

SUMMER STAFF POLICY MANUAL



**LUTHERAN CAMP ASSOCIATION
CAMP ARCADIA**

Your Guide to the Staff Policy Manual

by Chip May, camp director

Welcome to the Camp Arcadia staff. As a member of this staff, I have very high expectations of you. This manual gives you my expectations. Please take them seriously. It is important that you read the whole thing. Below are a few parts of the manual that I am highlighting for you to help prevent any confusion:

Staff Job Requirements – we don't just expect you to show up to work, but we expect you to show up to work rested and ready to work. We expect the best from you every day.

Additional Expectations – all staff members work in the trading post a few nights a week; participate in the staff talent show; clean camp on Saturday; and help close up camp at night a few nights a month (OD).

Drugs & Alcohol – Each person is responsible for his or her own behavior. There are clear rules about the use of drugs and alcohol by staff members. We take this issue seriously and violations will be handled swiftly and at my discretion. With over 25 staff applicants waiting to take your place I will not hesitate to replace you. When you choose to break the community's rules, you prove that you cannot handle the responsibilities that come with being on staff.

Bring your own bed stuff – you must bring your own bed linens, blankets, pillows – the beds are extra-long single beds.

Bringing a Car? We have limited parking spots, preference goes to returning staff. All staff must get permission from the camp director or program director prior to arrival in order to bring a vehicle.

Bikes – you are welcome to bring your bike. When you are here, don't borrow other people's bikes without permission.

Visitation – You can't be in the staff room of the opposite sex past 12 AM. No intimate behavior between persons is allowed in staff rooms – ever. I don't care what your college dorm permitted, this is camp, and we have different expectations. If you have any questions about what intimate behavior between persons is, I would be happy to clarify it for you. There is also a new curfew in place for the duration of staff training.

Phones – You are welcome to bring your cell phone. The reception is spotty at camp and it depends on your carrier. We just ask that you don't use your phone around the guests or in the general guest areas. We ask our guests to only use their phones away from other guests. When persons are on the phone in the general guest areas it can break up the community.

Laptops & Computers – If you bring a laptop, there will be limited (wired) internet access after work hours for staff in the staff lounge and in the office. Please know that our guests are not provided with internet access. In my experience, the more time you are on-line, the less you interact with the other members of the community. So please, limit the use of your personal computer.

Friends – you are welcome to have your friends visit you on your day off this summer, but we ask that you not involve them in the staff community. You need to get permission from me before you have them come.

Family – we have a room in the staff quarters that is for sick staff or visiting family members (not friends). So, if you want your family to visit you this summer, have them call camp and reserve the room. A normal stay is one night, but we have on occasion made an exception and allowed a two night stay. The room is free, but if they want meals at camp they will have to pay for them.

About Camp Arcadia

WHAT IS THE LUTHERAN CAMP ASSOCIATION?

The International Walther League sold Camp Arcadia to a group of campers that formed the Lutheran Camp Association (LCA) in 1969. The LCA elects an 11 member board of directors. They hire a camp director who then hires the staff. You will have the opportunity to meet most of the board of directors during the summer.

The Lutheran Camp Association mission is to provide a setting for Christian families and individuals to vacation with God. The entire program at Camp Arcadia is designed to foster the renewal and re-creation of the whole person, spirit, mind, and body, amid the beauty of God's creation and in fellowship with other Christians.

A staff is hired each year to make sure the mission is accomplished. That's where **YOU** come in!

CAMP'S LOCATION AND FACILITIES

Camp Arcadia is located in beautiful northwestern lower Michigan about 20 miles north of Manistee, Michigan, on Highway M-22 in Arcadia, Michigan. It is situated directly on the shore of Lake Michigan with a mature hardwood forest and athletic fields, two lighted tennis courts, hiking trails and a half-mile of sandy beach.

The central Camp area has several buildings: the **Inn** which includes 40 sleeping rooms, shared baths/showers, four rooms with private baths, lounge with large fireplace, dining room which seats 200, plus a kitchen and staff dining area; the **Wigwam** which houses the office, a Trading Post (soda fountain and gift shop), indoor recreation area with large fireplace and staff quarters on the second floor. The Wigwam basement has beach showers for both male and female, guest laundry facilities, staff lounge, archives storage, and program and staff offices. The **Assembly** contains a lecture hall, a teenage boy's dorm, a nursery for kids under the age of 3, and the Ark - a classroom for children ages 3 and 4. There is also a **Craft Shop** that is used by guests of all ages.

