



# PARENT HANDBOOK



## Welcome to Eagle Mount!

### OUR MISSION:

Eagle Mount Bozeman is committed to provide quality therapeutic recreational opportunities for people with disabilities or cancer, and to provide support for families of participants so that "...they shall mount up with wings as eagles." (Isaiah 40:31)

### IS EAGLE MOUNT RIGHT FOR MY CHILD?

As the parent of a child with special needs, you want to do the very best for your child. Therapeutic recreation may be an effective element of your child's overall program, but it is just one of many different kinds of beneficial activities or therapies you may want to consider. If you have any questions about what therapeutic recreation can offer, you are always welcome to talk with our staff.

Eagle Mount's goal is to make sure everyone can have a successful recreational experience. Not every child likes to ski, or to swim, or to ride or garden. If your child does not enjoy the first program he or she tries, it might be that he or she will do well in a different program. We can work with you and your child to explore alternatives.

### HOW ACTIVELY SHOULD I BE INVOLVED?

It's your call. Eagle Mount welcomes your involvement. Observe your child riding, swimming, or come along on the ski lesson and let us know what you see. You are the one who knows your child best, including what kind of day he or she has had, special interests, likes and dislikes, behavior patterns, and more. Eagle Mount also understands that parents of children with diverse abilities are very busy. If you need to run an errand while your child is in the pool or the riding arena, we understand. But we hope you'll take a few minutes to talk with the instructor or the volunteers working with your child, before or after the lesson.

**Eagle Mount serves people of all ages with all kinds of disabilities – developmental/intellectual, physical, and cognitive.**

If an individual has a disability that affects his or her ability to function at home, at work, or at school, he or she is eligible for Eagle Mount programs and services. Mental health issues may be a secondary, but not the primary, diagnosis. Eligibility guidelines can be found inside, or you can contact the Eagle Mount office to discuss your child's needs and enrollment.

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## **Eagle Mount Bozeman**

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Bozeman, MT 59715  
(406) 586-1781  
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[eaglemount@eaglemount.org](mailto:eaglemount@eaglemount.org)



Office hours: Monday through Friday 8:00 to 5:00

To view the complete program bulletin, visit our website:

**[WWW.EAGLEMOUNT.ORG](http://WWW.EAGLEMOUNT.ORG)**

For program news and cancellations, visit our facebook page:

<https://www.facebook.com/eaglemountbozeman>

## WHAT EAGLE MOUNT PROVIDES

1. **PERSONALIZED ASSESSMENT AND GOAL-SETTING:** We evaluate each participant based on information provided on his/her application and physician's release form. If you would like to provide a copy of your child's IEP/BIP, that's helpful too. Together, we'll set goals for your child's participation, to promote fun along with safe and effective learning. Be sure to discuss your expectations and any concerns you may have.
2. **INFORMATION:** We mail out newsletters and bulletins, and occasionally may send home a notice with your child. We use email, facebook, twitter, and the Eagle Mount website ([www.eaglemount.org](http://www.eaglemount.org)) to post current information about events or cancellations. Please feel free to call us (586-1781) any time you're in doubt!
3. **SAFETY FIRST:** Eagle Mount provides all necessary adaptive equipment, including helmets appropriate to the sport. Eagle Mount volunteers undergo rigorous training to develop their own skills, their ability to teach the sport, and their awareness of specific disabilities.
4. **FUN!**
5. **FEEDBACK TOOLS:** We are always happy to discuss your child's participation and progress with you! Your feedback on how we're doing is always welcome, and periodically we send evaluation surveys to parents to ask what you thought of the program and what we can do better.

## WHAT EAGLE MOUNT CAN'T PROVIDE

1. **TOILETING:** Eagle Mount Bozeman staff and volunteers may not assist participants with toileting. If the participant requires extra support for the restroom, he/she must rely on the caregiver.
2. **MEDICATION:** Eagle Mount Bozeman staff and volunteers may not dispense medication to participants.
3. **RESTRAINT:** Eagle Mount Bozeman staff and volunteers are not permitted to restrain a participant, even for the participant's own safety.

