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WELCOME

We are proud to have you as a member of our staff at Snowbird Wilderness Outfitters. Thank you in advance for your obedience to the Gospel, for your contribution to the welfare of our campers and guests and for providing a Christ-centered environment in which they can be challenged in the Word and grow deeper in their walk with Christ.

Let's commit to encouraging one another to strive for excellence, to respect each other and to develop experiences and memories representative of a Biblical community.

We welcome back those of you who are returning and who have given of yourselves to this ministry and for the sake of the Gospel over the years. We also welcome those of you who are newcomers and who bring new ideas, fresh energy and a wealth of enthusiasm. We hope you will quickly feel part of the Snowbird Wilderness Outfitters family and realize that you are valued and appreciated.

Each year, a large number of people apply for a limited number of staff positions. You have been selected because we prayerfully believe you strive to be a disciple of Christ, give of yourself for others, will conduct yourself in a professional manner and do whatever it takes to share the Gospel of Christ. May your time with us be valued in such a way that you desire to return again and again.

Excited to serve with you,

Snowbird Management

SWO PHILOSOPHY OF MINISTRY

We believe God built the church on the person of Jesus Christ (Matt 16:18) and desires the church to function in the world as a messenger of the hope that is in Christ. We want to assist the church in building disciples through the biblical model of discipleship.

At the core of this philosophy is Christian community.

Through a small staff-to-student ratio, we minister at the most personal level with a staff of people who are dedicated, called and passionate about making disciples. Students will be invested in at every level. In Acts 4:42, we see that the early church grew through the teaching of the Word of God, community and fellowship, sharing in meals, and a commitment to prayer and worship. At SWO, these are the same things we believe will grow this generation of believers into the Church of tomorrow.

Our goal is to confront students with the life-changing message of the Gospel of Jesus Christ. We have purposefully designed our facilities, programs and staff in a way that will draw the interest of today's students and create an environment for Christ to take their hearts and minds captive. We specialize in integrating the latest in high-adventure recreation, Gospel-centered preaching, relevant breakout sessions, powerful dramas and genuine worship. We are committed to utilizing these tools to advance the Gospel of Jesus.

We will worship, pray, teach the Word of God, share meals together and play hard to the glory of God, with the hope of bringing students, youth groups, adults and churches closer into a real relationship with Jesus Christ.

OUR MISSION

Snowbird Wilderness Outfitters exists to proclaim the Gospel of Jesus Christ through the exposition of scripture and personal relationships in order to equip the Church to impact this generation.

SWO STATEMENT OF FAITH

1. The Bible is the Word of God, written by men, divinely inspired of God and is sufficient for salvation, for trusting him completely, and for obeying him faithfully. (2 Tim 3:16-17, Deut 4:2; Prov 30:5-6; Psalm 119; 1 Peter 2:1-3)
2. God eternally exists in three persons, the Father, the Son, and the Holy Spirit. Each person is fully God, and there is one God. (Deut 6:4; Matt 28:19; 2 Cor 13:14; Eph 4:4-6; 1 Peter 1:2; Jude 20-21)
3. Man, created in the image and likeness of God, fell into bondage of sin through the temptation of Satan. Now, because of the inherited sin nature handed down to all of mankind because of Adam's sin, human beings are spiritually dead and in need of a Savior. (Gen 1:26-27; Gen 5:1-2; Gen 3; Romans 3:9-19; Romans 5:12-19; Eph 2:1-2)
4. Salvation of sinners is wholly by grace through the atonement of our sins by Jesus Christ, who by the Holy Spirit was born of the virgin Mary and took upon Himself our nature, yet without sin, fully God and fully man. (Eph 2:8-9; Heb 2:17; 4:15; Luke 1:26-37; Phil 2:5-11; 1 Cor 15; 2 Cor 5:11-21; 1 Peter 2:22-25)
5. The blessings of salvation are offered freely to all who by repenting put their faith in Jesus Christ as Lord and Savior, who by His own blood obtained eternal redemption for the believer. Salvation is impossible apart from Jesus Christ. All true believers endure to the end by the power of God. (Matt 10:22; John 1:11-14; 3:16,36; 10:27-29 Acts 2:21; 4:12; 16:31; Rom 3:23-25; 10:9-10; Acts 20:21; 2 Cor 7:9-10; Phil 1:6; Heb 3:14; 1 Peter 1:5; 1 John 1:9)
6. The Lord Jesus Christ, who was resurrected from the tomb and ascended into Heaven, will visibly and powerfully return to earth in power and glory. After this there will be a final judgment for all mankind, the



righteous to eternal life and the unrighteous to eternal punishment. (Matt 25:31-46; 28:5-7; John 14:3; 1 Thess 4:16; Acts 1:7-11; Rev 1:7; 20:11-15)

FINAL AUTHORITY FOR MATTERS ON BELIEF AND CONDUCT

The statement of faith does not exhaust the extent of our beliefs. The Bible itself, as the inspired and infallible Word of God that speaks with final authority concerning truth, morality, and the proper conduct of mankind, is the sole and final source of all that we believe. For purposes of Snowbird's faith, doctrine, practice, policy, and discipline, our Executive Team is Snowbird's final interpretive authority on the Bible's meaning and application.

SWO STATEMENT ON MARRIAGE GENDER & SEXUALITY

We believe that God wonderfully and immutably creates each person as male or female. These two distinct, complementary genders together reflect the image and nature of God (Gen 1:26-27). Rejection of one's biological sex is a rejection of the image of God within that person.

We believe that the term "marriage" has only one meaning: the uniting of one man and one woman in a single, exclusive union, as delineated in Scripture (Gen 2:18-25). We believe that God intends sexual intimacy to occur only between a man and a woman who are married to each other (1 Cor 6:18; 7:2-5; Heb 13:4).

We believe that God has commanded that no intimate sexual activity be engaged in outside of a marriage between a man and a woman.

We believe that any form of sexual immorality (including adultery, fornication, homosexual behavior, bisexual conduct, bestiality, incest, and use of pornography) is sinful and offensive to God (Matt 15:18-20; 1 Cor 6:9-10).

We believe that in order to preserve the function and integrity of Snowbird Wilderness Outfitters as the local Body of Christ, and to provide a biblical role model to Snowbird members and the community, it is imperative that all persons employed by Snowbird in any capacity, or who serve as volunteers, agree to and abide by this Statement on Marriage, Gender, and Sexuality (Matt 5:16; Phil 2:14-16; 1 Thess 5:22).

We believe that God offers redemption and restoration to all who confess and forsake their sin, seeking His mercy and forgiveness through Jesus Christ (Acts 3:19-21; Rom 10:9-10; 1 Cor 6:9-11).

We believe that every person must be afforded compassion, love, kindness, respect, and dignity (Mark 12:28-31; Luke 6:31). Hateful and harassing behavior or attitudes directed toward any individual are to be repudiated and are not in accord with Scripture nor the doctrines of Snowbird Wilderness Outfitters.

SEXUAL & OTHER FORMS OF IMPERMISSIBLE HARASSMENT

Defining Sexual Harassment

Sexual harassment is unwelcome conduct of a sexual nature that is persistent or offensive and interferes with an employee's job performance or creates an intimidating, hostile or offensive work environment. Sexual harassment is defined by the federal Equal Employment Opportunity Commission as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when, for example: a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment can be physical and psychological in nature. An aggregation of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing.

