

Rockywold-Deephaven Camps, Inc.

# SEASONAL EMPLOYEE POLICIES MANUAL



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Rockywold-Deephaven Camps, Inc.  
SEASONAL EMPLOYEE POLICIES

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Dear RDC Employee:

We are very happy to welcome you to Rockywold-Deephaven Camps (RDC).

You have joined an organization that is highly regarded by its guests, staff and the camp/resort community. The Camps are proud of their traditions and quality services; but most important to the success of RDC is the friendly and accommodating nature of its staff toward its guests and each other. At RDC, teamwork is key – Together Everyone Achieves More!

### ***RDC STATEMENT OF PURPOSE***

*RDC's purpose is to serve as a vacation community where people of all ages can enjoy the company of family and friends, and refresh their minds and bodies in a place of great natural beauty. The Camps seek to maintain a simple but comfortable environment which values continuity and lasting friendships but welcomes newcomers and promotes diversity.*

This manual provides answers to most of the questions you may have about the policies and procedures we follow. If anything is unclear, please discuss the matter with your supervisor. You are responsible for reading and understanding this Seasonal Employee Manual, and your performance evaluations will reflect your adherence to RDC's policies. In addition to clarifying responsibilities, we hope this manual also gives you an indication of RDC's interest in the welfare of all who work here.

From time to time, the information included in our Seasonal Employee Manual may change. Every effort will be made to keep you informed through suitable lines of communication, including staff meetings, email and postings on Camp bulletin boards, and/or notices sent directly to you or your supervisor.

We extend to you our personal best wishes for your success and happiness at Rockywold-Deephaven Camps. Thank you for joining us!

Sincerely,

John Jurczynski & Kathy Wheeler  
RDC Co-Managers

## AT RDC, IT'S EVERYONE'S JOB TO...

- \* Ensure guests a safe, relaxing, carefree and enjoyable camp experience*
- \* Provide quality services*
- \* Maintain a positive and flexible attitude*
- \* Help make this season the most rewarding it can be for both guests and staff*

RDC expects an honest day's work from each of its employees. Employees are expected to report to work on time and be prepared to start work at that time. There is much enjoyment and satisfaction to be gained from doing a job well, no matter what the job. It is important to be setting a good example for all who will observe you over the course of the summer by showing them that hard work, honesty and perseverance are admirable qualities.

## WORK HOURS

RDC hourly employees are expected to work an average of 30 to 40 hours per week. The Recreation Department and a few Food Service positions are salaried positions. Work schedules vary considerably from department to department. Your specific work schedules and days off will be worked out with your supervisor shortly after your arrival at Camp. Work hours may vary during the early and later parts of our season due to changes in work load.

## EMPLOYEE MEALS

All employee meals will be served in the Rockywold Dining Room and eaten in the adjacent Employee Dining Room. During early and late season, any change in employee meal times will be announced at staff meetings, or posted in the Employee Dining Room and Roswell Staff Lounge. Employees are responsible for the care and cleanliness of the Employee Dining Room.

During the guest season, the normal employee meal serving times are as follows:

**Breakfast** 7:30 am – 7:45 a.m.

**Lunch** 11:45 a.m. – 12:15 p.m., *except for:*

**Sunday Afternoon Dinner** 12:15 p.m. – 12:45 p.m.

**Dinner** 5:15 p.m. – 5:45 p.m.

Employee meals are served promptly at the times indicated above. Please be on time to ensure yourself a meal. "Take all you want but not more than you NEED." Please don't waste food. On rare occasions, when the schedule requires employees to work late, department heads should arrange in advance with the Food Service Manager for members of their department to eat late. Be sure to dress appropriately in all dining facilities. RDC provides three meals a day for its staff. Other snacks throughout the day are your responsibility. The kitchen in Roswell Staff Lounge is available for staff wishing to cook meals or snacks. Please be sure to label your food and wash your dishes.

On-site employees (those living on RDC premises) are entitled to three meals per day. As a general rule, employees who live off-site are entitled to attend meals if the mealtime is within their work schedule; for example, if an off-site employee begins work at 8:00 a.m. and ends at 4:30 p.m., that employee is entitled to lunch. Employees are generally not paid for meal breaks. Off-site employees may purchase meals, outside of their working hours, at a reduced rate. The 2017 employee meal rates are as follows: breakfast \$5.00, lunch \$6.25 and dinner \$8.25. Please stop at the Rockywold Office to purchase a meal ticket prior to these meals.

## EMPLOYEE LIVING ACCOMMODATIONS

On-site employees are responsible for the care and cleanliness of their assigned rooms, bathrooms, employee common areas and the immediate area surrounding the facility in which they live. These areas are to be cared for during the employees' off-duty hours. Each dorm should create a cleaning schedule so that responsibilities are divided up equally. If you can't come up with a cleaning schedule on your own, RDC will help you set one up. Most employee living accommodations are located in highly visible areas adjacent to guest pathways. Untidy areas disrupt the natural character and beauty of our environment (for example, clothes hanging from windows and railings, bottles and cans lined on window sills or strewn haphazardly in and around staff areas, graffiti, etc.). All employee areas must be kept in presentable condition at all times. Remember this is a family camp, not a college dormitory.

Employee quarters are furnished with an appropriate number of beds, dressers, tables and chairs. If additional furniture is needed, it is important **not to take it from another location** unless a request has been made and approved by Kathy Wheeler or Annie Krom. To reduce the wear and tear on our mattresses, they are to be kept on bed frames, not on the floors. While RDC provides clean linens for staff use, it is up to the staff to make their beds, keep their bathrooms clean, return dirty linens and get clean staff linens from the Laundry porch. Please clean up spills and report leaks or items you believe need repair A.S.A.P. For logistical and emergency reasons, on-site employees should not change rooms unless a request has been made and approved by John Jurczynski or Ann Rampulla.