## WHAT YOU PROVIDE

1. **THE COURAGE TO TRY.** Sometimes it takes a few tries before something clicks. At Eagle Mount, we are so inspired by all our participants who are determined to overcome challenges, who get to experience the joy of succeeding, and who live life to the fullest!
2. **PREPARATION.** The more you, as a parent, can do to help your child be ready in advance for the pool, the riding helmet, etc., the better the lesson will be. Tips on what to expect for each program are on the following pages.
3. **SMILES.** We work for smiles! At drop-off time, a smile from you goes a long way toward setting a great tone for the lesson, both for your child and for the volunteers and staff who'll be working with him or her.
4. **PERSPECTIVE AND FEEDBACK.** We love it when you can let us know what you're hearing! What kind of day has it been so far? What's new with your child? What's working and what's not? How can we help support what you're working on at home?



# AQUATICS PROGRAM

The Eagle Mount Bozeman Aquatics Program offers year round therapeutic recreation opportunities for kids, adults, and seniors. With the support of a trained and dedicated staff and caring volunteers, our participants enjoy the freedom of movement and powerful healing unique to water. From learning to swim to regaining strength and balance, the warm salt water offers all participants the opportunity to expand personal fitness and well-being.

Here is a brief description of what we offer for kids and families:

## Kids Swim:

- Group classes for toddlers, school-aged children and teenagers for all skill levels
- Work on water safety, learn to swim and stroke skills
- Younger kids work one-on-one with volunteers
- Promotes confidence and social skills

## Family Swim:

- Time set aside for participants, siblings and parents to enjoy the warm water
- Promotes family fun and enjoyment



# ADVENTURE DAYS

Here's a chance for your child to enjoy all that the Montana outdoors has to offer in the summer! Kayaking, fishing, rock climbing and camp-outs are just a few of the activities offered. Go to [eaglemount.org](http://eaglemount.org) and sign up for the whole session or choose a set of Adventure Days that works for you.

Adventure Days brings together groups of children or adults, according to their ages and abilities, offering a weekly adventure outing for each group – from the Tiny Trekkers (5-8) and Bridger Bounders (9-12) to the Eagle Explorers (13-19), Gallatin Gallavanders (20-29), Eagle Mountaineers (adults with intellectual disabilities), and the Cycling Club (adults with physical disabilities).

A detailed schedule of each day's activities, along with a list of what to bring, is distributed at the Adventure Days Open House, and is posted on our website.

With dedicated, skilled, and trained staff and volunteers, we aim to provide your child with an experience that is both safe and exciting.

# BIG SKY KIDS ONCOLOGY CAMPS

Our Big Sky Kids oncology camps are designed for young people with cancer and their families. Three different summer camps and one family ski weekend are offered, all tailored to campers' ages and medical requirements. The Big Sky Kids camps feature Montana outdoor adventures like white-water rafting, horseback riding, flyfishing, ziplining, and touring the wonders of Yellowstone National Park. Since 1985, Big Sky Kids has been helping children with cancer to heal, grow and simply be reminded how it feels to be a kid again, away from the hospital. Big Sky Kids camps create a sense of normalcy where campers and families can share their stories in a natural and pressure-free environment.

Here is a brief description of what we offer for kids and families:

- **Big Sky Adventure Camp** is designed for youth between the ages of 11 and 18 who are undergoing treatment or have just completed treatment, plus one parent or guardian each. Campers are recruited from major oncology center all across the nation. They gather together in beautiful Big Sky, Montana for a full ten days of fun in the outdoors. This unique and unforgettable experience includes river-rafting, horseback riding, an overnight camp-out, a trip to Yellowstone National Park, fishing, and many more exciting excursions. Big Sky Adventure Camp is medically supervised by a pediatric oncologist and a registered nurse and is all-expense paid, including travel. Accommodation is provided by Buck's T-4 Lodge in Big Sky.



