

Summer Fun University (SFU)

2012 Employee Handbook

MISSION STATEMENT: To engage campers in fun, challenging activities which promote learning, respect, social and emotional growth, and a connection to nature and community in a safe environment.

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Camp Policies Disclaimer

Please review Summer Fun University's key policies as outlined in this Handbook, as understanding and agreeing to follow these guidelines are conditions of employment for all SFU employees. Also note that any policy contained herein may be applied at the complete discretion of, or changed without notice by, the Director of Summer Fun University.

Leadership

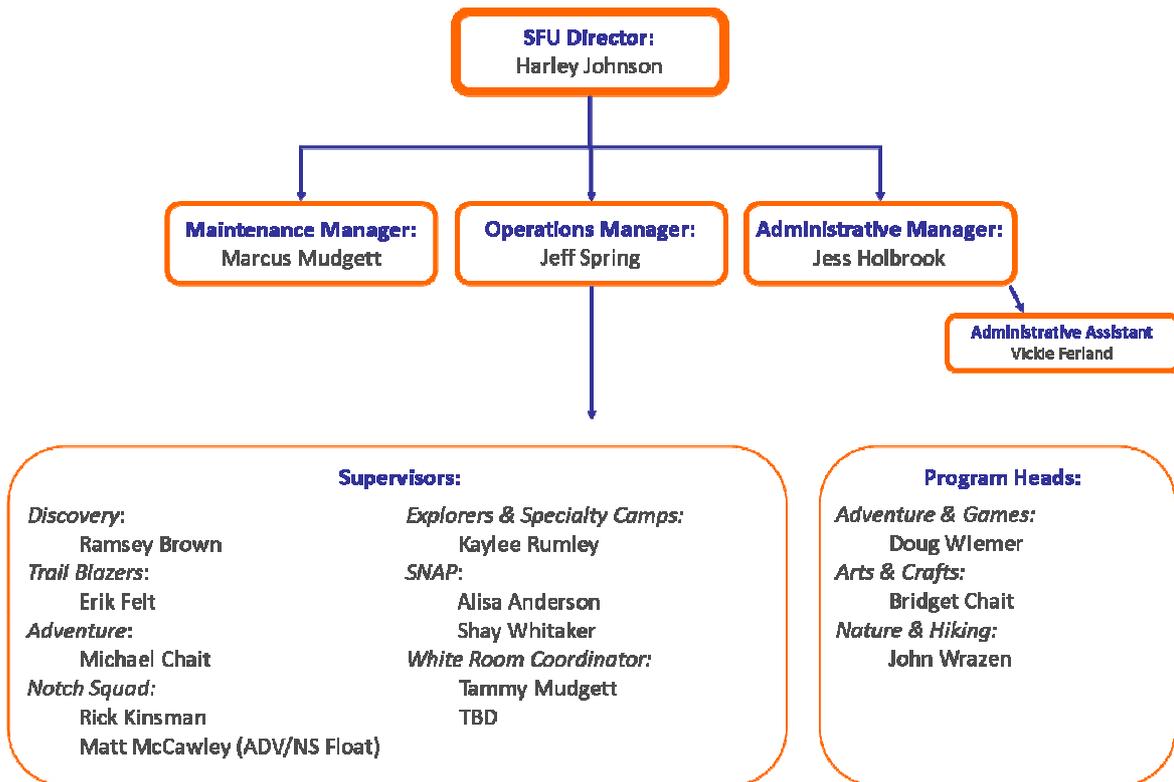
All of Smugglers' Notch SFU employees are considered leaders.

SFU staff members are constantly put in situations where it is necessary to lead; therefore, all are expected to exhibit leadership qualities at all times. Whether you are swimming with a large group of Trailblazers, taking a small group of Notch Squad kids on a hike, or coordinating with some fellow counselors, the tasks in front of you and the relationships you have with co-workers, parents, and campers will flourish when undertaken with the attitude of a leader.

A leader is within every one of us, even if the attributes don't shine through in every situation.

SFU Structure

The SFU Structure Chart, below, illustrates the chain of command here at SFU. It is important to follow this chain of command, beginning with your designated Supervisor, when communicating with management.



