



CAMP
SPOFFORD

Volunteer Handbook



Hiring Process for Volunteers

All volunteers are required to submit the same necessary paperwork to volunteer at Camp Spofford. Whether you are volunteering for a day, a week or the entire season, please take the time to complete all the necessary documentation. Required paperwork includes:

- Electronic Application
 - Married couples with the same contact info can complete one application
- Contract
 - Once applied you will receive a contract for the dates you will volunteer
- I-9 Form
- Background Check
- Abuse Prevention Online Training
 - In addition to the required paperwork, all volunteers are required to partake on our Abuse Prevention Training. It is an online training course, and you will be provided a username and password upon hire. ***It must be completed prior to your start date.***

Important Information to Know

- As a volunteer, you report to the supervisor of the department you are working with. You will be introduced to your supervisor upon arrival.
- In the event of an emergency you are welcome to contact Executive Director, Dan Syvertsen at 603-219-4428
- Insurance Coverage
 - Volunteers are not covered under Camp Spofford's workmen's compensation policies
 - Camp Spofford does have a secondary insurance policy that is available for you to use if you are injured while at Camp Spofford. Contact Mary LaPorte if you have any questions about this.
- Conduct and Behavior
 - Gaining or granting unauthorized access to computers, devices, software or data is prohibited.
 - Personal telephone calls and electronic messaging (via land line or cell phones) should not interfere with a volunteer's responsibilities on the job
 - Volunteers must not use the Internet in a manner that would reflect poorly upon their Christian Faith; such as pirating software; downloading copyrighted, trademarked, or patented material; stealing passwords; hacking other computer systems on the Internet; or engaging in any illegal or viewing inappropriate and pornographic sites or activities
 - Camp Spofford maintains a drug, alcohol and tobacco free workplace policy
 - When at work, volunteers are responsible for maintaining a professional image and representing Camp Spofford and themselves well both to internal staff and external guests or visitors.



Meals, Usage and Programming Policy

We are so grateful for the time you are giving to volunteer. We are also happy to offer you and your family the opportunity to enjoy Camp Spofford when volunteering. We have two tiers of volunteer usage, based on the hours worked during a week:

Summer Adult Staff/Volunteer

- Minimum of 6 weeks during the summer
 - No minimum hour requirement
- Camper Registration Discount
 - 1 week of overnight **OR** 2 weeks of day camp per child
 - Discount is 100%
 - Aftershock
 - Discount is 50%
- Family Camp Programming
 - No Charge for Adventurers, Explorers, Pre-Campers and/or Nursery

Weekly Adult Staff/Volunteers

- Camper Registration Discount
 - Less than 25/hours in a week
 - 1 week of overnight **OR** 1 week of day camp per child
 - Discount is 50%
 - Aftershock
 - Discount is 25%
 - 25 hours or more
 - 1 week of overnight **OR** 1 week of day camp per child
 - Discount is 100%
 - Aftershock
 - Discount is 50%
- Family Camp Programming
 - No Charge for Adventurers, Explorers, Pre-Campers and/or Nursery



Harassment-Free and Discrimination-Free Workplace

Camp Spofford is committed to providing a workplace free of harassment, intimidation, threats, coercion, and/or discrimination based on such factors as gender, race, color, religion, national origin, ancestry, age, physical disability, mental disability, medical condition, marital status, sexual orientation, family care leave status, or veteran status. Harassment includes verbal, physical, and visual conduct that creates an intimidating, offensive, or hostile working environment that interferes with work performance. Such conduct constitutes harassment when:

- submission to the conduct is made either an explicit or solicit condition of employment;
- submission to or rejection of the conduct is used as the basis for an employment decision;
- it interferes with an employee's work performance or creates an intimidating, hostile, or offensive work environment.

Harassing conduct can take many forms and includes, but is not limited to, slurs, jokes, statements, gestures, and pictures or cartoons regarding an employee's sex, race, color, disability, medical condition, ancestry, marital status, sexual orientation, family care leave status, or veteran status.

Sexually harassing conduct in particular includes all of these prohibited actions as well as other unwelcome conduct such as requests for sexual favors, conversation containing sexual comments, and unwelcome sexual advances.

Code of Conduct with Youth

The following policies are intended to assist staff and volunteers in making decisions about interactions with youths. For clarification of any guideline, or to inquire about behaviors not addressed here, contact your supervisor.