**DORM SAFETY:** Employee living accommodations are checked periodically during the summer season for your health and safety. The following is a list of the most common room safety hazards:

- Blocking Heaters (both portable and built-in heaters) with chairs, clothes, boxes, furniture, etc. Always maintain at least two (2) feet of clearance, in all directions, from the heater.
- Leaving Heaters Running While Unattended. For safety and conservation reasons, heaters should be turned off or unplugged before leaving your room.
- Hanging Tapestries or Sheets from the ceiling or the walls of your room. This is a fire hazard.
- find the reason for the alarm sounding, notify the Maintenance Department, one of the Co-Managers, or the Night Watch Person as quickly as possible.
- Blocking Exits and Hallways. In case of fire, all exits and hallways must remain clear at all times.

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- Overloading Electrical Outlets.
- Tampering with or Removing Batteries from Smoke Detectors. If a smoke detector is sounding an alarm, check the building for any signs of fire or smoke. If you cannot find the reason for the alarm sounding, notify the Maintenance Department, one of the Co-Managers, or the Night Watch Person as quickly as possible.
- Use of Candles and Oil Lamps. Most RDC facilities are old wooden structures, susceptible to fire; therefore, Do Not Use Candles On RDC Property.
- Dorm Room Capacity. Large social gatherings in dorms are discouraged and not allowed on the second floor of any dorm for weight bearing reasons. For safety and noise related reasons, no more than five (5) individuals should congregate in any dorm room at the same time.
- Roof Tops are off limits to staff and guests, except for emergency and maintenance purposes. Furthermore, screens from dorm windows should not be removed, except for emergency and maintenance purposes.

**ROOM CHECKOUT:** It is each employee's responsibility to arrange for a time to meet with Housekeeping Director Annie Krom, to inventory furniture and check that their room, bathroom and adjacent common area have been left clean and have been cared for over the course of the season. Each employee should contact Annie prior to your last day on Camp to set up an appointment for your inspection. If an employee fails to meet the above responsibilities, he or she will not be considered for a bonus. In addition, if RDC property under the employee's care has been damaged or is missing, then that employee will be responsible for the cost of repairing or replacing such property.

**NO PETS:** Seasonal employees are not allowed to have pets on Camp property.

**EMPLOYEE LAUNDRY:** Employees may wash their personal clothing at the coin operated laundry facility (RDC Map #114). Guests and staff use this facility. Please do not leave dirty linens in the coin operated laundry room. To avoid overcrowding at this facility, employees should do their laundry between the following hours:

Monday through Friday: 6:00 a.m. to 10:00 a.m. and 7:00 p.m. to 12:00 midnight  
Saturday and Sunday: 6:00 a.m. to 12:00 midnight

## QUIET HOURS

Because many of our guests come to RDC to experience a peaceful and relaxing environment, and because many have children who go to bed quite early and take frequent naps, it is very important that all employees avoid making excessive noise at any time on or near RDC's property. Employees must be especially considerate while observing quiet hours between 10:00 p.m. and 8:00 a.m., and in the afternoon from 2:00 p.m. to 3:00 p.m. Most staff living accommodations are in close proximity to guest cottages. On calm nights, even casual conversations can be heard across the lake. Therefore, be aware of the volume at which you speak and turn off radios/stereos well before 10:00 p.m. Employees living in dining room dorms are also expected to observe quiet time during guest meals.

## EMPLOYEE VALUABLES

We encourage employees to leave valuables at home; however, should you need to temporarily store a "small" valuable possession, a safe is available at each Camp office. To avoid keeping large sums of money in dorm rooms, employees should consider opening a savings or checking account with a local bank.

## EMPLOYEE GUESTS

As an RDC employee, you have accepted the responsibility for summer work. Visitors or friends dropping in can disrupt your work and the work of others. Unannounced visitors can also be a liability. To ensure the safety of RDC's guests and employees, and to maintain a degree of efficiency in our daily operations, all employee guests must be cleared with either John or Kathy prior to their arrival, and must register at the Rockywold Office upon arrival. Visits should only take place while the employee is off duty and should not infringe on the privacy of room and dorm mates. Employee visitors are allowed to visit for a maximum of three days, and visits are limited to a total of eight guest nights per season for each employee. Guests under 18 years of age are not permitted in staff dorms. Employees are held responsible for the actions of their visitors. Having employee guests at Camp is a privilege RDC is not obligated to extend. Please refer to page 11 for additional employee guest information.

If an employee wishes to have an occasional guest join them for an employee meal, the employee must get approval from John or Kathy and the Dining Room Manager, pay for that meal and get a meal ticket at the Rockywold Office prior to the meal. A limited number of these meals may be charged at the employee rate. Rates are posted in the Rockywold Office.

A reduced rate of \$91.00 is available to employees wishing to have parents or relatives stay as regular guests at Camp. This is a per-person, nightly rate for family members wishing to stay overnight at our guest lodge facilities. This rate includes three meals during guest meal hours.

To receive this reduced rate, employees must make a request to the Reservation Clerk at the Main Office (Roswell) at least one week in advance of the family member's arrival. The visit is dependent upon availability in one of RDC's lodge facilities and is limited to a total of eight guest nights per season for each employee. Upon arrival, all employee guests **MUST REGISTER** at the Camp office where they will be staying.