CAMP ARCADIA COMMUNITY

Together, guests, cottagers, and staff at Camp Arcadia form a worshiping, learning and celebrating community. We believe that living in community is a gift from God; we are thankful for each other. The center for our lives is the Gospel of Jesus Christ, which affects all of our relationships with others.

Staff members form the nucleus of the Camp Arcadia community. **Through your presence, participation and behavior, you have an important impact on the tone and atmosphere of the Camp community. Your commitment to personal and communal spiritual growth, Christian worship and service to others is essential.**

STAFF JOB REQUIREMENTS

Camp Arcadia's staff is composed of approximately 40 Christian young people who have a desire to serve people through the unique ministry of Christian camping. You have already indicated a commitment to Christian beliefs and values, and a willingness to live and work within our unique community.

You have been chosen for your talents, energy and enthusiasm; you were hired because we feel you have a lot to contribute to Camp Arcadia and we **do** expect a lot from you. We encourage you to be friendly, be genuine, and strive for excellence in whatever job you have. In addition, we ask that you:

- Find regular times to stretch your spiritual legs via staff gatherings, personal time, or scheduled guest worship activities.
- Attend all announced staff meetings and get-togethers (see the staff calendar in Rinkie Square).
- Participate in the building of the staff community.
- Maintain good health throughout the summer months -- this means eating & sleeping well, and getting enough exercise to keep your body humming.
- Report to work each day on time, well rested and in good spirits.
- Maintain a genuine air of hospitality for our guests and for each other at all times.

ADDITIONAL EXPECTATIONS

- The staff introduces themselves each week by means of a **"talent" show**. The acts can range from real talent to pure nonsense, solos and group acts. Bring along musical instruments, skits, songs and ideas!
- Each evening while the **Trading Post** is open, some of the staff will assist at the soda fountain and snack bar. Assignments are made on a rotating basis (generally 2-3 times weekly).
- Assignments will also be made for small teams in rotation for Officer of the Day (O.D.) night-time Camp security and housekeeping duties. These will be described during staff training week. **These teams (in rotation) will be asked to be on the Camp premises for the entire evening/night to deal with any possible emergencies.**
- On Saturday the entire staff helps ready the buildings and grounds for the arriving guests. Everybody's job responsibilities include "housekeeping" duties when necessary.

GUIDELINES FOR STAFF COMMUNITY LIVING

To avoid confusion and ensure that you and your fellow employees enjoy the summer and understand the employment policies required by the Lutheran Camp Association, we ask that you carefully read the following policies.

GENERAL POLICIES

- A. At-Will Employment: All employees are hired on at-will basis.
- B. Civil Rights/Sexual Harassment: Decisions with respect to recruiting and hiring for all jobs will not be influenced in any illegal manner by race, color, religion, sex, height, weight, age, national origin, handicap, marital status or veteran status. The administration of all other personnel matters will be free from any illegal discriminatory practices. Under the Michigan Handicapper's Civil Rights Act and the federal Americans with Disabilities Act, the LCA has a legal obligation to accommodate an employee's or job applicant's handicap unless the accommodation would impose an undue hardship on the employer. Any employee who believes s/he is a victim of illegal discrimination or sexual harassment should report it to the camp director or the LCA board of director's president. All such reports will be investigated and will not result in retaliation against the employee making the report.
- C. Accidents: All work related accidents and illnesses must be reported immediately to the camp director or to your direct supervisor. The LCA maintains a first aid kit & supplies in the Camp First Aid Room (first floor, Inn) and in the kitchen. The LCA will post the location of emergency medical clinics to which all injured employees should be taken (and any doctors staff members should use for regular appointments).