- **Camp Braveheart:** Designed for children ages 5-10 years old who are now or have been in treatment for cancer, plus their immediate families. Braveheart is based at Hyalite Youth Camp, a rustic facility located on the peaceful shores of Hyalite Reservoir, just outside Bozeman, MT. Outdoor adventure activities, games, campfires, crafts and special guests fill the week. Braveheart is medically supervised by a volunteer pediatrician and a registered nurse. The only cost is transportation to and from Bozeman.

- **Young Adult Retreat (YAR):** Designed for young adults ages 16-23 who have reached remission. For nine days, campers are immersed in adventurous outdoor activities, and are given the opportunity to develop unique and powerful leadership skills. YAR is a travelling retreat with an itinerary that changes from year to year, so veteran campers get to see many different aspects of Montana's beauty. The YAR itinerary is on a three year rotation of Glacier National Park, Yellowstone National Park, and a "mystery year". YAR is medically supervised by a volunteer nurse and/or EMT and the only cost is transportation to and from Bozeman, MT.
- **"Spring Fling"** is a reunion ski weekend designed for past campers and their immediate families. Activities include downhill skiing or snowboarding at Big Sky Resort, cross-country skiing or snowshoeing at Lone Mountain Ranch, a pool party and a pizza night. "Spring Fling" provides a wonderful opportunity to reconnect with friends and families met at previous camps. The only cost is transportation to and from each of the weekend's activities in Bozeman and Big Sky, Montana. Accommodation, meals, and activities are generously donated to make this experience possible for the whole family.

\*For further information please visit <http://eaglemount.org/programs/summer/big-sky-kids/>

## SKI PROGRAMS

Eagle Mount works in cooperation with Bridger Bowl and Big Sky area resorts to provide quality adaptive lessons. All lessons are given by volunteer instructors specifically trained in adaptive techniques of mono and bi-skiing, 3 and 4-tracking, blind or visually impaired, and those with cognitive or developmental delays. Our goal is to teach skiers to become independent so that they may one day be able to ski with family and friends. Adaptive Equipment is provided with lessons, or a discounted rate is offered for those needing to rent equipment. Eagle Mount is a registered ski school through the Professional Ski Instructors of America (PSIA.org).

### DEMO DAYS OFFERS YOU A PREVIEW

Look for announcements about Eagle Mount Demo Days at Big Sky and Bridger. Demo Days offer a chance to learn about – and try out – adaptive ski equipment. This is an opportunity to learn what adaptations and special equipment is available to help your child enjoy skiing. Staff will be on hand at Bridger Bowl and Big Sky to give an overview of the ski program, demonstrate equipment and answer questions. If you aren't sure if it's possible for your child to ski or snowboard, this is a good time to see how we make it possible!

### CROSS COUNTRY SKIING/ SNOWSHOEING

At Bohart Ranch Cross Country Ski Center, Eagle Mount participants can choose Nordic skiing or snowshoeing. The program hosts destination skiers and snowshoers, as well as an eight-week long Winter Session. The program is supported by caring and trained staff and volunteer instructors. Lessons are designed for participants with visual impairments, developmental delays, cognitive disabilities, spinal cord injuries, amputations, sit-skiing abilities, or other adaptive athletes who are striving for independence. Equipment is provided, as needed, through the program.

For program dates and details, see our website, [www.eaglemount.org](http://www.eaglemount.org), or the current year program bulletin.





## CYCLING CLUB

The Cycling Clubs is made up of Handcyclists and independent bicyclists who meet for weekly rides. If there is interest among the group, participation in one or more competitive cycling events will be supported. There will also be a few weekend long rides in the summer. For program times and details visit <http://eaglemount.org/programs/summer/adventure-days/cycling/>

## HORTICULTURE

Gardening has long been recognized as therapeutic for people with disabilities. A chance to appreciate nature while growing food and flowers rewards our participants and gives a sense of community. Planting the vegetable garden is a time of excitement, and working alongside volunteers in the garden is a source of joy. Our raised beds allow wheelchair access, while adaptive gardening tools offer extended reach and stability. Sensory beds offer tactile and olfactory delights.

