

# RED WING FAMILY YMCA CAMP PEPIN



## Employee Manual

Revised January 1, 2008

## **YMCA Mission**

To put Christian principles into practice through programs that build healthy spirit, mind and body for all.

## **YMCA Vision**

We build strong kids, strong families, strong communities.

## **YMCA Core Values**

The YMCA's Core Values of Character Development are Caring, Honesty, Respect and Responsibility.

## *Red Wing YMCA Mission*

*To enhance the quality of life for individuals and the community through programs that build healthy spirit, mind, and body.*

## *Red Wing YMCA Values*

- Y We are an organization based on Christian values.*
- Y We respect the diversity of individuals, their culture, religious background, and ethnic origin.*
- Y We provide life enhancement opportunities for all persons.*
- Y We work to strengthen family life.*
- Y We serve as a common meeting ground for the community.*
- Y We maintain an organization of employees and volunteers who are committed to high standards, accessible, involved, and respected.*
- Y We promote total human health.*
- Y We have fun.*

*In Short... We Change People's Lives.*

*Welcome to the YMCA!*

*Welcome to the Red Wing Family YMCA. The Red Wing Y is a nonprofit, charitable, tax-exempt organization, which was founded in 1869.*

*The YMCA has a Board of Directors comprised of members of the community who are elected for three year terms. The Board of Directors establishes the YMCA's mission and policies and hires the Executive Director to implement them. It is the Executive Director's responsibility to hire, supervise and make personnel decisions regarding all additional employees, although the Executive Director may choose to delegate some of these responsibilities to other managerial staff within the YMCA.*

*Under the Executive Director, the Camp Director oversees Camp Pepin, located a half-hour drive away in Stockholm, Wisconsin. The Camp Director is responsible for hiring seasonal and full-time employees at the camp, and for ensuring the delivery of programs to user groups throughout the year.*

*As a member of the YMCA staff, you will have an opportunity to learn, contribute and grow professionally. The YMCA recognizes the importance of each employee's contribution to the YMCA's success. These contributions are most effective when all staff members work together as a team. The team's goal is to provide the best service possible. Your loyalty and dedication to furthering the reputation and integrity of the YMCA is of utmost importance.*

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## **History of the Red Wing YMCA and Camp Pepin**

The YMCA was first formed as a bible study group for young men in 1869. It was a fairly loosely run organization during its first few decades. In 1909, James Lawther gave \$51,000 to construct a new YMCA at the present site. The original building housed a pool, a gym, several meeting rooms, and sleeping rooms. At one time there was a single lane bowling alley and a tennis court. In 1916 Joseph Saul was hired as physical director. Saul was to eventually take over as executive director in a career that spanned 42 years. Saul remained a legendary figure at the Y where he served as a teacher and leader for thousands of boys.

Access by females started on a very limited basis in 1915. Up until the 1960's females had access to the Y only one night a week.

The present building was built in three phases. The first phase was completed in 1970 and the second in 1980. In 2001, a new \$7.5 million expansion renovation project was completed. Current membership totals nearly 5300 members.

Summer camp programs began in 1924 when Joe Saul, the director of the Red Wing YMCA, led a group of 18 boys to set up camp at Point Au Sable near Frontenac on Lake Pepin. The session lasted for 10 days and cost the campers \$5 each. Joe guided all of the activities and did all of the cooking for the boys. Eight years later, in 1932, the summer camp program moved across the lake to a rented property on Deer Island between Pepin and Stockholm, Wisconsin. By 1935, several acres of this property were acquired by the Red Wing YMCA through the generosity of John C. Friedrich.

Camp Pepin began as a summer boys' camp. The original dining hall was built just above the beach (where the flagpole now stands). The screened-in porch of the dining hall also served as the sleeping quarters for the campers. Behind the dining hall sat the bath and shower house building. Two other buildings (little red cabins referred to as "The Swamp" and "The Shack") were located just east of the old dining hall; they housed the summer camp directors.

In 1955, new construction was needed at Camp Pepin, including repairs to the sagging roof on the dining hall. To answer this call, youth work secretary Mentor Larsen brought together fourteen men to form the Y's Mens Club. The Y's Men have since added new cabins at camp, beginning with a memorial cabin to Joe Saul in 1964. These new structures would help to accommodate the growing number of campers, which by 1963 had grown to a total of 183 boys and girls between June 7<sup>th</sup> and Labor Day. Other youth groups that visited in October pushed the attendance at Camp Pepin that year to nearly 300.

