



OAK GROVE
FAMILY CAMP

**Oak Grove Family Camp
Feedback and Recommendations Report**

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Introduction

What a great year this was to start our very first family camp weekend! We didn't expect it to take place on the hottest weekend in September we've seen in years, but we are not complaining. Our families took full advantage of the gorgeous waterfront at Camp Otterdale to beat the heat and used more bug spray than we'd expected. We saw our families connecting, bonding, sharing, and laughing together at meals, during activities, and in the quiet moments early in the mornings and late at night. We loved seeing the little cohorts of kids running off together and making what we hope are ever-lasting friendships. Our volunteer staff fit in with our families flawlessly, working tirelessly to make camp magical for every one attending, hosting adult socials, providing childcare, and being around for camp activities to ensure the needs of our families are being met. It was truly a pleasure to see folks try out new things, dressing up for our Disco Jungle theme dinner, and really getting into the spirit of Ten Oaks' trademark intentional magic.

We also learned many things about family camps in general as well as the hopes and expectations of our families and our volunteer staff for Oak Grove Family Camp. We heard them appreciate many things, and also provide recommendations for how we can make camp even more magical. We value this feedback with all our hearts. Fundamentally, we are an organization that is built around people: their hopes, their abilities, and their uniqueness. Ten Oaks, at its core, is motivated by the needs of folks from LGBTQ+ identities, families, and communities. Moreover, we are an organization built on the strength of our community and we would not exist without the valuable contributions of our campers, volunteers, and staff. This report is based on all the feedback we received through our camp evaluation forms filled out by our families and volunteer staff. We are sharing this report with our communities as part of our commitment to continual learning and to ensure transparency in our programming development and improvement.

We hope to see you at Oak Grove Family Camp 2018!

Parnian Baber
Programs Manager

Demographics

We had a number of families apply for family camp, and had the capacity to host a 100 people at camp. In the end, after some last-minute drop outs, we had a total of 20 families (67 people) attend camp.

On our registration forms for families, we ask for a bit of demographic information to make sure our programming is reflective of our diverse communities. It is completely optional to provide this information.

LGBTQ+ Connections:

Families headed by LGBTQ+ parent(s) / guardian(s): 85%

Families including LGBTQ+ child(ren) and youth: 45%

Families headed by LGBTQ+ folks + including LGBTQ+ kids and youth: 30%

Ages:

1 to 3: 12%

4 to 12: 40%

13 to 17: 1%

18 to 30: 2%

31 to 40: 22%

41 to 50: 15%

50 and over: 8%

Recommendation:

We did not collect additional identity information from our family camper campers, which is a practice we do employ for our other programs. It is recommended that the program management collect data around ethnicity and gender identity in the future to keep track of the communities we are serving as well as the gaps in our services.

It is also recommended that the program management continue to prioritize BIPOC and transfeminine folks on the waitlists.

Feedback – Areas of Strength

Our standard feedback forms for campers and volunteers include variety of questions around programming, food, location, volunteers, training, bunking arrangements, and more. We hope that by including prompting questions, our campers and volunteers will be reminded of aspects of camps they enjoyed the most as well as the gaps in services. Below are some of the most popular aspects of Oak Grove Family Camp.

Camp Atmosphere and other General Feedback:

- The overall experience of camp was positive and folks appreciated that this camp was planned and held this year
- One of the best things about camp was the community that it brought together
- Camp was a safe space for LGBTQ+ families and spending time with other LGBTQ+ families was valuable
- Folks liked the number of campers who attended and felt any more people would change the community feeling of camp

Bunking Arrangements:

- Overall, the bunking arrangements worked well for most folks
- Folks felt they connected with their bunkmates and felt it could not have been done any differently given the limitations of our site

Kitchen:

- The food and snacks were well liked by our campers
- Folks appreciated the dietary accommodations made by the kitchen staff

Location:

- Overall, the location worked well for camp
- The camp farm, the waterfront, and the overall beauty of the camp were appreciated

Programming:

- Overall, the programming at camp worked very well
- The themed dinner was very well liked
- The activity sign-up method was appreciated
- Folks enjoyed the waterfront, archery, wall climbing, cupcake decorating, arts and crafts, and the campfire the most.