## ICE SKATING

Imagine the delight and freedom of gliding across the ice! Eagle Mount’s ice skating program occurs each fall. For some children, skating takes place through school, but we also enroll independent skaters. With adaptive equipment and volunteers, our aim is to provide every participant with a fun experience.

## SATURDAY NIGHT OUT AND KIDS’ NIGHT OUT ‘SNO’ and ‘KNO’

SNO and KNO are designed to give parents a respite while their participant enjoys games, music, crafts and a meal with other participants and volunteers. The focus is on fun and social interaction. SNO is for young people aged 13 to 23 and runs from 4:00 to 8:00 p.m., one Saturday per month, while KNO is for kids aged 5 to 12, and runs from 4:00 to 7:00 p.m..

Remember that SNO and KNO sessions are limited to 10 participants and slots fill up early. You may register a month in advance by calling Eagle Mount at 586-1781

## THERAPEUTIC HORSEMANSHIP

Our wonderful, patient, well trained Eagle Mount horses await your child! It’s important to know that space is limited and classes are filled on a rotating basis in order to serve as many riders as possible.

Your participant’s age and abilities are considered when he/she is assigned to a session. Your child may be in a sport or recreational riding class with other riders, or may be in one-on-one developmental riding lesson. Alternatively, your child may want to sign up for one of our un-mounted activities: barn management, horsemanship, or Mini Experience. In these classes they will learn how to take care of the facility, the horses, and how to handle them safely. Life transition skills are emphasized in these classes.



## Parent and Family Activities

In several of our programs, Eagle Mount plans for **FAMILY AND FRIENDS DAYS**. You’ll find these at Bridger Bowl and Bohart Ranch and during Adventure Days. These days are designed to provide occasions when you and your family can recreate together with your child who is enjoying Eagle Mount.

Four times each year, Eagle Mount offers special **PARENTS’ NIGHT OUT** programs where you are invited to bring ALL the kids to Eagle Mount for a few hours - long enough to enjoy dinner and a movie!

In collaboration with the Bozeman Area Special Education PTA (SEPTA) and MSU’s Human Development Clinic, Eagle Mount hosts a monthly **PARENT SUPPORT GROUP** for parents of children with special needs. Childcare is provided for parents who attend.

For information on any of these activities, contact the Eagle Mount Office, (406)586-1781.



## IT'S EASY TO SIGN UP

Application forms must be submitted each year. A new Physician's Approval is required every three years or whenever your child's condition changes. Forms are on the website, as well as in the office.

Each fall, a bulletin is mailed to all currently enrolled participants and volunteers, including updated forms and scheduling information. You are asked to indicate all programs your child is interested in for the full year. Although we cannot guarantee that we will be able to accommodate all your choices, we will try! About six weeks before the session, staff will contact you to confirm your child's registration and schedule for each program.

### **Participant Attendance Policy: Call ASAP if you will miss a class!**

At least **24 hour notice** is requested when a participant is unable to make a class. This allows us time to contact the volunteers scheduled for that same time period; please help us respect their valuable time. The efforts of volunteers make our programs possible.

Two unexcused absences in the program may result in forfeiture of your place in a class.

**Call in absences at 586-1781.**

If a participant is more than 15 minutes late for a class, volunteers may be sent home. If you know you will be late, please call ahead or we may not be able to accommodate you.

Two unexcused absences during a program session may result in forfeiture of your place in the class, and/or your Eagle Mount scholarship.

## CANCELLATIONS AND MAKE UP SESSIONS

If a lesson has to be cancelled by Eagle Mount for weather or other reasons, we will make every effort to offer a make-up lesson. On the ski hill, lessons are cancelled if the temperature dips below zero including windchill. In the barn, lessons are cancelled if weather conditions could be detrimental to the riders or horses.