## CARE AND PROTECTION OF CAMP PROPERTY

To ensure the safety of our community, and to maintain a degree of efficiency in our operations, please report damages or needed repairs A.S.A.P. Employees add to their own reputation and well-being when they use supplies and equipment properly. We are proud to say that it is rare to have property stolen or vandalized at RDC; *however, if anyone is caught vandalizing property or stealing equipment, supplies, food, guest or employee belongings, etc., that employee may be dismissed immediately.*

Employees are expected to help set an example for the entire RDC community by picking up litter when it is noticed and by turning off lights, heaters, etc., when not in use.

At RDC, we intend to maintain the rustic integrity of our facilities. Graffiti, no matter how tastefully done, rarely enhances the natural character of our Camps. Therefore, we ask for your help in protecting our facilities by reporting any form of vandalism or graffiti to Camp Administration.

## SAFETY AT WORK

Make safety your first priority while working at RDC. Your supervisor will do his or her best to alert you to any potentially dangerous situations. However, it is your responsibility to: follow all safety instructions given to you by your supervisor(s); read and follow all safety related materials given to you by Camp Administration; and use common sense while on and off duty during your employment at RDC. The following is a list of some general safety advice:

- Headphones are not to be used during work hours for safety reasons as well as communication reasons during the guest season. Exceptions may be made with permission from your supervisor.
- For safety and guest service reasons, cell phones are not to be used during work hours. Exceptions may be made with permission from your supervisor. Never text and drive.
- Practice good housekeeping to avoid slips and falls. Clean up spills and keep all areas free of clutter, especially in heavily traveled areas.
- Use caution, proper techniques, or ask for assistance when lifting and moving heavy objects.
- Always read the labels before using cleaning chemicals, paints, etc.
- When driving a motor vehicle on Camp property, always drive at a speed under 10 miles per hour. Never drive motor vehicles or boats recklessly.
- Do not operate Camp power tools or equipment unless given permission and instructions by one of our year-round Maintenance Staff.
- Notify your supervisor or the Maintenance Staff of any potential hazards you become aware of i.e., rotten boards, loose railings, protruding nails, hanging tree limbs, faulty electrical equipment, etc.
- Always wear the appropriate personal safety equipment for the job (i.e. eye and ear protection, proper footwear, gloves, etc.).
- **DO NOT SIT OR LEAN ON RAILINGS.** Many of RDC's railings were built years ago out of materials grown on the property. Most were built to maintain RDC's rustic character. These railings are not intended to support a great deal of weight, but instead are intended to enhance the natural character of the property.
- **REPORT ALL ACCIDENTS AND INJURIES TO YOUR SUPERVISOR OR THE ADMINISTRATIVE STAFF AS SOON AS POSSIBLE.**
- Refer to the RDC Safety Manual for more information.

## WHAT SHOULD I DO IF I GET INJURED AT WORK?

*In a life-threatening situation, seek emergency treatment immediately.* Otherwise, if you get injured on the job, immediately notify your supervisor or one of the Administrative Staff. Hourly and salary employees should see Becky Frost at the Rockywold Office and fill out a “First Report of Injury” form. Employees on contract should see Ann Rampulla at the Main Office (Roswell) and fill out an “RDC Accident Report” form and IHI claim form.

## FIRE SAFETY

Most RDC facilities are old wooden structures, susceptible to fire; therefore, **do not use open flames**, i.e. candles, lanterns or grills in or near any RDC facility. Learn the location of fire extinguishers and fire escapes and know how to use them. When using Camp fireplaces, be sure the screen is snug against the fireplace and a full bucket of sand is next to the fireplace. Do not leave a fire unattended. Please stop fueling the fire long before you plan on leaving the room. If coals are still hot when you plan to leave, separate the coals with a poker, again being sure the screen is snug against the fireplace and always keep flammable objects, such as newspapers, kindling, wood, rugs, etc., a safe distance from the fire. The bucket of sand is to be used for emergency situations only.

Electrical maintenance is to be done only under supervision of RDC year-round Maintenance Staff and licensed electricians. Report any possible defects immediately to the Maintenance Department. *Turn off computers, lights, heaters and appliances when not in use, or when leaving rooms.*

Continuous ringing of the dining room bells (one minute or longer) denotes a fire in Camp. The meal time bell will ring for only 20-30 seconds. Become familiar with the Employee Fire Emergency Procedures. You will find these procedures in your Employee Manual and posted throughout Camp at all RDC intercom/phone stations.

## SMOKING & TOBACCO PRODUCTS

*For health and safety reasons, RDC forbids smoking (of any substance, including electronic cigarettes) and the use of tobacco products on or near RDC property. Failure to comply with this rule is grounds for immediate dismissal.*

## WORK ATTIRE

RDC and Sodexo employees, while on duty, are required to wear khaki or tan colored pants, shorts or skirts and plain, dark blue shirts with a nametag. RDC will issue staff shirts according to which department you are assigned. To help guests identify you as an RDC employee when the weather is cool, please bring a dark blue sweater or sweatshirt (these items may also be purchased at the Camp Store at a reduced price). NO ripped, torn or patched clothing is permitted.

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Tank tops are permitted when the weather is hot, but they must be long enough to be tucked in and the straps should not be less than 1 inch (2.5cm) wide. Shorts must be khaki or tan colored with a minimum 3 inch (7.6cm) inseam. Choose rugged, comfortable work shoes, sneakers or lightweight hiking boots to wear while on duty. For safety reasons, sandals are not to be worn by Outside Crew or Food Service employees while working.