Disciplinary Action

In the event of a violation of Smugglers' Notch policies, including Summer Fun University policies as outlined here, Supervisors may elect to use the four step Disciplinary Process:

First Offense: (Documented) Verbal Warning

Second Offense: Written Warning, and a meeting with a Supervisor and the Camp Program Manager

Third Offense: Decision-Making Leave, and a meeting with a Supervisor and the Camp Program Manager

Fourth Offense: Termination

Steps in this process may be repeated or skipped based on the circumstances of each incident. Documentation of disciplinary action is kept on file, and can affect priority for work assignments, consideration for promotions or raises, and whether an individual will be asked to return to SFU the following season.

Check-in Chats

Each SFU counselor will be required to meet with his or her corresponding Supervisor or Program Head every three weeks for a check-in. Meetings will run between 5 and 10 minutes and will be used as a tool for feedback, constructive criticism, praise, and idea sharing. Each meeting will be documented and filed for use during end of the season evaluations.

Commitment Policy

During initial interviews and the returning staff hiring process, all applicants are required to select a full- or part-time commitment. This is your opportunity to inform SFU what dates you are available for work (i.e., when you will start and finish if other obligations dictate, whether you will be full-time at 5 days per week or part-time at 2 days per week, etc.). All staff are expected to work from pre-season training until the end of SFU programming, and during the highlighted weeks. Exceptions are made only on a case-by-case basis.

Scheduling

You will be scheduled work on the days you have committed to, depending on department need, which is determined based on camp attendance, so you may not be assigned work for each day that you commit to. Work is assigned based on seniority and performance.

If you need to make a change to your schedule during the season, you must submit a Time Off Request Form to your supervisor at least 2 weeks in advance of the change, or you will be expected to report as regularly scheduled. If you are unable to work on a regularly scheduled day, you must call the White Room at 802-644-1137 at least 30 minutes prior to the start of your shift (please see the No Call/No Show policy, above). Repeated failure to report to work on days you committed to is grounds for disciplinary action, up to and including termination.

No Call/No Show

Staff are required to call at least 30 minutes before their scheduled shift if they are unable to come to work. All staff should call 802-644-1137. If there is no answer, leave a message and the White Room Coordinator will relay the message to your Supervisor. Failing to call, or failing to call within the appropriate time, may result in disciplinary action.

Tardiness

All staff will be scheduled to work beginning at 9:00 am. You are expected to report to your check-in location, ready to work, **by** this time. Repeated tardiness will result in disciplinary action.

Training

Training is an integral aspect of department and counselor success. Pre-season training, including attendance of resort-wide training (the Summer Rally) and SFU-specific training, is required for all staff. No staff member may be scheduled or assigned work unless and until they have attended all of the required training.

If special circumstances prevent you from attending training, you must participate in make-up training as outlined by the Camp Program Manager. Staff may only miss scheduled training with prior approval.

Employee Parking

All staff are required to park in the designated employee parking area at the VOC (Village Operations Center), located on Route 108, just passed the Village entrance on the right. Staff may not park in the Village. Shuttle service is provided between parking and the Resort, and a walking path between the VOC and the SFU administrative building parking lot is provided as well. Please do not walk along Route 108 for your safety! Exceptions to these policies require a special parking permit, issued by a Supervisor, and will only be granted for special circumstances.

Transportation

All staff are expected to have reliable transportation to and from work each day. Frequent failure to report to work due to challenging driving conditions or a lack of transportation is grounds for disciplinary action, up to and including termination.

Dress Code

Uniform shirts and nametags will be provided to you. In addition, counselors must wear:

- Khaki pants or shorts
- Closed-toe and closed-heel shoes (no Crocs, sandals, or toe shoes)
- One-piece bathing suits or swim trunks
- Closed-toe and closed-heel water shoes when appropriate

All staff are expected to look professional and wear nametags at all times. Shorts, including swim trunks, must be at a length no higher than mid-thigh. Uniforms must be kept neat and clean.

Tattoos

Tattoos that are visible while in uniform, including when wearing bathing suits/trunks, must not be of any word or image which may be construed as inappropriate or offensive, including depictions of profanity, nudity or sexuality, drug or alcohol use, violence, racism, etc.

Grooming & Hygiene

All staff are expected to present themselves professionally at work. This includes personal and uniform appearance and cleanliness, use of jewelry, and awareness of strong or offensive odors.

