



EMPLOYEE HANDBOOK

ISSUE DATE: 09/01/09

Table of Contents

INTRODUCTION..... 1
 020 About Lakeview Ministries..... 1
 040 Introductory Statement..... 1
 060 Camper Relations..... 1
EMPLOYMENT 2
 101 Nature of Employment..... 2
 102 Employee Relations 2
 103 Equal Employment Opportunity 2
 104 Business Ethics and Conduct 3
 105 Personal Relationships in the Workplace 3
 107 Immigration Law Compliance 4
 108 Conflicts of Interest..... 4
 110 Outside Employment 5
 111 Honoraria and Gratuities..... 5
 112 Non-Disclosure 5
 114 Disability Accommodation 6
EMPLOYMENT STATUS & RECORDS..... 7
 201 Employment Categories..... 7
 202 Access to Personnel Files..... 8
 203 Employment Reference Checks 8
 204 Personnel Data Changes 8
 208 Employment Applications 9
 209 Performance Evaluation..... 9
 212 Salary Administration 9
 214 Medical Information Privacy 10
 216 Social Security Number Policy 13
EMPLOYEE BENEFIT PROGRAMS..... 14
 301 Employee Benefits 14
 303 Vacation Benefits..... 15
 305 Holidays 16
 306 Workers' Compensation Insurance 16
 307 Sick Leave Benefits 17
 310 Relocation 17
 311 Jury Duty..... 18
 312 Witness Duty..... 18
 316 Health Insurance 18
 317 Life/AD&D Insurance 19
 318 Short-Term Disability 19
 319 Long-Term Disability 20
 324 Counseling 20
TIMEKEEPING/PAYROLL..... 20
 401 Timekeeping 20
 403 Paydays 21
 405 Employment Termination 21

| | |
|---|-----------|
| 410 Pay Deductions and Setoffs | 21 |
| WORK CONDITIONS & HOURS | 22 |
| 501 Safety | 22 |
| 502 Work Schedules | 22 |
| 504 Use of Phone and Mail Systems | 23 |
| 505 Smoking | 24 |
| 506 Meal Service | 24 |
| 508 Use of Equipment, Vehicles and Housing | 24 |
| 509 Summer Housing | 25 |
| 514 Visitors in the Workplace | 27 |
| 516 Computer and E-mail Usage | 27 |
| 517 Internet Usage | 28 |
| 518 Workplace Monitoring | 29 |
| 522 Workplace Violence Prevention | 30 |
| 526 Cell Phone Usage | 30 |
| 528 Parking | 31 |
| LEAVES OF ABSENCE | 31 |
| 603 Personal Leave | 31 |
| 605 Military Leave | 32 |
| EMPLOYEE CONDUCT & DISCIPLINARY ACTION | 33 |
| 701 Employee Conduct and Work Rules | 33 |
| 702 Drug and Alcohol Use | 33 |
| 703 Sexual and Other Unlawful Harassment | 34 |
| 704 Attendance and Punctuality | 35 |
| 705 Personal Appearance | 35 |
| 706 Return of Property | 36 |
| 708 Resignation | 36 |
| 710 Security Inspections | 36 |
| 716 Progressive Discipline | 37 |
| 722 Workplace Etiquette | 37 |
| MISCELLANEOUS | 38 |
| 800 Life-Threatening Illnesses in the Workplace | 38 |
| 801 Canteen and Shirt-Shack | 38 |
| 803 Camp Cleanliness | 38 |
| 805 Waterfront Regulations | 39 |
| 807 Quiet Time | 39 |
| EMPLOYEE ACKNOWLEDGEMENT FORM | 40 |

INTRODUCTION

020 About Lakeview Ministries

South Central Lutheran Camp Association of Indiana, Inc. d.b.a. Lakeview Ministries seeks to be the very best kind of program that it can be. No doubt the staff of Lakeview Ministries plays a crucial role in the success of the program. The degree of our success together as fellow workers in Christ depends upon our teamwork, attitude, loyalty and mutual concern for the facilities and ministry of individual employees. This is further reflected in the flexibility of each employee to do what is necessary to enable the ministry to function optimally. All employees are encouraged to develop and maintain a personal devotional life, including personal and corporate prayer, regular Bible reading, worship and service/stewardship beyond the scope and mission of Lakeview Ministries.

040 Introductory Statement

This handbook is designed to acquaint you with Lakeview Ministries and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by Lakeview Ministries to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As Lakeview Ministries continues to grow, the need may arise and Lakeview Ministries reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. The only exception to any changes is our employment-at-will policy permitting you or Lakeview Ministries to end our relationship for any reason at any time. Employees will, of course, be notified of such changes to the handbook as they occur.

060 Camper Relations

Campers and their families are among our organization's most valuable assets. Every employee represents Lakeview Ministries to our campers and their families and the public. The way we do our jobs presents an image of our entire organization. Campers and their families judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any camper or potential camper. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to them.

Campers and their families who wish to lodge specific comments or complaints should be directed to the Executive Director for appropriate action. Our personal contact with the public, our manners on the telephone, and the communications we send to campers and their families are a reflection not only of ourselves, but also of the professionalism of Lakeview Ministries. Positive customer relations not only enhance the public's perception or image of Lakeview Ministries, but also pay off in greater camper loyalty.

EMPLOYMENT

101 Nature of Employment

Employment with Lakeview Ministries is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause. Similarly, Lakeview Ministries may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between Lakeview Ministries and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at Lakeview Ministries' sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the Executive Director and Board of Directors of Lakeview Ministries.

102 Employee Relations

Lakeview Ministries believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to the Executive Director.

Our experience has shown that when employees deal openly and directly with the Executive Director, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that Lakeview Ministries amply demonstrates its commitment to employees by responding effectively to employee concerns.

Employees are expected to demonstrate a Christian lifestyle in accordance to the Scriptures and basic doctrines and beliefs of the Lutheran Church – Missouri Synod. In addition to this, employees are expected to adjust their personal habits and actions to the policies, standards, customs, and ideals of Lakeview Ministries. All employees are expected to conduct themselves properly at all times, on or off duty, in and out of camp, during or after the summer, so that he or she will reflect their status as not only a Lakeview Ministries employee, but more importantly, as a redeemed child of God. Therefore, personal conduct in and out of the public eye should be that of a Christian!

103 Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Lakeview Ministries will be based on merit, qualifications, and abilities. Lakeview Ministries does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

Lakeview Ministries will make reasonable accommodations for qualified individuals with known

disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Executive Director. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

104 Business Ethics and Conduct

The successful business operation and reputation of Lakeview Ministries is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of Lakeview Ministries is dependent upon our campers' trust and we are dedicated to preserving that trust. Employees owe a duty to Lakeview Ministries, its campers and their families, to act in a way that will merit the continued trust and confidence of the public.

Lakeview Ministries will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the Executive Director for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every Lakeview Ministries employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

105 Personal Relationships in the Workplace

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual "romantic" relationship. This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Although Lakeview Ministries has no prohibition against employing relatives of current employees or individuals involved in a dating relationship, we are committed to monitoring situations in which such relationships exist in the same area. In case of actual or potential problems, Lakeview Ministries will take prompt action. This can include reassignment or, if necessary, termination of employment for one or both of the individuals involved. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

Employee/Camper romantic relationships are strictly prohibited, as are romantic relationships between Employee and Junior-Counselor, Junior-Counselor and Camper, and any supervisor with their subordinate.

107 Immigration Law Compliance

Lakeview Ministries is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with Lakeview Ministries within the past three (3) years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Executive Director. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

108 Conflicts of Interest

Conflicts of Interest in Business Dealings

No employee of Lakeview Ministries shall have a financial interest in any company or business dealing with the camp if said employee makes decisions on behalf of Lakeview Ministries regarding that company or business. This restriction does not apply in the case of publicly-held corporations in which the employee owns less than one percent (1%) of the outstanding capital stock.

In any instance where an employee has an immediate relative who is involved in the ownership or management or is employed by any business seeking to do business with or doing business with Lakeview Ministries, he/she shall notify his/her superior of such relationship and remove himself/herself from any dealings involving matters which might present a potential conflict of interest.

