



Seasonal, On-Call,  
& Part-Time

# Employee Condensed Handbook

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Updated 12/5/2019

## Letter of Introduction and Mission Statement

Dear Employee,

Welcome to Refreshing Mountain Retreat and Adventure Center (hereafter RM)! We are excited to have you as part of our team. This employee handbook contains the key policies, goals, benefits, and expectations of RM; and other information you will need as part of our team.

### Our Mission Statement

#### In General

*Our "mission" is to provide clean, comfortable, and safe facilities, where guests can be "refreshed". We will focus on the background details like cleaning, food service, maintenance, and technical activities, allowing our guests to focus on the retreat programming that they create for their own event.*

#### In Food Service

*It is our intent to serve our guests well with superior service, quality, and variety, so that, when they leave RM, they will be refreshed and ready for what the Lord has of them.*

#### In Activities

*It is our "mission" to bring groups and generations together to work for a common good. We will provide more than just a recreational activity. Our goals are:*

- *To create an uplifting experience,*
- *Teach truths for spiritual and personal development*
- *Provide experiences that challenge participants to*
  - *Face their inner fears, struggles, and insecurities*
  - *Grow in Faith, Hope, Trust, and Love*
  - *Develop greater appreciation for one another*

RM is successful at fulfilling our mission statement each time a guest leaves our facilities having been rejuvenated by the environment that we provided through our facilities, food, and activities. Our success in this endeavor hinges upon each team member (i.e. you) doing your best, showing initiative and care for our guests, and fulfilling your job responsibilities to your highest ability.

Your primary goal at RM should be to serve our guests in a manner that will fulfill the mission statement. Doing so will be rewarding, not only for you individually, but for us as a company as well, of which you are a part.

You should use this handbook as a ready reference as you pursue your career with RM. Additionally, the handbook should assure good management and fair treatment of all employees.

Welcome aboard. We look forward to your contribution.

Sincerely,



Marlin L. Harnish

President

## Our History

RM was founded in 1984 upon the vision of Marlin and Sharon Harnish to provide a place where families could be refreshed. What began with two bunk houses and a horse stable on the grounds of a run-down horse camp has now blossomed into a facility that hosts hundreds of groups and thousands of individuals on an annual basis.

## Christ Centered Facility and Statement of Faith

RM was founded as a Christ Centered Facility and continues in that purpose today. While it is not required that our seasonal/on-call/part-time employees ascribe to the Statement of Faith to which the camp ascribes (per our membership with Christian Camp and Conference Association), employees are expected to conduct themselves in a manner that shows respect for this statement. The statement is as follows:

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### ***We believe in...***

*The Holy Scriptures as originally given by God, divinely inspired, infallible, entirely trustworthy and the supreme authority in all matters of faith and conduct,*

*The Triune God – Father, Son, and Holy Spirit,*

*The deity of the Lord Jesus Christ, His substitutionary atonement for sin, His bodily resurrection and His personal, visible return to earth to reign in righteousness and glory;*

*The Person of the Holy Spirit and His work of conviction, regeneration, and sanctification, who indwells every believer equipping them with gifts for service and witness;*

*The necessity of new birth, in salvation by faith in Jesus Christ alone and the importance of a life fully committed to the will of God in Christ; and*

*The church as the one universal body of Christ who is the Head, called to be God's redeemed people.*