BEHAVIOR POLICY

- 1. **Professional Relationships:** the LCA expects employees to conduct themselves with campers, staff, and town residents in a manner deemed appropriate for Camp workers. The LCA expects that the behavior of employees be in harmony with the LCA's strong Christian orientation. As part of this responsibility, everyone in the Camp and town community must be treated with respect. The use of offensive or inappropriate language, unkind remarks or actions, and intemperate use of tobacco or alcohol are behavior characteristics that are unacceptable.
- 2. **Child Abuse/Molestation:** Child abuse is not only morally wrong but it is also legally wrong. **The Michigan Department of Health requires that all employees report within 24-hours after the allegations made known.** This also includes any allegation of abuse prior to arrival at Camp Arcadia.
 - a. Anything done while disciplining to inflict pain is considered child abuse. No hitting, slapping, spanking, shaking, squeezing, or any such type of punishment is permitted.
 - b. Never speak about subjects that could be interpreted as sexually stimulating or sexually explicit.
 - c. Never touch the anal, genital, buttocks, or breast area. In cases that require medical attention, refer all matters to the Camp Nurse (during teen retreat weeks) or the parent (during family vacation weeks). Discretion must be used in all situations involving physical contact.
 - d. Emotional abuse is also not permitted. No extremely upsetting stories are to be told. Verbal reprimands that "attack" or ridicule are not permitted. All verbal reprimands are to be made in a Christian manner.

DRUGS & ALCOHOL

Camp Arcadia expects you to adhere to the following commitments regarding drugs:

1. ***The consumption of alcohol and use of marijuana is absolutely prohibited while on duty or on LCA Property no matter your age. (That also means not having alcohol or marijuana in your rooms!).***
2. ***No drinking of alcohol or use of marijuana by persons under 21 years old.***
3. ***No provision of alcohol or marijuana to anyone under 21 years old (Michigan law will put you in prison).***
4. ***There is a new federal law in which the use of tobacco products under the age of 21 years old is prohibited.***
5. ***The use or possession of illegal drugs without a prescription is strictly prohibited.***

In addition to our responsibility to abide by the laws of the State of Michigan, use of non-prescription drugs and/or use and abuse of alcohol has serious and damaging effects on the RKD community. Camp Arcadia is a special place. Though Camp Arcadia operates in a state where marijuana use is legal, both medically and recreationally for those over 21 years of age, Camp Arcadia exercises its right to prohibit such from our environment.

For your safety and the safety of Camp Arcadia, the management team has the right, and may do random room searches for the presence of said banned substances.

Violation of any of these commitments can be reason for your dismissal from the Camp Arcadia staff.

[LCA reserves the right to require laboratory testing of blood and/or urine, at its expense, of any employee it believes may be violating these rules regarding substance abuse. The detectable presence of any unauthorized drug under the laboratory's standards, a blood alcohol content of .05 per cent, or the refusal to submit to laboratory testing as required will be considered as being among the violations of this policy. A staff person suspected of drug or alcohol abuse will be transported by the camp director or appointee to a clinic for a blood test and then will be expected **NOT** to return to work until the test results are received (usually 24 hours). As soon as the results are known, a confidential meeting will be held between the staff person and the camp director. Immediate dismissal would be a possible consequence of a positive test.]

Respectful and appropriate social use of alcohol or marijuana by persons over the age of 21 years is a choice that carries with it the responsibility to abide by State law, to not drink and drive, and to be aware of those who choose not to use alcohol, in our Camp family.

Any employee convicted of violating a criminal statute involving the use, sale, manufacture, distribution, or possession of alcohol or any federally controlled substance including marijuana, must inform the Camp director within 24 hours. Should an employee be arrested for (but the outcome is still pending) a crime that violates this policy is required to inform the Camp director within 24 hours. Camp Arcadia reserves and will exercise its right to re-assign the employee to another position, to place the employee on paid or unpaid leave, or take other employment action, pending outcome.

It is our intent to provide a safe environment for all employees, campers, and guests and to create an environment where employees, campers, and guests can focus on and learn more about a deepening relationship with Jesus Christ.

SMOKING & VAPING

Camp Arcadia expects you to adhere to the following commitments regarding smoking and vaping:

1. ***Smoking and or vaping outside of designated areas (this includes inside any of Camp's buildings or structures and anywhere guests are present) is strictly prohibited.***
2. ***Carrying smoking or vaping materials or supplies during working hours is also prohibited. They must be kept in your room or in your cubby space (kitchen).***

You may smoke in the designated smoking area between the kitchen back porch and the back of the Inn. Please make sure to do so safely and to clean up after yourself. You may not smoke or vape around guests.

MOTOR VEHICLE OPERATION

1. ***Lawful operation:*** Employees shall obey all laws while operating motor vehicles during the performance of their duties or while operating vehicles owned by the LCA. Such employees shall also be responsible for the observance of such laws (e.g. safety belt laws) by occupants during such periods of operation.