No employee shall personally accept any gift or gratuity from any person or business enterprise with which Lakeview Ministries does business, which is seeking Lakeview Ministries' business, or with which Lakeview Ministries is likely to consider doing business with in the future. An employee may accept such gifts on behalf of Lakeview Ministries, in which case the gift becomes property of the camp, must be reported to a superior, and must be used in the camp's best interest. Exceptions to this rule would be items of token value (less than \$50) distributed generally by a business to its customers, such as calendars, pens, pencils, etc.; nominal gifts or tokens given by

campers or their parents such as candy or cookies; lunches or dinners in a business setting; or other items of minimal value where it is clear to the recipient and would be apparent to others that the gift is not given with the intention of influencing or gaining preferential treatment from the affected employee.

Conflicts of Interest Regarding Camp Usership

In any instance where an immediate relative of an employee is a potential user of the camp facilities, as a camper or other guest, that employee shall remove himself/herself from participation in any part of the admission process and shall refrain from asking for any preferential treatment for such related person.

110 Outside Employment

Employees may hold outside jobs as long as they meet the performance standards of their job with Lakeview Ministries. All employees will be judged by the same performance standards and will be subject to Lakeview Ministries' scheduling demands, regardless of any existing outside work requirements.

In the case where an employee has no set “off-duty” hours (as in the case of the Executive Director), permission from the employee’s supervisor or Board of Directors must be granted before performing outside services (for pay or volunteering) which exceed a commitment of sixteen (16) hours in any calendar month. If Lakeview Ministries determines that an employee's outside work interferes with performance or the ability to meet the requirements of Lakeview Ministries as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with Lakeview Ministries.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside Lakeview Ministries for materials produced or services rendered while performing their jobs.

111 Honoraria and Gratuities

Any activity performed at any location that is called for in the employee’s position description shall be performed without additional compensation to the employee.

Employees shall in no way solicit personal gifts, tips, or gratuities from campers or other guests. Such gifts if given shall be considered a donation to the camp unless the donor expressly designates the gift toward the receiver or some other approved purpose.

Honoraria is considered payment to a professional for services on which no fee is set. Honoraria that is expressly given to the individual employee for a professional service rendered may be retained by the individual. However, honoraria given with the intent to further the ministry of Lakeview Ministries or to reimburse the camp for expenses incurred is considered a donation to Lakeview Ministries.

112 Non-Disclosure

The protection of confidential business information and trade secrets is vital to the interests and the success of Lakeview Ministries. Such confidential information includes, but is not limited to, the following examples:

- computer programs and codes
- customer lists
- customer preferences
- financial information
- marketing strategies
- new materials research
- pending projects and proposals
- technological data
- technological prototypes

All employees may be required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

114 Disability Accommodation

Lakeview Ministries is committed to complying fully with the Americans with Disabilities Act Amendments Act (ADAAA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists.

Lakeview Ministries is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. Lakeview Ministries will follow any state or local law that provides individuals with disabilities greater protection than the ADAAA.

This policy is neither exhaustive nor exclusive. Lakeview Ministries is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADAAA and all other applicable federal, state, and local laws.

EMPLOYMENT STATUS & RECORDS

201 Employment Categories

It is the intent of Lakeview Ministries to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and Lakeview Ministries.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. Exempt employees are paid on a salary basis that does not vary from week to week based upon the quality or quantity of work performed. In other words, exempt employees are paid "to get the job done." Thus, an exempt employee's pay will not be reduced in any fashion for partial day absences, except when permitted by law, such as unpaid intermittent FMLA leave. Any deductions from an exempt employee's salary will be in compliance with acceptable parameters for such deductions.

For example, the following types of deductions are permissible with regard to exempt employee's pay:

- 1) No work is performed in a workweek;
- 2) Absences of one or more full days for personal reasons other than sickness or disability if all accrued PTO has been exhausted (deducted in full day increments only);
- 3) Absence from work for one or more full days due to sickness or disability (including workers' compensation) if deductions made under the PTO plan, or any other policy or practice of providing wage replacement benefits for those types of absences.
- 4) Fees received by the employee for jury or witness duty or military leave may be applied to offset the pay otherwise due to the employee for the week;
- 5) Penalties imposed by infractions of safety rules of major significance;
- 6) Unpaid disciplinary suspensions of one or more full days in accordance with the company's disciplinary policy;
- 7) Deductions for the first and last week of employment, when only part of the week is worked by the employee; and
- 8) Deductions for unpaid leave taken in accordance with an approved absence under the Family and Medical Leave Act, if the organization is required to comply with the Family and Medical Leave Act.

In addition to the above categories, each employee will belong to one other employment category:

REGULAR FULL-TIME employees are those who are not in a temporary or introductory status and who are regularly scheduled to work Lakeview Ministries' full-time schedule. Generally, they are eligible for Lakeview Ministries' benefit package, subject to the terms, conditions, and limitations of each benefit program.

PART-TIME employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than 40 hours per week. While they do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for all of Lakeview Ministries' other benefit programs.

TEMPORARY employees are those who are hired as interim replacements or seasonal employees, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change. While temporary employees receive all legally mandated benefits (such as workers' compensation insurance and Social Security), they are ineligible for all of Lakeview Ministries' other benefit programs.

202 Access to Personnel Files

Lakeview Ministries maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of Lakeview Ministries, and access to the information they contain is restricted. Generally, only supervisors and the Executive Director of Lakeview Ministries who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the Executive Director. With reasonable advance notice, employees may review their own personnel files in Lakeview Ministries' offices and in the presence of an individual appointed by Lakeview Ministries to maintain the files.

203 Employment Reference Checks

To ensure that individuals who join Lakeview Ministries are well qualified and have a strong potential to be productive and successful, it is the policy of Lakeview Ministries to check the employment references of all applicants.

The Executive Director will respond in writing only to those reference check inquiries that are submitted in writing. Responses to such inquiries will confirm only dates of employment, wage rates, and position(s) held. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

204 Personnel Data Changes

It is the responsibility of each employee to promptly notify Lakeview Ministries of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any

personnel data has changed, notify the Executive Director.

208 Employment Applications

Lakeview Ministries relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

209 Performance Evaluation

The Board of Directors is responsible for completing an annual performance review of the Executive Director, which should be completed by October 31st of each calendar year. Prior to the performance review with the Executive Director, the Executive Committee of the Board shall meet privately and discuss all relevant positive and negative concerns of the previous year's performance of the Executive Director. The Executive Committee should meet with the Executive Director and inform him/her of all such positive and negative concerns. The Executive Committee should provide, in writing, any suggested areas that should be addressed or improved during the next twelve (12) month period.

The Executive Director is responsible for completing a timely performance review of all regular full-time employees. The Executive Director should retain a written review of each employee's performance. A minimum of one evaluation must be performed for each full-time staff member each year.

An evaluation of all seasonal employees will be completed by the Executive Director and the Program Director at the end of the summer season. These evaluations will be used for future hiring decisions and future references.

All counselors shall evaluate the performance of the Jr. Counselor under their supervision using a form supplied by the Program Director. Supervisors will discuss a mid-cycle evaluation with the individual Jr. Counselor (JC). As the JC will be assigned to another counselor the following week, this evaluation will be made known to that counselor as well. Upon completion of the 2nd week, the counselor will evaluate the JC based on their observation as well as improvements that may have been made since the previous counselor's evaluation. Only the second evaluation will be turned into the Program Director and placed in the JC's personnel file.

212 Salary Administration

The salary administration program at Lakeview Ministries was created to achieve consistent pay practices, comply with federal and state laws, mirror our commitment to Equal Employment Opportunity, and offer competitive salaries within our labor market. Because recruiting and retaining talented employees is critical to our success, Lakeview Ministries is committed to paying its employees equitable wages that reflect the requirements and responsibilities of their positions and are comparable to the pay received by similarly situated employees in other organizations in the area.

Compensation for every position is determined by several factors, including the essential duties and responsibilities of the job, and salary survey data on pay practices of other employers and

availability of funds. Lakeview Ministries periodically reviews its salary administration program and restructures it as necessary.

Employees should bring their pay-related questions or concerns to the attention of their immediate supervisors, who are responsible for the fair administration of departmental pay practices. The Executive Director is also available to answer specific questions about the salary administration program.

