PINEWOODS

CREW MANUAL

June 1, 2019

***HISTORY***

Pinewoods Camp was initially known as “Pine Tree Camp”, and was founded in 1919 by Helen Osborne Storrow as the very first National Girl Scout Leadership Training School. Mrs. Storrow, a very active supporter of the Girl Scouts, was also involved with the growth and development of English country dancing in the U.S. She was the first secretary and later the president of what is now known as the National Country Dance and Song Society (CDSS). From the beginning, Pine Tree Camp included English country and Morris dancing as part of its early programs.

By 1933, the programs became focused on music and dance. Girl Scout programs continued at the camp for another two years, after which they moved to another nearby Storrow property. In 1935 the name was changed from Pine Tree to Pinewoods Camp. By then CDSS had moved their summer school programs to the camp, and for the next 11 years, Pinewoods was run as an adult dance camp. Sessions were always two and sometimes three weeks long. Helen Storrow died in 1944, and left the property to Lily and Rick Conant. The Conants ran the dance camp as a labor of love, often with a deficit and always with little money for capital improvements or maintenance. Over the years, programs expanded to include folk music and chamber music. The camp was also available to other non-dancing groups, and some houses were rented out to families for summer vacation use. The Pilgrim Fellowship held retreats and workshops for teenagers, and for 30 years Richard Conant hosted a social workers’ weekend called the Pinewoods Institute. Gradually, dance programs expanded to include sessions offered by the Folk Arts Center of New England, the Country Dance Society, Boston Centre, and the Royal Scottish Country Dance Society.

By 1975, Pinewoods Camp, Inc. (PCI) was formed to raise money for the purchase of the camp property. It was made up of representatives of all the current user groups, the Conant family, and pond neighbors. The property was purchased from the Conant family in 1976, and PCI has run the property ever since. The first task after the purchase of the property was a campaign to repair many years of deferred maintenance.

Today, with a number of new camper cabins, bathrooms, septic and water systems, and a rebuilt camp house and dance pavilions, Pinewoods hosts around 140 campers at each of 15 sessions throughout the summer. While our campers are mostly adults, the camp does offer two week-long and two weekend family sessions. We are deeply committed to continuing the tradition of traditional music and dance for future generations, and preserving the pristine environment of our very special surroundings. We are also committed to remaining at our current capacity, and to carefully design and build any new buildings so that they blend into the “feel” of Pinewoods Camp.

**EMPLOYMENT POLICIES**

**Overview and At-Will Statement**

Pinewoods Camp, Inc. (“PCI” or “Pinewoods”) is dedicated to providing and maintaining, through its employees, the highest quality of service to our patrons. Every employee has a responsibility to meet this goal, and it is PCI’s desire to reward employees consistent with the philosophy, policies and benefits structure.

This Crew Manual is designed to help familiarize you with the policies, practices, rules, and procedures which apply to your employment. The contents of this manual are guidelines only and supersede any prior manual. Neither this manual nor any other company guidelines, policies or practices creates an employment contract.

PCI has the right, with or without notice, in an individual case or generally, to change any of its guidelines, policies, practices, working conditions or benefits at any time. Many matters covered by this manual are also described in separate official documents. Those official documents are always controlling over any statement made in this manual or by any manager.

Employment with PCI may be terminated at any time with or without cause or reason by either the employee or PCI. This notice applies to all employees regardless of date hired.

###### **Equal Employment Opportunity**

PCI is firmly committed to providing equal employment opportunity. We value diversity and recognize that building a company where employees of many backgrounds work together will benefit not only our business, but also our community and society. This means there can be no discrimination in any conditions of employment, including, but not limited to, recruiting and hiring, opportunities for advancement, participation in training programs, wages, salaries, or benefits.

Simply stated, equal opportunity means every individual is treated fairly and impartially and has an equal chance for job opportunities within the company, regardless of race, religious creed, skin color, age, sex, sexual orientation, gender identity, national origin, religion, disability, military service, or any other classification protected by federal, state, and local laws and ordinances. All employees deserve to be treated with respect and dignity.