Snowbird Wilderness Outfitters is committed to providing a work environment that is pleasant, healthy, comfortable, and free from intimidation, hostility or other offenses that may interfere with work performance. Harassment of any kind, including verbal, physical, and/or visual, will not be tolerated. SWO expects a workplace free of all forms of harassment and will not tolerate any abusive conduct or treatment. SWO is committed to assuring that the camp and its programs are free from discrimination and harassment based upon race, color, ethnicity, sex, national origin, disability, age, status as a U.S. veteran, or any other status protected by state or federal law. SWO will not tolerate discrimination or harassment, as defined below, and is committed to preventing it or stopping it whenever it may occur at the camp or in its programs.

While all forms of harassment are prohibited, it is important to emphasize that sexual harassment of or by employees, members, program participants, or vendors is unacceptable and illegal behavior; that there is a mechanism for promptly investigating and addressing complaints of sexual harassment; and that anyone experiencing sexual harassment is encouraged to register a complaint with Human Resources.

SWO staff have a responsibility to keep the work environment free of harassment. Any staff member who is made aware of a possible sexual harassment or discrimination claim must report it to Human Resources, to their immediate supervisor, or to any supervising representative with whom they feel comfortable. SWO promotes a hassle-free mode for employees to report sexual harassment claims. As such, no adverse employment action will be taken for any employee making a good faith report of alleged harassment. Human Resources will conduct a confidential and prompt investigation of sexual harassment and/or discrimination allegations. Employees who do not meet the expectations of this policy are subject to appropriate disciplinary action up to and including termination of employment.

Examples of Prohibited Conduct

Though sexual harassment encompasses a wide range of conduct, some examples of specifically prohibited conduct include the following:

- Physical assaults of a sexual nature, such as rape, sexual battery, molestation or attempts to commit these assaults, and intentional physical conduct that is sexual in nature, such as touching, pinching, patting, grabbing, brushing against another employee's body or poking another employee's body.
- Unwelcome sexual advances, propositions or other sexual comments, such as sexually oriented gestures, noises, remarks, jokes, or comments about a person's sexuality or sexual experience.
- Verbal coercion or physical force to make someone engage in a sexual act against their will.
- Preferential treatment or promises of preferential treatment to an employee for submitting to sexual conduct, including soliciting or attempting to solicit any employee to engage in sexual activity for compensation or reward.
- Subjecting, or threats of subjecting, an employee to unwelcome sexual attention or conduct or intentionally making performance of the employee's job more difficult because of that unwelcome sexual attention.
- Sexual or discriminatory displays or publications anywhere in Snowbird Outfitters' workplace by the Snowbird Outfitters' employees.
- Retaliation for sexual harassment complaints.

RESPONDING TO CONDUCT IN VIOLATION OF POLICY

Employees

If an employee feels that he or she is being subjected to sexual harassment, he or she should immediately inform the harasser that the conduct is unwelcome and needs to stop. If the inappropriate conduct does not cease, or if the employee is unable to or uncomfortable with addressing the alleged harasser directly, he or she should report the incident to his or her own supervisor or to a Snowbird Outfitters director. It is helpful, but not required, to provide a written record of the date, time and nature of the incident(s) and the names of any witnesses.

It is important to report all concerns of sexual harassment or inappropriate sexual conduct to a supervisor or director as soon as possible, so that the directors can conduct an immediate and impartial investigation and take appropriate action.

Supervisors and Directors

Supervisors and Directors must deal expeditiously and fairly when they have any knowledge of sexual harassment within their departments, whether or not there has been a written or formal complaint. They must:

- Take all complaints or concerns of alleged or possible harassment seriously, no matter how minor or who is involved.
- Supervisors must report all incidents to a director, so that a prompt investigation can occur.
- Directors must report all incidents to the leadership team, to begin a prompt investigation.

**Discipline**

Employees who violate this policy are subject to appropriate discipline. If an investigation results in a finding that this policy has been violated, appropriate discipline will be administered, up to termination of employment. Persons who violate this policy may also be subject to civil damages or criminal penalties.

Confidentiality

All complaints and investigations are treated confidentially to the extent possible and information is disclosed strictly on a need-to-know basis.

Local, State and Federal Law

The procedures available under this policy do not preempt or supersede any legal procedures or remedies otherwise available to a victim of sexual harassment under local, state or federal law.

CHILD ABUSE POLICY

According to North Carolina General Statute 7B-101, child abuse is defined as any sexual, physical or emotional injury or neglect. If you suspect child abuse or think someone is capable of it, or if a child discloses any information containing sexual, physical or emotional abuse, inappropriate peer-to-peer behavior, or suicidal attempts/thoughts/tendencies, please notify your Point of Contact immediately.

NOTE: It is possible that even hugging could be interpreted as sexual abuse. Therefore, staff members are encouraged to be very cautious when it comes to any physical touch or gestures.

PHYSICAL INJURY OR SICKNESS

If a staff member or camper incurs injury while on Snowbird's property, proper procedures must be followed as detailed below.

CAMPER INJURIES

In the event of an incident in which a camper is injured:

1. Contact the SWO Emergency Contact (if you cannot reach the SWO Emergency Contact, go to the office or see your Point of Contact).
2. SWO Emergency Contact will determine appropriate treatment & paperwork.
3. Help with the paperwork & ensure that all pertinent information is recorded.
4. Stay until the SWO Emergency Contact dismisses you.

NOTE: SWO does not have a medical employee/nurse on staff. SWO staff members are not medical professionals and are not certified to render specialized medical help in the event of injury.

WORK-RELATED INJURIES

In the event of an incident in which a staff member is injured:

- Complete proper paperwork, located in the office, with the help of the SWO Emergency Contact.
- If a staff member is injured and needs a hospital/doctor visit, then complete and file necessary paperwork located in the office. Incident Report must accompany staff member to hospital/doctor.

NOTE: In the event that a staff member is sick and unable to perform his or her assigned duties, staff member should contact their Point of Contact assigned to his or her church.

WORK GUIDELINES

We have a unique work atmosphere here at Snowbird in that we not only work together, but we virtually live together. Thus, without guidelines that dictate mutual respect and boundaries, we cannot function effectively. For the safety and comfort of everyone, we are providing you with a list of policies, procedures and rules. Non-compliance with these policies may result in disciplinary action or dismissal.

Our goal in establishing these standards is not to restrict your rights or enjoyment, but rather to help people work and live in harmony and to ensure our campers have the experience they are entitled. These standards are set forth as examples of behavior worthy of discipline or dismissal, but are not intended as an all-inclusive list of Snowbird's rules and procedures.