## FEES, SCHOLARSHIPS, AND REFUNDS

Eagle Mount fees are kept very low by the generosity of kind people. In general, fees only cover about 10% of the actual cost of each program. Fees are published in the program bulletin and on our website.

We ask that you cover as much of the fee as you are able to. On your invoice, you'll see a line asking if you'd like to "pay it forward" to help provide a scholarship for someone else. If you're in a position to help, please know what a wonderful gift you're giving to someone who can really use your help. We will acknowledge your extra support as a charitable contribution.

Scholarships are available. Eagle Mount Bozeman's policy is never to turn anyone away if they cannot pay for our services. Scholarships are intended for those who have severe financial challenges. Scholarship requests are reviewed on an individual basis and kept strictly confidential. Please call the office for scholarship forms.

Refunds are not available when participants miss a single class. However, if it is necessary for a participant to drop out of a program prior to the half-way class, a partial refund is available.



## QUESTIONS?

You're always welcome to call, email, message us, or stop by. We welcome your questions, suggestions, and feedback. Feel free to talk with your child's program director at any time, and know that Executive Director Mary Peterson's door is always open for you. We are happy to have you and your family as members of our Eagle Mount family!

Phone: (406) 586-1781

Email: [eaglemount@eaglemount.org](mailto:eaglemount@eaglemount.org)

## YOU'RE INVITED: Eagle Mount Events

- (1) **SUMMER PROGRAMS OPEN HOUSE:** In late spring, Eagle Mount holds an Open House for summer programs, where summer program staff – Adventure Days, Aquatics, Horticulture, and Therapeutic Horsemanship – are available to answer questions. Forms and schedules are also available that evening.
- (2) **VOLUNTEER RECOGNITION:** Twice a year, generally in mid-March and late August, Eagle Mount Bozeman gathers everyone to say thank you to the wonderful volunteers who make our programs possible. You and your child are invited, and announcements will be sent home from your child's programs.
- (3) **FUNDRAISING EVENTS:** Eagle Mount families are always invited to attend fundraising events. Regular ticket prices apply, and we are deeply grateful for your support.
- (4) **FREE DIGGER DAYS PREVIEW:** Eagle Mount families are invited to come for a free "preview" of Digger Days. Digger Days is a fun, fundraising event held in late August each year in a big field out by the airport. On the Friday night before Digger Days takes place, children in our programs are invited to come for free between 4:00 and 8:00 p.m. to try out the excavators and other cool heavy construction equipment.



## EAGLE MOUNT CODE OF CONDUCT

Eagle Mount staff and volunteers sign a code of conduct, which you can find in Appendix C. **If ever you feel that a staff member or volunteer is not adhering to the code, please contact us right away.**

## BEHAVIOR ISSUES

As a private, nonprofit organization, Eagle Mount Bozeman reserves the right to deny enrollment for medical, safety or behavioral reasons.

Eagle Mount makes every attempt to accommodate all aspects of an individual's disabilities, including behavior issues. However, Eagle Mount is not prepared to deal with severe behavioral issues, where a participant's behavior repeatedly disrupts a class, or poses a safety risk to the participant, to other people, or to our horses.

Sometimes, a special, dedicated volunteer will make all the difference, working one-on-one to help a participant overcome fears or adjust to the feel of special equipment. Sometimes, a child is just unhappy in one activity but might succeed in another activity. Please know that we will work with you to explore different ways to help your child have a positive, joyful recreational experience.

If you anticipate a problem, please alert the office or your program director in advance, so we can work together to provide a positive, safe experience for all. Eagle Mount's policy on behavior can be found in Appendix B.

# Appendix A:

## Eagle Mount Bozeman Guidelines for Participation

**Mission Statement:** Eagle Mount Bozeman is committed to provide quality therapeutic recreational opportunities for people with disabilities or cancer, and to provide support for families of participants so that “they shall mount up with wings as eagles” (*Isaiah 40:31*).