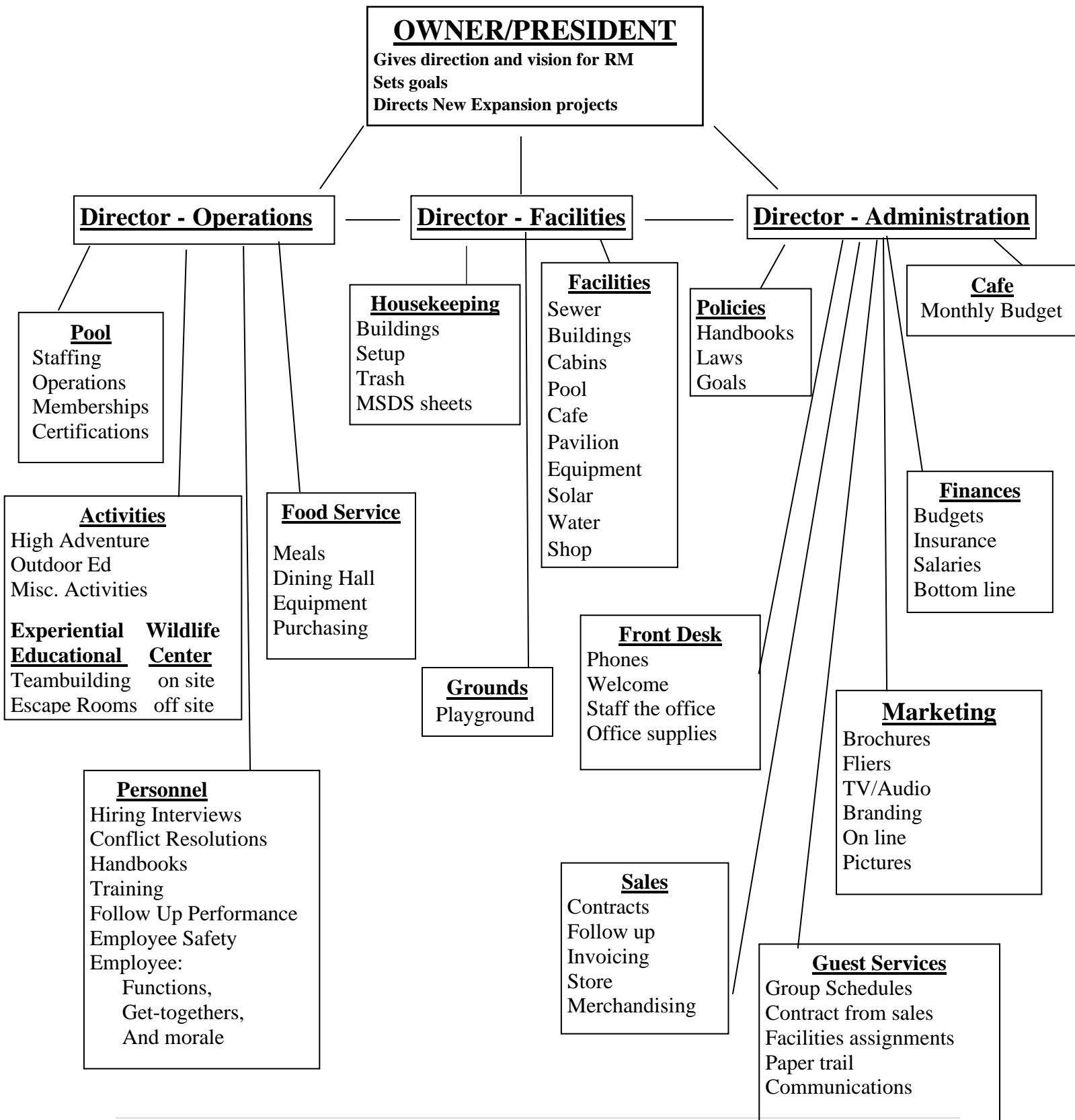
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It is essential that you act in a professional manner and extend the highest courtesy to co-workers, visitors, and guests. A cheerful and positive attitude is essential to our commitment to extraordinary customer service and impeccable quality.

### **Equal Opportunity**

RM is an Equal Opportunity Employer. This means that we will extend equal employment opportunity to all individuals without regard for race, religion, color, sex, national origin, age, disability, handicaps or veterans status. This policy affirms RM's commitment to the principles of fair employment and the elimination of all vestiges of discriminatory practices that might exist.

# RM Chain of Command



## Seasonal, On-Call, and Part-time Job Descriptions

### Activities Staff

#### Level One Staff

- Demonstrates the ability to assist in activities by helping assist guests safely through ground level harnessing and belaying
- Assisting staff as needed with ground-level tasks

#### Level Two Staff

- Demonstrates the ability to facilitate ground level activities such as archery, sling shots, and paintball.