The following may result in disciplinary action or dismissal:

- Habitual absence or tardiness
- Inability or unwillingness to assume the responsibilities of the position
- Failure to follow established safety procedures
- Careless or negligent disregard for equipment or facilities
- Smoking on camp grounds
- Theft
- Conviction of any crime
- Use of profanity or language inappropriate to our campers
- Disrespect and/or rudeness toward campers, guests or fellow staff members
- Disheveled appearance/untidy living quarters
- Hosting guests/visitors without approval of management
- Unauthorized use of restricted areas
- Soliciting/selling products to campers

The following will result in immediate dismissal:

- Physical, mental or sexual abuse of a camper, guest or staff member
- Being under the influence of or in possession of alcohol on camp property
- Drug possession or any other illegal activity on the camp property

FMLA & ADA

Snowbird Wilderness Outfitters has made it a policy to adhere to the laws concerning the FMLA and ADA. As a company, we will not discriminate when it comes to these laws. Any questions concerning these laws, please contact Human Resources.

FAMILY AND MEDICAL LEAVE ACT (FMLA)

The FMLA entitles eligible employees of covered employers to take unpaid, job-protected leave for specified family and medical reasons with continuation of group health insurance coverage under the same terms and conditions as if the employee had not taken leave. Eligible employees are entitled to:

Twelve work weeks of leave in a 12-month period for:

- The birth of a child and to care for the newborn child within one year of birth
- The placement of the employee with a child for adoption or foster care and to care for the newly placed child within one year of placement
- To care for the employee's spouse, child, or parent who has a serious health condition
- A serious health condition that makes the employee unable to perform the essential functions of his or her job
- Any qualifying exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a covered military member on "covered active duty"
- Twenty-six workweeks of leave during a single 12-month period to care for a covered service-member with a serious injury or illness if the eligible employee is the service-member's spouse, son, daughter, parent, or next of kin (military caregiver leave)

AMERICAN DISABILITIES ACT (ADA)

The ADA is a wide-ranging civil rights law that prohibits, under certain circumstances, discrimination based on disability. It affords similar protections against discrimination to Americans with disabilities as the Civil Rights Act of 1964, which made discrimination based on race, sex, national origin, and other characteristics illegal. Disability is defined by the ADA as "...a physical or mental impairment that substantially limits a major life activity." The determination of whether any particular condition is considered a disability is made on a case-by-case basis. Certain specific conditions are excluded as disabilities, such as current substance abuse and visual impairment that is correctable by prescription lenses.

CONDUCT

While employed at Snowbird Wilderness Outfitters, it is important to remember your actions are a reflection of this ministry and, more importantly, Christ at all times. We encourage you to remember others are watching your behavior, responses, attitude, submission to authority and relationships with our campers, guests and staff members. Every effort should be made to cultivate real relationships.

- We will seek to live in unity with loving accountability
- We will model brother-sister relationships, living together in a community of like-minded believers
- We will live humbly, not seeking to impress by word, action or spirituality
- Gossip, slander, negative talk and/or petty complaint will not be tolerated at any time

WITH GUESTS

- Model Christ-like actions to all guests
- Make guests feel important and appreciated
- When speaking to adults, use "Yes, Sir," "Yes, Ma'am," "No, Sir," "No, Ma'am"
- Smile and make eye contact within 10 feet of a visitor, camper or adult
- Verbal acknowledgment within 5 feet of a visitor, camper or adult
- Give genuine farewells
- Be knowledgeable of Snowbird and its programs
- Be able to clearly articulate our mission statement and explain our distinctives
- When confronted with a problem, take ownership to the extent that you are able and qualified. Seek help from another staff member or a Director, if necessary.
- Don't point but lead guests to their destination and explain where you are going
- Be on the lookout for opportunities to serve

WITH CAMP LEADERSHIP

We are the body of Christ. As SWO staff, it is crucial that we function together as a body. This includes being of the same mind. You will not always agree with every decision or statement the leadership makes, however, it is important to support and submit to these decisions. Please remember leadership decisions are made with long-term experience and in-depth knowledge of the areas involved. It is important to be teachable and humble in all interactions with the camp leadership, knowing we care deeply for you.

- Do not contradict or publicly disagree with SWO leadership
- Do not complain about leadership decisions/rules to or around other staff, campers or guests
- If you disagree with a decision or policy, please discuss this in private with your supervisor

IN LOCAL COMMUNITY

Snowbird takes seriously the relationship we have with the local community. It is a fragile relationship that can be easily broken with one careless word or action. We place a high value on being the body of Christ and serving the community in which God has placed us, knowing the Lord has called us to minister to locals as well as the groups that travel here.

We are to "guard what the Holy Spirit has entrusted" (2 Tim. 1:14) to us by:

- Appearing clean
- Being well-behaved in restaurants and stores
- Keeping noise level to a minimum when in a group
- Tipping generously when provided a service
- Not drinking alcohol



WITH SERVANT TEAM

SWO Servant Team is a volunteer, discipleship program for high school students during the summer months. Led by their respective Servant Team Directors, these high school students work behind the scenes to keep Snowbird clean, maintained and functioning well during our highest-capacity months. During their volunteer service at SWO, Servant Team members will not be allowed to drive. Summer, intern and full-time staff are encouraged to pursue relationships with Servant Team members during the week and weekends.

Please note that during the application process, each parent/guardian of Servant Team members have signed waivers which allow them to leave during their designated free time (weekends) under the care of certain staff or family members, volunteers, or friends. Before Servant Team members leave the property of SWO, you must check with a Servant Team leader/director to ensure that they're allowed to leave. During the weekends, on-site Servant Team leaders are designated and will be announced during the Saturday afternoon staff meeting. These on-site leaders will have access to any medical/parental information in case of emergency.

Male and female staff members are encouraged to pursue male and female Servant Team members respectively. Staff are not permitted to pursue exclusive time with members of the opposite sex on Servant Team.

CAMP PROPERTY

The Lord has chosen to bless us with numerous physical resources. In keeping with biblical stewardship principles, we are to take care of all that the Lord has given us. While you are a SWO employee, SWO property is your home. Please care for all aspects of our campus and property as such.

BUILDINGS

- Staff members are not to do anything destructive to any camp building
- Kicking and throwing balls in any building is prohibited.
- Staff members are responsible for stopping campers from destructive behavior to camp buildings
- Staff members are to report building maintenance concerns to the Maintenance Director
- Any safety concerns should be reported immediately
- Staff members are not allowed in the Old School Building during the week as it is a Youth Pastor Lounge

REC EQUIPMENT

- Staff members will not be permitted to utilize any recreation equipment for personal use
- Staff members are not allowed to store personal equipment in any area or building outside of his/her assigned staff cabin or personal vehicle. Any exceptions must be approved by the Recreation Director. *NOTE: Snowbird is not responsible for any lost or stolen items*
- All staff members will receive necessary training specific to his/her recreation site and responsibilities. See Recreation Manual for information and instruction on rec policy and procedure

GROUNDS

- You are responsible for helping keep the grounds clean and looking good. This includes, but is not limited to, picking up litter, emptying trash cans and tidying rec sites
- Be on the watch for anything that might present a safety concern, and report it to the Maintenance Director.