No form of abuse will be tolerated, and confirmed abuse will result in immediate dismissal from our organization. All reports of suspicious or inappropriate behavior with youths or allegations of abuse will be taken seriously. Our organization will fully cooperate with authorities if allegations of abuse are made

- Youths will be treated with respect at all times.
- Youths will be treated fairly regardless of race, sex, age, or religion.
- Staff and volunteers will avoid affection with youths that cannot be observed by others.
- Staff and volunteers will not stare at or comment on youths' bodies.
- Staff and volunteers will not date or become romantically involved with youths.
- Staff and volunteers will not have sexually oriented materials, including printed or online pornography, on Camp Spofford's property.
- Staff and volunteers will not have secrets with youths and will only give gifts with prior permission.
- Staff and volunteers are prohibited from working one-on-one with youths in a private setting.



Mandatory Reporting

All volunteers must follow state specific mandatory reporting requirements. Staff should be trained to be aware of and understand their legal and ethical obligation to recognize and report suspicions of mistreatment and abuse. Volunteers will:

- Be familiar with the symptoms of child abuse and neglect, including physical, sexual, verbal, and emotional abuse.
- Know and follow organization policies and procedures that protect youths against abuse.
- Report suspected child abuse or neglect to the appropriate authorities as required by state mandated reporter laws.
- Follow up to ensure that appropriate action has been taken.

Confidentiality

Camp Spofford requires that its volunteers maintain a policy of professional confidentiality. Information of a personal nature, including medical information, which is shared with any volunteer member will be held in the strictest of confidence, to be shared only with others who have a valid need to know. If someone deems it important to communicate with a third party the information shared in confidence, it is important to request permission from the individual(s) who confided in him/her.

Grievances & Complaints - Open Door Policy

Misunderstandings or conflicts can arise in any organization. To ensure effective working relationships it is important that such matters be resolved before serious problems develop. Most incidents resolve themselves naturally; however, should a situation persist that you believe is detrimental to you or to Camp Spofford, you should follow the procedure described here:

- Step One
 - o Discuss the complaint with your immediate supervisor. If you are not satisfied with your supervisor's resolution of your complaint, you are encouraged to proceed to Step Two.
- Step Two
 - o If your complaint was not resolved following discussion with your supervisor, you are encouraged to request a meeting with the Executive Director. If resolution of this complaint is still not satisfactory, you are encouraged to proceed to Step Three.
- Step Three
 - o If your complaint was not resolved satisfactorily through the first two steps and you wish to pursue the problem or complaint further, you may forward a written summary of your complaint to the Board and request that the matter be reviewed. The Board will review the pertinent facts, consult with the Executive Director and /or others, and make a decision.



Discipline Procedure and Rules of Conduct

Violation of rules of conduct or accepted norms of behavior which may adversely affect Camp Spofford and its employees or volunteers is sufficient grounds for disciplinary action, up to and including discharge. The degree of discipline issued may depend on such things as the severity of the violation, the repeat nature of the violation and overall performance record.

- a documented verbal warning;
- a written warning, copy of which is placed in the employee's personnel file;
- a final warning and/or possible suspension from work for a stated period of time pending investigation of an incident;
- termination.

When misconduct occurs, the employee may or may not be allowed to continue working during the investigation, depending on the nature of, and circumstances surrounding, the incident. Should disciplinary action result and it is felt that such action is not justified, the Open-Door Policy outlined earlier in this handbook may be used.

The Leadership of Camp Spofford reserves the right to (a) bypass any of the disciplinary steps depending on the nature or infraction of the violation and (b) consider extenuating circumstances. We will also report any criminal or abuse accusations to the appropriate authorities immediately.

The following are examples of unacceptable conduct, which may result in disciplinary action, up to and including termination of employment:

- Conducting personal business, including the solicitation of membership or funds.
- Using Camp equipment or property without permission
- Although not all inclusive, the following list of specific violations will likely result in termination of employment upon the first offense:
 - Binding the camp or any of its employees to any contract or agreement without the express written approval by an officer of Camp Spofford.
 - Use of drugs or alcohol on Camp property
 - Attempting, threatening or causing bodily injury to others.
 - Using offensive or abusive language.
 - Communicating confidential information to unauthorized persons.
 - Acts of insubordination toward a supervisor, including failure to follow specific instructions.

This list is not all-inclusive and does not create a contractual right not to be terminated for any reason, or no reason, at any time.