If you are 21 years and older:

- a. **You must get permission from a management staff member before using a camp vehicle.**
- b. **You can drive campers in any vehicle for camp activities.**

If you are 18-21 years old:

- a. **You may drive yourself in a camp vehicle with the permission of a management staff member.**
- b. **You may not drive campers in any camp or non-camp vehicle.**

(as prescribed by the LCA's insurance provider).

3. ***Alcoholic Beverages and Drugs:*** The use of alcoholic beverages or drugs in an LCA vehicle or during the operation of an LCA vehicle or the operation of any vehicle while on LCA business, while under the influence of alcoholic beverages or drugs or while visibly impaired as a result of using alcoholic beverages or drugs, is prohibited.
4. ***Accidents:*** Employees who witness or have any information regarding an accident involving an LCA vehicle shall report that they are witnesses to the camp director. Drivers involved in an accident involving an LCA vehicle shall make a police report. If you are driving an LCA vehicle and are involved in a highway accident, make every effort to obtain names, addresses, and telephone numbers of all others involved, as well as any witnesses. **DO NOT MAKE ANY STATEMENT AS TO RESPONSIBILITY FOR THE ACCIDENT AT THE SCENE.**

WORK RULES

The following conduct is prohibited and constitutes a violation of the LCA’s work rules, and constitutes just cause for discipline and/or termination, with or without oral or written warnings, for all purposes including, but not limited to, the unemployment compensation law.

1. Theft, damage, or misappropriation of property or other employees or of the LCA.
2. Abuse or deliberate destruction of LCA property, including materials or equipment.
3. Assaulting, threatening, or using abusive or profane language towards other employees, supervisors, guests, or other persons.
4. Use or possession of intoxicating beverages, drugs, explosives, firearms, or dangerous weapons while on LCA premises, or reporting for or continuing to work in a condition which makes work performance doubtful or hazardous.
5. Engaging in fighting.
6. Insubordination of any kind, including refusal of an employee to satisfactorily perform any reasonable task or job assigned to him/her by his/her supervisor, or to follow reasonable instructions, whether or not similar to the work normal performed.
7. Any illegal or immoral activity on the LCA’s premises.
8. Engaging in any unlawful discrimination or harassment of another employee, guest, or supplier.
9. Violation of any other LCA policy in this Statement.

DISCIPLINARY ACTION

Infraction of work rules will result in disciplinary action administered through a sequence of warnings as listed below:

To avoid confusion and ensure that you and your fellow employees enjoy the summer and understand the employment policies required by the Lutheran Camp Association, we ask that you carefully read the policies listed in the staff policy manual and read and understand the following guidelines for consequences resulting from the failure to uphold those policies.

The Executive Director (or his designee) may choose to employ verbal warnings, curfews, parental contact, termination, and other actions at his discretion based on the circumstances of each infraction.

category	infraction	action
Alcohol and Marijuana:		
	Use of alcohol or marijuana on working time (start time to end time each day)	1. 10pm Curfew for 2 or more nights; if underage - phone call to parent
		2. Termination
	Use of alcohol or marijuana on Camp property or storing alcohol in Camp's buildings or structures	1. 10pm Curfew for 2 or more nights; if underage - phone call to parent
		2. Termination
	Underage drinking or smoking marijuana	1. 10pm Curfew for 2 or more & Phone Call to Parent
		2. Termination

	Supplying alcohol or marijuana to underage	1. 10pm Curfew for 2 or more & Phone Call to Parent 2. Termination
Smoking:		
	smoking and or vaping outside of designated areas (this includes inside any of Camp's buildings or structures and anywhere guests are present)	1. 10pm Curfew for 2 or more & Phone Call to Parent 2. Termination
	carrying smoking or vaping materials or supplies during working hours	1. 10pm Curfew for 2 or more & Phone Call to Parent 2. Termination
Cohabitation		
	1 am curfew for gender based rooms	1. Curfew 2. Termination
	intimate behavior on site (sex)	1. Termination
Drug Related Misconduct		
	possession or use of drugs in the workplace	Termination
	possession or use of drugs outside of work	Termination
Sexual Misconduct		
	Sexual Misconduct	accusation substantiated will result in termination
Harassment		
	Sexual Harassment of any kind	accusation substantiated will result in termination
	Use of Racial Slurs or other racial misconduct	
	Any other type of Harassment (see anti-harassment policy)	
Departmental Behavior Issues		
	late to work	Consistent tracking of behavior both within and across departments... documentation, counseling, warnings, curfews, and/or termination at the discretion of the management staff
	disrespect of leadership or peers	
	refusal to complete work as directed	
A few more details/reminders for you:		
	1	At-Will Employment: All employees are hired on at-will basis. At-will means that an employer can terminate an employee at any time for any reason, except an illegal one, or for no reason without incurring legal liability. Likewise, an employee is free to leave a job at any time for any or no reason with no adverse legal consequences.
	2	All infractions will be documented and kept in your employee file.
	3	Violation of Curfew is considered a second offense.