We will reasonably accommodate employees and applicants with disabilities and sincere religious beliefs and/ or practices unless doing so would impose an undue hardship on our operations. If you believe you need a reasonable accommodation, please contact the Office Manager.

Any violation of this policy, whether by employees, customers, suppliers or other business contacts, will not be tolerated. If any employee believes someone has violated this policy, the employee must bring the matter to the attention of the Office Manager. PCI will promptly investigate the facts and circumstances of any claim that this policy has been violated and take appropriate corrective action.

No employee will be subject to, and PCI prohibits, any form of discipline or retaliation for reporting perceived violations of this policy, pursuing and such claim or cooperating in the investigation of such reports. Any violation of this policy will result in disciplinary action, up to and including termination.

**Electronic Communications and Internet Usage**

The Internet is a constantly growing worldwide network of computers and servers that contains millions of pages of information. Users are cautioned that many of these pages include offensive, sexually explicit, and inappropriate material. Users are further cautioned that it is difficult to avoid at least some contact with this material while using the Internet. Even innocuous search requests may lead to sites with highly offensive content. Additionally, having an e-mail address on the Internet may lead to receipt of unsolicited e-mail containing offensive content. Employees and users accessing the Internet do so at their own risk and understand and agree that PCI is not responsible for material viewed or downloaded by users from the Internet. To minimize these risks, your use of the Internet at PCI is governed by the following policy:

**Permitted Use of Internet and Company Computer Network**

The computer network is the property of PCI and is to be used for legitimate purposes. Users are provided access to the computer network to assist them in the performance of their jobs and to maintain their personal lives away from camp. Additionally, certain users may also be provided with access to the Internet through the computer network. All users have a responsibility to use PCI’s computer resources and the Internet in a professional, lawful and ethical manner. Abuse of the computer network or the Internet, may result in disciplinary action, including possible termination, and civil and/or criminal liability.

**Computer Network Use Limitations**

**PROHIBITED ACTIVITIES.** Without prior written permission from the Executive Director, the PCI computer network may not be used to disseminate, view or store commercial or personal advertisements, solicitations, promotions, destructive code (e.g., viruses, Trojan horse programs, etc.) or any other unauthorized materials. Occasional limited appropriate personal use of the computer is permitted if such use does not a) interfere with the user's or any other employee's job performance; b) have an undue effect on the computer or company network's performance; or c) violate any other policies, provisions, guidelines or standards set in this handbook. Further, users are responsible at all times for the professional, ethical and lawful use of the computer system. Personal use of the computer is a privilege that may be revoked at any time.

**ILLEGAL COPYING.**  Users may not illegally copy material protected under copyright law or make that material available to others for copying. You are responsible for complying with copyright law and applicable licenses that may apply to software, files, graphics, documents, messages, and other material you wish to download or copy. You may not agree to a license or download any material for which a registration fee is charged without first obtaining the express written permission of the company.

**Duty not to Waste or Damage Computer Resources**

**FRIVOLOUS USE.** Computer resources are not unlimited. Network bandwidth and storage capacity have finite limits, and all users connected to the network have a responsibility to conserve these resources. As such, users must not deliberately perform acts that waste computer resources or unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to, sending mass mailings or chain letters, spending excessive amounts of time on the Internet, playing games, engaging in online chat groups or other social media, uploading or downloading large files, accessing streaming audio and/or video files, or otherwise creating unnecessary loads on network traffic associated with non-business-related uses of the Internet.

**VIRUS DETECTION.** Files obtained from sources outside the network, including disks brought from home, files downloaded from the Internet, newsgroups, bulletin boards, or other online services; files attached to e-mail, and files provided by customers or vendors, may contain dangerous computer viruses that may damage the computer network. Users should never download files from the Internet, accept e-mail attachments from outsiders, or use disks from non-PCI sources, without first scanning the material with the approved virus checking software. If you suspect that a virus has been introduced into the PCI computer network, notify the Office Manager immediately.