To help leave a positive impression on our guests, employees must arrive to work well groomed, clean and neat. Facial jewelry is not permitted while on duty, unless approved by your supervisor. If wearing a cap, it is to be an RDC cap and worn with the visor in front. While on property, during off-duty hours, we ask that your clothes be **appropriate and in good taste** (no alcohol or tobacco advertisement, sexually provocative clothing, no profanity, racial slurs or otherwise inappropriate clothing). Thong bathing suits are not permitted. Please keep in mind that this is a *family* camp.

**DINING ROOM DRESS CODE:** If, on occasion, it is necessary to be in the dining room during the guest meal hour, employees must abide by the dining room dress code which is: *No caps, tank tops, bathing suits or bare feet at any meal. Casual sportswear is acceptable for breakfast and lunch, but more appropriate dress is recommended for dinner (non-athletic shorts, pants, collared shirt for men; dresses, skirts, pants, non-athletic shorts for women).*

## WAGES

The bi-weekly pay period begins on Saturday morning and ends on Friday evening. All employees are required to fill out time sheets showing their hours of work. Your supervisor will inform you where time sheets for your department are kept. All time sheets must be turned in to your supervisor no later than Saturday morning at 8:00 a.m. for processing. No one is permitted to fill out another employee's time sheet. Anyone who falsifies the information recorded on a time sheet is subject to disciplinary action, up to and including immediate termination of employment. Please use the appropriate colored time sheet for your department.

All RDC employees will be paid every other Wednesday. Ann Rampulla, the Finance Manager, will distribute paychecks at lunchtime. If, for some reason, you are not available when checks are being distributed, checks may be picked up at the Main Office (Roswell). Wage information is to be kept confidential. Paychecks cannot be cashed at Camp.

American on-site employees have a weekly deduction for room and board (housing and meals). The contract arrangement with most international employees does not allow for a room and board deduction.

## GRATUITIES

Guests may wish to reward employees for exceptional service; however, employees are paid with the understanding that gratuities are not required. Gratuities are considered taxable income.

## BONUS SYSTEM

Providing RDC has a successful season both operationally and financially, RDC often wishes to reward and thank its employees who have performed exceptionally well by offering a bonus at the completion of the Camp's fiscal year (October 31<sup>st</sup>). Seasonal staff who work more than 10 weeks at over 30 hours per week may earn up to 10% of their season's gross salary (maximum of \$300) if they meet the following criteria while employed at RDC:

- 1) If, when evaluated at the end of the season by his or her supervisor and administration, the employee is rated a "5" on a scale of 1 to 5, that employee can earn up to 10% of his or her season's gross salary (maximum \$300); if rated a "4", up to 6%; if rated a "3", up to 2%; and if rated below average, no bonus would be given.
- 2) Stay to his or her commitment date established at the time of their interview. This is critical for a successful season. Staff members who leave earlier than expected put a tremendous burden on the remaining staff. Employees who do not live up to their commitment may not be asked to return to RDC for future employment.
- 3) Leave all RDC property in good condition, particularly employee living accommodations, common areas and bathrooms, and return all RDC equipment in good condition.
- 4) Adhere to our policies on acceptable night time behavior on Camp property.

Note: We will also extend this bonus system to hourly Sodexo employees, providing Sodexo meets its budget.

*Of course, any bonus paid is awarded at the discretion of RDC.*

## CAMP STORE & ZODIAC (GAME ROOM)

Employees currently receive a 30% discount on most clothing and gift items at the Camp Store. Additional clothing items considered to be part of the RDC uniform can be purchased at a rate of 10% above RDC's wholesale cost (quantities limited). Check with the Storekeeper for a uniform list. At Zodiac, all sundries, fishing equipment and food items are at retail price. Camp Store and Zodiac hours are posted outside the buildings and around Camp.

## ALCOHOL & OTHER DRUG POLICY

New Hampshire's legal drinking age is 21. Employees who are under 21 years of age are not allowed to drink or be in possession of alcohol on RDC property. RDC is a unique community committed to providing a wholesome family Camp environment for its guests and staff. The responsible and discreet use of beer and wine is allowed at designated areas on RDC property and only by off-duty staff that are of legal drinking age. Employees are not allowed to have any other type of alcohol in their possession at RDC. If hard alcohol is found, it will be confiscated and disposed of. *The inappropriate or illegal use of alcohol and other drugs by RDC employees may result in immediate dismissal.*

RDC strongly encourages its off-duty staff to take advantage of the many healthy recreational opportunities our area has to offer.

The designated areas where employees of legal drinking age can possess and responsibly consume beer and wine are: in the confines of their room or the room of an employee of legal drinking age (unless the room is located in an alcohol-free dorm) and at the Staff Pavilion. This privilege will only be extended at RDC as long as alcoholic beverage containers are disposed of promptly and properly, underage drinking does not take place, and abusive or disturbing behavior does not occur as a result of the use of alcohol. If, at any time, your work performance is affected by the use of illegal drugs or alcohol, immediate action will be taken in accordance with RDC's disciplinary sanctions. Drinking is not allowed at Roswell, except with permission from John J. or Kathy.

**ALCOHOL-FREE DORMS:** All employee living accommodations occupied by employees who are under 21 years of age are considered to be alcohol-free. Depending on the interest of employees who are of legal drinking age, a number of additional dorms will be designated alcohol-free. This arrangement is voluntary for employees who are 21 years of age or older. Those who choose to live in an alcohol-free dorm simply agree to not enter the building with alcohol or consume alcohol in the building.

## CHURCH SERVICES

Off-duty employees are invited to the non-denominational services at Church Island. For those whose work schedules do not allow morning attendance, RDC will do its best to assist employees with weekly transportation to and from church.