214 Medical Information Privacy

This Medical Information Privacy policy describes how health information about employees may be used and disclosed by Lakeview Ministries and how employees can get access to this information. Lakeview Ministries is committed to maintaining and protecting the confidentiality of our employees' personal information in compliance with the Health Insurance Portability and Accountability Act (HIPAA). The Executive Director is the designated Privacy Officer for all employee medical information.

This policy of privacy practices applies to the health plans of Lakeview Ministries that are covered by privacy regulations, for example health benefit plans, dental plans, employee assistance plans, and pharmacy benefit programs (collectively referred to as the Benefit Plans). The Benefit Plans are required by federal and state law to protect the privacy of employees' individually identifiable health information and other personal information and to provide employees with notice about their policies, safeguards, and practices. When the Benefit Plans use or disclose employees' protected health information, the Benefit Plans are bound by the terms of this policy, or a revised policy, if applicable.

The Benefit Plans will not use employees' protected health information or disclose it to others without the employees' authorization, except for the following purposes:

Treatment - The Benefit Plans may disclose employees' protected health information, or employees' covered dependents' protected health information, to a health care provider or administrator for its provision, coordination, or management of the employees' health care and related services. For example, prior to providing a health service to an employee, the employee's doctor may ask for information concerning whether and when the service was previously provided to the employee. The Benefit Plans may use and disclose employees' protected health information for treatment activities of a health care provider.

Payment - The Benefit Plans may use and disclose employees' protected health information to facilitate payment of premiums for employees' coverage, and to determine and fulfill their responsibility to provide employees' medical, dental, and EAP benefits. For example, employees' protected health information may be used to make coverage determinations, administer claims, and coordinate benefits with other coverage employees may have. The Benefit Plans may also disclose employees' protected health information to a health plan or administrator to determine employees' eligibility for coverage, or for the health care provider to obtain payment for health care services provided to the employee.

Health Care Operations - The Benefit Plans may use and disclose employees' protected health information for their health care operations, or the health care operations of a third party administrator of the Benefit Plans. For example, the Benefit Plans may use protected health information to conduct quality assessment and improvement activities. Other health care

operations may include providing appointment reminders, or sending employees' information about treatment alternatives or other health-related benefits and services. The Benefit Plans also may disclose employees' protected health information to another health plan or provider that has a relationship with an employee, so that it can conduct quality assessment and improvement activities (for example, to perform case management).

Disclosure to Employer or Operating Company - The Benefit Plans may disclose employees' protected health information to Lakeview Ministries, or to a company acting on the behalf of Lakeview Ministries, so that it can monitor, audit, and otherwise administer the employee health benefit plan in which employees participate. Lakeview Ministries and its operating companies are not permitted to use protected health information for any purpose other than administration of employees' health, dental, and EAP benefits. The Benefit Plans will not disclose protected health information to Lakeview Ministries for the purposes of employment-related actions or decisions, or in connection with any other benefit or employee benefit plan. The Benefit Plans will identify employees who are authorized to receive and use protected health information.

Disclosure to Health Care Vendors and Accreditation Organizations - The Benefit Plans may disclose employees' protected health information to companies with whom they contract, if they need it to perform requested services. For example, the Benefit Plans may provide protected health information to vendors who provide important information and guidance to plan members with chronic conditions such as diabetes and asthma. Protected health information may be disclosed to accreditation organizations such as the National Committee for Quality Assurance (NCQA) for quality measurement purposes. When the Benefit Plans enter into these arrangements, they will obtain a written agreement to protect employees' protected health information.

Public Health Activities - The Benefit Plans may disclose employees' protected health information for the following public health activities and purposes: 1) to report health information to public health authorities that are authorized by law to receive such information for the purpose of controlling disease, injury, or disability; 2) to report child abuse or neglect to a government authority that is authorized by law to receive such reports; 3) to report information about a product or activity that is regulated by the U.S. Food and Drug Administration (FDA) to a person responsible for the quality, safety, or effectiveness of the product or activity; and, 4) to alert a person who may have been exposed to a communicable disease, if the Benefit Plans are authorized by law to give this notice.

Health Oversight Activities - The Benefit Plans may disclose employees' protected health information to a government agency that is legally responsible for oversight of the health care system or for ensuring compliance with the rules of government benefit programs, such as Medicare or Medicaid, or other regulatory programs that need health information to determine compliance.

For Research - The Benefit Plans may disclose employees' protected health information for medical research purposes, subject to strict legal restrictions.

To Comply with the Law - The Benefit Plans may use and disclose employees' protected health information to comply with the law.

Judicial and Administrative Proceedings - The Benefit Plans may disclose employees' protected health information in a judicial or administrative proceeding or in response to a legal order.

Law Enforcement Officials - The Benefit Plans may disclose employees' protected health information to the police or other law enforcement officials, as required by law or in compliance with a court order or other process authorized by law.

Health or Safety - The Benefit Plans may disclose employees' protected health information to prevent or lessen a serious and imminent threat to employees' health or safety or the health and safety of the general public.

Government Functions - The Benefit Plans may disclose employees' protected health information to various departments of the government such as the U.S. military or the U.S. Department of State.

Workers' Compensation - The Benefit Plans may disclose employees' protected health information when necessary to comply with workers' compensation laws.

Other - The Benefit Plans may disclose employees' protected health information when necessary to file claims with re-insurers or stop-loss carriers, or to obtain coverage with re-insurers or stop-loss carriers. The Benefit Plans may also disclose employees' protected health information to subrogation vendors to recoup payments made by the Benefit Plans that were reimbursed by other insurance arrangements.

Uses and Disclosures with Employees' Written Authorization - The Benefit Plans will not use or disclose employees' protected health information for any purpose other than the purposes described in this policy without the employees' written authorization. For example, the Benefit Plans will not supply protected health information to another company for its marketing purposes or to a potential employer with whom an employee is seeking employment without the employee's signed authorization. Employees may revoke an authorization that has previously been given by sending a written request to the Executive Director, but not with respect to any actions the Benefit Plans have already taken.

Disclosure to Others Involved in an Employee's Care - The Benefit Plans may disclose protected health information about employees to a relative, a friend, the subscriber of employees' benefits, or any other person employees identify, provided the information is directly relevant to that person's involvement with employees' health care or payment for that care. For example, if a family member or a caregiver calls Lakeview Ministries with knowledge of an employee's protected health information, Lakeview Ministries may confirm protected health information or answer questions. Employees have the right to stop or limit this type of disclosure by contacting the Executive Director. If an employee is a minor, the employee also may have the right to block parental access to the employee's protected health information in certain circumstances, if permitted by state law.

Employees may request restrictions on the use and disclosure of the employee's protected health information for the treatment, payment, and health care operations purposes explained in this policy. While the Benefit Plans will consider all requests for restrictions carefully, the Benefit Plans are not required to agree to a requested restriction.

Employees may ask to receive communications of their protected health information from the Benefit Plans by alternative means of communication or at alternative locations. While the Benefit Plans will consider reasonable requests carefully, they are not required to agree to all requests.

Employees may ask to inspect or to obtain a copy of their protected health information that is included in certain records the Benefit Plans maintain. Under limited circumstances, the Benefit Plans may deny employees access to a portion of their records. If employees request copies, the Benefit Plans may charge employees copying and mailing costs.

Employees have the right to ask the Benefit Plans to amend protected health information that is contained in the Benefit Plans records. If the Benefit Plans determine that the record is inaccurate, and the law permits the Benefit Plans to amend it, the Benefit Plans will correct it. If the employee's doctor or another person created the information that the employee wants to change, the employees should ask that person to amend the information.

Upon request, employees may obtain an accounting of disclosures the Benefit Plans have made of their protected health information. The accounting that the Benefit Plans provide will not include disclosures made before April 14, 2003, disclosures made for treatment, payment or health care operations, disclosures made earlier than six years before the date of the request, and certain other disclosures that are exempted by law. If employees request an accounting more than once during any twelve (12) month period, the Benefit Plans will charge those employees a reasonable fee for each accounting statement after the first one.