CAMP VEHICLES

- All camp drivers must be at least 21 years of age, receive necessary training and pass a driver's test to be authorized to use camp vehicles
- Authorized drivers must take care of vehicles during use
- Staff members authorized to drive camp vehicles will do so in accordance with SWO driver's manual and North Carolina state laws
- Staff members are responsible for the behavior of campers while they are in the vehicle
- Staff members are to report any vehicle maintenance issues on the respective Vehicle Condition Report.
- Any accidents must be reported immediately to the Transportation Director
- Staff members are not permitted to drive golf carts unless they have been through our golf cart driver training, and have been approved by the Transportation Director.
- Golf cart are only to be used within the normal scope of work per the golf cart driver training - not for personal use

ALCOHOL/DRUGS

SWO is an alcohol-free campus. Any illegal substances/drugs are not allowed on the property. SWO staff are to inform a SWO Director of any prescription medication brought on property. Prescription medication must be current, prescribed to the respective staff member, and prescribed by said staff member's medical professional.

PERSONAL VEHICLES

Specific parking areas are designated for the following staff roles:

- Upper parking area in front of Coop — Full-time staff members and guests
- Missions parking lot — Interns in retreat season; camp buses in summer
- Area in front of Metal Building — Kitchen staff only (area must be kept clear at all times for deliveries foot traffic)
- Parking by Old Bathhouse — Summer Staff
- Parking by Missions area — Missions staff, Summer Staff overflow and camp vehicles
- Summer staff with a personal vehicle will be assigned a parking pass that must be hung on your rear-view mirror, fully visible at all times.
- Summer staffers are not permitted to use personal vehicles during the camp week unless approved for emergency.
- You are responsible for maintaining cleanliness of these parking areas. All gear should be stored IN your car, on the provided clotheslines or at the staff cabins. You are not allowed to sleep in your cars overnight.
- During the weekend, Summer Staff members are allowed to use their vehicles. The maximum speed limit on campus is **7 mph**. Please do not exceed this, as there are lots of staff children running around. If you are caught speeding, you will lose the privilege to drive on campus.
- On the weekends, because of the volume of staff vehicles, no one will be permitted to drive up to the girl staff cabins, except to drop off/pick up laundry.

SHEDS & TOOLS

Any staff member needing to use a tool or work on a project at the sheds must have permission from the Maintenance, Grounds, or Vehicle Director and observe the following guidelines:

- Any tools/supplies used must be pre-approved, cleaned and returned to its place upon completion
- Clean up and dispose of any waste materials
- Stack wood in appropriate bins
- Personal vehicle maintenance must be approved by the Vehicle Director
- Use of tractor, chainsaw and/or mowing equipment is prohibited

NOTE: The use of some equipment may incur a fee. Those found not in compliance will be prohibited from future use of any Snowbird equipment.

KITCHEN

Approximately 120,000 meals are served through the Snowbird kitchen each year.

- The kitchen is off-limits unless you are helping serve a meal
- Cereal and milk is reserved for breakfast only
- Book bags and personal belongings are not to be kept at any time inside the Metal Building during the summer
-

The Food Service Director will communicate other kitchen rules applicable to each season.

NOTE: If rules are violated, staff will be prohibited from entering the kitchen.

ANIMALS

SWO staff are not permitted to bring pets or personal animals on the property unless otherwise approved by a SWO director. SWO horses are not to be ridden unless approved by the Grounds department.

LIBRARY & MEDIA OFFICE

The Library is located in the upper portion of the Metal Building. This area is available as a resource and as a place for study. It is often used for breakout sessions, meetings and small worship services.

- During the summer, the library is closed from 8 a.m. to 11 p.m.
- Books are for your use, but may not be removed from the Library
- The Library may not be used for sleeping or as a staff lounge
- Do not keep personal belongings in the Library at any time for any reason
- Any trash or items used during your study time must be disposed of or removed
- Do not keep any personal items such as book bags/jackets/etc on the stairwell to the library at any time

The Marketing and Media Office is adjacent to the Library and is available to authorized personnel only. The Marketing and Media Office must remain locked at all times.

STAFF HOUSING

During seasons in which staff members live on campus, you will have separate sleeping quarters from campers. Staff cabins are relatively small areas that multiple staff members share for the duration of their time here. Be sensitive with the amount of personal belongings you bring. Staff cabins must be kept clean and tidy at all times. You will not be allowed to store personal belongings in any other camp building.

- Staff members are *not* permitted to sleep in camper cabins (unless authorized) or any other camp building, including the office, library and media office, at any time, including weekends.
- Men are not allowed in or around the women's staff cabins/porches and vice-versa.
- You will "check out" of the staff cabins at the end of your employment. All belongings must be removed and the room cleaned before you depart.
- Bathhouse facilities are located at the bottom level of the Coop and down the road in the Old Bathhouse. All toiletries, makeup, etc. must be stored in personal vehicle or cabin and cannot be stored in the bathhouses.
- During summer, cabins will be inspected each Monday morning. All clothing needs to be removed from clotheslines by this time.

BARN

The barn is reserved for Snowbird Missions & Outreach and is off-limits to all staff at other times. Please do not borrow or take any items without approval from the SMO Director.

WEAPONS

Personal weapons brought on campus must be approved by the SWO Risk Management Director. All approved weapons must be locked in your vehicle at all times. You may not carry or shoot a weapon on campus, during the week or on the weekends. The SWO shooting range will not be available for Summer Staff use during the weekends the Summer. There are several local shooting ranges you are welcome to visit on the weekends.

SNACK SHACK

The Snack Shack is open every night after service and at other varying hours, depending on the season. Serving as our camp store, the Snack Shack sells food, drinks, T-shirts, hats, books, stickers and other SWO gear. Assigned, trained staff members will be working each time the Snack Shack is open. If you are not assigned to a work time and your help is not requested, we ask that you stay outside the building to keep operations running smoothly and above reproach. Like campers, staff members will wait in line to make purchases.

As a general rule, SWO staff are asked to help keep the snack shack & mobilized snack shack clean. If at any point you see trash in or around the snack shack, SWO staff members are expected to pick up said trash and properly dispose of it. This also includes any trash cans that might be overflowing and in need of a bag replacement.

Prior to summer, staff members can sign up to work the Snack Shack during evening hours of summer camp with a team, led by a nightly manager. Assignments will be made by the Snack Shack directors.

On Monday nights, staff may purchase apparel at a discounted rate. This rate applies only to staff and may not be used at any other time during the camp week. Staff discount may not be used to purchase items for friends/family members. If you have a question regarding the staff discount, please see Caroline Ellis.

Additional information:

- Each staff member will be provided one free Staff T-shirt to be worn each Monday of camp.
- Staff members will be allowed to create a payment account at the Snack Shack through which you can make purchases from an allotted amount you have previously deposited to your account.
NOTE: IOUs are not allowed.

OFFICE POLICY

The office is the primary place through which Snowbird operates. It plays host to private documents, secure information and all Snowbird registration. While in the office, we ask that you pursue your business in a quiet manner, respectful of the business going on around you. All office equipment, desks, computers and phones are off-limits unless prior permission is granted from a director.

Snowbird's office hours are 8:30 a.m. to 4:30 p.m., Monday through Friday. The office will remain locked before and after business hours, accessible only by full-time employees with an entry code. Exceptions include when a retreat and/or summer camp is in session.

During the summer, the office will only be available to summer staff members in the event that you are helping a youth pastor with registration, getting paperwork for logging camper conversations or for medical trips, or are helping with evening childcare.

NOTE: Discussion logs used for logging camper conversations must be completed outside the office. Office is only to be used for picking up or turning in forms.