Although the camp nearly closed in 1972-73, due to a ravaging storm and decreasing enrollment, donations of money and labor helped rebuild the camp, and in a few years, the need for a new dining hall became necessary. Construction by the Y's Men began on the current dining hall in April of 1976 and was completed in 1978. Shortly thereafter, the Y's Men also erected a steel flag pole (on the site of the old dining hall) to face Lake Pepin in commemoration of Silas B. Foot, who contributed much to the planned expansion of the YMCA's activities.

A challenge course was added to the camp in 1992. Then, in 1999, a new winterized lodge was built, allowing camp to become a year-round adventure and retreat facility. The latest additions to the camp in 2004 are bathrooms on both the Faith/Friendship building and the Y's Men II building, and a year-round home for the camp director.

## **General Expectations**

Every employee is expected to abide by the policies of the Red Wing Family YMCA and Camp Pepin as stated in the terms and conditions of his or her Employment Agreement, Employee Manual, and Job Description. Employees are also expected to read and understand the Standard Operating Procedures that govern various functions of camp. Any violation of these could result in the employee's termination.

## **Evaluations**

Employees will be evaluated regularly (seasonally by their peers for summer staff or annually by their supervisors for full-time staff members) for job performance based on how well they are meeting their specific responsibilities listed on their job descriptions. A formal written review will be provided to staff members by their supervisors at the end of each evaluation.

## **Termination**

An employee may be terminated for any of the following reasons:

- A. A violation of the terms and conditions of his or her Employment Agreement.
- B. The conclusion of seasonal employment.
- C. A discontinuity of the employee's position.

A staff member that is terminated must vacate staff housing and camp immediately following the termination; personal belongings of the terminated staff member must be claimed and removed from the camp premises within 48 hours of the termination.

## **Pay Procedures**

Paychecks will be distributed on the 15<sup>th</sup> and last day of each month. When a normal payday is a holiday or weekend, checks will be distributed on the previous working day. Checks are distributed at the YMCA front desk, and will be delivered to camp by YMCA personnel. Any discrepancies or questions about your pay should be raised and answered to your satisfaction. Although the accounting department makes every effort to be accurate, mistakes may occur. Please bring any such error to the attention of the Camp Director and the payroll administrator.

## **Timesheets**

All non-exempt camp employees are responsible for completing and submitting time sheets, which are located in the Camp Office. Timesheets should be filled in accurately and will be double-checked by your supervisor. Exempt camp employees do not need to fill out timesheets, as their payrolls will be calculated and submitted by their supervisors.

## **Benefits, Time Off, and Absences**

All staff members receive housing and meals at no cost while camp is in session, and are also trained in First Aid and CPR for free, and optional Lifeguarding (on a space-available basis) for a minimal cost. All staff members also have scheduled time off during the week and on weekends. Personal time off may be requested. Unexcused absences may be cause for corrective disciplinary actions and/or termination.

## **Pets**

Pets are not permitted in seasonal staff housing units.

## **Living at Camp**

Seasonal staff are welcome to stay at camp during their off-duty times, such as on weekends. However, camp rules, policies, and standard operating procedures still apply and must be followed. Areas of camp that are off-limits or potentially hazardous will be explained upon arrival.

## **Parking**

Seasonal staff living on-site or off-site should leave their vehicles in the designated paved parking area. Visitors (except delivery personnel, who may park temporarily in the delivery entrance behind the Dining Hall) should also leave their vehicles in the designated paved parking area. Year-round staff living on-site may leave their vehicles in designated parking areas outside of their residences. Camp vehicles should be left in the designated paved parking area.

## **Workers Compensation**

All employees are covered under the Worker's Compensation Act. To be eligible for worker's compensation benefits, an employee has to incur an accidental injury in the course of and arising out of employment. It is designed to: 1.) Pay medical expenses for an on-the-job injury, and 2.) Pay a portion of the employee's lost wages. If you are injured on the job, no matter how slight, you must report the accident or injury to your supervisor.

## **Standards of Professionalism**

We often hear the term "professional" used to describe someone who conforms to the technical or ethical standards of a profession. But what are the characteristics of a professional? We encourage all employees working for the YMCA to adopt the following characteristics of successful and professional non-profits.

- Be aware of your personal appearance and grooming. Conform to the dress code described below.
- Be conscious of your language, courtesy, manners, and conduct with other employees and members.
- Exhibit a noticeable sense of commitment to quality and member satisfaction
- Absorb every available source of knowledge on and off the job.
- Demonstrate a sense of "professional pride" in your work habits, be an ambassador of our services and the YMCA.