## GUEST AREAS

We are here to serve our guests and to help make their time here the most enjoyable and memorable experience possible. Without our guests, we would not have the opportunity to be a part of this special environment or to meet the unique people that associate themselves with RDC. While we as employees are able to spend the better part of the summer here, and get paid for our service, the guests are only here, in most cases, for one or two weeks. Guests also pay a fair price for their experience at RDC. Therefore, guests have priority concerning the use of all recreational facilities. RDC has set aside various facilities for employee use. When off duty, we encourage employees to use their designated facilities, while also respecting guest privileges.

Guest Dining Rooms may be used only during designated staff meal times. The Guest Dining Room and kitchen areas are closed to guests and staff (who are not assigned to work there) after the evening meal and in between meals. *RDC does not provide snacks for employees outside of the designated meal hours.* However, snacks may be purchased in Zodiac (Map #47) daily until 10:00 p.m., and beverages are available at the Employee Dining Room (Map #25) 24 hours a day.

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Camp Offices are very busy areas; use them for business purposes only. *The offices are not to be used by employees for socializing or for making personal phone calls.* Phones are available for employee use in the Employee Dining Room (Map #25) and at the Ma Bell buildings (Map #40 and #93A). Ma Bells are reserved for guest use from **9 a.m. to 4 p.m. Monday through Friday**. Phone cards are available for purchase at the Rockywold Office.

Main Docks and Floats are for guest use only. Employees may use Needle Point and its float for swimming and the Finger Docks (aka Staff Docks) in Rockywold. Please keep these areas clean. The Finger Docks are also used as an overflow area for docking guest boats. In keeping with Camp quiet hours, these areas are not to be used after 10 p.m.

Playhouse – Employees are encouraged to attend Camp sponsored activities at the Playhouse, such as square dances, talent shows, guest speaker presentations, etc.

Guest Cottages – **Employees are NOT permitted to use guest cottages.** This includes times when the cottages are not occupied.

## EMPLOYEE RECREATION

The Staff Lounge at the Roswell building (Map #115) and the Staff Pavilion (Map #118) are located further from guest accommodations, giving staff a bit more latitude for nighttime activities. Employees using the Staff Pavilion should be considerate of employees who live in the adjacent dormitories. Sound systems at these facilities should be turned off no later than **12 midnight**. The Roswell Staff Lounge is available for employee use (i.e., to watch TV or movies, play games, use the computers, etc.). We ask staff to leave powerful sound systems at home and remember not to use powerful car stereos when on Camp property. RDC reserves the right to direct the removal of any device used in a way which disrupts the experience of our guests and staff.

Employee Recreation Areas – The Employee Dining Room (Map #25), Staff Weight Room (Map #28), Staff Pavilion (Map #118) and the Roswell Staff Lounge (Map #115) are places for gatherings and socializing with other employees. Large gatherings outside dormitories are highly discouraged and at the discretion of the night watch person. Ping pong, billiards, foosball, weight lifting equipment, various board games, TV, DVD/VCR, stereo and a fireplace are available to employees after work hours and on days off. These facilities are yours to enjoy; please keep them clean and dispose of trash and recycling in the appropriate containers. Because we have minors on our staff, alcohol is not allowed in any public or common area with the exception of the Staff Pavilion. *This privilege will only be extended at RDC as long as alcoholic beverage containers are disposed of promptly and properly, underage drinking does not take place, and abusive or disturbing behavior does not occur as a result of the use of alcohol.* Do not store alcoholic beverages in the refrigerators at Roswell.

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The Staff Pavilion is for the use of current staff only. However, after approval from John J. or Kathy, former staff members are allowed at the pavilion as a guest of a current staff member. They **must** also be signed into the Employee Guest Book at the Rockywold Office. Current staff members are responsible for the actions of their guests. Organized parties with music are allowed on Saturday nights only. The parties must be approved by John J. or Kathy. Pavilion parties are a privilege RDC is not obligated to extend. This facility is yours to enjoy as long as it is kept clean and in good repair. Please dispose of recyclables and trash promptly and properly.

Basketball Courts may be used when guests do not wish to use them. However, guests will often ask staff to join their game. The courts are lighted for night use.

Piano at Music Hut may be used when guests do not wish to use it. Please sign out the key at either Rock or Deep Offices and be sure to return it before the offices close. The Music Hut is available from 8:00 am to 8:30 pm, when not in use by guests.

Ball Field – Check with the Recreation Staff Supervisor regarding times in which the ball field is free from scheduled activities.

Picnics – On occasion, food for picnics or other special activities can be substituted for regular meals, with permission from John or Kathy and the Food Service Director.

Tennis Courts – Employees may use the Deephaven Courts during the following times:

Sunday: All afternoon until darkness

Monday through Friday: 6:00 p.m. until darkness

Other courts may be used if guests have not signed up for that particular time slot. To help keep our clay tennis courts in top condition, *never play on the courts when the nets are down, and only play in smooth-soled sneakers.* Employees may use the Tennis Practice Wall when not in use by guests.

**ORGANIZED EMPLOYEE RECREATION ACTIVITIES** are strongly encouraged at RDC. A designated staff person will help organize activities and trips for staff during their off-duty hours. We will also continue to assist employees wishing to organize wholesome group activities for staff. Interested parties should talk to John or Kathy regarding possibilities. Activities from past years include: hiking or bicycling trips, various field games or sporting events, movies, trips to concerts, pizza parties, shopping excursions, theme dinners, etc. Staff and guests under 18 years of age are not permitted on staff outings unless approved by John or Kathy and the parents of the minor.