Employees may contact the Executive Director to obtain a paper copy of this policy, even if the employees previously agreed to receive notices electronically. Employees must also contact the Executive Director if they wish to make any of the requests listed above.

If employees want more information about privacy rights, do not understand their privacy rights, are concerned that the Benefit Plans have violated their privacy rights, or disagree with a decision that the Benefit Plans made about access to protected health information, they may contact the Executive Director. Employees may also file written complaints with the Secretary of the U.S. Department of Health and Human Services. Lakeview Ministries will not take any action against employees if they file a complaint.

Lakeview Ministries may change the terms of this policy at any time. If Lakeview Ministries changes this policy, Lakeview Ministries may make the new policy terms effective for all protected health information that the Benefit Plans maintain, including any information the Benefit Plans created or received before Lakeview Ministries issued the new policy. If Lakeview Ministries makes any changes to the Medical Information Privacy policy, notice of the changes will be provided to employees.

216 Social Security Number Policy

To protect employees' personal information, Lakeview Ministries prohibits the use of employees' Social Security numbers for identification purposes, except as allowed by law. Lakeview Ministries will not:

- Publicly post or publicly display in any manner an employee's Social Security number. "Publicly post" or "publicly display" means to intentionally communicate or otherwise make available to the general public.
- Print an employee's Social Security number on any card required for the employee to access products or services provided by Lakeview Ministries.
- Require an employee to transmit his or her Social Security number over the Internet, unless the connection is secure or the Social Security number is encrypted.
- Require an employee to use his or her Social Security number to access an Internet web

site, unless a password or unique personal identification number or other authentication device is also required to access the Internet web site.

- Print an employee's Social Security number on any materials that are mailed to the employee, unless state or federal law requires the Social Security number to be on the document to be mailed.

However, Social Security numbers may be included in applications and forms sent by mail, including documents sent as part of an application or enrollment process; or to establish, amend, or terminate an account, contract, or policy; or to confirm the accuracy of the Social Security number.

In instances where Lakeview Ministries previously used an employee's Social Security number in a manner inconsistent with this policy, it will continue using that employee's Social Security number in that manner, if all of the following conditions are met:

- The use of the Social Security number is continuous. If the use is stopped for any reason, the conditions listed above will apply.
- The employee is provided an annual disclosure that informs the employee that he or she has the right to stop the use of his or her Social Security number in a manner prohibited by those conditions listed above.

A written request by an employee to stop the use of his or her Social Security number in a prohibited manner will be implemented within 30 days of the receipt of the request. There will be no fee or charge for implementing the request.

Lakeview Ministries will not deny services to an employee because the employee makes a written request to stop the use of his or her Social Security number.

Lakeview Ministries will continue to collect, use, or release Social Security numbers as required by state or federal law, and may use Social Security numbers for internal verification or administrative purposes.

Employees who have questions about this policy or who feel that their Social Security number has been used inappropriately by Lakeview Ministries should contact the Executive Director.

EMPLOYEE BENEFIT PROGRAMS

301 Employee Benefits

Eligible employees at Lakeview Ministries are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. The Executive Director can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee handbook.

The following benefit programs are available to eligible employees:

- Holidays

- Jury Duty Leave
- Life Insurance
- Long-Term Disability
- Major Medical Insurance
- Short-Term Disability
- Sick Leave Benefits
- Vacation Benefits

Most benefit programs require contributions from the employee, but some are fully paid by Lakeview Ministries.

303 Vacation Benefits

Vacation time off with pay is available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits. Vacation time should be limited to one week during the summer camp program or during peak work times. Employees in the following employment classification(s) are eligible to earn and use vacation time as described in this policy:

- Regular full-time employees

The amount of paid vacation time employees receive each year increases with the length of their employment as shown in the following schedule:

- Less than three (3) months of service – No vacation days
- Three (3) months to two (2) years of service – Six (6) working days
- Three (3) to five (5) years of service – Twelve (12) working days
- Six (6) to ten (10) years of service – Eighteen (18) working days
- Eleven (11) years of service – Twenty-four (24) working days

Once employees enter an eligible employment classification, they begin to earn paid vacation time according to the schedule. However, before vacation time can be used, a waiting period of 90 calendar days must be completed. After that time, employees can request use of earned vacation time including that accrued during the waiting period.

Paid vacation time can be used in minimum increments of one day. Vacations lasting four (4) days or longer should be scheduled at least three (3) months in advance. Vacations lasting three (3) days or shorter may be taken on less than three (3) months notice provided they don't interfere with scheduled work. To take vacation, employees should request advance approval from the Executive Director. The Executive Director is required to inform at least one (1) member of the Board of Director's Executive Committee of their proposed time off. Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

Vacation time off is paid at the employee's base pay rate at the time of vacation. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

As stated above, employees are encouraged to use available paid vacation time for rest, relaxation, and personal pursuits. In the event that available vacation is not used by the end of the calendar year, employees will forfeit the unused time.

Upon termination of employment, employees will forfeit any unused vacation time.

305 Holidays

Lakeview Ministries will grant holiday time off to all employees on the holidays listed below:

- New Year's Day (January 1)
- Good Friday (Friday before Easter)
- Easter Saturday
- Easter Sunday
- Memorial Day (last Monday in May)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Day after Thanksgiving
- Christmas Eve (December 24)
- Christmas Day (December 25)

Lakeview Ministries will grant paid holiday time off to all eligible employees immediately upon assignment to an eligible employment classification. Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day. Eligible employee classification(s):

- Regular full-time employees

A recognized holiday that falls on a Saturday may be observed on the preceding Friday. A recognized holiday that falls on a Sunday may be observed on the following Monday.

If a recognized holiday falls during an eligible employee's paid absence (such as vacation or sick leave), the holiday does not count as a day of absence.

If eligible nonexempt employees work on a recognized holiday, they will receive holiday pay plus wages at one and one-half times their straight-time rate for the hours worked on the holiday. If exempt employees work on a recognized holiday, then the employee may take another day off during the same payroll cycle.

306 Workers' Compensation Insurance

Lakeview Ministries provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform their supervisor or the Executive Director immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

307 Sick Leave Benefits

Lakeview Ministries provides paid sick leave benefits to all eligible employees for periods of temporary absence due to illnesses or injuries. Eligible employee classification(s):

- Regular full-time employees

Eligible employees will accrue sick leave benefits at the rate of 8 days per year (two-thirds of a day for every full month of service). Sick leave benefits are calculated on the basis of a "benefit year," the twelve (12) month period that begins when the employee starts to earn sick leave benefits.

Paid sick leave can be used in minimum increments of one day. An eligible employee may use sick leave benefits for an absence due to his or her own illness or injury, or that of a child, parent, or spouse of the employee, or to attend the funeral of a family member or significant other.

Employees who are unable to report to work due to illness or injury should notify their direct supervisor before the scheduled start of their workday if possible. The direct supervisor must also be contacted on each additional day of absence.

Summer employees will not be penalized salary for days they are ill or laid up due to injury unless the illness/injury accumulates more than two (2) days at any one time during the regular working schedule of the employee. When health conditions permit alternate activities/duties other than regularly assigned duties, employees may be realigned to perform other tasks. Any summer employee whose illness/injury results in their being unable to perform any normal duties for a period of five (5) days is liable to dismissal or a leave of absence.

If an employee is absent for three (3) or more consecutive days due to illness or injury, a physician's statement must be provided verifying the disability and its beginning and expected ending dates. Such verification may be requested for other sick leave absences as well and may be required as a condition to receiving sick leave benefits.

Sick leave benefits will be calculated based on the employee's base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials.

Unused sick leave benefits will be allowed to accumulate until the employee has accrued a total of fifteen (15) calendar days worth of sick leave benefits. If the employee's benefits reach this maximum, further accrual of sick leave benefits will be suspended until the employee has reduced the balance below the limit. Unused sick leave benefits will not be paid to employees while they are employed or upon termination of employment.

310 Relocation

Moving expenses of a new regular full-time employee are generally the responsibility of Lakeview Ministries. These expenses may include commercial moving and packing costs, mileage reimbursement, meals, lodging, and any other costs directly related to the move. If reimbursement is to take place, the items to be reimbursed and the financial limit of Lakeview Ministries for reimbursement will be negotiated and approved in advance by the Executive Director or Board of Directors Chairman.

