



## North Woods and Pleasant Valley Camps Standard Operating Procedures

[Check YMCA of Greater Boston Employee Handbook for more information]

Our camp motto is *Camper – Camp – Self*. This means that campers' needs come first - staff are expected to put personal needs second. Policies, procedures, rules and guidelines are designed to ensure health and safety for all. It is important to provide an environment where both staff and campers feel respected and are encouraged to meet personal challenges that will lead to personal growth.

Rules are the result of years of experience and a careful risk management plan. All staff, regardless of position, will be expected to follow rules and guidelines. All staff will be encouraged to seek understanding of any policy that appears unfair or unclear, by addressing these with the Associate Executive Director of Camping Services.

**Salary / Paydays / Social Security:** Summer staff will receive their salary in five basic payments (one after each two week camper session; the final check being mailed after the close of camp). International staff will be paid in 4 payments (one after each two week session) and checks can be cashed for you. Do not keep cash in cabins. The camp cannot be held responsible for missing cash and/or checks. In the event of prolonged sickness or leave of absence, the salary will be pro-rated. Social Security is deducted from your pay check by the YMCA of Greater Boston.

**Tips & Gratuities:** It takes the entire staff team to create an experience for a camper. Staff may not accept tips or gratuities from parents either prior to or at the end of the camp session. Staff should encourage parents to make a contribution to the Reach Out Campaign or to the Staff Gift Fund in a staff member's name as a means of recognition.

**At-Will Employment:** All employees of the YMCA are employed on an at-will basis. This means that the employment relationship may be terminated at any time by either the employee or the YMCA for any reason not expressly prohibited by law. Any statement to the contrary is invalid and should not be relied upon by any prospective or existing employee unless it is in writing and signed by the President of the YMCA.

**Corrective Action:** When an employee's performance and/or conduct warrants disciplinary action or counseling, the supervisor may take the following types of action. The action taken will depend on the nature of the event along with other facts and circumstances:

1. Conference Report / Verbal Warning
2. Written Warning
3. Final Warning / Suspension
4. Termination / Discharge

All employees must realize that the steps in a corrective action system serve as general guidelines and are not mandatory. There are varying degrees of seriousness which pertain to performance and/or infractions of policies. There are certain instances where conduct and/or performance is of such a serious nature that immediate termination, without prior warning or consultation, may be the justified course of action.

**Promotion:** It is the policy of the YMCA to give preferences to qualified current or past staff members who meet all job specifications when positions become available which would offer advancement.

**Leave/Sick Days:** In the event of personal sickness, death in the family, serious illness in the family or urgent business, leave may be granted without pay in relation to individual circumstances at the discretion of the Camp Director.

**Medical Examination and Health Form / Insurance:** In keeping with New Hampshire State Camping Regulations and ACA guidelines, all staff must have a complete physical examination prior to the arrival of campers. Note: This must be filled out and signed by a licensed Physician within the 12 months prior to the opening day of camp. For staff members under the age of 18 years, the form must be signed by their legal guardians. The YMCA has Workmen's Compensation and covers all staff as required by law. All staff are to be self-insured for Health and Accident Insurance.

They also must have on file in the Camp's Infirmary: the name of the health insurance company, policy number, and insurance company's address.

**Alcohol / Drugs / Smoking:** Use and/or possession of alcohol and/or illegal drugs on Camp property is expressly forbidden and will lead to termination of employment. All staff will be expected to comply with all local, state and federal laws. Staff of legal drinking age who choose to consume alcohol out of camp on time off are to do so in a responsible manner. All staff persons are to return to camp sober and able to perform all job functions. Smoking or the use of chewing tobacco are not habits that YMCA promotes and should not be modeled to children. Questions or concerns should be addressed prior to the beginning of the first session with the Camp Director. Smoking should be out of the sight of campers and cigarettes should be stored in the office.

**Vehicles / Vessels / Bicycles:** The speed limit in camp for all vehicles is 10 mph. Camp Vehicles (vans, cars, maintenance vehicles) and boats are for Camp use only by those staff trained and designated to operate them. Staff will be checked out to operate a vehicle or vessel and will be made aware of any restrictions. Staff and Campers wear seat belts in passenger vehicles when they are provided. If a seat in a van has a broken seat belt, no camper or staff shall use the seat. No staff or camper shall ride in the back of a pick-up or flatbed truck. All personal vehicles will be parked at the Farm House or at the office parking area. No staff shall use their personal vehicle for camp related business or transporting campers without written authorization from vehicle owners. Staff are not permitted to drive their own vehicles on camp property without specific permission of the Camp Directors. Bicycles are permitted as long as they are locked in the designated bike storage area and are used on time off. *Helmets are required.*

**Staff Dress / Appearance:** Staff dress is to be neat and clean at all times. Staff are role models for campers and personal habits make a big impact on kids. Offensive and/or inappropriate slogans on apparel is unacceptable. Examples are T-shirts with beer or alcohol slogans, slogans or mottos that are tasteless (as interpreted by the Camp Directors) or artwork that is of sexual nature. All staff are to be wearing a clean staff shirt on Changeover weekends. To enable identification and familiarization, all staff are to wear a name tag at all times. One nametag will be provided at the start of summer. Lost name tags will be replaced at the expense of the staff member.