**Blocking Sites With Non-productive Content**

PCI has the right to utilize hardware and software that makes it possible to identify and block access to Internet sites containing non-work-related content connected with such things as (but not limited to) Drug Abuse; Hacking; Illegal or Unethical material; Discrimination; Violence; Child Abuse; Adult Materials; Advocacy Organizations; Gambling; Extremist Groups; Nudity and Risqué content; Pornography; Tasteless content; Weapons; Sexual Content; Sex Education; Lingerie and Swimsuits; Online Gaming; Freeware and Software Downloads; File Sharing and Offsite Storage; Streaming Media; Peer-to-peer File Sharing; Internet Radio or TV; Internet Telephony; Online Shopping; Malicious Websites; Phishing; SPAM; Advertising; Brokerage and Trading; Web-Based Personal E-mail; Job Search; Social Networking; Web Chat; Instant Messaging or IM; Newsgroups and Message Boards; Digital Postcards; Education; Personal Websites or Blogs; Content Servers; Domain Parking; Personal Privacy; Finance and Banking; Search Engines and Portals; Government and Legal Organizations; Web Hosting; Secure Sites; or Web-based Applications.

**Use of Personal Computers to Conduct Company Business**

Users who use their own personal computers in the course of conducting PCI business agree to have a firewall that separates and protects personal information and content from being viewed while accessing work-related content. The approved way of accomplishing this is to create separate personal and PCI-related users on the personal computer. Users can then select the content that is appropriate for each.

**Electronic Communications**

PCI allows employees and independent contractors to exchange business information, both internally and externally via independent Gmail accounts.

Employees may not use e-mail to transmit or receive messages that contain:

* Harassing, defamatory, intimidating or obscene language;
* Copyrighted, proprietary, personal or confidential information, transmitted without explicit authorization;
* Fund transfers, contract approvals, or other financial or legal transactions;
* Communications that violate company policy or any applicable law.

Employees should be cautious about the use of sarcasm, humor and potentially offensive language in e-mail messages: these kinds of messages are easily misinterpreted and potentially damaging, especially when taken out of context. In addition, e-mail can be very quickly (and accidentally) disseminated beyond the immediate and intended recipient. In general, e-mail messages should be courteous, professional and business like.

**Social Media Policy**

PCI recognizes the importance of the Internet in shaping public thinking about our camp and our current and potential, educational programs, employees, partners, and customers. We also recognize the importance of our employees joining in and helping shape industry conversation and direction through blogging and interaction on social media.

PCI is committed to supporting your right to interact knowledgeably and socially in the blogosphere and on the Internet through blogging and interaction in social media. Consequently, the guidelines in this blogging and social media policy will help you make appropriate decisions about your work-related blogging and the contents of your blogs, personal websites, postings on wikis and other interactive sites, postings on video or picture sharing sites, or in the comments that you make online on blogs, elsewhere on the public Internet, and in responding to comments from posters either publicly or via e-mail.

These guidelines will help you open up a respectful, knowledgeable interaction with people on the Internet. They also protect the privacy, confidentiality, and interests of PCI and our current and potential educational programs, employees, partners, customers, and competitors.

Note that these policies and guidelines apply only to work-related sites and issues and are not meant to infringe upon your personal interaction or commentary online.

**Guidelines for Interaction on the Internet**

If you are developing a website or writing a blog that will mention the PCI and/or our current and potential educational programs, employees, partners, customers, and competitors, identify that you are an employee and that the views expressed on the blog or website are yours alone and do not represent the views of the organization.

Unless given permission by the Executive Director, you are not authorized to speak on behalf of PCI, or to represent that you do so.