311 Jury Duty

Lakeview Ministries encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees in an eligible classification may request up to one (1) weeks of paid jury duty leave over any two (2) year period.

Jury duty pay will be calculated on the employee's base pay rate times the number of hours the employee would otherwise have worked on the day of absence. Employee classifications that qualify for paid jury duty leave are:

- Regular full-time employees

If employees are required to serve jury duty beyond the period of paid jury duty leave, they may be required to use any available paid time off (for example, vacation or sick leave benefits).

Employees must show the jury duty summons to the Executive Director or Board of Directors member of the Executive Committee as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.

Either Lakeview Ministries or the employee may request an excuse from jury duty if, in Lakeview Ministries' judgment, the employee's absence would create serious operational difficulties.

Lakeview Ministries will continue to provide health insurance benefits for the full term of the jury duty absence. Vacation, sick leave, and holiday benefits will continue to accrue during unpaid jury duty leave.

312 Witness Duty

Lakeview Ministries encourages employees to appear in court for witness duty when subpoenaed to do so.

If employees have been subpoenaed or otherwise requested to testify as witnesses by Lakeview Ministries, they will receive paid time off for the entire period of witness duty.

Employees will be granted unpaid time off to appear in court as a witness when requested by a party other than Lakeview Ministries. Employees are free to use any available paid leave benefit (such as vacation or sick leave) to receive compensation for the period of this absence.

The subpoena should be shown to the employee's supervisor immediately after it is received so that operating requirements can be adjusted, where necessary, to accommodate the employee's absence. The employee is expected to report for work whenever the court schedule permits.

316 Health Insurance

Lakeview Ministries' health insurance plan provides employees and their dependents access to medical, dental, and vision care insurance benefits. Employees in the following employment classifications are eligible to participate in the health insurance plan:

- Regular full-time employees

Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between Lakeview Ministries and the insurance carrier.

Details of the health insurance plan are described in the Summary Plan Description (SPD). An SPD and information on cost of coverage will be provided in advance of enrollment to eligible employees. Contact the Executive Director for more information about health insurance benefits.

317 Life/AD&D Insurance

Life insurance offers you and your family important financial protection. Lakeview Ministries provides a basic life insurance plan for eligible employees.

Employees in the following employment classifications are eligible to participate in the life insurance plan:

- Regular full-time employees

Eligible employees may participate in the life insurance plan subject to all terms and conditions of the agreement between Lakeview Ministries and the insurance carrier.

Details of the basic life insurance plan including benefit amounts are described in the Summary Plan Description provided to eligible employees. Contact the Executive Director for more information about life insurance benefits.

318 Short-Term Disability

Lakeview Ministries provides a short-term disability (STD) benefits plan to eligible employees who are unable to work because of a qualifying disability due to an injury or illness. Employees in the following employment classifications are eligible to participate in the STD plan:

- Regular full-time employees

Eligible employees may participate in the STD plan subject to all terms and conditions of the agreement between Lakeview Ministries and the insurance carrier.

Disabilities arising from pregnancy or pregnancy-related illness are treated the same as any other illness that prevents an employee from working.

Details of the STD benefits plan including benefit amounts, when they are payable, and limitations, restrictions, and other exclusions are described in the Summary Plan Description provided to eligible employees. Contact the Executive Director for more information about STD benefits.

319 Long-Term Disability

Lakeview Ministries provides a long-term disability (LTD) benefits plan to help eligible employees cope with an illness or injury that results in a long-term absence from employment. LTD is designed to ensure a continuing income for employees who are disabled and unable to work.

Employees in the following employment classifications are eligible to participate in the LTD plan:

- Regular full-time employees

Eligible employees may participate in the LTD plan subject to all terms and conditions of the agreement between Lakeview Ministries and the insurance carrier.

Details of the LTD benefits plan including benefit amounts, and limitations and restrictions are described in the Summary Plan Description provided to eligible employees. Contact the Executive Director for more information about LTD benefits.

324 Counseling

The Board of Directors shall make available counseling to any regular full-time employee (including the Executive Director). This service may be provided at the expense of Lakeview Ministries, if the necessary counseling is a result of an event or action of the camp, either directly or indirectly, or if the Board decides such counseling to be in the best interest of the ministry of Lakeview Ministries.

TIMEKEEPING/PAYROLL

401 Timekeeping

Accurately recording time worked is the responsibility of every nonexempt employee. Federal and state laws require Lakeview Ministries to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Nonexempt employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

If corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by initialing the time record.

403 Paydays

All employees are paid biweekly on every other Friday. Each paycheck will include earnings for all work performed through the end of the previous payroll period. Employees are encouraged to cash or deposit their paychecks promptly.

In the event that a regularly scheduled payday falls on a day off such as a weekend or holiday, employees will receive pay on the last day of work before the regularly scheduled payday. If a regular payday falls during an employee's vacation, the employee's paycheck will be available upon his or her return from vacation.

Lakeview Ministries takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the Executive Director so that corrections can be made as quickly as possible.

405 Employment Termination

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the organization.
- Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.
- Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

Lakeview Ministries may schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges, repayment of outstanding debts to Lakeview Ministries, or return of Lakeview Ministries -owned property. Suggestions, complaints, and questions may also be voiced.

Since employment with Lakeview Ministries is based on mutual consent, both the employee and Lakeview Ministries have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay in accordance with applicable state law.

Employee benefits will be affected by employment termination in the following manner. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

410 Pay Deductions and Setoffs

The law requires that Lakeview Ministries make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. Lakeview

Ministries also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base." Lakeview Ministries matches the amount of Social Security taxes paid by each employee.

Lakeview Ministries offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs.

Pay setoffs are pay deductions taken by Lakeview Ministries, usually to help pay off a debt or obligation to Lakeview Ministries or others.

If you have questions concerning why deductions were made from your paycheck or how they were calculated, the Executive Director is able to assist in having your questions answered.

WORK CONDITIONS & HOURS

501 Safety

To assist in providing a safe and healthful work environment for employees, campers, and visitors, Lakeview Ministries has established a workplace safety program. This program is a top priority for Lakeview Ministries. The Executive Director has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

Lakeview Ministries provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications. Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor or Executive Director. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the Executive Director or the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

502 Work Schedules

The basic expectation is that regular full-time employees are on-call 24 hours a day, seven (7) days a week. Exception to this would be approved vacations, days off, sick leave or holidays.

The hours that are required to do the job are demanding in many ways. The hours required for any particular task are constantly changing with the variables or project description, due date, guest group numbers, services requested, availability of other employees, weather, site conditions, and the demands created by seasonal fluctuations. It is recognized that often the demands of the Lakeview Ministries program and ministry require long and uncommon working hours; a workday will often require ten (10) hours or more. Thus, there are special freedoms allowed to regular full-time employees to manage their own personal and professional hours

while in the employment of Lakeview Ministries. However, all employees are expected to work together to effectively and efficiently manage their own working hours, maintaining an optimum balance between personal, professional, and Lakeview Ministries program needs. For example, employees are expected to arrange for temporary substitute service with other employees to cover duties during any approved “time off” so that Lakeview Ministries programs and services are not disrupted or interrupted.

Each regular full-time employee may be granted an average of one (1) day off per week during the period between Memorial Day and Labor Day. During the other nine (9) months, each employee shall be allowed an average of two (2) days off per week dependent upon Lakeview Ministries’ program needs.

Summer employees, counselors and other program staff (program directors, arts and crafts, etc.) are on duty and responsible for the children all the time. This includes time for sleep, rest, after lights out, on and off camp, during meals, etc. Exceptions to this would be times designated as “time off” during the day and regularly scheduled days off.

Support employees (kitchen help, housekeeping, maintenance, wrangler, waterfront coordinator, etc.) are expected to work a minimum of eight (8) hours during the day. It should be noted that there are times when duties and responsibilities of one’s position call for more than the minimum eight (8) hours of work time during the day. Support employees are expected to complete their daily duties to the same high standards expected of everyone on staff regardless of the extra time that must be given.