Smoking

Smoking is not permitted at the Resort in any area except the designated smoking area located behind the parking lot next to Mountainside Pool. Smoking is never permitted in front of or near guests or children, nor are you permitted to leave or sidetrack your group to smoke.

Drugs & Alcohol

Smugglers' Notch is committed to providing you with a safe workplace and you are expected to arrive and continue to be in a suitable mental and physical condition to perform your job

effectively and safely. Therefore, you are expected to report to work free of the influence of drugs and alcohol. In addition, illegal and regulated drugs (unless prescribed by a physician) are not permitted on Smugglers' Notch property at any time. Having such items is sufficient cause for immediate dismissal.

Personal Belongings

Care and respect for personal belongings of co-workers, as well as Smugglers' property, is expected of all employees. The department and Resort cannot be held responsible for any personal belongings left unattended on the premises.

Electronic Devices

The use of all electronic devices during camp hours is prohibited for both campers and counselors. SFU is committed to opening up both campers and counselors to a technology-free experience while in camp. Using your phone as a clock is not an excuse for having your cell phone out for an extended time during camp hours. Cell phone use is only permitted for emergencies, such as when there is lightening or you have an injured camper, or for your Supervisor to reach you. No exceptions, no excuses!

Social Networking

Posting pictures of campers on any website is illegal. Additionally, as an employee of Smugglers' you are an ambassador, and anything you post online should be professional. Defamatory remarks against the resort, resort departments, resort employees, or resort guests are unacceptable and may result in disciplinary action. It is also inappropriate to friend or accept friend requests from resort guests using any personal social networking accounts you use.

Children in the Workplace

Smugglers' encourages families to bring their children to the Resort to enjoy the many recreational facilities, to use Treasures, or to participate in the children's camp programs at the discounted employee rate. However, children should not be brought into your workplace for any extended period of time due to the potential for disruption of work and professionalism.

Pets in the Workplace

It is not permitted to bring any type of pet to work at Smugglers' Notch Resort.

Equipment & Supplies

Treat our equipment with respect and care as though they are your own. We do not have an endless supply of equipment, or an endless budget to replace lost or damaged equipment. When you are done with sport, nature, or art supplies, you must return them to their appropriate location as designated by a Program Head.

Gratuities

Smugglers' Notch supports guest recognition of your performance through gratuities or tips. However, you should not solicit this form of recognition, nor should you accept gifts from company suppliers or vendors.

After Hours Behavior

Smugglers' Notch Resort (SNR) employees represent the Resort even while off duty. Always be aware of your actions during and after camp hours, especially on Resort property.

Fraternizing with guests of the Resort after camp hours is prohibited. Wearing designated, current SNR uniforms, including name tags, while off duty is also prohibited.

Payroll

The pay week at Smugglers' begins on Sunday and ends on Saturday. You will receive your pay weekly on the Thursday following the close of each pay week. Pay stubs will be distributed via staff mailboxes in the Shop. If you are unable to enroll in Direct Deposit, your live check will be available during posted distribution hours in the Shop. For security purposes, live checks cannot be left in staff mailboxes.

You are required to swipe in and out each day at the start and close of your scheduled work shift. Failure to swipe each day may result in an error or delay in your pay, or disciplinary action. If you miss a swipe, you must report it to your Supervisor as soon as possible by submitting a Missed Swipe Form.

You may not swipe in for your schedule shift more than 15 minutes prior to reporting to your check-in location each morning. You may not swipe out more than 15 minutes after the end of your shift.

Child Protection

At SFU, children are our most important guests. Child abuse is a serious concern for all of us. Child abuse and neglect occur at all socio-economic levels, and Vermont State Law mandates that all counselors and SFU administrators report any incidents of suspected child abuse and/or neglect, whether such incidents occur within or outside the boundaries of the Resort.

There are four types of abuse and neglect as defined by the State of Vermont:

- Abuse: physical or mental injury, including sexual abuse
- Neglect: inadequate food, clothing, shelter, or health care
- Abandonment
- Threatened harm

As a mandated reporter, if you suspect child abuse or neglect for any child at the Resort, you must inform a Supervisor of your suspicion immediately. If you need help with recognizing the signs of suspected abuse or neglect, please refer to your child protection training materials or speak to a Supervisor.