VISITOR POLICY

Upon arrival on SWO's campus, all visitors must immediately register at the SWO office. Snowbird defines a visitor as any person who is not currently employed by Snowbird Wilderness Outfitters and/or is not on the property as a current, registered client.

- To host visitors at any point, staff members must request a Visitor Request Form from the Office Manager and submit it at least 7 days in advance.
- All visitors must complete necessary paperwork prior to their arrival.
- Participation in various activities is not guaranteed and will incur specific fees as it relates to meals, recreation, rafting, etc.
- Visitors are not allowed to stay in any on-campus housing (including staff housing) at any time.
- Any visitors, family and/or friends, will *not* be allowed to attend any staff meetings or pre-organized staff events. (During summer, these include Monday morning, Monday night and Saturday afternoon weekly meetings, as well as the three weekend staff events.)
- In the event that a staff member is authorized to host visitors, you must fulfill all of your normal responsibilities without falter. You will not be allowed to switch work responsibilities to accommodate any guests.

During the summer, we welcome you to have approved visitors on the weekends; however, midweek visitors are discouraged. On-campus housing will not be available to summer visitors.

COPY AND POSTAGE MACHINES

The office copy and postage machines are for staff members' use and convenience on the job. The copy machine is available for printing, copying, scanning or faxing documents for work use. In the event that a staff member needs to print or make copies for personal use, the staff member will be charged accordingly per page.

The postage machine is set up with an account for work-related mail only. If the machine is needed for personal use, the staff member is responsible for paying applicable postage charges detailed by the machine. Please see Receptionist for payment questions.



INTERNET

Multiple wireless Internet servers are located across Snowbird's campus, including at the Metal Building, Coop and Snack Shack. Wi-Fi passwords will be supplied to staff and youth leaders with exception of the Office Wi-Fi, which is available to full-time personnel only for business use.

SNOWBIRD SOFTWARE AND DATA ACCESS

Any and all access to Snowbird software and data is limited to on-campus snowbird WiFi only. Please do not access any Snowbird software and/or data using any non-Snowbird Wifi networks.

LOST & FOUND

- The Lost & Found bucket is located at the Snack Shack. After checking the Lost & Found buckets, contact the Office for lost articles.
- You are not permitted to take anything from the Lost & Found bucket unless it belongs to you.
- Every effort will be made to reunite lost items with their owners during their stay. (Snowbird will not mail items lost or left behind.)
- Label valuable belongings where possible and turn in to Office.

NOTE: Snowbird is not responsible for any items lost or stolen while at Snowbird.

DISCUSSION LOGS, RETREAT SUMMARIES & GROUP PICTURES

Any time a registered group attends a camp, retreat or conference at Snowbird Wilderness Outfitters, our staff commits to maintain appropriate records of conversations, special notes and photographs of their time at SWO. We log these in three separate forms: Discussion Logs, Retreat Summaries and labeled Group Photos.

DISCUSSION LOGS

Discussion Logs are written accounts of any spiritual-related conversations staff members have with clients and campers, whether in share groups, throughout recreation, during free time or in one-on-one settings. After each group's trip concludes, SWO office personnel will copy each document. One copy will go into SWO's group files. The other will be compiled into an envelope of logs, detailing the group's spiritual growth and development during the visit, and mailed to each group leader. This is one way our staff strives to maintain ongoing relationships with churches, schools and organizations that attend, as well as provide opportunity for further discipleship and accountability. If a staff member perceives the information in the Discussion Log does not need to be sent to the group leader, the word "Confidential" should be placed at the top of the log.

Every staff member is responsible for completing discussion logs each week for his or her respective students. These logs may communicate personal conversations, the spiritual state of an individual camper, or dialogue that takes place during a share group setting. Staff members should give as much detail as possible, including student name(s), staff name and signature, youth pastor name and church name.

- During the summer, Discussion Logs are to be turned in BEFORE breakfast on Saturday.
- Discussion Logs are not to be completed in the office.

Discussion logs must be written for:

- Every small group (can be completed with other staff members in the share group)
- Any spiritual-related conversations had outside of small group

***The subject of each discussion log should be addressed in an in-person conversation with the youth leader prior to completion.*

RETREAT SUMMARIES

Following retreats and each week of camp, every group's assigned staff members are responsible for completing a Retreat Summary, available in the Office. This document is for Snowbird's confidential files only and includes information about specific students, memorable moments, group leaders, etc.

GROUP PHOTOS

Any time a group comes to SWO, we document their stay with a Group Photos to file in our records. Snowbird reserves both a digital and hard copy of the photo. Staff members assigned to each group are responsible for labeling the photograph with each student/adult's name. Group Photos should be filed with Retreat Summaries in the appropriate bin.

PROFESSIONAL APPEARANCE

As a member of the Snowbird Wilderness Outfitters staff, you will be working with students, parents, church leaders and guests. Just as we seek to model a community of loving believers to our clients, we also seek to set an example of purity in the way we dress. We require all staff members to dress modestly and to dress appropriately for the activity in which they are taking part. There may be situations where campers are dressed inappropriately. There will NOT be situations where staff members are dressed inappropriately. It is our responsibility not only to set the example, but also to protect the minds of our staff, campers and guests.

Office staff should dress in a manner that represents the main business segment of Snowbird. During a business day, appropriate attire might include crisp jeans, slacks, skirt, collared shirt or nice, non-collared shirt.

When wearing your Snowbird staff shirt or any SWO-logoed apparel off campus, you are a reflection of camp, and we ask you to act accordingly as we highly value our reputation in the community. When wearing your staff shirt on campus, clients will see you as staff and consider you to be someone who can help them. If you cannot answer their questions, find someone who can. Always acknowledge campers, guests, leaders and parents.

STAFF ID

Each Snowbird staff member will be issued an ID card for the duration of his or her employment. ID badges must be worn around the neck on a lanyard or clipped to the collar and visible at all times. Badges may not be carried on backpacks, belt loops, waistbands, etc.

If you work in an area that requires operation in which wearing your ID badge would be dangerous, you may tuck your ID badge inside your shirt or temporarily remove it from your person. Your badge must immediately be replaced upon project/event completion.

Because of the nature of our high-adventure recreation, we realize broken ID badges are possible. Each staff member will be allowed up to two broken badges without penalty. A third broken badge incurs a \$5 fee. All broken badges thereafter are \$10. (Broken badges must be brought to the office to receive replacement.) Your ID badge is your responsibility. Lost badges will be replaced for \$5 for the first one, and \$10/tag thereafter. ID badges are the property of SWO and must be returned upon termination of employment. Failure to comply will result in disciplinary action.

DRESS CODE

As a member of the staff here at SWO, you will find yourself under a heavier eye of scrutiny than at other times/places. Students, chaperones, and Youth Pastors pay close attention to what we say, do, and how we dress. We find the statement to be true that what leaders do sparingly, followers will do in excess. As such, we ask that all staff members abide by the following:

- No leggings as pants
- No shorts above mid-thigh
- While swimming:
 - Females: may wear a one piece with shorts
 - Males: may be shirtless while swimming
- Males are not permitted to wear female clothing.
- No see-through material

NOTE: This dress code applies to STAFF ONLY. We do not hold students/chaperones/youth pastors to this standard, nor are you permitted to address any dress code issues with them. SWO Staff reserve the right to request a clothing change if deemed appropriate.