4	All alcohol, sexual, drug, and racial infractions will be dealt with by the Executive Director and other management staff at the Executive Director's discretion.
5	Accusations of Sexual Misconduct will be investigated by the Camp Arcadia Anti-Harassment Review Board. For more information about the make up of this review board and it's responsibilities, see the anti harassment policy.

However, the LCA retains the right to impose discipline or discharge employees without cause and without liability.

Additional disciplinary action for each offense in the form of temporary suspension or dismissal may be taken at the LCA's discretion based on the LCA's perception of the severity of the violation, the likelihood of it being repeated, and other matters.

Warnings will be issued

Problems: If an employee experiences a problem on the job, s/he is encouraged to discuss the problem with the immediate supervisor before the problem results in disciplinary action. If the employee believes the supervisor is not adequately responding to the employee's concerns, s/he should request that the supervisor arrange a meeting of the employee, supervisor and camp director. Claims of illegal actions against an employee (such as sexual harassment) should be reported directly to the camp director or a member of the board of directors.

DRESS/APPEARANCE

A neat and clean appearance is expected as you serve the guests. This includes clean hands and nails, long hair tied back or otherwise restrained when handling food, shoes or sandals in the buildings and appropriate clothing for the job. **When you work in the Trading Post, you should wear Bermuda shorts, slacks or skirts, and shirts other than T-shirts (except for the staff shirt).** Aprons will be furnished. Persons waiting tables in the dining room will wear the required uniform for all meals (Dining Services employees may consult their apparel guide). A red bib apron will be furnished.

ROOM, BOARD, AND DAILY LIVING

HOUSING & PERSONAL PROPERTY

Living together, 24-7" (24 hours a day, 7 days a week) requires respect, patience, tolerance, and responsibility. Each staff person must commit to building a peaceable, stable, positive, supportive living environment. Christian conduct is expected at all times.

Each person is expected to respect his/her roommates and their property. Specifically, this means keeping your assigned shared room neat and clean. The right of entrance and inspection is reserved by the management and you will be held responsible for any damage to Camp property.

All Camp buildings as well as staff quarters are smoke-free. If you are a smoker, first, you should stop. If you must continue with this horrible habit, please consult with the camp director as to an unobtrusive out-of-doors space to smoke.

Staff rooms include for each person: a single or bunk bed, a chest of drawers and a place to hang clothing. Sinks are in the rooms with shower facilities down the hallway. Camp Arcadia can furnish pillows and blankets, but I recommend bringing your own if you are able. You need to **BRING YOUR OWN TOWELS AND BED LINENS.**

At the end of your employment, your staff room must be cleaned and approved by the camp director. Failure to obtain the director's approval before departure will result in the loss of a paycheck.

Bicycles may be stored at the bike rack in the turn around south of the Inn. Do not use another person's bike without permission. If you would like to bring a car with you, please get permission from the camp director as we have limited parking spaces. However, the LCA is not responsible for the safety of vehicles parked in the parking area or for any items placed in the vehicles or on the LCA's premises.

VISITATION POLICY

You are not allowed in a room of the opposite sex past 12 AM. No intimate behavior between persons should take place in the staff bedrooms. Violation of this policy can result in immediate dismissal. The management realizes that staff men and women have reason, business or personal, for visiting each other's rooms; however, respect for the privacy of each other must be of foremost concern in visitation circumstances. Please be respectful of other staff members who are trying to go to sleep.

During the staff training period, there will be a 12AM curfew for all of staff. This will be an enforced curfew in the hopes that the staff might create a habit of a healthy sleep pattern. The management team realizes the intensity of staff training, and realize that it can be draining. This curfew is in place to benefit the staff and set them on the right track for the summer.