**Working guidelines for defining “people with disabilities and young people with cancer”:**

- Physically disabled such that special accommodations or teaching approach or adaptive equipment is required for individuals to participate in recreational activities. Examples may include but are not limited to: amputees, non-ambulatory participants, limited or no use of extremities, visually impaired.
- Developmentally disabled such that special accommodations or special teaching approaches are required for an individual to learn or participate in recreational activities (includes severe learning disabilities). Examples may include but are not limited to: autism, Downs’ syndrome, and developmental delays.
- Includes temporary disabilities where special accommodations are required for an individual to participate in recreational activities or where a temporary disability precludes an individual from participating in recreational activities that are available to the general public. Examples may include but are not limited to: joint arthroplasty or post cerebral vascular accident.
- Includes individuals whose primary disability makes them eligible for service and who may have a secondary emotional disability or mental illness. Does not include individuals whose primary disability is an emotional disability or mental illness (i.e. depression, bipolar, psychosis, post-traumatic stress disorder, schizophrenia, etc). Examples may include but are not limited to: an individual with Downs’ syndrome, who also has depression.
- If an individual’s behavior results in a safety concern for the individual, staff or other participants, a parent or other legally responsible adult may be required to act as volunteer for that participant.
- Big Sky Kids camps are available for young individuals who have or have had cancer. Generally, the Braveheart and Adventure camps are for younger children who are currently or who have recently finished treatment. The Young Adult Retreat typically serves individuals who are in remission. See BSK Policies and Procedures for full details.
- Individuals who have or have had cancer may participate in other Eagle Mount programs if their illness has resulted in a qualifying disability. Examples may include but are not limited to: amputees, non-ambulatory individuals, visual or hearing impaired.

Please note that Eagle Mount’s working definition of a disability is not exactly the same as that defined by the US Government and covered by IDEA.

# **Appendix B:**

## **Eagle Mount Bozeman Policy on Behavior**

Eagle Mount Bozeman strives to provide a safe, fun, recreation experience for every participant, regardless of age or type of disability. Not every participant will enjoy every program; participants and families are encouraged to try a range of activities, with an eye to personal enjoyment as well as therapeutic benefit.

Occasionally, it is necessary to remove a participant from a class, from a program, or from Eagle Mount for reasons of behavior. Eagle Mount staff are trained to manage certain behavior issues, but more importantly to determine when behaviors may be unsafe. Staff have the authority to make the decision to remove a participant, and your participation in Eagle Mount programs signifies your agreement to abide by their decision.

- 1. Types of behavior that may cause removal from a program**
  - a. Destructive or violent behavior that poses a threat to the participant's own safety, or to the safety of other participants, volunteers, staff, or horses
  - b. Disruptive behavior that may endanger others, e.g., noise that may spook horses
  - c. Any unsafe behavior not consistent with Eagle Mount's values of health, inclusion, and independence
  
- 2. Procedure for removal**
  - a. Behaviors such as those listed above will result in the immediate removal of a participant from his or her current class or session. Parents/guardian will be notified.
  - b. Eagle Mount staff and/or volunteers will attempt to work with the participant to try to determine whether the cause of the behavior can be removed or ameliorated, so that the participant can return to the program.
  - c. If this is not possible, the program director will discuss the situation with the participant and/or family, with an eye to finding a resolution.
  - d. If no resolution can be found, and the behavior persists, the participant may be removed from the program, either temporarily or permanently. In some cases, it may be possible to arrange to switch to a different program, but this may not always be possible.
  
- 3. Procedure for redressing a decision for removal**
  - a. If a participant, caregiver, or family feels that the participant has been removed from a program unjustly, they may request a review of the situation.
  - b. If a review is requested, Eagle Mount will convene a board made up of directors of other programs to review the situation and make a recommendation.
  - c. If the recommendation made by the group is still not felt to be acceptable, the Executive Director will make a thorough review of the situation. The decision of the Executive Director is final.