**GENERAL RECREATION ACTIVITIES** – When participating in a recreational activity at RDC, please remember that the primary goal of any such event is to have fun. Please do not participate in games that may be above your physical capability. Parents/babysitters should monitor children's participation in these activities.

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**SWIMMING** – Because RDC swimming areas and cottage docks have multiple uses (swimming, docking boats, picnicking, sunning, etc.), it is essential that precautions are taken to avoid potentially dangerous situations. Precautions include:

- a) DO NOT swim beyond 150 ft. from shore without being accompanied by a canoe, kayak or rowboat. It is very difficult for a boat moving at even a reasonable speed to see or hear a swimmer in open water.
- b) It is advisable to swim with someone who has the ability to help if necessary.
- c) Never substitute the use of floating devices for swimming ability.
- d) The lake bottom slopes steeply in many places; non-swimmers should take extreme care.
- e) Do not use breakable objects such as glass, near docks or swimming areas.
- f) No child should be left unattended at cottage docks or swimming areas. There are no lifeguards; parents/babysitters are responsible for the supervision of their children.
- g) Observe personal safety rules, such as not swimming when overheated, exhausted or during an electrical storm and diving only in known and safe depths.

**POWER BOAT USE AT RDC** - Unless given special permission by one of the Co-General Managers, Camp power boats are to be used only for work purposes, during work hours. Boating can be both a joy and a hazard. Safety must be every boater's highest concern. On the following pages are RDC's Boating Rules and Regulations, along with key provisions of the New Hampshire State boating law. *For the protection of individuals and the Camps, motorboat operators must read and observe these regulations and are strongly urged to review the complete New Hampshire State boating laws found in the "Boater's Guide" located at either Camp office.*

### **RDC BOATING REGULATIONS**

- 1) RDC prohibits the docking and use of boats with motors above 25 horse power. RDC guests and staff are advised not to dock or moor boats with motors above 25 horse power elsewhere on the lake. Visitors operating boats with motors above 25 horse power may not dock or pick-up and drop-off passengers without permission from the management.
- 2) NH state law prohibits operating a motorboat at a speed greater than six mph (headway speed) within 150 feet of the shoreline. *RDC asks employees and guests to operate motorboats at headway speed within 300 feet (100 yards) of the shoreline.*
- 3) RDC employees and guests should operate boats at headway speed and avoid any form of high speed boating in Bennett Cove or in the vicinity of the Deephaven shoreline.

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- 4) The State of New Hampshire does not set an age limit for the operation of motorboats 25-horsepower or under. RDC, however, does not permit guest children under 12 years old to operate a motorboat unless accompanied by someone at least 18 years old. *It is the responsibility of all adult RDC guests to ensure that their children of all ages know and understand these regulations.*
- 5) Do not exceed the maximum capacity of the boat.
- 6) If the weather seems threatening, please limit your boating activities and stay near the shoreline.
- 7) All boats including: canoes, kayaks, SUPs and hydrobikes must carry Coast Guard approved life preservers (one per person) of a size appropriate for the intended user. Children 12 years old or younger **MUST** wear a life preserver while the boat is in operation. Failure to comply could lead to a fine up to \$85.
- 8) All powerboats must have a fire extinguisher and horn or whistle on board.
- 9) All boats, including canoes and kayaks, must operate proper running lights after sundown. Boat lights can be purchased at Zodiac.
- 10) All power and sailboats must be registered.
- 11) To prevent the spread of invasive aquatic weeds, anyone who brings a boat to RDC must remove all aquatic weeds from their boat and trailer before launching and before transporting to another body of water.
- 12) Operating a boat while under the influence of alcohol is extremely dangerous and illegal.
- 13) Scuba divers and snorkelers display a "Diver Down" flag to mark the diving area. Divers and snorkelers must stay within 150 feet of their diver's flag. Vessel operators must stay at least 150 feet away from a displayed flag. The diver's flag (*See below*) is a rectangular red flag with a white diagonal stripe used to indicate diving activities are in progress on New Hampshire state waters.



Diver's Flag

- 14) All RDC guests (and staff) operating a motorboat or renting/using an RDC water craft of any kind, **MUST** sign the RDC Boating Agreement form available in either office or from the Harbor Master.

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- 15) Be aware that anchoring boats overnight without a state-issued mooring permit is a violation of state law and may result in impoundment by the Marine Patrol.

RDC's directors are dedicated to the principle that the 25hp limit for powerboats is essential to ensuring a truly *inclusive* Squam Lake community and a *sustainable* ecosystem for future generations to enjoy.

**BICYCLING** – A limited number of bicycles are made available for employee use. Bicycles **must be checked out and checked back in by the staff at Zodiac** (Map #47). A \$10.00 refundable deposit is required when a bicycle is checked out. Bicycles cannot be signed out for more than two days per week. Employees must read and sign a release form and must wear a helmet when riding bicycles owned by RDC. If an employee using an RDC rental bike is seen riding without a helmet, that employee will lose bicycle use privileges. If the bicycle is not returned on time, or if the employee is riding without a helmet, the \$10.00 deposit will not be refunded but will be added to the "All Staff Tip Pool". While we encourage our staff and guests to walk or bicycle in place of driving on Camp property whenever possible, we expect our bicycling staff and guests to be considerate of pedestrians (walkers or runners) by following these guidelines:

- 1) Pedestrians always have the right of way. Slow down when approaching pedestrians, or any group of people. Please be courteous when passing pedestrians or other bicyclists.
- 2) Bicyclists should obey New Hampshire traffic laws and avoid reckless behavior. Bicycles are NOT allowed on interstate highways.

