you should see issues and instances end in a way that is satisfactory to all.

OWN IT,
SOLVE IT

4

5

THINK WIN, AND WIN ALWAYS.

Think from others' perspectives. Discover what they need and find a way to help them meet those needs while also fulfilling your own. Winning the argument is not the important thing; winning the summer is! Nobody wins unless we all win.

Embrace change and don't be afraid to make a mistake. What got camp thru the last century is not the same as what will get us through the next. Get outside your comfort zone and don't be afraid to fail. Be flexible rather than stubbornly hanging on to old ways of doing things.

CHANGE THE WORLD, ONE CAMPER AT A TIME

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THE IAFFA FUNDAMENTALS

1

“BRING IT” EVERY DAY.

Have a passion for what we do at camp. Always be positive and fully engaged. Step up and make the most of each day by approaching every task with energy, focus, purpose, and enthusiasm. Work with a sense of urgency to get things done. Never give up- you can't fail unless you quit.

LISTEN GENEROUSLY

2

Listening is more than simply “not speaking.” Be present and engaged. Minimize the distractions (turn off bells, alarms and phones) and let go of the need to agree or disagree. Suspend your judgement and be

curious to know more, rather than jumping to conclusions. Above all, listen to understand.



ALWAYS ASK “WHY.”

Ask “why” five times if you don’t understand. In the search for the best solutions, challenge and question

what you don’t understand. Don’t accept anything at “face value” if it doesn’t make sense to you. Be curious, ask thoughtful questions, BE RESPECTFUL and listen intently to the answers. Dig deeper to go beyond the expected. **Ask the extra question.**

3

4

BE RELENTLESS ABOUT IMPROVEMENT

Regularly reevaluate every aspect of your work to find ways to improve. Don't be satisfied with mediocrity. "Because we've always done it that way" is not a reason. Guard against complacency. Find ways to get things done better, faster and more collegially.

5

PRACTICE BLAMELESS PROBLEM SOLVING

When you point your finger-three fingers are coming back at you. Identify lessons learned and use those lessons to improve ourselves and our camps so we don't make the same mistakes twice. Get smarter with every mistake. Learn from every experience. Failure is okay if you make it lead to success!

YOU'LL BE BACK

**GO
ABOVE
AND
BEYOND**

6

**LOOK
AROUND
THE
CORNER**

7

Be willing to take the extra step to accomplish the job or task at hand...make the extra effort. Whether it's getting up early or doing something not exactly in your job description, it's the extra mile which will separate you and us from the ordinary and extraordinary.

Be proactive and solve problems before they happen. Do not be afraid to ask for help. Because of our business we/you DO NOT have the luxury of waiting on things to get better before asking for help. Preventing issues is always better than fixing them.

HONOR COMMITMENTS

8

Do what you say you're going to do, when you say you're going to do it. **RESPECT** and **HONOR** others' time! This includes being on time for activities, meetings, curfews and promises. Be prepared and make sure you have done your pre planning (evening activities). If a commitment can't be fulfilled, notify admin and other staff early and agree to reschedule.



9

DO THE RIGHT THING

Demonstrate an unwavering commitment to doing the right thing in every action you take, and, in every decision you make, especially when nobody is looking. Honesty is the **ONLY** policy. Always tell the truth (especially to your campers). If you make a mistake, own it, apologize and endeavor to fix it.

10

PITCH IN

Be willing to do the mundane and ordinary things

necessary to get the job done. Nothing is beneath any of us. If you see it, do it.

11

TREAT EVERYONE WITH RESPECT

Treat others the way they want and deserve to be treated. Honor

and respect their value as unique individuals, regardless of their background, appearance, or beliefs. Be forgiving and always act with kindness, compassion, and patience.



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CELEBRATE VICTORIES

13

LEAD BY EXAMPLE

Recognizing campers and co-staff for doing things right is more effective than pointing out when they do things wrong. Regularly try and extend meaningful acknowledgement and appreciation in all directions throughout our community.

The best way to influence others is through your own example. Walk the talk! Take responsibility, both formally and informally, to coach, to guide, to teach and mentor others. Be and represent the change you want to see.

14

MAKE QUALITY PERSONAL.

Demonstrate a passion for excellence and take pride in the quality of everything you touch and everything you do. Have a healthy disdain for mediocrity. Being good is NOT good enough. Always ask yourself, "Is this my best work, with maximum effort?"

It's not about you. Don't let your own ego or personal agenda get in the way of doing what's best for the camp. Be there for each other and be willing to step into another role or help a fellow staff member when that is what is required for success. Help each other to succeed! Nobody wins unless everyone wins!

15

THINK TEAM FIRST.

KEEP THINGS FUN.

While our passion for excellence is real, remember that the world has bigger problems than the daily challenges that make up what we do. Stuff will happen. Keep perspective. Don't take things personally or take yourself too seriously. Laugh many times every day. Remember your worst day

at camp is better than the best day outside of camp!

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