## **Professional Conduct**

Employees shall present themselves in a courteous and professional manner at all times. This includes how employees portray themselves publicly, including personal internet sites. Negative, abusive, profane or obscene gestures or language will not be tolerated by the YMCA. The purveying or promoting of illegal or sexual images by any YMCA employee will also not be tolerated. Employees violating this policy will be subject to disciplinary action, termination of employment, and possibly criminal charges.

Verbal and or physical threats against management, the YMCA, members, or fellow employees could subject the offending employee to termination as well as law enforcement charges by the YMCA. Assault on a fellow employee or client will be grounds for immediate dismissal.

## **Character Development**

All staff are expected to be role models of the YMCA values: honesty, respect, caring, and responsibility. These values are important to live by and should also be taught and shared with children and members in YMCA programs.

## **Telephone Courtesy**

Telephone courtesy is of prime importance in establishing the YMCA's professional image in the community. Standards of telephone courtesy at the YMCA are as follows:

- Answer all calls within three rings
- Answer all calls with "Thank you for calling the YMCA, this is     Your Name    ."
- Always go back to acknowledge a waiting party every 30 – 45 seconds; offer your help or take a message.
- Put a smile in your voice. Be helpful and pleasant.
- To be of maximum help to our members, speak distinctly and directly into the receiver.
- Minimize placing or receiving personal phone calls during working hours. Excessive personal telephone use will not be permitted and constitutes a basis for disciplinary action.

## **Relations with Members**

We have a keen appreciation of our responsibility to our members. The promptness with which our members are waited upon; the courtesy and concern displayed; the care, skill and pride in your work; neatness; the appearance of the premises – all influence the member to continue coming to the YMCA.

Here are some tips to remember:

- Greet members promptly and politely; do not keep them waiting
- Call members by their names
- Return telephone calls promptly
- Be friendly. Show sincere concern.
- Keep promises.
- Look and act the part of the professional person you are.
- Be tactful

The success, continuation of our business, and the security of our jobs, depend upon the number of satisfied Y members we create and keep. None of us should ever forget that the person we work for is the member.

## **Communications with Members**

It is generally discouraged for YMCA employees to maintain anything other than a professional demeanor when in the presence of our members, either at camp or off the premises. This would include personal communications with members through various media, such as telephone calls, written letters, emails, text messages, and the internet. Employees are not permitted through any means to maintain personal communications that have not been screened and approved by the YMCA with members who are minors.

## **Personal Appearance/Dress Code**

Employees must attire themselves in a neat, clean, and businesslike manner. A staff shirt should be worn with a nametag; both will be given to you. If you are without a staff shirt or name tag, please see your supervisor. Khaki or similarly-colored pants should also be worn. On non-arrival and non-departure days, personal attire that is neat in appearance, appropriate in content, non-suggestive, and non-offensive is acceptable in lieu of YMCA-issued staff attire at the discretion of the Camp Director.

### **Children and Visitors**

If a child is brought to the YMCA, the employee must hold the YMCA harmless in the event of a child's injury or accident while on the premises. Likewise, friends and family members visiting employees during working hours is discouraged.

### **Personal Sports Equipment and Weaponry**

Any recreational or outdoor sporting equipment, including equipment that could be classified as weaponry, is generally prohibited from the premises unless approved by the Camp Director. The unapproved possession of firearms or other weapons on the YMCA property will be grounds for immediate dismissal. Approved personal sports equipment must be used and stored safely and properly according to camp policies.

### **Sexual/Personal Harassment Policy**

The YMCA is committed to an environment for our employees which is free of sexual harassment. Such conduct is defined by the EEOC as unwelcome sexual advances, requests for sexual favors, or other verbal or physical acts of sexual or sex-based nature. Sexual harassment includes sexual advances, requests for sexual favors, unwelcome or offensive touching, and other verbal, graphic or physical conduct of a sexual nature. The term personal harassment also includes, but is not limited to verbal, non-verbal, or physical conduct relating to an individual's race, color, sex, religion, national origin, citizenship, age, or disability. Public nudity or displays of intimate or sexual conduct may also be sexually offensive and a form of harassment, and are therefore not permitted on YMCA property. Employees who feel they are a victim of harassment should report the situation to the Executive Director.