LAUNDRY

You may use the Camp laundry facilities, free of charge; during times approved by the Laundry staffer (hours will be posted).

STAFF TELEPHONE

Encourage your friends and family to call you at a time when you are free. The office staff are busy servicing guests

and appreciate it when your friends and family call when the office is not open (of course this does not apply to emergencies.) Leave the following number with your family for emergencies. You are welcome to use your cell phone at Camp, just not in public areas.

CAMP OFFICE - 231-889-4361

STAFF COMPUTER

Staff will have limited internet access. The exact times and guidelines for computer usage will be discussed during staff training. Internet access is a privilege and not a right. Misuse of this privilege can result in its loss.

STAFF LOUNGE

The lounge is available for staff members during free time. To provide privacy for the staff, non-staffers are not permitted in the lounge or allowed to stay overnight in the lounge.

STAFF ONLY AREAS

The Shanty dining area, staff sleeping quarters, staff lounge, Camp kitchen and Camp office are designated as "staff only areas". Friends from home, from the Cottage Colony, or from town are not permitted in these areas to provide appropriate privacy for other staff members.

MEALS & SNACKS

Staff meals are eaten together in the Shanty three times daily. **You are required to be at all meals, except on your day off. You are also required to be on time and stay for the duration of the meal.** Permission must be granted by management to be absent or late to a meal. Program staff and other staff will be scheduled to eat with guests in the dining room. Snacks will be available at the discretion of the cook and will be put in a specific place identified for staff.

Taking food from the Trading Post or kitchen without management approval is a form of stealing and will be treated as such. Staff members who work in the Trading Post in the evening are entitled to a free snack. The store manager is in charge of staff activity in the store.

PAY, TIME-OFF, UNEXPECTED WORK SITUATIONS

SALARY

Salary is expressed as dollars per week. You are not paid by the hour. The hours you work may vary from day to day. **Wages are paid bi-weekly.** Salaries are subject to social security and federal income tax withholding. Michigan income tax will be withheld when appropriate. Room, meals and accessibility of the Camp laundry facilities for personal laundry are provided at no charge. You are covered by worker's compensation. You are not eligible for fringe benefits such as health insurance, life insurance, disability insurance, etc.

TIPS

Camp Arcadia has a "team tipping" policy. Any tips received are to be turned in to the office to be divided among the entire summer staff team at the end of the season.

TIME OFF

Most work schedules allow several hours off each day when specific duties are not assigned. This time may be spent away from the grounds. In order to locate you in the event of an emergency, however, you must sign/check out when leaving Camp and indicate your expected time of return.

We are committed to giving each staff member one full day off each week. This does not apply to the staff training weeks. During teen weeks, the time off will be from Saturday after cleaning until Sunday noon. You must have the consent of the camp director and your department supervisor to switch days off with another staff member. During your time off you are considered a guest at Camp, enjoying all the privileges of guests.

Summer staff are able to request time off during the summer for important family events and milestones such as weddings and graduations of immediate family members. Summer staff must submit their requests by April 15 and will be notified by May 6. All vacation time off is unpaid. If their vacation time coincides with their day off it does not affect their paid day off each week.

During the week that staff are using vacation day(s), it will negate their normal day off. This will be communicated to the staff when their vacation days are approved and communicated to them by their direct supervisor one week prior to their vacation.

We will accommodate staff family emergencies as needed.

LEAVE OF ABSENCE

Any leave of absence is without pay. In the event of emergency, leave will be granted in relation to the circumstances and at the discretion of the camp director. Non-emergency leave requests (weddings, etc.) should be indicated in writing on the summer service agreement or should be brought to the attention of the Director for consideration as

early as possible.

ILLNESS

You will be paid for days you are ill unless they accumulate to more than **three** days during the summer season. We hope you'll take care of your body; if you have a medical problem, please talk to the camp director immediately.

REASSIGNMENT TO OTHER DUTIES

Should you be found unsuited to your particular role or should a vacancy occur within the operation structure or should the number of guests require temporary reassignment to a position other than originally contracted for, the camp director will discuss the situation with the staff and look for a satisfactory resolution to the situation.

TERMINATION OF SUMMER SERVICE AGREEMENT

You are employed on an at-will basis and although we hope this situation will not arise, if the camp director feels that for your own best interest or for the best interests of the Camp community your employment should be terminated, payment will be made according to the number of days worked.