COMPENSATION & WORKING HOURS

Snowbird Wilderness Outfitters will pay each staff member a rate of pay commensurate with his or her position, demonstrated ability and professional competence. Your performance and ability to create and enhance the camper's experience are important to the success of this ministry. A speculation of rates of pay and comparing with others demonstrates a lack of professionalism and is discouraged.

DAYS OFF-YEAR ROUND

Snowbird Wilderness Outfitters' vacation policy is set on a January to December calendar. Staff members are not permitted to reserve vacation days in the months of May, June and July. To request vacation approval, submit a Vacation Request Form to your Department Head, Programming Director and Institute Director at least 7 days in advance. If approved, your Department Head, programming Director and Institute Director will sign off on the Vacation Request Form. You will then take the signed Vacation Request Form to the Office so they can update your vacancy on the SWO calendar. See attached vacation policy.

For employees' convenience, Snowbird offers specific built-in vacation days:

- Week after summer camp (first 7 days after post-summer meetings)
- Thanksgiving (Wednesday–Sunday)
- Christmas, generally eight days, including Christmas Eve and Christmas Day (dates vary depending on annual calendar and are stated on each year's vacation request form)

Paid vacation is accrued as follows:

- Interns have 3 days of paid vacation each year (this includes one booked weekend)
- After working full-time for one year, employees earn 7 days of paid vacation (this includes one booked weekend)
- Each employee is allowed 3 sick days; only to be used when ill
- Each employee is allowed 3 personal grievance days; only to be used for grievance
- Each employee is allowed 3 personal days (Employees earn 3 additional personal days after working 5 or more years)

SUMMER — DAYS OFF

During the summer, staff members will be off Saturday afternoon through Monday morning. Staff members will not be allowed early dismissal on Saturdays. Summer work hours begin Monday at a time specified by the Director, and Tuesday–Saturday at 7:45 a.m.

Organized activities that serve as SWO recreation or requires SWO recreation equipment is strictly prohibited. This includes, but is not limited to, Canoeing (using canoes/life vests), Mountain Biking and River Rafting (using river tubes). Failure to comply may result in disciplinary action.

PAY PERIOD

Pay periods are one month long, concluding the final working day of each month (if the last working day of the month falls on a holiday, you will receive your paystub the prior working day). Paychecks will not be issued before the regularly scheduled payday. All paychecks for employees are delivered by direct deposit to each employee's personal banking account. Snowbird must have completed W-4, NC-4, I-9 and direct deposit forms for each employee or you cannot be paid.

ADMINISTRATIVE PAY CORRECTIONS

We take all reasonable steps to assure that employees receive the correct amount of pay in each paycheck and that they are paid promptly on the scheduled payday. In the unlikely event that there is an error in the amount of pay, the employee is expected to bring the discrepancy, whether it is an overpayment or underpayment, to the attention of Human Resources at HR@swoutfitters.com. Corrections will be made as quickly as possible. It is your responsibility to contact Human Resources should you see any mistake made with your paycheck.

TARDINESS

Timely attendance indicates the interest and value you place in your job. Punctuality insures perfect planning for successful operations, for we count on you to be at your assigned job. As a staff member, you should arrive a few minutes early to show staff and clients that you are interested in them and respect their interest in you. If you are going to be late or not make it at all, please notify your Director/Rec Site Leader/Point of Contact. Habitual tardiness will not be tolerated and is subject for dismissal.

MANDATORY EVENTS

All Full Time and Year-round Snowbird Staff members must attend the following each year:

- Orientation weekend
- Staff Planning - the week before staff training
- Christmas Party
- Both Marriage Retreats
- All Male staff members must attend both "Be Strong" conferences
- All Female staff members must attend "Respond" conference
- Iron on Iron Retreat

EMERGENCY PROCEDURES

In the event of an emergency, please adhere to the following procedures.

MISSING CAMPER

- Determine camper's name, age, physical description and time/place last seen.
- Notify the camper's church leader(s).
- Notify other SWO Directors.
- Determine if/when any outside agencies should be involved, such as Cherokee County Police, Fire, or Rescue (if applicable).
- Discuss with church leader(s) the notification plan: parents, other students, etc...

FIRE

- Ensure that building is evacuated.
- Mobilize SWO staff to conduct head count in 3-MAN SWING FIELD, care for those evacuated, and manage crowd until further notice.
- Determine extent of fire.
- Take action against fire as responsibly necessary (extinguisher, calling Fire Dept.).
- Inform other SWO Directors.
- Call Maintenance for safety/facility check.
- Determine course of safe re-entry into building.
- Formulate plan "B" if necessary.

TORNADO

- Notify all SWO staff of Tornado emergency.
- Care for the safety of those in the immediate vicinity.
- Take cover personally.
 - **If you are in a building (cabin, Coop, Metal Building):**
 - Go to the center of an interior room on the lowest level (bathroom, interior hallway), away from corners, windows, doors, and outside walls.
 - Sit against interior wall, and use your arms to protect your head and neck.
 - Keep windows and doors closed.
 - **If you are in a tent, outside, or in the Snack Shack:**
 - Go to the lowest floor of a sturdy, nearby cabin or building.
 - Go to the center of an interior room on the lowest level (bathroom, interior hallway) away from corners, windows, doors, and outside walls.
 - Sit against interior wall, and use your arms to protect your head and neck.
 - Keep windows and doors closed.
- When safe to do so, SWO directors should check buildings/grounds to determine safety for resuming normal activity. **Be on the alert for falling/fallen trees, power lines, and other hazards.*
- When grounds are determined to be reasonably safe, communicate with SWO staff to assemble all campers in Coop for head count. If not possible, assemble in Revelation skit field.
- Assess injuries as necessary, turn off propane, call Emergency Services as needed.
- Formulate plan to notify churches/parents of students.

LIGHTNING / SEVERE WEATHER

- When lightning is visible, thunder is obviously moving close, or good reason dictates that there may be potential weather-related danger, communicate with Rec supervisors to stop outside activities.
- Care for the safety of those in the immediate vicinity - urge SWO staff to move students to seek safe shelter. Go to the nearest building (preferably not the Snack Shack, tents, or sheds).
- Take cover personally.
- When safe to do so, SWO directors should check conditions to determine whether or not it's safe to resume outside activities. *Be on the alert for falling/fallen trees, power lines, and other hazards
- 5. When grounds are determined to be reasonably safe, communicate with SWO staff to resume outside activities.