**HIKING TRAILS** – At RDC we are fortunate to have many pleasant hiking trails extending from our property into the surrounding area and into the White Mountain National Forest. Trail maps, guidebooks and compasses can be purchased at Zodiac (Map #47). Hiking info is also available at either of the Camp offices. Many staff members at RDC are quite familiar with area hiking trails.

If planning a hike, please use their knowledge by asking them questions or having them accompany you. Some guidelines for hiking on or off Camp property are:

- When walking or running on trails, be aware of poison ivy, ticks, protruding rocks and roots, etc.
- Be sure to carry a flashlight at night. It is a good idea to carry one on any hike or after dinner at Camp in case you are unexpectedly caught in the dark.
- Campfires are against the law, except by permit.
- If going on an extended hike, be sure to carry and know how to use a map, compass and guidebook. Take the time to learn about your hike before starting out. Time your hikes, be aware of your direction, and prepare for any adverse situations. Always carry water, a first aid kit, flashlight, cell phone and emergency overnight gear for any lengthy hike. It is advisable to hike with at least one other person and to let someone at Camp know your plans.

## E-MAIL FACILITIES & INTERNET ACCESS

For staff members who bring their own computers, we have “limited” free wireless internet access. For those who do not have their own computers, the Roswell Staff Lounge (Map #115) has a computer designated for staff e-mail use. Our bandwidth is limited and used by many guests and staff. Ma Bell internet connections are reserved for guest use from **9 a.m. to 4 p.m. Monday through Friday**. Several streaming video sites have been blocked for all RDC users to help improve overall internet service. Please DO NOT Skype with video, download music, movies or other large files. “Peer to Peer” (P2P) file sharing is illegal and is not allowed at RDC. If this occurs on a regular basis, our wireless provider will discontinue service to those individuals. Be sure to LOG OFF the internet and power down your personal computer when finished with your session.

## USE OF CAMP VEHICLES

Any use of Camp vehicles on property, including golf carts, must be cleared by John or Kathy. Vehicle operators are limited to holders of a current driver’s license and who pass a test with their supervisor. ***RDC work vehicles are to be used by on-duty employees during work hours only.*** When driving a motor vehicle on Camp property: 1) Always drive carefully and at a speed of under 10 miles per hour, and under 5 miles per hour where posted; 2) **Never stand** on vehicles or **dangle legs** outside the vehicle while it is moving; 3) Do not use cell phones while driving on Camp property; 4) Do not load a vehicle beyond its capacity (golf carts are restricted to no more than four people at a time); 5) Golf carts are not allowed on walking paths; 6) Do not drive unlicensed vehicles or golf carts to transport guests unless given specific permission from John or Kathy. Please be aware that the golf carts accelerate and drive in reverse very fast. Use caution!

Staff use of Camp vehicles off property, is restricted to a limited number of assigned drivers only. Special trips may be arranged to enable employees to cash their checks at the bank. From time to time, with permission from John or Kathy, Camp vehicles may be used by authorized drivers for staff outings when the vehicle is not needed for business purposes. Off Camp use of any RDC truck must be cleared with a year-round Maintenance staff member.

Vehicles must be signed out at the Rockywold Office. To become an authorized RDC driver, employees must possess a U.S. driver’s license, pass an in-house driver’s test, must have a clean driving record, must agree to be responsible for the care and cleanliness of the vehicle, and must see that money is collected from the passengers. Money envelopes and forms listing the required amount due can be found in the vans. RDC vehicles, used for staff outings, must be back on property no later than midnight. As a general rule, to justify the use of a Camp vehicle for a staff outing, there must be enough staff interested in that outing to fill the vehicle to at least 75% of its capacity. Transporting alcohol in a Camp vehicle is **not allowed**. Speeding or reckless driving of any kind, on or off Camp property, may be grounds for immediate dismissal.

## PERSONAL VEHICLES ON CAMP PROPERTY

Employees are to park personal vehicles at designated parking areas only. Staff living in Rockywold will park their cars in the lot behind the Rock Ice House. Staff living in Deephaven will park in the lot near the Oakridge woodshed. DO NOT park at any staff dorms other than Hampton and Baldwin. Personal vehicle use is unnecessary on Camp property, since all facilities and activities are generally within comfortable walking or bicycling distance. Soon after your arrival at Camp, you must register your vehicle at the Rockywold Office. Employees are expected to help maintain the natural character of Camp by using personal vehicles only to leave or return to Camp property, unless John or Kathy specifically approves other use. Employee vehicles should have properly working exhaust systems. Noisy mufflers are neither appreciated nor allowed.

## FIREARMS

Seasonal employees are not allowed to possess firearms/guns, ammunition or any other weapons on RDC property.

## RECYCLING

Each dorm has two containers; one for recyclable items and one for trash. A list of recyclable items will be posted in each dorm. Recycling containers will have blue liners. An assigned person from each dorm should empty these containers on a daily basis at the Recycling Shed (Map #35) in Rockywold or at the Deephaven Holding Area (Map #64). These same recycling rules apply to all staff and guest areas, including Ball Field picnics and Staff Pavilion. Look for the blue liner!

## LOST AND FOUND

Any items found by an employee should be turned in immediately to either Camp Office. The item **must be tagged stating when, where and by whom** it was found. Found items of any value will be stored at RDC's Main Office for one year in hopes that its owner will claim it.

## HARASSMENT POLICY

RDC intends to provide an environment that is pleasant, healthful, comfortable, and free from intimidation, hostility or other offenses that might interfere with work performance. Harassment of any sort – verbal, physical, visual – and on any basis will not be tolerated.