RESIGNATION

We hope this won't happen either, but if you feel it's necessary to leave, we ask for at least one week's notice. The more specialized the position, the greater amount of notice is desired.

PERFORMANCE REVIEW

It is the intent of the LCA to provide a middle and end-of-season performance evaluations for each individual. Your performance is measured by productivity, attitude, relationship with co-workers and supervisors, conscientiousness and professionalism. **Please don't wait for the end of season to talk with your supervisor or the camp director about a problem or suggestion you may have.** Your happiness on the job is important to us and your insights for improvements are very valuable.

VISITATION POLICY AND RELATIONS WITH OTHER COMMUNITY MEMBERS

STAFF GUESTS

You are allowed two free overnight guest stays for the season. They may sleep free in staff quarters if space is available. **Rooming arrangements for visitors must be discussed in advance with the camp director** and your roommates (guests may not sleep in the Staff Lounge). It is suggested that your guest's visit coincide with your day off. A staff room is available for free for family members. Reservations must be made through the camp office.

If your guests wish to take any meals or participate in the activities at Camp, they will have to pay guest rates for them. There is no space in the Shanty for guests to eat. **Meal reservations for the dining room must be made with the office in advance.**

Guests may not help you work nor should they be in the "staff only" work areas. They must observe the same guidelines as guests.

It is inappropriate for staff members to invite friends or guests to staff gatherings.

STAFF - CAMPER RELATIONS

Confidentiality is to be practiced when speaking to our guests. Should campers be interested in discussing Camp operations, procedures or policies, be polite but discreet; refer ongoing questions to the camp director. Should you be aware of guest's private matters, keep the information confidential.

When guests make suggestions or complaints remember that you "own" the complaint. Listen politely to the complaint and do your best to assist that person by remedying the problem or by finding the proper personnel to handle the difficulty if it is out of your work sphere (i.e. housekeeping, Office, the Director). Take them - don't send them - to the proper area or person for assistance. It is the staff's responsibility to go above and beyond for Camp Arcadia guests. Do everything in your power to resolve a customer concern and make sure the proper person is alerted if there is an ongoing problem/concern to be remedied or repaired. Follow up with the guest later in the day to make certain the situation has been adequately addressed.

RESERVATION OF RIGHTS

1. Nothing in the Staff Policy Manual or any other policy statement by the LCA is intended to create an employment agreement with any employee, except as is contemplated in the LCA Service Agreement. The LCA is not liable for any actual consequential or incidental damages arising from its failure to follow its Staff Policy Manual, other than for unpaid wages for work performed.
2. The policies in the Staff Policy Manual or any other policy statement by the LCA shall not be construed to give an employee any right to continued employment by the LCA. The right to discipline or dismiss an employee for any reason whatsoever without liability for any claim arising from contract, ordinary or gross negligence, or otherwise, is specifically reserved by the LCA. Likewise, any employee may quit for any reason. No representations or actions, oral or written, shall alter this policy of at will employment, unless contained in a writing signed by the camp director or the LCA Board of Directors making specific references of this policy of an at will employment.
3. All decisions by the LCA as to intent, interpretation, or application of these policies shall be binding on all parties and enforceable in a court of record. All policies are subject to and shall be applied in accordance with applicable mandatory federal and state laws. If any portion of this policy shall be contrary to law, only that specific portion shall not be enforced. Any court or administrative claim related to employment or termination must be brought within the earliest of expiration of six months of termination and any other period provided by law. Employees waive the application of any longer statute of limitations.
4. The LCA reserves the right at any time to change the policies in its Staff Policy Manual and other policy statements by the LCA, and such changes will be binding on the employee upon notice by posting on the premises or by other means established by the LCA, except as provided herein. The policies are effective whether or not acknowledged by an employee.
5. Questions of interpretation must be referred to the LCA Board of Directors in writing. Only the LCA Board of Directors is authorized to speak on behalf of the LCA on matters affecting the Staff Policy Manual, unless otherwise provided herein.

POLICY & PROCEDURE SIGN OFF

By signing below, I acknowledge that I have received a copy of Camp Arcadia's Summer Staff Policy Manual. Furthermore, these policies and procedures have been explained and I have had opportunity to clarify my understanding of these policies and procedures with management staff.

Signature: _____

Date: _____