#### Level Three Staff

- Demonstrates the ability to facilitate guests safely through adventure activities RM offers including both on the ground activities and “up-top” activities such as high ropes, CAT & Aerial tour.
- Aid and instruct guests on safety and about our ropes course and adventure elements
- Assists level four guides in facilitation of activities

#### Level Four Staff

- Ability to manage facilitators and the course elements
- Needs to be knowledgeable in all activities and be alert for potential trouble spots: ensuring a safe and reliable environment for all persons
- Needs to be able to set up and facilitate all adventure activities
- Be able to help guests feel secure and encouraged
- Complete all necessary paperwork
- Ability to provide guests with professional instruction regarding course elements

### Lifeguards

- Primary responsibility is to ensure safety for all age groups in the pool area
- Be able to recognize all types of situations that are a potential hazard
- Prevent accidents before they occur
- Secondary is to keep the facility clean, neat and in working order

### Teambuilding Instructor

- Ability to facilitate guest groups through a programmed event for team building
- Knowledge of RM’s low ropes course and indoor initiatives
- Provide professional guidance through activities and valuable debrief toward the goal of team work
- Teach principles of working together and individual growth
- Ability to lead guest groups through PE Challenge and Scavenger Hunt activities and provide feedback based on participation and engagement.
- Ability to facilitate Escape Rooms

### Food Service Staff

#### Shift Cook

- Arrives work 5 minutes early
- Must be 18 years old or older
- Follows the directions of the Food Service Director & Head Cook
- Slices, chops, dices, mixes, pours, fills, chills, clean spills, and preps by hand
- Sets up Fruit Bar, Salad Bar, and dessert/cereal bars as needed
- Sets up condiments for each meal and places on counter before the meal begins
- Keeps condiments full during the meals
- Keeps all food bars full during meals
- Lets the cook staff know what is needed when only 1/3 remains in the liner pans
- Makes coffee and opens the juice coffee bar before meals

- Keeps all stations clean before, during, and after the meals
- Cleans tables, chairs, bathrooms, after each meal or as needed/directed
- Sorts trash in the window
- Separates disposable trash from the compost buckets and takes out after meals
- Sweeps/Mops floor of Dining Room and Kitchen
- Must be able to work at least 2 Saturdays and 2 Sundays and 1 Sunday evening per month.
- Able to lead an entire meal after review without further direction
- Controls all staff to provide an acceptable level of production
- Oversees quality on an on-time basis and corrects where needed
- Oversees cleanup
- Working to receive ServSafe certification

#### Assistant Shift Cook

- Arrives work 5 minutes early
- Must be 18 years old or older
- Follows the directions of the Food Service Director, Head Cook, +/-or Shift Cook
- Reads the menu to see what we are having
- Slices, chops, dices, mixes, pours, fills, chills, clean spills, and preps by hand
- Sets up Fruit Bar, Salad Bar, and dessert/cereal bars as needed
- Sets up condiments for each meal and places on counter before the meal begins
- Keeps condiments full during the meals
- Keeps all food bars full during meals
- Informs the cook staff of what is needed when only 1/3 remains in the liner pans
- Makes coffee and opens the juice coffee bar before meals
- Keeps all stations clean before, during, and after the meals
- Cleans tables, chairs, bathrooms, after each meal or as needed/directed
- Sorts trash in the window
- Separates disposable trash from the compost buckets and takes out after meals
- Sweeps/Mops floor of Dining Room and Kitchen
- Must be able to work at least 2 Saturdays and 2 Sundays and 1 Sunday evening per month.
- Assists the Shift cook or Head Cook in preparing meals
- Involved in all aspects of preparing and cooking food with direction
- Oversees clean up

#### Dishwashing/Dish Window/Dining Room Cleanup Workers

- Arrives according to the scheduled time to start meal clean up
- Follows the instruction of the Food Service Director, Head Cook, +/-or Asst. Cook
- Scrapes and stacks plates, cups, and bowls and places the piles into a trash bag
- Washes plates, silverware and other items thru dish machine
- Washes and sorts silverware
- Quickly disposes of napkins and refuse into trash can
- Keeps up with the flow of guests dropping off things in the window
- Takes out trash either when trash cans are full or it is the end of the day
- Separates disposable trash from the compost buckets and takes out after meals
- Wipes down all counters in dish room
- Cleans inside and outside of dish machine
- Sweeps and mops floor of dish room
- Assists with the wiping of tables after each meal
- Wash Dishes as directed by the person in charge of the shift
- Must work at least 2 Saturdays and 1 Sunday and 1 Sunday evening per month.

