



Dear Potential 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

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:

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.

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.

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.

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

Full Employee Handbook contains more details on this topic