Group Management

Group management encompasses your whole day. Consistently knowing the number of campers in your group, having your group engaged, safe, and under control at all times, and knowing the Loose Moose policy are all a part of effective group management. Issues pertaining to group management will be handled on a case-by-case basis and follow-up training will be provided to the counselor.

Loose Moose

It is very important to always know the whereabouts of each child in your group. However, if a child does get lost, immediate action should be taken.

1. Always assume the child is lost until proven otherwise.
2. Remain calm, and make sure your other campers are supervised.
3. Notify a Supervisor, providing specific information and following their instructions carefully.
4. At the end of the day, be sure to inform the parents of the incident. Be honest and inform them of the entire situation.

Pool Times

All staff are required to be actively engaged with their groups during pool times. If you have a medical condition that prohibits you from swimming please talk with your Supervisor.

Summer Fun

At SFU, it is our job to provide our guests with a positive summer camp experience that will make them want to return again and again. This means having fun activities for our guests—and for our counselors. So never forget one of our most important policies: HAVE FUN!

Appendix A: Basic Criteria for Effective Counseling

1. Model Appropriate Behavior. Monkey see, monkey do. For example, be in the pool with the campers. If you want campers to stay in the pool or get into the pool, modeling is highly effective. If you want campers to be quiet while hands are up, then do the same. If you want campers to give you respect, show them respect.

Modeling becomes immeasurably more effective when carried out with energy and enthusiasm by the counselor, particularly when engaging in an activity. If the counselor brings an excitement to whatever task is in front of the group, even the most mundane can become exciting for campers. Moving rocks can be a thrilling part of the day.

2. Use Proactive Behavior Management. Staying proactive when managing a group of campers is not only an effective strategy to maintain control of the group, but also an important factor in group safety. A good strategy for handling bad behavior is to observe your campers. After careful observation, predictability of behavior often comes easily.

For example, Johnny always bugs Suzy and pulls her hair during lunch. Once the counselor has made this observation, a proactive decision can be made to ensure Johnny does not sit next to Suzy at the lunch table. It is small, proactive decisions such as this that set the campers up for success and often allows counselors to avoid behavioral issues before they start.

3. Supervise. It is important to keep a watchful eye on all campers you are responsible for. This starts with knowing the number of campers you are supervising and their names. The more involved you are with the kids, the less likely they are to misbehave. Make sure to move around to all campers in your activity so that individual time is spent with each camper.

4. Interact Continuously. Campers want your positive attention. When a counselor consistently gives positive feedback it allows negative feedback to be seen as fair and respectful. They want to play games with you; they want to hang out with you and get to know you better. Take an active interest in their lives by asking questions.

For many campers, your attention is the first step towards feeling accepted and creating a sense of belonging here at Smuggs'. When that happens, the avenue for fun and learning opens up.

5. Communicate. Tell campers what you are going to do. Do it. Tell them what you did. It's important as the leader of the group to facilitate communication so that no one is confused, gets incorrect information, or feels left out.

Communication with parents is also of the utmost importance. Make sure that the communication you have with your campers corresponds with what you are telling their parents.

6. Plan Ahead. Waiting until the last minute creates anxiety and stress. It also lowers the quality of the activity being run. Every successful activity starts with the creation of a plan. Many times counselors will find themselves more excited for the day simply because they are prepared.

Appendix B: Arts & Crafts Policies

There has been an overhaul of the Arts & Crafts program this year. We have come up with new projects for the summer as well as gutted and remodeled our building, now known as Studio 108! With these great changes comes great responsibility. By working together to keep our facility clean and organized we will have more time to do the projects and have fun!

Listed below are some basic guidelines to help keep things in order:

- All materials and projects need to be checked out before they are used. This means signing out your name on the check list with what project you took out.
- If there is anything missing from your project box please leave a note when you check the project back in. This includes items that were used up during the project and things in low supply.
- Please keep tabs on the materials being used by each camper. Materials have been ordered in quantities to meet the number of campers for the summer. As a result, each camper gets to do one of the projects each day.
- Art is fun so feel free to improvise! Follow the basic guidelines but color outside the lines!
- If you have questions just ask.
- Make sure all materials go back to their rightful place.
- Check that all caps are placed back onto materials like markers, glue, and paint so that they don't dry out. That stuff costs money too!
- All scrap materials should be disposed of not thrown back into the project kit.
- Please keep Studio 108 and the project kits clean and organized.