### **Theft**

Unauthorized possession or use of any YMCA property constitutes grounds for immediate dismissal and the filing of criminal charges.

### **Eating**

Eating while on duty is discouraged. If you must eat, please do so in the kitchen, gameroom, or back room out of view. At Camp Pepin, eating during non-meal times should be kept out of view of camp guests.

### **Smoking**

Smoking is not permitted in any building on camp, or in public view. Adults wishing to smoke may do so discretely in the parking area by the maintenance building, and should dispose of cigarette butts safely and properly.

### **Drugs and Alcohol**

Drugs and alcohol are not permitted on the camp premises. For your own safety, you are prohibited from working under the influence of drugs and alcohol. Impaired conduct endangers yourself, your co-workers, and our guests, and it damages the reputation of the YMCA. Management may require an employee to submit to a drug or alcohol test where there is probable suspicion of drug or alcohol use, or in the event of an accident while at camp.

## **Emergency Procedures**

### **Emergency Telephone Numbers**

Fire/Police/Ambulance: 911  
Executive Director: 651-385-0573 (home)  
Building Superintendent: 651-388-3481  
Camp Director: 715-442-3811  
Camp Cell Phone: 651-380-4671

### **Location of Fire or Emergency Exits**

Emergency exits will be posted in each building.

### **Fire**

If a fire is observed on or near camp, camp staff members should immediately announce the emergency by ringing the camp bell continuously, then call 911 to report the fire. Persons reporting the fire should give their name, the camp's name and address, the fire's location at camp, and a description of the size and nature of the fire. If the fire is inside of a building, all persons within are to exit the building through a main door, marked by an "EXIT" sign. If the main door is blocked, all persons should locate an alternate door marked by an "EXIT" sign, or open a window and knock out the screen. For any floors that are not at ground level, a safety ladder will be located underneath one of the windows for use. Fire extinguishers are located throughout all buildings and should be used to fight small fires only. Camp staff members should instruct all persons to proceed to the Flag Pole, line up in cabin groups, and await further directions from camp administrative staff or from fire department personnel.

### **Severe Weather or Tornado**

In severe weather or a tornado is reported or sighted, camp staff members should immediately announce the emergency by ringing the camp bell continuously. Camp staff members should instruct all persons to proceed to the lower level of the Dining Hall and line up in cabin groups. Once there, all persons should sit down facing the rear wall and bathrooms, duck their heads, cover the back of their heads with their hands, and await further directions from camp administrative staff.

### **Flood**

In case of a flood, camp staff members should immediately announce the emergency by ringing the camp bell continuously. Camp staff members should instruct all persons to proceed to the paved parking lot off of East Lake Drive (which is the highest point at camp), line up in cabin groups, and await further directions from camp administrative staff.

### **Lost Person Emergency:**

If a lost person is reported, the Camp Director should be immediately notified. The Camp Director will assign the Program Director and any available camp staff members to begin searching program buildings (Dining Hall, Recreation Hall, Health Office/quarantine rooms, Lodge), program areas (Athletic Field, Waterfront, Boating, Arts & Crafts), cabins, bathrooms, and backwoods areas (Challenge Course, Archery, BB's). Results should be reported back to the Camp Director either by radio or in-person. Once these areas have been searched, the Camp Director will extend the search to outlying areas, such as the nearby woods and roads. (A camp vehicle should be used to search East Lake Drive, West Lake Drive, and Deer Island Road.) If the lost person has not been found after these searches, the procedures for a Waterfront Emergency Lost Swimmer search will go into effect until the lost person has been located, or professional rescuers have cleared the situation.

**Lost Swimmer Emergency:**

In the event of a waterfront emergency, the buzzer at the Boathouse will be turned on and sounded through the duration of the emergency. The swimming area should be evacuated and the Camp Director, who will contact 911, should be notified. The Health Care Coordinator will remain on-call in the Health Office to provide help if the victim is found. Under the direction and supervision of the Waterfront Director, the waterfront staff (except for the Assistant Waterfront Director) will immediately perform a search underneath the docks and the raft. All staff cabin leaders who are swimmers should report to the waterfront and begin a search-and-dive rescue procedure, led by the Assistant Waterfront Director and under the direction and supervision of the Waterfront Director. All campers should proceed to the Recreation Hall and line up in cabin groups at designated areas, marked by signs with the cabin names. The Program Director, who will be stationed in the Recreation Hall, will check in with each cabin group to determine if all campers are present, and report the results by radio to the Camp Director, who will be stationed in the Athletic Field for easy visibility. The Challenge Course Director will conduct a search of the backwoods area, and report the results by radio to the Camp Director. Any unassigned non-swimmer staff will report to the Camp Director in the Athletic Field for assignments in conducting a cabin and bathroom search. They will report the results in-person to the Camp Director, who will then assign them to a land area on or near camp to search for the lost swimmer. Once the lost swimmer has been located, or professional rescuers have cleared the situation, the buzzer in the Boathouse will be turned off, signaling that the emergency is over. All staff and campers should then report to the Recreation Hall for further instructions.

