



ACCREDITATION VISITOR — SERVICE DESCRIPTION

Overview

COCA Gold Ribbon is an education program intended to assist COCA member camp organizations identify policies, procedures and practices specific to their setting and population that are documented and delivered in the course of providing a medically and emotionally supported childhood cancer camp experience. COCA relies upon volunteer visitor commitment to review documents, conduct site visits, and verify standard compliance towards accreditation. Visitors serve at two areas: medical visitor and peer visitor.

Gold Ribbon visitors are those who successfully completed a Visitor Orientation Course, possess the ability to objectively review a member camp’s policy, procedures and practices, conducting visits to verify a camp’s compliance with all applicable COCA Gold Ribbon standards.

Prerequisites, qualifications, required training, desired competencies, and the approval processes for both visitor roles are outlined in the chart below. Both roles are critically important to the operation of the accreditation program.

	<u>Medical Visitor</u>	<u>Peer Visitor</u>
Prerequisites	<ul style="list-style-type: none"> • Submit the COCA Gold Ribbon Visitor Application • Complete COCA Annual Gold Ribbon Accreditation Visitor Orientation 	
Qualifications	<ul style="list-style-type: none"> • Maturity and good judgment • Pediatric oncology licensed professional (RN, NP, MD, PA) • Preferred three year of pediatric oncology experience • Knowledge of and administrative experience in organized oncology camping • A minimum commitment of 3 years • Flexible summer schedule • Agree in writing to the terms of the Travel Re-Imbursement Policy 	<ul style="list-style-type: none"> • Maturity and good judgment • Knowledge of and administrative experience in organized camping, at a management level • Preferred three year experience minimum working in or running an oncology camp program • A minimum commitment of 3 years • Flexible summer schedule • Agree in writing to the terms of the Travel Re-Imbursement Policy
Required Training	<ul style="list-style-type: none"> • Complete COCA Annual Gold Ribbon Accreditation Visitor Orientation (120 minute Web based training) 	
Desired Competencies	<ul style="list-style-type: none"> • Demonstrated good oral and written communication skills, including demonstrated skill and comfort with technology • Demonstrated strong observation skills • Demonstrated understanding of the role of education in the accreditation process • Demonstrated understanding of the complexities of different types of camp operations • Demonstrated flexibility, patience, and objectivity • Ability to respect, articulate, and understand different viewpoints and to put aside assumptions that their own camp’s practices are the best or only way to comply with standards • Ability to relate well to a diverse field of camping providers • Ability to interpret standards in multiple settings and clearly explain those interpretations • Ability to relate to people in a positive and supportive manner 	

Time Commitment	<ul style="list-style-type: none"> • COCA Annual Gold Ribbon Accreditation Visitor Orientation (120 minute Web based training) <p>Per Visit:</p> <ul style="list-style-type: none"> • Visit team communications (dates, travel , etc.) – 2 hours • Document Review - 2-4 hours Includes review, scoring, communication with camp, request for additional information or clarification • Travel to/from camp for on-site visit – Varies • On-site observation visit – 4-6 Hours • Submit Visit documentation and reimbursement request – 2 hours
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Visitor Responsibilities

1. Commit to the Visitor role, including prompt communication before, during, and after visits. Including documentation review feedback, Coordinate the date and details of the on-site visit with the camp, coordinate travel & lodging arrangements.
2. Fully participate with the assigned visit team in the written document review:
 - Review the materials shared on the timeline agreed with the camp and all assigned visitors.
 - Contact the camp directly with any questions about the documentation shared.
 - Determine whether the documentation presented meets the standard for the written documentation or whether additional information is necessary to demonstrate compliance.
 - Share results with the camp standards contact and all assigned visitors, prior to the on-site visit, as soon as the review is complete.
3. Fully participate with the assigned visit team in the On-site observation:
 - Observe aspects of camp operation and interpret the standards as related to each camp visited.
 - With co-visitor, scoring each standard “Accepted”, “No”, “Observed” or “DNA” on the Visit summary Form, and ensuring all comments are recorded.
4. When appropriate, provide feedback to aid the camp personnel in developing their own observation skills as related to the standards.
5. Immediately communicate any concerns and/or questions to the CR standards chair or designated COCA staff member.
6. Complete an evaluation after the completion of each assigned visit.
7. Submit travel re-imbursement receipts in a timely fashion.