At times, weather or other circumstances will make it impossible for a support staff employee to perform his/her normal set of duties. In these instances, the support staff employee should seek out alternate duties which would be of benefit to the overall program of Lakeview Ministries. Support employees are welcome and encouraged to participate in program activities outside of working hours.

All summer employees will receive all but four (4) of the weekends off during their employment at Lakeview Ministries. Time off will begin with completion of the camp clean-up on Friday and last through Sunday at 12:30 p.m. when we will regroup for lunch. (Staff employees wishing to eat lunch with their families and arrive for the meeting at 1 p.m. should ask for permission from the Program Director or Executive Director.) Staff employees may spend their weekends off on the grounds and take their meals as usual, or go home if desired. Program employees may be given time off during the day to have some time to themselves. This will be coordinated through the Program Director and could occur during family-group activities, afternoon free time, cabin activity, or after lights out. Support employees may also be given time off during a work day at the discretion of their supervisor. It is assumed that the missed time will be made up either later that day or in subsequent days.

504 Use of Phone and Mail Systems

Employees may be required to reimburse Lakeview Ministries for any charges resulting from their personal use of the telephone. It is suggested that employees consider getting a calling card to use while at camp. If arrangements cannot be made for a calling card, employees must call collect.

The use of Lakeview Ministries-paid postage for personal correspondence is not permitted.

Stamps may be purchased at the Canteen or in the office. Incoming mail will be distributed daily. Please do not go to the office and request your mail.

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

505 Smoking

In keeping with Lakeview Ministries' intent to provide a safe and healthful work environment, smoking is prohibited inside any building. This policy applies equally to all employees, campers, and visitors. Staff members over the age of 18 may smoke outdoors, but never in the presence of campers.

506 Meal Service

Complimentary meals for employees and his/her immediate family are available in the camp dining hall only whenever there is food service being provided to paying guests. Leftovers from past guest group food service may be distributed to regular full-time employees to prevent spoilage and waste. Leftovers are allocated and distributed at the discretion of the Executive Director or Head Cook.

All summer employees are expected to be at all meals and on time. Employees are not allowed to go through the serving line and then go to eat in the employee lounge. Under no circumstances should any camp employee eat any food in the dining hall in front of the campers that is not made available to all campers. Appropriate manners should be maintained in the dining hall at all times.

508 Use of Equipment, Vehicles and Housing

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Only authorized personnel may operate camp vehicles. No staff member may assume that because they are an employee of the camp that this gives them the privilege of operating a camp vehicle without prior authorization. All operators must have a valid driver's license to operate a camp vehicle. Maximum speed on camp is 15 mph.

Please notify the supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, may result in disciplinary action, up to and including termination of employment.

If Lakeview Ministries requires a regular full-time employee to reside on camp property, adequate housing will be provided. This housing shall include stove, refrigerator, washer and dryer.

Lakeview Ministries will pay the reasonable costs for water, heat and electric service. Payment for phone service is the responsibility of the employee. While normal “wear and tear” is expected, employees (and their households) are expected to maintain a clean and orderly home for themselves. Gross negligence and/or damage to the facility shall be the financial responsibility of the employee to repair or replace. General yard maintenance is also the responsibility of the residing employee and his/her household.

No additional fixed or semi-permanent major appliances, equipment, or modifications shall be installed in or on the residence without prior approval from the Executive Director or Executive Committee of the Board of Directors. The camp shall be responsible for general maintenance, replacement items, and improvements to the residence and the resulting costs. Requests for repair and/or improvement may be submitted to the Executive Director for consideration. Any insurance for personal contents will be the responsibility of the employee.

The use of personal equipment (i.e. tools, machinery, guitars, computers, etc.) in an employee’s scope of duties may be allowed only after an arrangement has been reached between the owner/employee and the Executive Director regarding maintenance of the equipment, upkeep, operation, replacement, damage, storage, etc. If no arrangement has been reached, Lakeview Ministries will not be held responsible for the replacement or repair of personal equipment. Storage of personal equipment in camp storage buildings is dependent upon the approval of the Executive Director.

Realizing that access to the facilities and equipment of Lakeview Ministries can constitute a major benefit for Lakeview Ministries employees complimentary use of equipment and facilities is allowed when such equipment and facilities are not otherwise in use by campers or other guests. No equipment may be removed from the camp property without prior approval from the Executive Director.

Personal use of Lakeview Ministries vehicles may be allowed with prior approval by the Executive Director. If allowed, the staff member must reimburse Lakeview Ministries at the per mile rate established by the Board of Directors.

The employee using the equipment is responsible for damage, loss, or theft or borrowed property and equipment, and shall pay for the cost of all materials and supplies and/or loss incidental to the use of the camp equipment.

Employees are strongly encouraged to not keep large amounts of cash, credit cards, or valuable items in their cabins, as it is left unattended most of the time. The camp office has a secure place to store your valuables.

509 Summer Housing

Summer employees may not move any furniture items (beds, dressers, etc.) owned by Lakeview Ministries out of their room or move any other furniture into their room without the permission of the Executive Director. Rooms should be kept in reasonably good order throughout the summer. At the end of your employment your quarters should be left in a clean, orderly, and uncluttered manner.

Every effort should be made to ensure that a cabin is neat and orderly when guests who will be

staying there arrive. This pertains to camper cabins on Sunday, cabins being used by guest groups over the weekend, and occasionally a Jr. Counselor who may be staying in Quapaw Lodge.

Quarters occupied by females are off limits to males and visa versa. This includes staff housing in Quapaw Lodge. The Quapaw meeting room, shelter house, staff lounge, or the dining hall may be used as a gathering place.

Employees will be allowed to keep personal toiletry items in the storage stalls on the appropriate side in the bathhouse. Under no circumstances should any personal items be left out on the counter or in the showers when you are not present. Employees living in Quapaw Lodge will not be able to keep personal items in the bathroom; they must bring it back and forth from their sleeping room. Employees who are serving as counselors during any camp session may not use the showers in Quapaw or Mohegan Lodge while that session is in progress.

The camp provides employee lounges in the dining hall building and in the Quapaw Lodge as places for the staff and volunteers to unwind away from contact with the campers. The lounge is considered a privilege to the staff and volunteers, not a right. Failure to keep this room neat and clean could result in the revocation of this privilege.

An employee mailbox will be provided in the Dining Hall staff lounge. All personal items should be returned to your mailbox when you are leaving the room for an extended period of time. No letters, stationary, videos, folders, or any other personal items should be left lying about.

If you have a snack in the lounge, you must clean up after yourself. Paper plates, paper cups, napkins, pop cans, and plastic utensils must be thrown away. Non-disposal dishes, cups, and silverware should be brought to the dishwashing area in the kitchen, **rinsed thoroughly**, and left for the kitchen staff to run through the dishwasher during the next meal. Any dishes dirtied in the Quapaw Lodge lounge should either be a.) brought to the dining hall to run through the dishwasher or b.) cleaned at Quapaw by the employee responsible for the soiled dish.

No employee is allowed to sleep overnight in the employee lounges or any other room in the dining hall while campers or guest groups are in camp. This may be very tempting because of the air-conditioning, but would not provide the necessary supervision of our campers. The only exception to this rule would be to supervise a sick camper who is sleeping in the first-aid station.

Only the summer kitchen employees are allowed to take food out of the kitchen pantry, refrigerators, or freezer. Permission must be granted to any other employee. Lakeview Ministries will provide staff refrigerators in Quapaw Lodge and in the employee lounge for the personal use of the summer staff. The refrigerator in Quapaw Lodge will be used for bait and for personal staff items. The refrigerators in the employee lounge may be used for personal items, but will also be stocked with leftovers from the kitchen for staff consumption. Personal items should be marked as such. Items which are not labeled become community property and are available to everyone. Large quantities of personal beverages should not be placed in these refrigerators.

Washing machines and dryers for general employees use are located at the end of the bathhouse and in Quapaw Lodge. Employees should not use the washing machine before breakfast, as it will use up some of the hot water needed for showers. Please be courteous of fellow employees who have done their wash before you or may need to do their wash after you.

The washing machine and dryer in the kitchen are designated for the sole use of kitchen employees for kitchen laundry or personal laundry. Permission for other employees to use these

machines must be granted by the Head Cook.