**Cardiac Emergency:**

In the event of a cardiac emergency, camp staff members should immediately call 911 with as much information as possible (such as the victim's age, condition, etc.), and begin checking the victim's vital signs. If rescue breathing is necessary, a mask or face shield should be used. Other staff should keep people away from the immediate area and direct emergency personnel to the victim as they arrive.

**Stranger in Camp**

Anytime a stranger (who is anyone that is not recognized) is in camp, camp staff members should approach him or her to ask, "Hello. May I help you?" Often, it will be someone who just stopped by to see the camp or an alumnus who wanted to visit. Guide the person to the Camp Office and contact the Camp Director. Do not leave the stranger alone. If the stranger seems suspicious, staff members should approach and remain with the stranger in pairs. If the stranger goes into hiding, camp staff members should immediately announce the emergency by ringing the camp bell continuously. The Camp Director will contact 911 for a police dispatch to the camp, and camp staff members should instruct all persons to proceed to the upper Dining Hall, line up in cabin groups, and await further directions from camp administrative staff.

**Reporting Accidents/Injuries:**

Report any employee or member accident or injury to your supervisor. An accident/incident report should be filled out for any situations requiring medical attention.

## **Relations with the Media**

Should an emergency situation occur at camp, there is a good chance that we will be contacted by the media. Therefore, all employees should know how to work with the media in a cooperative, but not compromising, manner.

Here are some guidelines in doing this:

- Be polite. Assure the media that you would like to assist them by locating someone who would be able to work with them. For example, you may say, "I am not at liberty to speak on behalf of the YMCA, but I can find you someone who is."
- Never give any information yourself, no matter how factual you believe it to be. Always refer the media to the Camp Director or to the Red Wing YMCA Executive Director.
- Never say, "No comment."
- Keep a record of all media contacts.
- Even if it is the media, they are still strangers in camp, and all policies regarding this should be followed.

## **Conclusion**

The greatest asset our YMCA will ever have is satisfied members. Each of us must appreciate the fact that satisfying our members is our number one priority. It sits at the very core of our YMCA's ability to thrive and prosper.

A significant factor in delivering member satisfaction evolves around the quality of service we offer. In our organization, service is our "product." It is a product that each of us must deliver day-in and day-out. Even if we do not deal directly with members on a regular basis, our efforts do make a difference. It is part of everyone's job to deliver a quality service product, whether it be face-to-face or behind the scenes.

The quality of the service we offer cannot be separated from the quality of the provider. This means that each of us individually holds the key to the YMCA reaching the pinnacle of member satisfaction. If we try our very best to provide better service today than we did yesterday, we will have made great strides in ensuring a future for our YMCA and for ourselves. We must never lose sight of the fact that the impression we leave on our members is an advertisement, good or bad. Every time we provide service to the member we either improve the member's perception of the YMCA or diminish it.

As we proceed each day to provide quality service for our members, it will serve each of us well to keep in mind these words: Member satisfaction is an all-of-the-time thing, not a some-of-the-time thing. It is based on meeting the needs and wants of the members as they see them, not as we see them. It is treating each individual member as if that member were our only member.

This Manual has been prepared with the intent of anticipating many questions you may have. If, after reading this, you have unanswered questions, you are encouraged to discuss them with your supervisor.

The YMCA has the right to make and enforce new rules and to enforce, change, or abolish or modify existing rules, YMCA policies, procedures or benefits applicable to employees as it may deem necessary or advisable.

**Acknowledgment of Understanding and Agreement**

I certify that I have received a copy of the Red Wing Family YMCA Camp Pepin's Employee Manual, and that I understand and agree to comply with the policies and procedures contained therein. I understood that this Manual is not intended to be nor constitutes an agreement for employment. I understand that the operating policies and procedures contained in this Manual can be changed at the sole discretion of the YMCA without prior notification.

Employee \_\_\_\_\_

Date \_\_\_\_\_