## House Keeping Staff

### General Housekeeping

- Be punctual and self-motivated while on the job
- Primary responsibilities will include vacuuming carpets, sweeping and mopping floors, cleaning bathrooms, windows and doors, emptying trash cans, changing linens and towels, reporting damages, and replacing air fresheners
- In general, staff is expected to be looking for ways to continually clean the appearance and condition of RM facilities. This can include effectively and properly using disinfectants and cleaning agents, picking up litter, and maintaining the clean and fresh look to the retreat facilities
- Housekeepers must be able to work at least 2 Sundays per month

### Meeting Room Set up manager

- In addition to the General Housekeeping description, this position is responsible for the setup/tear down of the various meeting rooms. This includes chairs, tables, audio/visual equipment, and other custom arrangements requested by groups and approved by camp management
- Must be self-motivated and motivate the workers to assist
- This position will oversee the other seasonal staff that also assist with the setup, giving them guidance on the details required for each room, and also doing the final inspection of the facility prior to the group check in
- This position is expected to be available for work on most Sundays throughout the course of the summer season, at least during the hours of 11AM and 5PM

### Maintenance:

- Ability to do yard work.
- Ability to do minor repair work as needed throughout the camp and buildings
- Empty trash cans throughout the camp
- Ability to do campfire set up
- Set up meeting rooms – moving furniture and chairs as needed
- Must be at least 16 with a license to drive camp vehicles and 18 to operate a weed wacker.

### Receptionist:

- Must be punctual, self-motivated, and ready to do a variety of tasks
- Must have a basic understanding of Word, Excel, and an aptitude to pick up computer systems
- Primary responsibilities include answering the phone, taking zip line and activity reservations, answering general questions, checking in day guests, vacuuming and general light office cleaning, lost and found oversight

## 319Cafe

### Team Member

- Ability to answer general questions about RMC.
- Keep the Cafe clean and presentable.
- Create the RMC atmosphere to have a refreshing 319Cafe experience.
- Able to make and serve food items to guests efficiently.
- Stock and prepare for peak 'rush' times.

### Admin

- Ability to manage daily cleaning and stocking responsibilities.
- Create daily schedule and manage lunch breaks.
- Delegate daily staff positions.
- Monitor peak 'rush' times and prepare staff.
- Maintain RMC refreshing atmosphere for team members and guests.
- Operate Espresso machine and serve gourmet drinks.
- Follow-up staff training (ie. grill, ice cream scooper, blender, dishwasher, ect.)

## Job Performance Reviews and Disciplinary Procedures

Disciplinary action may be taken by a supervisor/manager if an employee fails to follow the guidelines set forth in this handbook. General procedures for disciplinary action are as follows:

- 1<sup>st</sup> Time: Employee will receive a verbal warning and must sign a warning sheet explaining the offense. If the offence can be corrected immediately, the employee may remain on the job for the remainder of the day. Otherwise, the disciplinary procedures may be escalated to “2<sup>nd</sup> time” immediately, at the discretion of management.
- 2<sup>nd</sup> Time: Employee will be sent home from work and must sign a warning sheet explaining why they were sent home
- 3<sup>rd</sup> Time: Employee may be subject to suspension/termination at the discretion of management.

Notwithstanding the above, there are certain infractions that could lead to immediate termination. These include, but are not limited to, the following:

- Use of alcohol/drugs while on the job, and/or showing up for work under their influence
- Hate Speech, profanity, sexually explicit conversation, or other forms of inappropriate speech
- Falsification of records, timecards, or other job data
- Discrimination or harassment of others
- Serious misconduct of any kind

## Child Labor Laws and Working Papers

If you are under the age of 18, you must submit working papers to RM prior to being placed on the work schedule. You can get these papers from the school district where you live.

RM complies with all Child Labor Laws and consequently, minor employees’ schedules will adhere to the following guidelines:

	<u>Ages 14 and 15</u>	<u>Ages 16 and 17</u>
School Term	Max 4 hours on school days Max 18 hours per week Work hours between 7AM-7PM	Max of 8 hours per day Max of 28 hours per week
Summer Break	Max 8 hours per day Max 40 hours per week Work hours between 7AM-9PM	Max of 8 hours per day Max of 44 hours per week

**Ages 14 to 17 must be scheduled for 30-minute break per 5 consecutive hours of work time.**

## Attendance

**Employees are expected to arrive at work before they are scheduled to start and be at their work station productively engaged in RM business by the scheduled start time. All time off must be requested in advance and submitted in writing.**

RM views attendance as one of the most important facets of your job performance review. Given the nature of the camp/conference center industry, RM does not run on the typical “Monday to Friday” work week. Rather, employees’ schedules will be structured to work when RM has guests at the camp, so that they can be adequately cared for. Excessive absences, including for Sick Leave, will result in disciplinary action, up to and including termination.