**Personal Conduct:** Employees shall conduct their behavior, both in camp and away from camp, in a way that represents the values, customs, policies, and ideals of the camp. They are also expected to keep hours and habits which enable them to remain in excellent physical and mental condition. Every employee is expected to practice and exhibit good judgment, creative positive thinking, and professional discipline. Campers should not hear about "adult" behavior. Keep your discussions about romantic interests, time off activities, drinking, smoking, leaving camp, Fireside Room / Founders' Lodge, etc. away from campers ears. Staff members must model and enforce camper guidelines including no gum / candy / food and shoe rules.

**Visible Body Art/Body Piercing:** Is permitted only after consultation with the Camp Directors. The goal here is not to discourage personal or cultural expression, but to monitor impact on campers. The Camp Director may ask that body jewelry be removed or tattoos covered.

**Telephone:** Office phones are for business only. The office will sell pre-paid phone cards to staff and a courtesy phone is available for use during staff member's free time. Messages can be taken in the office for staff and delivered with the mail. Other than emergencies, office staff will not allow staff to receive calls in the office. It is helpful if friends and family members are aware of these restrictions ahead of time. Courtesy phone use is for free-time only. Please be respectful of 20 minute time limits and privacy for others. Cell phone use is limited to appropriate time off and out of view of campers. Campers do not call home unless the Director or Assistant Director gives specific permission.

**Visitors:** All visitors must check into the camp office and will receive a "Visitor" name tag. Visitors to camp are generally alumni who are interested in seeing how things have changed (or stayed the same). Staff should do everything possible to welcome visitors. Please introduce yourself, answer questions, invite them to a meal and please make sure that a visitor is introduced to one of the Camp Directors. Staff should approach strangers and ask them to head directly to the office. Explain that providing a safe and secure environment for children includes our knowing who is in camp. **All staff members are responsible for the actions of their guests.** Staff may only host visitors on their time off (days off or evenings out). This does not include free-time while on duty. Staff's visitors are to check in at the office as well. A staff member is to "host" their visitor at all times. If an unexpected staff guest arrives in camp, they will be offered the opportunity to leave a message at the office, however they will not be permitted to search for the staff person they are visiting. To avoid disappointments, please warn friends and family members of this. Staff visitors may not stay overnight at camp.

**Staff Meetings:** All employees are required to attend all Staff Training Sessions, unless prearranged with Camp Directors. All-Staff meetings will be held each session.

**Time Off:** All staff members will receive time off during the season, both in camp and out of camp. Constructive use of free time in camp is expected. Out of camp trips will occur and may result in the rescheduling of time off. The time off schedule begins during the campers' first week of camp. Nights off begin after evening line-up and end at 11:45 p.m. This curfew will be strictly enforced. All staff will personally sign in and out in the sections/villages as well as in the office. All staff will receive one night out of camper during the first through seventh weeks of camp. This does not include staff training week. Arrival after curfew will result in the senior staff and executive council staff on duty remaining up to ensure that you are O.K. If you have a problem, **PLEASE** call camp. Late staff members will be given a warning and further violations will result in loss of time. **Make it easy on everyone, and don't be late!** All counselors and support staff are expected to be in their cabin, with lights out and QUIET at 11:45 p.m.. Those staff returning from nights are expected to be in their cabins by 11:45 p.m. as well, and should be aware of others sleeping.

**Head Counselors (18 years and older):** Day off 5:00 p.m. through 5:00 p.m. the next day.

**Assistant Counselors (17 year olds):** Day off at 7:00 a.m. and must be back in camp by 11:45 p.m.

**Counselors in Training (CITs):** Time off will be scheduled and arranged by the CIT Director.

**Senior Staff / Executive Council:** Scheduled by the Directors must have 50% coverage at all times.

**Support Staff:** Office staff, kitchen assistants, maintenance personnel scheduled through your supervisor.

**Free time in Camp:** When staff have free time in camp they are expected to use it wisely; catching up on sleep, showering, or use of the recreational facilities. Swimming during free time will only be allowed when a lifeguard is present and out of the water. Swimming is permitted in the designated waterfront areas only. Staff waterskiing will be arranged when possible. Camp is a busy place and our days are long. Staff need to keep up on their sleep in order to fulfill their job duties responsibly. A Senior Staff member or Camp Director may ask a staff member to go to bed early if he/she feels additional rest is needed for that staff member to perform at 100%.

**Founder's Lodge & Fireside Room Usage:** Founder's is to be used as the staff lounge during free time to relax and enjoy a little time away from your campers. It is also used for YMCA Board Meetings and it is a facility frequently visited by alumni and guests. It is to be kept clean at all items by the staff using it.

- Be mindful that noise travels over water and across camp.
- Respect those who want to read or relax.
- There is no overnight use of Founder's Lodge or the Fireside Room.
- No furniture should be outside.

**Laundry Service:** Each cabin's Laundry is the responsibility of the Head Counselor. The laundry bag is to be packed and inventoried in a timely fashion by counselor(s) no later than Thursday night. North Woods laundry bags must be at the Great Hall side stairs and Pleasant Valley must be behind Little Bear by 7 a.m. on Friday and will be returned later the same day. Counselors' clothes can be included at no extra charge to the counselors. Please be sure to label all of your clothes.

I understand the previously stated guidelines and look forward to following camp policies.

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Signature

Date