Harassment can take many forms. It may be, but is not limited to: words, signs, pictures, jokes, pranks, intimidation, physical contact, or violence. Harassment may be, but is not necessarily, sexual in nature.

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Sexually harassing conduct may include unwelcome sexual advances, requests for sexual favors, or any other verbal or physical contact of a sexual nature that prevents an individual from effectively performing the duties of their position. It can also create an intimidating, hostile or offensive working environment.

All RDC employees have a responsibility for keeping our work environment free of harassment. Any employee, who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to their immediate supervisor or any management representative with whom they feel comfortable. When management becomes aware that harassment might exist, management will take prompt and appropriate action, whether or not the victim wants RDC to do so.

Once any incident of harassment has been reported to a manager or other management representative, appropriate investigation and disciplinary action will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved. Any employee found to have harassed a fellow employee or subordinate would be subject to severe disciplinary action or a possible discharge. RDC will also take any additional action necessary to appropriately address the situation. No adverse employment action will be taken for any employee making a good faith report of alleged harassment.

## DISCIPLINARY SANCTIONS

*RDC has been fortunate to attract employees who are, for the most part, hardworking, conscientious, honest, sincerely friendly and accommodating. We, as employees, have an enormous influence on the quality of the experience for both guests and staff. It is up to each of us individually to make each summer the best that it can be for everyone associated with RDC. We are all capable of this and we expect that each summer will be a huge success. To ensure a successful season, we must live by the policies and rules contained in this Seasonal Employee Manual. RDC has built a solid reputation for having outstanding employees. Unfortunately, it does not take many negative actions to tarnish a reputation. More importantly, these policies are in effect to help ensure the health, safety and general well-being of the entire RDC community, and to maintain a degree of efficiency in our operations. Therefore, if an employee does not abide by the policies contained in RDC's Seasonal Employee Manual, the following steps will ordinarily be taken:*

First Offense – A written warning. The employee will be asked to clarify and discuss any misunderstanding in expectations with his/her supervisor and/or administrators.

Second Offense – Termination of employment, suspension or monetary fine, depending on the severity of the violation.

However, the type of discipline administered and the notice given will be determined on a case-by-case basis at the Camp's discretion, based upon the nature and circumstances of the violation. To the extent that the Camp publishes any steps of discipline, those steps are offered as guidelines that the Camp may, but need not necessarily, follow.

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The list of incidents which may give rise to disciplinary action cannot be completely set forth in this manual as it is difficult to anticipate all situations that may arise. RDC reserves the right to discipline or discharge employees for other reasons, whether or not the incident at issue is listed in this manual or in any other publication as being one which might result in disciplinary action. Moreover, nothing contained in this section of the manual lessens the right of RDC to discharge an employee without cause. All employees are hired as employees-at-will and can be terminated at any time and for any reason by Camp.

Examples of VIOLATIONS OF CAMP POLICY include, but are not limited to:

- \* Use of Guest Cottages without permission
- \* Failure to observe safety guidelines or other rules or policies of RDC, including those contained in this manual.
- \* Arriving late or not showing up for work.
- \* Failure to perform job duties satisfactorily.
- \* Smoking or using candles in or near any RDC facility.
- \* Use of any tobacco products while on RDC property.
- \* Repeated failure to observe quiet hours.
- \* Inviting or allowing unauthorized employee guests to use RDC facilities.
- \* Stealing or destruction of any Camp, guest or employee property.
- \* Speeding or driving any vehicle inappropriately.
- \* Taking part in any action that has a recognizable risk of causing harm to another.
- \* Failure to provide common courtesies to guests.
- \* Reporting to work out of uniform and/or ungroomed.
- \* Failure to abide by RDC's alcohol and other drug policy statement.

It is in the best interest of RDC and of its employees that there is flexibility in the administration of policies and procedures. Therefore, RDC reserves the right, at any time and without notice, to revise, change, or eliminate any policy or benefit described in this manual.

Employees who do not appear to be meeting RDC's employment expectations will be initially asked to clarify and discuss any misunderstanding of expectations with their supervisor and/or administrators. If, over a reasonable period of time there has not been an improved working relationship, RDC will consider terminating that individual's employment. Some reasons for termination of employment are: violations of Camp policy, conduct that brings discredit to RDC, or reduction in work force because of budget or reorganization consideration.

Depending on the severity of the violation, RDC may choose to impose a fine or terminate an employee immediately after the first offense. However, RDC is hopeful that disciplinary sanctions will not be necessary during this season!

If you have any questions about anything in this manual, please be sure to ask John Jurczynski or Kathy Wheeler.

BE SURE TO SIGN THE MAUNAL RECEIPT FORM AT ORIENTATION.

BE SURE TO **RETURN THIS MANUAL** TO THE MAIN OFFICE PRIOR TO YOUR LAST DAY OF EMPLOYMENT WITH ROCKYWOLD-DEEPHAVEN CAMPS.

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RECEIPT

I have received a copy of the RDC Seasonal Employee Policies Manual (May 2017) and have either read it or have had it read to me carefully. I understand all of its rules, policies, terms and conditions and agree to abide by them. I realize that failure to do so may result in disciplinary action or termination. I understand and agree that my employment may be terminated at will, so that both RDC and I remain free to choose to end our work relationship at any time. I also understand that RDC remains free to change, revise, or eliminate any or all of these employment policies at any time.

I understand that nothing in this Seasonal Employee Manual in any way creates an express or implied contract of employment between RDC and me.

Date: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_

Employee's Name (Printed): \_\_\_\_\_