



## **SUMMER STAFF EMPLOYEE HANDBOOK**

The following is an excerpt of Lakeview Ministries' official Employee Handbook. It is meant to filter out those topics that are not relevant for summer staff members. If a summer staff member has a desire to see a copy of the full Employee Handbook, he/she is welcome to stop by the camp office.

# INTRODUCTION

## 1. 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, campers, guests, fellow employees, and ministry. 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.

## 2. 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 spiritual 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.

## 3. General Staff Behavior

Campers and their families are among our organization's most valuable assets. Every employee represents Lakeview Ministries to our campers, their families, and the public. Campers and their families judge all of us by how they are treated with each employee contact. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to them. Our personal contact with the public, our manners on the telephone, and the communications we send to campers and their families are all a part of our ministry. Positive customer relations will also enhance the public's perception of Camp Lakeview and increase camper loyalty.

The way we do our jobs and the way we conduct our actions are a direct reflection of Lakeview Ministries and our status as a redeemed child of God. Therefore, summer staff members are expected to conduct themselves properly at all time, on or off duty, in and out of camp, during or after the summer, so that they are constantly witnessing the love of Christ.

Campers and their families who wish to lodge specific comments or complaints should be directed to the Executive Director for appropriate action.

## **EMPLOYMENT**

### **4. 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.

### **5. 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. 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.

### **6. 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.

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 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. While we acknowledge that many fine Christian households have been created from friendships between staff members at a Christian camp, we expect staff members to remember their reason for being here and not let relationships interfere with the performance of duties, cause neglect toward the campers or staff, or disrupt the unity of the staff.

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.

## 7. Acceptance of Gratuities

No employee shall personally accept any gift or gratuity from any campers, parents, or guests. 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 such as small remembrances, small canteen purchases, baked goods, or small wagers.

## 8. 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.

## 9. Non-Disclosure

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

- computer passwords
- camper / contributor lists
- financial information
- health information
- personal data

Employees who improperly use or disclose 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.

## **PAYROLL and EMPLOYMENT STATUS**

### 10. 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.

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.

## 11. Payroll Deductions

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

All summer staff members are required to complete a federal Form W-4 and a State of Indiana Form WH-4. These will allow us to legally calculate all applicable deductions. Without these forms, we cannot calculate deductions and the employee cannot receive a paycheck.

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.

## 12. Employment Termination

Termination of employment sometimes occurs in our summer staff. This includes cases of resignation (voluntary employment termination initiated by an employee) or discharge (involuntary employment termination initiated by the organization).

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.

Lakeview Ministries may schedule an exit interviews at the time of employment termination to discuss suggestions, complaints, questions, or any other outstanding issues.

## 13. 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, interviews, references, background checks, performance appraisals, 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.

## 14. 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 of deductions claimed, individuals to be contacted in the event of an emergency, and other such status reports should be accurate and current at all times.

## 15. Social Security Number Policy

To protect employees' personal information, Lakeview Ministries will not publicly post or publicly display in any manner an employee's Social Security number, nor will we intentionally make it otherwise available to the general public. In addition, Lakeview Ministries will not 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 process.

## 16. Medical Information Privacy

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.

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

- Treatment - Employees' protected health information may be given to the First-Aid Coordinator or a health care provider or administrator for its provision, coordination, or management of the employees' health care and related services.
- Payment - Employees' protected health information may be given to insurance providers to facilitate payment of bills related to medical treatment.
- Health or Safety - Employees' protected health information may be shared to prevent or lessen a serious and imminent threat to employees' health or safety or the health and safety of the general public.
- Other Valid Reasons as outlined in the unabridged Lakeview Ministries Employee Handbook.

## 17. Injuries and Workers' Compensation Insurance

The First-Aid Coordinator should be immediately informed of any injury among staff members. In a case of serious injury/illness or emergency that may require you to miss work, the Executive Director, Program Director, and employee will agree on what is best for Camp Lakeview and for the employee and make necessary arrangements to serve the needs of both.

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. 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 so that the necessary paperwork can be completed. This will enable an eligible employee to qualify for coverage as quickly as possible.

Injuries suffered during non-work-related activities or during time off will not be covered by Workers' Compensation Insurance. In these cases, the parent's or personal Health Insurance will be considered the primary carrier.

## 18. Sick Leave

Employees who are unable to report to work due to illness or injury should notify their direct supervisor as soon as possible.

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.

## 19. Leave of Absence for Non-Medical Reasons

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 Program 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 Program 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.

## **WORK HOURS & REQUIREMENTS**

### 20. Work Schedules

The basic expectation is that regular full-time, year-round 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. These people will have the following regularly scheduled days off:

Digger: Monday (or Saturday if not working weekend)

Tim: Tuesday (or Saturday if not working weekend)

Dave: Saturday

John: Saturday and Sunday

Tina: Tuesday, Thursday, and Saturday

Summer counselors, program directors, and the First-Aid Coordinator 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.

