

11 October 2007

Dear Camp Directors:

After a lengthy process, we are very pleased to provide “Best Practices for Camp Professionals Who Contract for Services of Camp Referral Agents” and “Best Practices for Camp Referral Agents.” The titles are reasonably self explanatory and they are what you might expect—an effort to establish best practices for making and accepting camper referrals. We definitely want to give you some history as to how and why these have been developed by the New England and New York Sections of the American Camp Association.

The purpose of these “Best Practices” is to propose general guidelines for camp professionals and camp referral agents. Our intent is to pave the way for improved working relationships between camps, referral agents, and the general public. As the feedback we received during this project suggested, this step was necessary and would be helpful in terms of improving relationships overall. While formulating these suggestions, we did receive input from both camp directors and referral agents.

The attached “Best Practices” were drafted by key volunteers and staff members of ACA New England and ACA New York over the course of a two year period. During that time, we surveyed, emailed and phoned both referral agents and camp professionals. We want to thank the many of you who gave us invaluable suggestions and feedback about the nature of providing and receiving camper referrals.

At this time, the Boards of Directors of ACA New York and ACA New England have approved these “Best Practices” and concur that they should be sent to the membership and to referral agents serving the camp industry. Again, they are meant to be guidelines. And, we are in no way suggesting that these should be mandatory practices. They are meant to be used as a framework and a benchmark.

On behalf of the volunteers and staff who worked to develop the best practices, we hope you will find them helpful. Please feel free to send us any feedback that you have. This has been a collaborative effort; and going forward, we would appreciate your comments or suggestions. By working together, our intention is to foster positive, respectful relationships.

Sincerely,

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