Appendix C: Nature & Hiking Policies

Please follow these basic guidelines for a safe, fun learning experience!

1. Hiking Checklist

- Activity Kit (a backpack of equipment/supplies)
- Sunscreen and Insect Repellant
- Water and Lunch
- Proper Footwear (closed-heel, closed-toe shoes with a sturdy sole; no cros or sandals)
- First Aid Kit
- Medications (as needed by individual campers)
- Communication Device
- Raincoat or Poncho
- Hat
- Water Shoes
- Sanitary Wipes

2. Notes

- Activity kits are stored in the Adventure and Notch Squad sheds, or you may pick up what you need in the Nature Center. Do not substitute activities and supplies for those listed on the daily schedule unless directed to by a Supervisor or Program Head.
- Encourage hydration, especially on long hikes. Pause occasionally and insist each camper have a drink.
- Do not let campers drink from streams or other natural sources, or eat items from nature. These can be poisonous or carry dangerous bacteria.
- If your communication device is a cell phone, make sure it works in your hiking area and keep it on during your hike. Make sure your Supervisor has your cell phone number in the event of an emergency.
- Ticks can be picked up quickly and easily when brushing up against plants, even lawn grass. Do periodic checks for ticks on legs and pants. Ticks may be the size and shape of a sesame seed or a small watermelon seed. Insect repellent does not always repel ticks. Watching for ticks is important as they are more common in Vermont and can carry Lyme Disease.
- General hiking etiquette is important. We would like you to encourage an appreciation and respect for nature in your campers. In this spirit, please direct them to look and admire only—not to pick plants or catch or chase animals, unless it is under your guidance. For example, we sometimes catch and examine insects as a part of a nature activity, but then we let them go and tell campers why that is important.

Appendix D: Adventure & Games Policies

Equipment Policies

- All equipment to be used by counselors and campers can be found in the Notch Squad Shed, the Adventure Shed, and the White Room closet.
- Please return ALL equipment back to the location where you found it and store it properly.
- If equipment is missing or broken please tell a Supervisor or the Adventure and Games Program Head so that it can be fixed/replaced.
- If there are games, toys, etc. that you would like, please contact the Program Head about getting them for future use.

Challenge Course Safety & Emergency Procedures

The facilitator shall:

1. Advise campers and staff of safety practices and potential hazards of the challenge area. Teach “safety first supervision.”
2. Remain at the challenge area while groups are present, and in position to continuously observe and quickly assist any climber.
3. Utilize the four point safety check before any participant ascends the challenge course.
4. Station observers so they can see climbers at all times and clear the area in case of emergency.
5. Conduct all challenge area rescues. The challenge course is inspected and maintained by the camp staff and SNR only. Use of the challenge course must be cleared with a Supervisor or Program Head in advance.

Challenge Course Rules and Safety Precautions

- Use of the challenge course without a trained facilitator approved by the Director is strictly prohibited.
- Users of the challenge course must have submitted a registration card signed by a legal guardian prior to using the course. The facilitator must have the registration card with them for the participant to use the challenge course.
- Direction from the facilitator shall be strictly adhered to.
- No climbing is allowed unless they have been directed to by the facilitator.
- Inspections shall be done before any person has access to the course. Inspections will be done by the Director or trained facilitator every time they arrive at an element. Inspections shall consist of ropes, cables, carabiners, harnesses, helmets, areas around the challenge course, and connection points. Also be sure to look for loose branches and dead or decaying limbs above the area where the participants will be.
- Only an approved trained facilitator shall perform a rescue with another facilitator.
- Climbers must wear closed-toed shoes. Remove any loose clothing and tie long hair back.
- Climbers will be instructed to a voice command demo before participating on the course.
- Campers should drink lots of liquids before coming to the challenge course to help prevent dehydration. Campers should have adequate sun protection to prevent burning. Campers should remain under shade to prevent heat exhaustion and exposure.

Direct any questions or concerns you may have about the challenge course to the Supervisor or Director.

SFU Employee Handbook Agreement

Once you have read and understand the policies in this handbook, please read and sign the agreement below and return it.

I, _____ (please print), hereby acknowledge that I have received, read, and understand the summer 2012 Summer Fun University Employee Handbook. Further, by signing below, I am agreeing to abide by the policies contained herein.

Signature

Date