## 21. Staff Realignments

Staff assignments may be changed by the Executive Director or Program Director in the event that it would be an improvement in the overall program. The realignment will not be decided without the verbal or written input of the parties involved.

## 22. Weekends Off and Time Off

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.

## 23. Change-Over Cleaning

All staff members are required to help in times designated for camp clean-up (on Fridays and other times). Generally, staff members will be assigned an area to clean and make orderly. No staff member is excused from clean-up until all assigned jobs have been completed.

## 24. Camp Care and General Help

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!**
- **Sinks:** 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.
- **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.

## 25. Performance Evaluations

Summer staff members are encouraged to help the management in constant evaluation of the camp program, procedures, and staff performance. Suggestions or concerns may be discussed during staff meetings or at anytime with your supervisor or the administrative staff. Evaluation forms for this purpose will be provided in the middle of the summer season.

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 supervisors shall evaluate the performance of any Junior Staff under their supervision using a form supplied by the Program Director. Supervisors will discuss a mid-cycle evaluation with the individual Junior Staff member. Since Junior Counselors will be assigned to another counselor the following week, this evaluation will be made known to that counselor as well.

Upon completion of the 2<sup>nd</sup> week, the supervisor will evaluate the Junior Staff member based on their observation as well as improvements that may have been made since the previous week.. Only the second evaluation will be turned into the Program Director and placed in the Junior Staff member's personnel file.

## **EMPLOYEE BENEFITS**

### 26. 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, 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.

### 27. Staff Lounge

Lakeview Ministries provides employee lounges in the dining hall building and in 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 brought to the dining hall to run through the dishwasher or 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.

## 28. Kitchen Privileges and Staff Refrigerators

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 the employee lounges 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.

## 29. Laundry

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.

## 30. Visitors in the Workplace

To provide for the safety and security of campers at Lakeview Ministries, only authorized visitors are allowed in the workplace. Advance notice of incoming visitors must be approved by the Program Director. Restricting unauthorized visitors helps maintain safety, protects against theft or vandalism, safeguards employee welfare, and avoids potential distractions and disturbances.

All authorized visitors who are the guest of an employee become the responsibility of that

employee. 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 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. Once all of your credits are used, you will be charged our regular prices for meals and overnight stays. It would be best if visits could be arranged during your time off. Any visitor which causes you to neglect your primary responsibilities will be asked to leave immediately.

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 camp exit.

### 31. Use of Camp and Personal Telephones

Personal telephone calls may be made from a camp phone; however, no personal calls may be charged to the camp. It is suggested that employees consider getting a cell phone or calling card to use while at camp. If those arrangements cannot be made, employees must call collect. Employees will be required to reimburse Lakeview Ministries for any charges resulting from their personal use of the telephone

When answering the phone, let the office staff answer first. If the phone rings three times, anyone may then pick it up. To ensure effective telephone communications, employees should always speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

The camp has three outside lines. Try to leave one line free for incoming calls or outgoing business calls, especially in the hours between breakfast and supper. If all lines are being used, try to limit your call to no more than five minutes in an effort to be courteous to those who may be waiting to use the phone.

Personal cell phones should not be used within visible range of campers, and should never be used during an employee's time on duty. This is especially true for counselors.

### 32. Mail

Outgoing mail should be placed on the receptionist counter in the office or in the mailbox posted near the canteen by 11:00 a.m. The office staff will then bring the mail to the mailbox by the camp entrance. The use of camp's postage for personal correspondence is not permitted; however, stamps may be purchased in the office.

Incoming mail will be distributed daily during lunch, canteen or supper each day. Mail that cannot be distributed in this manner will be placed in the staff mailboxes.

### 33. Office Safe

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.

## 34. Canteen and Shirt-Shack

Employees may purchase clothing items at a discounted rate which will vary for each item (10-20%). Drinks from the canteen used personal consumption will be sold at a discount of 25 cents per drink. All edible items will be sold at full price. These discounts do not apply to Junior Staff.

Employees will be allowed to keep money in a debit account at the Canteen so that they will not have to bring cash for purchases. No credit line is given to any employee under any circumstances for any goods sold out of the Canteen. (This means you cannot have a negative balance.) Employees should never charge personal purchases to the debit accounts of campers or Junior Staff members.

## **EMPLOYEE CONDUCT & DISCIPLINARY ACTION**

### 35. 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.
- 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 responsibilities during the workday.
- Unauthorized use of telephones, mail system, or other employer-owned equipment.
- 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.

## 36. 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.

## 37. Drug and Alcohol Use

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. 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.

## 38. Security Inspections

Lakeview Ministries wishes to maintain a work environment that is free of theft, 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 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, packages or other belongings, or staff members or their guests on the premises can be inspected by any agent or representative of Lakeview Ministries at any time, either with or without prior notice.

## 39. 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.
- 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), 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.

## 40. 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.

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.

## 41. 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. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

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.

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

## 42. Use of Equipment and Vehicles

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 improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles may result in disciplinary action, up to and including termination of employment and/or holding the employee financially responsible for the damaged equipments repair or replacement.