## Policies and Expectations

### Music at Work

Each department has varying rules about how/when music can be listened to.

	<u>Speakers/Radio</u>	<u>Ear-buds (personal)</u>
Food Service	YES	one ear allowed*
Ropes/Activities	NO	NO
Housekeeping	YES	one ear allowed*
Maintenance	YES	one ear* except when ear protection is needed
Pool	NO	NO
Store	YES	NO
Office	YES	NO

*\*one ear allowed means that you may have an ear bud in one ear but the other ear needs to be kept open so that you can hear communication from other staff members.*

The Supervisor of each department can choose to restrict music use at any time when he/she deems it appropriate to do so (for whatever reason or no reason). Listening to music while at work is a privilege to the employee which can be removed at any time.

It is imperative upon the employee that IF music is allowed to be listened to while at work, it MUST fit within the following parameters (whether being listened to in private or public).

- It must be overtly “Christian” in nature. This refers mainly to the content of the lyrics, but can also include the musical artist.
- If being played over speakers...
  - It must be at a low, moderate level
  - The music styles should not include rap or hardcore music styles.
  - It shall in no way be a distraction to guests of RM or other staff members.

If you bring an IPOD, MP3 player, or some other form of entertainment storage device to work, RM expects that NO CONTENT on such device will conflict with the criterion listed above (whether or not you plan to listen to it). Having an “approved playlist” is NOT sufficient in this regard, therefore, if you have “non-qualifying” content, you are advised to leave such device at home.

### Cell Phone Usage

All cell phone use during work is prohibited. Confine phone usage during clocked out meal/break times. This includes calls, texts, games, or other social media.

### Smoking

RM endeavors to provide a healthy environment, and therefore prohibits any form of tobacco consumed by our employees within the property lines of the camp. Additionally, employees may not have any indication of smoke on their clothes, breath, etc while performing their job requirements at RM. Failure to comply with this policy may result in any of the following at managements’ discretion: Reprimand, Suspension without pay. Repeated offences may lead to termination of employment.

## Dress Code

As an employee of RM, we expect you to present a clean and professional appearance when you represent us. The dress code will vary dependent upon the time of year, as well as the department in which you are employed. Your supervisor in each area will be able to elucidate the specific requirements related to apparel that pertain to your employment position, but the following general rules will apply to all categories.

- Clothing must be modest, clean, and proper fit. Employees should not wear clothing that is excessively tight or baggy, torn, faded, patched, frayed, dirty, etc. Employees should present a pleasant appearance and are encouraged to wear staff shirts whenever possible. If not wearing a staff shirt, shirts must have sleeves, and must not have political messages, or offensive slogans or pictures.
- In general, decisions in employee attire should seek to avoid distractions in the workplace. Employees should dress according to the social norm of their respective biological gender.
- Jewelry: Men may not have visible or notable jewelry on the face, including but not limited to: earrings, tongue/lip rings, eyebrow rings, etc. Women may have stud earrings or stud nose rings, (no hoops or dangling), and no other facial jewelry. If facial jewelry cannot be removed or replaced with a stud or non-visible replacement, you may cover the jewelry with a Band-Aid.
- Tattoos, body modifications, and unnatural hair colors. In general, RM expects our employees' apparel and body art to reflect an atmosphere of safety, wholesomeness, and be "kid-friendly". Due to the ever-changing trends in this area, RM Management reserves the right to address and disallow any form of "art" not deemed to align with our expected personnel presentation. RM management reserves the sole discretion to decide what is "appropriate" on a case by case basis, but will use the following parameters as a guide in the determination.
  - The following list is categorically disallowed.
    - Tattoos of any type showing on the neck and/or face.
    - Un-natural hair colors ("Un-natural" is defined as any color that is not normal for a person to be born with. You do not have to have your natural hair color, as long as it is a "natural" color, in general).
    - Body modifications such as tongue splitting, skin implants, horns, etc.
    - Any tattoos conveying any image/message deemed offensive, immodest, derogatory, hateful, etc. This includes, but is not limited to, images of weapons, skulls, hate, immodesty, gang symbols, etc.
  - It is the RM preference that tattoos be covered if possible. Nevertheless, **inoffensive** tattoos on the arm and/or below the knee do not need to be covered during the summer if doing so would require long sleeves/pants.