Staff:

- Folks appreciated the volunteer staff as well as Camp Otterdale's staff and the services they provided

Quotes:

- “Have it twice a year”
- Hardest thing about camp was “Trying to convince my kid to fall asleep”
- “OMG REAL MAPLE SYRUP”
- “So MANY frogs!!!”
- “We really hit it off with the family that we shared [a cabin] with. Thank you!”
- “Staff went above and beyond throughout the entire weekend”

Feedback – Areas for Growth

Based on the feedback provided by our families and volunteers, the following is recommended by the Programs Manager to be implemented in the year 2018 and beyond, dependant on Ten Oaks' staff capacity and budget.

Camp Atmosphere and other General Feedback:

- Have more bug spray available in key areas such as the dining hall and the waterfront.
- Run ice breakers or meet and greets for all-camp on day one of camp to help folks make connections
- Continue doing outreach to have a better diversity of families at camp
- Continue prioritizing families who have BIPOC and/or transfeminine members
- Consider having a 4-day camp structure in the future years

Bunking Arrangements:

- Continue giving folks the option to bunk with families they prefer on the registration forms
- Continue placing folks with mobility challenges as well as families with infants and toddlers closer to the dining hall

Kitchen:

- Provide clear instructions on how the family style meal system worked
- Provide better options for vegan and gluten free meals

Location:

- Have a cleaner site, especially the cabins which were very dusty and triggered allergies
- Have a map of the campsite, with information about where the cabins, bathrooms, and water stations are located

Programming:

- More programming opportunities for similar aged kids to connect
- More waterfront time scheduled
- More creative crafts planned for crafting
- Post the daily program in the dining hall for easy access
- Have a dance party!
- Run an all-camp game

Staff:

- Have more staff run activities to shorten the wait times for kids' turns

Quotes:

- “I didn’t participate in activities (archery, climbing_ b/cc they were busy and I wanted to ensure the kids got a turn”
- “The food was consistently good with lots of options for dietary options. I found the family meal style frustrating, felt trapped, people on all sides”
- “Allergies were horrible fri night in the cabin. I barely slept, so went to a hotel on sat night”
- “I feel like there were so many people I never connected with! Some kind of full group intro activity?”
- Hardest part of camp was: “Not catch has many frogs as I wanted the staff could not count the frogs”

2017 Feedback Action Plan

Program	End Date	Action/Deliverable	Resource
OGFC	At Camp	Include "get to know you" programming on the first day	Programs Manager
OGFC	Spring 2018	Clearly communicate "family-style" meal protocols in camp information guide	Programs Manager
OGFC	Summer 2018	Communicate need to vacuum and wipe down cabins to camp house before arrival at camp, allocate time in prep at camp to ensure cabin cleanliness	Programs Manager
OGFC	Summer 2018	Connect with each family to support management of allergies and medical needs	Programs Manager
OGFC	At Camp	Hold camp tours and orientation for every family upon arrival at camp	Programs Manager
OGFC	At Camp	Post weekend calendar in Dining Hall and in cabins	Programs Manager

Closing Remarks

Whether you were one of the respondents of our survey, someone who attended Oak Grove Family Camp, hope to attend one of our programs in the future, or a past, present or future staff members, we appreciate the time you took to read this feedback and recommendations report in its' entirety.

The Ten Oaks Project is a small non-profit run by a team of three full-time staff. To ensure that our staff has the time and capacity to run our growing programs and community events, maintain a healthy work-life balance and avoid getting emotionally or physically burnt out, we have implemented a new feedback processes. The feedback process can be reviewed in detail at this link. Please note that the Oak Grove Family Camp feedback process has now been closed, and we look forward to connecting and hearing from you after the 2018 session. We would like to thank all of our camper families, staff, volunteers, and Camp Otterdale management and staff for making intentional magic happen at Oak Grove Family Camp!