SHOOTER

- GET OUT
 - Motivate students to leave the area if possible, urging them to:
 - Evacuate regardless of whether others agree to follow.
 - Leave belongings behind.
 - Help others escape, if possible
 - Prevent individuals from entering area where the active shooter may be.
 - Keep hands visible.
 - Find a place that will not trap or restrict options.
 - Lock door.
 - Blockade door with heavy furniture
 - Silence cell phone.
 - Remain quiet.
 - Get to a safe place personally.
- CALL OUT
 - Dial 911 if possible.
 - If you cannot speak, leave the line open and allow the dispatcher to listen.
 - Follow the instructions of any police officers.
 - Do not attempt to move wounded people.
 - Be as detailed as possible.
- TAKE HIM OUT
 - If the opportunity arises to safely, wisely and effectively eliminate the threat via verbal or physical intervention - do so.
 - Keep in mind law enforcement is on the way.
- COMMUNICATE
 - With law enforcement, by phone & upon arrival.
 - With SWO Staff with instructions, as it is safe to do so.
 - With churches/families, once the scene is safe

PROPANE GAS LEAK

- Ensure that building/area is evacuated.
- Mobilize SWO staff to conduct head count in 3-man Swing field and care for those evacuated until further notice.
- Do not operate any electrical devices, phones, light switches, or heaters.
- Call Maintenance for safety/facility check.
- Call outside help as responsibly necessary (gas company, Fire Dept.).
- Inform other SWO Directors.
- Determine course of safe re-entry into building.
- Formulate plan "B" if necessary.

EMERGENCY CONTACTS

**IN CASE OF EMERGENCY
CALL**

911

POLICE (Andrews) - 828.321.4224

SHERIFF (Cherokee County) - 828.837.2589

AMBULANCE SERVICE (Andrews) - 828.321.4019

RESCUE SQUAD (Andrews) - 828.321.3707

HIGHWAY PATROL - 1.800.445.1772

REPORTING NEAR MISSES / INCIDENTS/ BEHAVIORAL INCIDENTS

Every staff member at SWO is part of managing risks and making SWO a safer and more professional organization. One means of managing risks at SWO is proper reporting of Near Misses and Staff Incidents.

DEFINITIONS:

A **Near Miss** - an incident that occurs, but doesn't result in injury.

An **Incident** - any circumstance that occurs that:

- Requires first aid treatment
- Requires follow-up care by a medical professional
- Requires follow-up care by a therapist, psychologist or social worker
- Requires use of prescription medications
- Requires intervention by law enforcement (behavioral)
- Breaches SWO protocols - for behavior, rec facilitation, or other

This could include, but is not limited to:

- Staff negligence
- Staff error
- Student judgement in error
- Equipment failure
- Improper contact
- Sexual Harassment

REPORTING

A **Near Miss form** is to be filled out each time we have an "incident" that doesn't result in an injury.

Near Miss Example:

Staff member tells a student to "climb on" without student being hooked in. Student notices first and says, "Don't I need to be hooked in?" Nobody is injured... but there was definitely an incident that we need to review (and, in this case, discipline that needs to be administered).

Report Incidents / Near Misses on Rec to your site supervisor.

- Site Supervisor reports to Rec Supervisor and Rec Director (Nikki Smith).
- Staff member, Site Supervisor and Rec Supervisor fill out appropriate paperwork (Incident and/or Near Miss forms)
- Rec Director reports any near misses or accidents to Risk MGMT Director (Spencer Davis)
- Rec Director and Risk MGMT Director together determine whether or not disciplinary action is needed, report to L10 group, and implement.

Report Behavioral Incidents to your Community Group leader

- Community group leader and reporting staff will fill out appropriate paperwork.
- Community group leader reports any Behavioral Incidents to Risk MGMT Director (Spencer Davis).
- Risk MGMT Director determines whether or not further reporting to L10 group, and disciplinary is necessary, and implement.

**If you are not in a community group, please report directly to Risk MGMT Director.

CYBER SECURITY POLICIES

Snowbird's cyber security policy outlines our guidelines and provisions for preserving the security of our data and technology infrastructure.

The more we rely on technology to collect, store and manage information, the more vulnerable we become to severe security breaches. Human errors, hacker attacks and system malfunctions could cause great financial damage and may jeopardize our ministries' reputation.

For this reason, we have implemented a number of security measures. We have also prepared instructions that may help mitigate security risks. We have outlined both provisions in this policy.

CONFIDENTIAL DATA

Confidential data is secret and valuable. Common examples are:

- Unpublished financial information
- Data of customers/partners/vendors
- Customer lists (existing and prospective)

All SWO staff members are obliged to protect this data. In this policy, we will give our employees instructions on how to avoid security breaches. All staff must dispose of any printed documentation containing confidential data using the paper shredder in the Front Office.

PROTECT PERSONAL AND SWO DEVICES

When staff use their digital devices to access company emails or accounts, they introduce security risk to our data. We advise our staff to keep both their personal and company-issued computer, tablet and cell phone secure. They can do this if they:

- Keep all devices password protected.
- Choose and upgrade a complete antivirus software.
- Ensure they do not leave their devices exposed or unattended.
- All end-of-life SWO computers and/or devices must be brought to the Front Office to have cleaned regardless of future plans for the computer/device.
- Install security updates of browsers and systems monthly or as soon as updates are available.
- Log into SWO accounts and systems through secure and private networks only.

We also advise our staff members to avoid accessing internal systems and accounts from other people's devices or lending their own devices to others.

KEEP EMAIL SAFE

Emails often host scams and malicious software (e.g. worms.) To avoid virus infection or data theft, we instruct employees to:

- Avoid opening attachments and clicking on links when the content is not adequately explained (e.g. “watch this video, it’s amazing.”)
- Be suspicious of clickbait titles (e.g. offering prizes, advice.)
- Check email and names of people they received a message from to ensure they are legitimate.
- Look for inconsistencies or give-aways (e.g. grammar mistakes, capital letters, excessive number of exclamation marks.)

If an employee isn’t sure that an e-mail they received is safe, they can refer to the Front Office staff.

MANAGE PASSWORDS PROPERLY

Password leaks are dangerous since they can compromise our entire infrastructure. Not only should passwords be secure so they won’t be easily hacked, but they should also remain secret. For this reason, we advise our staff to:

- Choose passwords with at least eight characters (including capital and lower-case letters, numbers and symbols) and avoid information that can be easily guessed (e.g. birthdays.)
- Remember passwords instead of writing them down. If employees need to write their passwords, they are obliged to keep the paper or digital document confidential and destroy it when their work is done.
- Exchange credentials only when absolutely necessary. When exchanging them in-person isn’t possible, employees should prefer the phone instead of email, and only if they personally recognize the person they are talking to.
- Change their passwords every two months.

TRANSFER DATA SECURELY

Transferring data introduces security risk. staff must:

- Avoid transferring sensitive data (e.g. customer information, employee records) to other devices or accounts unless absolutely necessary. When mass transfer of such data is needed, we request staff to ask our Front Office Manager for help.
- Share confidential data over the company network/ system and not over public Wi-Fi or private connection.
- Ensure that the recipients of the data are properly authorized people or organizations and have adequate security policies.
- Report scams, privacy breaches and hacking attempts

Our Front Office Manager needs to know about scams, breaches and malware so they can better protect our infrastructure. For this reason, we advise our employees to report perceived attacks, suspicious emails or phishing attempts as soon as possible to our specialists. Our team must investigate promptly, resolve the issue and send a companywide alert when necessary.



Our Front Office Manager is responsible for advising employees on how to detect scam emails. We encourage staff to reach out with any questions or concerns.