**The following additional dress code requirements are specific to each department.**

**Activities:** No open-toe shoes, sandals must have a strap on the heel, sneakers are highly recommended.

**Housekeeping:** Nothing additional to what is already listed.

**Kitchen:** No open-toe shoes or sandals. Sneakers are required. No necklaces.

**Maintenance:** No open-toe shoes or sandals. Sneakers or work boots are required. Long pants are generally recommended, but are required if the employee is using a weed trimmer or doing some other task warranting leg protection.

**Office:** Small, hoop or dangling earrings are acceptable for women. All other jewelry parameters previously stated apply.

**Pool:** Swimsuits for lifeguards must be a one-piece suit for women and boxer style shorts for men. For women, shorts are recommended over the bathing suit, unless in water. Being that we require modest swimming attire from our guests, we expect our lifeguards and store attendants to exemplify modesty in attire as well.

**Store:** Hair must be pulled back with nothing on the shoulders and a hat, head band, or hair net must be worn. Due to the nature of the work, scooping ice cream for example, women should pay particular attention to the neckline cut of their shirt so that it does not hang down at all. Workers will be provided an apron that must be worn. Shorts/capris/skirt must be longer than the length of the apron.

RM makes a clear choice to err on the side of being overly cautious in this matter and expects staff to do likewise.

## Anti-Substance Abuse

RM takes seriously the problem of drug and alcohol abuse, and is committed to provide a substance abuse free work place for its employees. This policy applies to all employees of RM, without exception.

No employee is allowed to consume, possess, sell or purchase any alcoholic beverage on any property owned by or leased on behalf of RM, or in any vehicle owned or leased on behalf of RM. No employee may use, possess, sell, transfer or purchase any drug or other controlled substance that may alter an individual's mental or physical capacity. The exceptions are aspirin or ibuprofen based products and legal drugs that have been prescribed to that employee, which are being used in the manner prescribed.

### **RM will not tolerate employees who report for duty while impaired by use of alcoholic beverages or drugs.**

All employees should report evidence of alcohol or drug abuse to a supervisor or a personnel representative immediately. In cases where the use of alcohol or drugs pose an imminent threat to the safety of persons or property, an employee **MUST** report the violation. Failure to do so could result in disciplinary action for the non-reporting employee.

As a part of our policy to ensure a substance abuse free workplace, RM employees may be asked to submit to a medical examination and/or clinically tested for the presence of alcohol and/or drugs. Within the limits of federal and state laws, we reserve the right, at our discretion, to examine and test for drugs and alcohol. Some such situations may include, but not be limited, to the following:

All employees who are offered employment with RM;

1. Where there are reasonable grounds for believing an employee is under the influence of alcohol or drugs;
2. As part of an investigation of any accident in the workplace in which there are reasonable grounds to suspect alcohol and/or drugs contributed to the accident;
3. On a random basis, where allowed by statute;
4. As a follow-up to a rehabilitation program, where allowed by statute;
5. As necessary for the safety of employees, customers, clients or the public at large, where allowed by statute; and
6. When an employee returns to duty after an absence other than from accrued time off such as vacation or sick leave.
7. It is a condition of your continued employment with RM that you comply with the Anti-Substance Abuse Policy.

## Use of Company Property

RM will provide you with the necessary equipment to do your job. None of this equipment should be used for personal use, nor removed from the physical confines of RM - unless it is approved and your job specifically requires use of company equipment outside the physical facility of RM.

The telephone lines at RM must remain open for business calls and to serve our customers. Employees are requested to discourage any personal calls - incoming and outgoing - with the exception of emergency calls. Similarly, when on the clock, cell phone usage must be restricted to business usage and/or emergency calls.

**The office is NOT A SHORTCUT to/from the time clock.** Only in cases of inclement weather should it be used as such. Otherwise, get the exercise and walk around the building to the employee entrance.