514 Visitors in the Workplace

To provide for the safety and security of employees and the facilities at Lakeview Ministries, only authorized visitors are allowed in the workplace. Advance notice of incoming visitors must be approved by the Executive Director. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

All visitors should enter Lakeview Ministries at the main entrance. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors and for cleaning and/or restoring the accommodations used by his or her personal visitors.

All regular full-time employees shall receive 40 (non-transferable) guest units allocated yearly and part-time or summer employees shall receive six (6) (non-transferable) guest units to be used to host personal visitors at Lakeview Ministries facilities. These guest units may be applied to complimentary meals and/or housing. Guest units may not be carried over into the following year.

If an unauthorized individual is observed on Lakeview Ministries' premises, employees should immediately notify their supervisor, the Executive Director or, if necessary, direct the individual to the main entrance.

516 Computer and E-mail Usage

Computers, computer files, the email system, and software furnished to employees are Lakeview Ministries property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and e-mail usage may be monitored.

Lakeview Ministries strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, Lakeview Ministries prohibits the use of computers and the e-mail system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

E-mail may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other nonbusiness matters. All employee e-mails should be done from the computer trailer. The main office computers may not be used for personal purposes. Jr. Counselors and campers do not have access to the Internet except to send e-mail, supervised by a camp employee.

Lakeview Ministries purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, Lakeview Ministries does not have the right to reproduce such software for use on more than one (1) computer.

Employees may only use software on local area networks or on multiple machines according to the software license agreement. Lakeview Ministries prohibits the illegal duplication of software and its related documentation.

Employees should notify their immediate supervisor or the Executive Director upon learning of violations of this policy. Employees who violate this policy may be subject to disciplinary action, up to and including termination of employment.

517 Internet Usage

Internet access to global electronic information resources on the World Wide Web is provided by Lakeview Ministries to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for job-related activities, incidental and occasional brief personal use is permitted within reasonable limits.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of Lakeview Ministries and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of Lakeview Ministries. As such, Lakeview Ministries reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if an employee did not create material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression.

Abuse of the Internet access provided by Lakeview Ministries in violation of law or Lakeview Ministries policies may result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and may result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images.
- Using the organization's time and resources for personal gain.
- Stealing, using, or disclosing someone else's code or password without authorization.
- Copying, pirating, or downloading software and electronic files without permission.
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization.
- Violating copyright law.
- Failing to observe licensing agreements.
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions.
- Sending or posting messages or material that could damage the organization's image or reputation.
- Participating in the viewing or exchange of pornography or obscene materials.
- Sending or posting messages that defame or slander other individuals.
- Attempting to break into the computer system of another organization or person.
- Refusing to cooperate with a security investigation.
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities.
- Using the Internet for political causes or activities, inappropriate religious activities, or any sort of gambling.
- Jeopardizing the security of the organization's electronic communications systems.
- Sending or posting messages that disparage another organization's products or services.
- Passing off personal views as representing those of the organization.
- Sending anonymous e-mail messages.
- Engaging in any other illegal activities.

518 Workplace Monitoring

Workplace monitoring may be conducted by Lakeview Ministries to ensure quality control, employee safety and security.

Employees who regularly communicate with campers and their families may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our customers' image of Lakeview Ministries as well as their satisfaction with our service.

Computers furnished to employees are the property of Lakeview Ministries. As such, computer usage and files may be monitored or accessed.

Lakeview Ministries may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

Because Lakeview Ministries is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

522 Workplace Violence Prevention

Lakeview Ministries is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, Lakeview Ministries has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of Lakeview Ministries without proper authorization.

Conduct that threatens, intimidates, or coerces another employee, a camper, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or the Executive Director. This includes threats by employees, as well as threats by campers or their families, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

Lakeview Ministries will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, Lakeview Ministries may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines may be subject to prompt disciplinary action up to and including termination of employment.

Lakeview Ministries encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Executive Director before the situation escalates into potential violence. Lakeview Ministries is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns.

526 Cell Phone Usage

Lakeview Ministries provides cellular telephones to some employees as a business tool. They are provided to assist employees in communicating with management and other employees, their clients, associates, and others with whom they may conduct business. Cell phone use is intended for business-related calls only and personal calls should be kept to a minimum. Cell phone invoices may be regularly monitored.

Employees may have access to a cell phone while in their cars and should remember that their primary responsibility is driving safely and obeying the rules of the road. Employees are prohibited from using cell phones to conduct business while driving and should safely pull off the road and come to a complete stop before dialing or talking on the phone.

As a representative of Lakeview Ministries, cell phone users are reminded that the regular business etiquette employed when speaking from office phones or in meetings applies to conversations conducted over a cell phone.

528 Parking

All personal vehicles should be kept in the parking area by the dining hall. No vehicles should be parked by Quapaw Lodge or the bathhouse for any reason other than short periods of loading or unloading. Under no circumstances should a camper be transported in a personal vehicle without the permission of the Executive Director, Program Director, or First-Aid Coordinator.

LEAVES OF ABSENCE

603 Personal Leave

Lakeview Ministries provides leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill personal obligations. Employees in the following employment classification(s) are eligible to request personal leave as described in this policy:

- Regular full-time employees

Eligible employees may request personal leave only after having completed one (1) year of service. As soon as eligible employees become aware of the need for a personal leave of absence, they should request a leave from the Executive Director or the Board of Directors.

Personal leave may be granted for a period of up to 30 calendar days every one (1) year. If this initial period of absence proves insufficient, consideration will be given to a written request for a single extension of no more than 30 calendar days. With the supervisor's approval, an employee may take any available sick leave or vacation leave as part of the approved period of leave.

Requests for personal leave will be evaluated based on a number of factors, including anticipated workload requirements and staffing considerations during the proposed period of absence.

Subject to the terms, conditions, and limitations of the applicable plans, health insurance benefits will be provided by Lakeview Ministries until the end of the month in which the approved personal leave begins. At that time, employees will become responsible for the full costs of these benefits if they wish coverage to continue. When the employee returns from personal leave, benefits will again be provided by Lakeview Ministries according to the applicable plans. Vacation, sick leave, and holiday benefits, will not continue to accrue during the approved personal leave period. When a personal leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. However, Lakeview Ministries cannot guarantee reinstatement in all cases. If an employee fails to report to work promptly at the expiration of the approved leave period, Lakeview Ministries will assume the employee has resigned.

Part-time or temporary summer employees may request a temporary personal leave of absence. The personal leave is without pay and will be granted upon the discretion of the Executive Director. Examples of personal leave of absence would be death or critical illness in the family, urgent business, school registration or orientation, wedding, or anything else that is in direct conflict with the regular working schedule of the employee and the program of the camp. Personal leave of absence is not the same as time off. A request for personal leave of absence should be brought to the attention of the Executive Director for consideration as early as possible. Each request will be considered individually, with the decision based on both the needs of the individual and that of the camp.

No employee will be granted a personal leave of absence in order to perform financially-compensated services to outside individuals or businesses as such services are in direct conflict with his/her scope of duties under the employment of Lakeview Ministries.

605 Military Leave

A military leave of absence will be granted to regular full-time employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

Employees will receive partial pay for two-week training assignments and shorter absences. Upon presentation of satisfactory military pay verification data, employees will be paid the difference between their normal base compensation and the pay (excluding expense pay) received while on military duty.

The portion of any military leaves of absence in excess of two (2) weeks will be unpaid. However, employees may use any available paid time off for the absence.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon the employee's return to active employment.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Contact the Executive Director for more information or questions about military leave.

EMPLOYEE CONDUCT & DISCIPLINARY ACTION

701 Employee Conduct and Work Rules

To ensure orderly operations and provide the best possible work environment, Lakeview Ministries expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property.
- Falsification of timekeeping records.
- Working under the influence of alcohol or illegal drugs.
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment.
- Fighting or threatening violence in the workplace.
- Boisterous or disruptive activity in the workplace.
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property.
- Insubordination or other disrespectful conduct.
- Violation of safety or health rules.
- Smoking in prohibited areas.
- Sexual or other unlawful or unwelcome harassment.
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace.
- Excessive absenteeism or any absence without notice.
- Unauthorized absence from work station during the workday.
- Unauthorized use of telephones, mail system, or other employer-owned equipment.
- Unauthorized disclosure of business "secrets" or confidential information.
- Violation of personnel policies.
- Unsatisfactory performance or conduct.