ADDITIONAL MEASURES

To reduce the likelihood of security breaches, we also instruct our staff members to:

- Turn off their screens and lock their devices when leaving them unattended.
- Report stolen or damaged equipment as soon as possible to the Office Manager.
- Change all account passwords at once when a device is stolen.
- Report a perceived threat or possible security weakness in company systems.
- Refrain from downloading suspicious, unauthorized or illegal software on their company equipment.
- Avoid accessing suspicious websites.

DISCIPLINARY ACTION

We expect all our employees to always follow this policy and those who cause security breaches may face disciplinary action:

- First-time, unintentional, small-scale security breach: We may issue a verbal warning and train the employee on security.
- Intentional, repeated or large scale breaches (which cause severe financial or other damage): We will invoke more severe disciplinary action up to and including termination.

We will examine each incident on a case-by-case basis.

Additionally, staff members who are observed to disregard our security instructions will face progressive discipline, even if their behavior hasn't resulted in a security breach.

TAKE SECURITY SERIOUSLY

Everyone, from our customers and partners to our employees and contractors, should feel that their data is safe. The only way to gain their trust is to proactively protect our systems and databases. We can all contribute to this by being vigilant and keeping cyber security top of mind.



SUMMER STAFF INFORMATION

There are many jobs to do at Snowbird. At times, people may be busy with an emergency, involved in a counseling situation or occupied in a manner that takes them away from their assigned duties. All staff members are expected to take initiative and do what needs to be done. If there is trash on the property, pick it up and place it in trash receptacle. If a food truck arrives at a time that you are able to help unload it quickly, please do so. If a garbage can is overflowing, take it to the garbage truck and replace with a clean liner. There is no way to outline every situation in which staff members will need to take initiative. This is an awareness you will need to develop. We want all staff members to take ownership of SWO while here. Snowbird is your home, and we need you to treat it as such for the success of this ministry and the glory of God.

CONDUCT WITH MEMBERS OF THE OPPOSITE SEX

We are here for ministry, not to find a significant other. Every effort should be made to foster healthy, biblical relationships as brothers and sisters in ministry together. We are to encourage one another to draw closer to the Lord, finding our identity in Him. For some, this might mean you need to have more distance between yourself and staff members of the opposite sex than you have practiced before. Nothing can take the focus off of ministry quicker than preoccupation with someone of the opposite sex. We have to be extra cautious with our interactions. This is a practical way we can love and serve each other.

Summer Staff are **NOT** allowed to begin or entertain any type of romantic relationships while serving at SWO. We need to realize that being in such close proximity with one another, it is easy for feelings of attraction and intimacy to develop. Don't let us be misunderstood. We love it when summer staff relationships eventually lead to marriage; however we specifically discourage that process to take place during the summer. It is not healthy because during the summer camp experience, emotions are heightened. This is not your everyday life, so it is not the best way to get to know one another.

If you feel God is leading you to pursue a relationship with someone that you work with this summer, then pray about it and keep it to yourself, even seek accountability, but do not let it distract you or others from the purpose for which you are here. After summer, we recommend that you take 40 days to seek the Lord before doing anything about it. We want you to have happy, godly marriages, and we do not want to facilitate anything other than that.

MORNING PRAYER GROUPS

Each morning (Tuesday–Saturday), staff members will report to work at 7:45 a.m. to meet with your assigned church staff group. Each church group will be assigned one or two year-round staff members to facilitate communication between the youth pastor and the assigned staff. You will meet to discuss the week and pray over the students. Utilize this time to prepare for each night's share groups, intentionally pray for your students by name, and seek out advice/help from SWO's year-round staff.

STAFF MAIL

Staff members will be allowed to receive mail during your service at Snowbird. All mail should be sent to: **75 Mae Johnson Way, Andrews, NC 28901** with the staff member's name clearly marked. Each staff member is responsible for stopping his or her mail at the termination of employment or end of summer service. Snowbird Outfitters will not forward mail after employment/service ends.

Mail can be picked up in the loft of the metal building (Library) during morning and evening service times only.

CELL PHONES

- Staff members **MUST** have their cell phones on their person at all times, with the office number stored (828-321-2210) in case of emergency. This includes Monday check-in, as the Office will often need to contact staff members during this time.
- Cell phones are not to be used for anything but camp business during the day.
- Personal phone calls, text messages and emails are to be reserved for evening hours (after students have gone to bed) and on the weekends.
- Personal cell phone use is **STRICTLY** prohibited during Rec time.

WORKING WITH YOUTH LEADERS

You will not only be ministering to students this summer, but also to the youth leaders and chaperones that bring them. These men and women work hard all year for very little money and even less appreciation. They have labored to build relationships with their students. They are in charge of teaching, guarding, instructing, nurturing and loving their students. It is a privilege that they would bring their students and place them under the care of SWO staff for a week. We do not take this responsibility lightly.

- You will respect the authority of the youth pastor/church leader.
- Do not undermine decisions the youth pastor makes, even when you do not agree.
- Talk with the youth pastor about how he/she wants to handle share groups.
- You are here to serve them. Go out of your way to help them, even if it requires great lengths.
- If you are in doubt in ANY situation regarding a church leader as to what you should do, go to the full-time SWO staff member assigned to your church group.
- If you are a POC, you are expected to keep a constant conversation going with your Youth Leader throughout the week regarding anything he needs, situations with his youth, share groups, and his overall time here at SWO.

WORSHIP SERVICES

During morning and evening worship services, Summer Staff members will be on a bathroom cleaning rotation throughout the summer.

- After you are finished cleaning, you are to return to your assigned seating area and pray/listen during the remainder of the service.
- Use of cell phones, iPods, digital Bibles and other electronic devices will not be allowed during this time.
- You will not be allowed to sleep or talk with other staff members during services.
- You may be asked to participate in skits during the week. *NOTE: Every summer staff member is required to participate in the Thursday night Revelation skit.*

MEALS

The meals are a great time to hang out with your students. Kahuna often says that very few of the decisions made at camp are made in the services, but in daily interaction and relationship with the staff. Meals are great times to get to know your campers.

- Make every effort to sit with students, if not with your group then with other campers or church leaders.
- There will not be “staff tables” while there are campers still eating.
- Staffers are to wait in line with students.
- Never complain about the food.
- Take initiative to help keep things clean and functioning.



RECREATION POLICY & PROCEDURE

Please see Recreation Handbook and Local Operating Procedures for specific information on each recreation option.

SERVANT TEAM INFORMATION

SERVANT TEAM DESCRIPTION

Servant team is a 11-week summer commitment for any high school-aged student seeking to be more conformed to the image of Christ while learning to serve others joyfully. We will worship, pray, teach the Word of God, share meals together and play hard to the glory of God. Servant Team members play a pivotal role in behind-the-scenes task; such as trash, dishes, meal prep, cleaning and other facility related jobs.

CONDUCT WITH CAMPERS

As a member of Servant Team, you are considered a camper. As such, if you see a camper doing something wrong/inappropriate, report the matter immediately to another staff member or your Servant Team Director. You are not permitted to confront or address the issue with a camper. If there is an immediate threat/danger, you may address the issue as needed as a peer.

PERSONAL VEHICLES

Servant Team members are legally campers, they are not permitted to drive their vehicles during summer camp. Summer, intern and full-time staff are encouraged to seek out relationships with Servant Team. With parental release, the Servant Team members are able to ride along with staff on weekends.