# Appendix C:

## Eagle Mount Bozeman Code of Conduct

Eagle Mount Bozeman understands the importance of protecting the vulnerable populations we serve, both in our programs and in the community. The Board of Directors has therefore adopted this policy on November 12, 2012, in order to provide a safe and secure environment, and to foster practices that will protect participants from incidents of misconduct or inappropriate behavior, and also protect our staff and volunteers from false accusations.

Eagle Mount Bozeman staff and volunteers will:

1. Exhibit respect, compassion and consideration for all.
2. Be a positive role model, demonstrating inclusion, integrity, competence, patience, perseverance, good judgment, and healthy attitudes.
3. Be physically and mentally fit for the activities and conditions of the program.
4. Put participants' needs ahead of their own, ensuring that participants enjoy a safe, fun learning experience.
5. Set and maintain expectations for participants that are realistic and appropriate to age and abilities.
6. Demonstrate safety by using appropriate safety gear, e.g., helmets, lifejackets, harnesses or other gear that participants will be required to use.
7. Ensure that program equipment, vehicles, and facilities are maintained in a safe condition.
8. Be clear on their own roles, respecting the chain of command while not accepting responsibilities for which they are unprepared or unqualified. When in doubt, ask for clarification or reassignment.
9. Maintain the confidentiality of participant information.
10. Use only positive techniques of behavior management, such as redirection, encouragement, and positive reinforcement. Criticism, shaming, and negative reinforcement are not appropriate.
11. Refrain from proselytizing about their faith, understanding that actions speak louder than words.
12. Strictly avoid being one-on-one with a participant where others cannot see you.
13. Refrain from intimate displays of affection, inappropriate language or jokes in the presence of participants, parents, volunteers, or other staff.
14. Refrain from tagging participants in photos posted to social media; and not send private messages to participants. Keep comments public and appropriate.
15. Staff and volunteers are advised against giving their cell phone number or email address to participants, as well as initiating or accepting facebook friend requests with participants.

(Continued...)

## Appendix C: Code of Conduct (Continued)

16. While contact with participants outside of program is not prohibited, staff and volunteers should take care to avoid situations that could be construed by the public as inappropriate.
17. If a staff member or volunteer has reason to suspect that a participant has been abused - physically, mentally, emotionally, or sexually - the Program Director should be informed immediately. The Program Director will consult the Eagle Mount Executive Director and a report will be made to the appropriate authorities. It is not the responsibility of staff or volunteers to evaluate the situation.
18. If an incident of abuse is alleged to have occurred at Eagle Mount or during one of its programs, the following steps will be taken:
  - a. The participant's family or guardian will be notified.
  - b. Appropriate authorities will be notified.
  - c. The alleged perpetrator of the abuse will be placed on leave pending investigation.
  - d. The insurance company will be notified and appropriate paperwork filed.
  - e. Eagle Mount Bozeman will cooperate with any and all investigations initiated by appropriate authorities; if no investigation is launched, Eagle Mount Bozeman will conduct an investigation consistent with the organization's grievance procedures (available on request) and in consultation with our insurance company and/or attorney.
  - f. If, in the opinion of Eagle Mount, the alleged perpetrator has acted inappropriately or has otherwise violated the letter or spirit of this Code of Conduct, that individual will be terminated from employment or volunteering with Eagle Mount.
19. Report any violation of this Code of Conduct to the Program Director or the Eagle Mount Executive Director.

## QUESTIONS?

You're always welcome to call, email, message us, or stop by. We welcome your questions, suggestions, and feedback. Feel free to talk with your child's program director at any time, and know that Executive Director Mary Peterson's door is always open for you. We are happy to have you and your family as members of our Eagle Mount family!



**Eagle Mount**  
BOZEMAN, MONTANA

*Everybody Has Challenges.  
We Have Adventures.*

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