Employment with Lakeview Ministries is at the mutual consent of Lakeview Ministries and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

702 Drug and Alcohol Use

It is Lakeview Ministries' desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on Lakeview Ministries premises and while conducting business-related activities off Lakeview Ministries premises, no employee may use, possess, distribute, sell, or be under the influence of illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

No staff member under the age 21 will be permitted to consume, possess, distribute, sell or be under the influence of alcohol on camp grounds. Staff members over the age of 21 should not bring alcohol onto camp. However, if they are working with an adult or family program and they are offered an alcoholic beverage, they may accept it socially. Consumption of alcohol should not take place in front of youth campers and the staff person should not drink beyond their limit. Being on camp while intoxicated is strictly forbidden.

Violations of these policies may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or the Executive Director without fear of reprisal.

703 Sexual and Other Unlawful Harassment

Lakeview Ministries is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it

immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Executive Director or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Executive Director or any member of management so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment may be subject to disciplinary action, up to and including termination of employment.

704 Attendance and Punctuality

To maintain a safe and productive work environment, Lakeview Ministries expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on Lakeview Ministries. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor or the Executive Director as soon as possible in advance of the anticipated tardiness or absence.

Telephone directories with the home phone number, pager number and/or mobile telephone number for members of management are available upon request from your supervisor. This directory should be used whenever you need to inform the camp of your absence or other such attendance related issues.

If you are absent for three (3) days without notifying the company, it is assumed that you have voluntarily abandoned your position with the company, and you will be removed from the payroll.

All employees are required to attend staff meetings, training programs, and in-service events as designated by the Executive Director. Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

705 Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image Lakeview Ministries presents to campers, their families and visitors. Employees are required to wear their "staff shirt" during times of camper registrations, closing programs, and other designated times.

During business hours or when representing Lakeview Ministries, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with campers, their families or visitors in person.

Your supervisor or the Executive Director is responsible for establishing a reasonable dress code

appropriate to the job you perform. If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstance, you will not be compensated for the time away from work. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

706 Return of Property

Employees are responsible for all Lakeview Ministries property, materials, or written information issued to them or in their possession or control.

All Lakeview Ministries property must be returned by employees on or before their last day of work. Where permitted by applicable laws, Lakeview Ministries may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. Lakeview Ministries may also take all action deemed appropriate to recover or protect its property.

708 Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with Lakeview Ministries. Although advance notice is not required, Lakeview Ministries requests at least 60 days written resignation notice from all regular full-time employees and seven (7) days from part-time and temporary employees. During the time between the notice and actually leaving the position, the employee shall do all in his/her power to protect the interests of Lakeview Ministries by leaving the work in good order and assisting in the transitional period, if requested to do so.

710 Security Inspections

Lakeview Ministries wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, Lakeview Ministries prohibits the possession, transfer, sale, or use of such materials on its premises. Lakeview Ministries requires the cooperation of all employees in administering this policy.

Lodging facilities, desks, lockers, and other storage devices may be provided for the convenience of employees but remain the sole property of Lakeview Ministries. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of Lakeview Ministries at any time, either with or without prior notice.

Lakeview Ministries likewise wishes to discourage theft or unauthorized possession of the property of employees, Lakeview Ministries, visitors, and campers. To facilitate enforcement of this policy, Lakeview Ministries or its representative may inspect not only lodging facilities, desks and lockers but also persons entering and/or leaving the premises and any packages or other belongings. Any employee who wishes to avoid inspection of any articles or materials should not bring such items onto Lakeview Ministries' premises.

716 Progressive Discipline

The purpose of this policy is to state Lakeview Ministries' position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

Lakeview Ministries' own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with Lakeview Ministries is based on mutual consent and both the employee and Lakeview Ministries have the right to terminate employment at will, with or without cause or advance notice, Lakeview Ministries may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps may normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment.

Lakeview Ministries recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and Lakeview Ministries.

722 Workplace Etiquette

Lakeview Ministries strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. Lakeview Ministries encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another employee's ability to concentrate and be productive.

MISCELLANEOUS

800 Life-Threatening Illnesses in the Workplace

Employees with life-threatening illnesses, such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by their condition. Lakeview Ministries supports these endeavors as long as employees are able to meet acceptable performance standards. As in the case of other disabilities, Lakeview Ministries will make reasonable accommodations in accordance with all legal requirements, to allow qualified employees with life-threatening illnesses to perform the essential functions of their jobs.

Medical information on individual employees is treated confidentially. Lakeview Ministries will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information. Anyone inappropriately disclosing such information may be subject to disciplinary action, up to and including termination of employment.

Employees with questions or concerns about life-threatening illnesses are encouraged to contact the Executive Director.

801 Canteen and Shirt-Shack

Employees may purchase clothing items at a discounted rate which will vary for each item (10-20%). All edible items will be sold at full price, with the exception of drinks, which will be sold to employees at cost. No credit line is given to any employee under any circumstances for any goods sold out of the Canteen.

Employees will be allowed to keep money in a debit account at the Canteen so that they will not have to bring cash for food purchases.

803 Camp Cleanliness

Keeping the camp clean is everybody's responsibility. We ask your help in the following specific ways:

Litter: Please help keep the grounds neat and clean. Your example will encourage others to help. Garbage cans are located throughout the grounds. Encourage campers to use them properly and **pick up litter if you see it!**

Sink: After washing your hands in our restrooms, the paper towels used to dry your hands can be used to wipe out the sink before you throw them in the trash can. This will give us many people who will assist with the overall cleanliness of our sinks. It will take less than 5 seconds, but the results will be amazing!

Misplaced Equipment: Hopefully, this will not occur. But if you happen to see something that is not where it belongs, please take the time to return it to the appropriate location when possible.

All employees are required to help in times designated for camp clean-up (on Fridays and other times). Generally employees will be assigned an area to clean and make orderly. No employee is

excused from clean-up until all assigned jobs have been completed.

805 Waterfront Regulations

All waterfront regulations apply at all times to all persons. No employee is exempt from these rules. If an employee has free time after 7:30 p.m. he/she may use the canoes if they are granted permission to do so by the Waterfront Director, who will give instructions in proper procedures and safety measures. Do not boat after dark and do not boat alone. Swimming is only permitted when lifeguards are on duty and in the designated swimming area. Please use common sense when at the waterfront. Remember that the waterfront is not our property, and we must respect the Lake Association at all times, especially when on their property. Any activities outside normal swimming times (i.e. beach devotions, lake baths, star-gazing on the dock, etc.) should be cleared by the Program Director or Asst. Program Directors first.

807 Quiet Time

It is imperative that summer employees remain as healthy as possible. A major factor in proper health is adequate sleep. Employees are expected to adjust their sleeping habits accordingly to provide sufficient sleep for their bodies to rejuvenate, recharge and be ready for the next day's activities. All staff are suggested to be in their cabins by 11:30 p.m. and lights out by 12:30 a.m. This is just a suggestion, but a curfew may be imposed if it would be in the best interest of the camp program. Be aware that Junior Counselors do have a curfew. Do NOT encourage them to participate in activities which would require them to break the rules that they are required to live by. Send them to bed at the proper time, as you would a camper. All staff need to be at breakfast. GO TO BED AND GET YOUR REST! Since much night-time gathering occurs in the cabin area, it is especially important to remind everyone that there are campers trying to sleep. Therefore, we must enforce quiet time after 10:30 p.m. each evening. After this time, noise should be kept at a level which will not disturb sleeping campers.

EMPLOYEE ACKNOWLEDGEMENT FORM

The employee handbook describes important information about Lakeview Ministries, and I understand that I should consult the Executive Director regarding any questions not answered in the handbook.

I have entered into my employment relationship with Lakeview Ministries voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or Lakeview Ministries can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to Lakeview Ministries' policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Executive Director and Board of Directors of Lakeview Ministries have the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

EMPLOYEE'S NAME (printed): _____

EMPLOYEE'S SIGNATURE: _____

DATE: _____