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 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.

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.

## 43. Computer, Internet, and E-mail Usage

All computers owned by Lakeview Ministries, as well as the files, software, or communications stored in their memory, are the property of Lakeview Ministries. As such, computer usage and files may be monitored or accessed at any time by any representative of Lakeview Ministries. Employees should never access files that are outside of their scope of duties without prior permission from the Executive Director or Program Director, even if those files are not password protected.

The main office computers may not be used by "non-office" summer staff for personal purposes. The only time "non-office" summer staff members may use the main office computers is if they have permission from the office staff and if it is being used for camp business. All computer usage by "non-office" staff for personal reasons should be done from the computer trailer

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. Also, the unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. Finally, employees must be extremely cautious about viruses when downloading or copying any file from the Internet. (Office computers have anti-virus software, but the computers in the computer trailer do not.)

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.

Junior Staff and campers do not have access to the Internet except to send e-mail, supervised by a camp employee.

All incoming emails to campers will be received through the “camper-mail” link on the camp website ([www.camplakeview.com](http://www.camplakeview.com)). Staff are welcome to give this address to friends and family, and use this account for their summer email needs. Incoming emails will be printed daily before meals and your emails will be delivered to you.

If you want complete privacy, then you may want to use your own account, either previously set-up or set up a new account. The only down side to this is that you would have to take the time to visit the computer trailer and check your mail. It won't come to you automatically at meals.

Finally, a word about social networking websites such as Facebook or MySpace. Remember, as a staff member of Lakeview Ministries, your personal webpage becomes a direct reflection of our ministry as a whole and yourself as a person. If you are not proud of the witness that your personal webpage makes or you cannot control what might be posted on your wall by someone else, then you should never allow access (become “friends”) to any camper or Junior-Staff member and you should seriously consider changing your personal webpage.

#### 44. Attendance and Punctuality

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

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.

#### 45. Meal Service

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 staff lounge. If you wish to spend mealtime in the staff lounge, eat the leftovers that are in the staff refrigerator. 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.

## 46. Manners

Using good judgment in proper courtesy and manners around other people should go without mandate. However, it is worth mention because summer staff members have a tendency to lose good sense in the camp environment.

Appropriate manners should be maintained in the Dining Hall at all times. Please refrain from grotesque actions such as loud burping, reaching for food, eating competitions, flashing your chewed food, etc. Using words such as “please”, “thank you”, etc. are positive courtesy words and should be encouraged.

Courteous conversation with campers, families, and guests is highly important. Campers, families, and guests will react to the whole camp on the basis of one conversation with one staff member.

And finally, loud outbursts by a certain cabin group can be fun. But too much of it can get annoying quickly. Quantifying what is acceptable and what is not would be difficult. Hopefully, realizing that this behavior can go too far will remind our staff to keep it from doing so.

## 47. Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the witness of Lakeview Ministries, the example set for campers, and the image Lakeview Ministries presents to campers, their families, and visitors.

All employees must dress in a neat and clean manner. Dress, hairstyles, and piercings must not be offensive or in poor taste. Sayings on T-shirts must not be sexual in nature, must not promote drinking, smoking, or illegal drugs, must not contain any bad language, and must not be offensive to the general public. Bikinis are not allowed, but may be worn under a T-shirt. Tankinis or one-piece suits are appropriate swimwear for females. Finally, shorts and pants should be worn at waist level.

Employees are required to wear their “staff shirt” during times of camper registrations, closing programs, and other designated times.

## 48. Language and Speech

Careful discretion and good judgment should always be used in one’s public speech. Care should be taken not to offend those who are within hearing. Cursing, swearing, etc. are most definitely out of place and inappropriate. Be careful to refrain from using such commonly used phrases as “Oh God” or “Jesus”.

## **MISCELLANEOUS**

### 49. 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.

## 50. Lost and Found

All lost and found articles become the property of the camp. Every effort will be made to allow individuals to claim lost and found articles. Under no circumstances is staff allowed to rummage lost and found articles and claim them as their own. All lost and found items should be turned into the First-Aid Coordinator.

## 50. Music

Stereos, radios, CD-players, and musical instruments should be used so not to be offensive to other staff, guests, or campers. This includes volume of music, content of the songs being played, and the time in which the stereo is being used.

## 51. Waterfront Regulations

All waterfront regulations apply at all times to all persons. No employee is exempt from these rules. Swimming is only permitted when lifeguards are on duty and may only occur 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 Assistant Program Directors first.

## 52. Personal Health

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. All staff must be at breakfast. **GO TO BED AND GET YOUR REST!**

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.

## 53. Quiet Time

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 this handbook, and I understand that it is my responsibility to read and comply with the policies contained in this (abridged) Summer Staff Employee Handbook as well as the policies contained in the (unabridged) Lakeview Ministries Employee Handbook available in the camp office. I also agree to comply with any revisions to this handbook which are communicated to me by the Executive Director.

EMPLOYEE'S NAME (printed): \_\_\_\_\_

EMPLOYEE'S SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_