If you are developing a site or writing a blog that will mention Pinewoods and/or our current and potential educational programs, employees, partners, customers, and competitors, as a courtesy, please let your manager know that you are writing them. Your manager may choose to visit the site or blog from time to time to understand your point of view.

### Confidential Information Component of the Blogging Policy

You may not share information that is confidential and proprietary about PCI. This includes information about trademarks, upcoming product releases, sales, finances, number of products sold, number of employees, company strategy, and any other information that has not been publicly released by the company.  
  
These are given as examples only and do not cover the range of what is considered confidential and proprietary. If you have any question about whether information has been released publicly or doubts of any kind, speak with the Office Manager before releasing information that could potentially harm Pinewoods, or our current and potential educational programs, employees, partners, and customers.

The Pinewoods Camp logo and trademarks may not be used without explicit permission in writing. This is to prevent the appearance that you speak for or represent the company officially.

### Respect and Privacy Rights Components of the Blogging Policy

Speak respectfully about Pinewoods. Do not engage in name calling or behavior that will reflect negatively on our reputation. Note that the use of copyrighted materials, unfounded or derogatory statements, or misrepresentation is not viewed favorably and can result in disciplinary action up to and including employment termination.

We encourage you to write knowledgeably, accurately, and using appropriate professionalism. Despite disclaimers, your Web interaction can result in members of the public forming opinions about us and our employees, partners, and products.

Honor the privacy rights of our current employees and campers by seeking their permission before writing about or displaying internal company happenings that might be considered to be a breach of their privacy and confidentiality.

**Your Legal Liability Component of the Blogging Policy**

Recognize that you are legally liable for anything you write or present online. Employees can be disciplined for commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment. You can also be sued by employees, competitors, and any individual or company that views your commentary, content, or images as defamatory, pornographic, proprietary, harassing, libelous or creating a hostile work environment.

### Media Contact Component of the Blogging Policy

Media contacts about PCI and our current and potential educational programs, employees, partners, customers, and competitors should be referred to the Office Manager for coordination and guidance. This does not specifically include your opinions, writing, and interviews on topics aside from Pinewoods and our current and potential educational programs, employees, partners, customers, and competitors.

**IF YOU POST A PHOTO ON ANY INTERNET PLATFORM YOU MUST RECEIVE AFFIRMITIVE PERMISSION TO DO SO FROM EVERY PERSON WHO APPEARS IN THE PHOTO.**

**EVEN THOSE IN THE BACKGROUND.**

***RULES and REGULATIONS***

###### **Standards of Conduct**

To function effectively, every organization must develop policies and procedures to protect its clients and to insure that co-workers' rights are respected. Generally, conduct which is disruptive, unproductive, immoral, unethical or illegal will not be tolerated.

The following are examples of some, but not all, of the rules which we must all follow regardless of our employee classification. Violation of our Standards of Conduct will lead to disciplinary action which, based on the circumstances of the individual case, could result in corrective action up to and including discharge.

1. Willful violation of any company rule; or any deliberate action that is extreme in nature and is detrimental to PCI’s efforts to operate profitably.
2. Willful violation of security or safety rules or failure to observe safety rules or PCI safety practices, including tampering with PCI tools or safety equipment.
3. Negligence or any careless action which endangers the life or safety of another person.
4. Insubordination or refusing to obey instructions properly issued by your manager pertaining to your work; or refusal to help out on a special assignment.
5. Dishonesty; or willful falsification or misrepresentation on your application for employment or other work records including lying about sick or personal leave, falsifying reason for a leave of absence or other data requested by PCI; or alteration of company records or documents.
6. Breach of confidentiality of personnel information.
7. Obscene or abusive language toward any manager, employee or patron; or indifference or rudeness towards a camper, fellow employee; or any disporderly antagonistic conduct on Pinewoods property.
8. Being under the influence of drugs or alcohol; using drugs and/or alcohol while at work.

**SEXUAL HARASSMENT PREVENTION**

PCI is dedicated to providing all employees with a work environment that is free of unlawful discrimination, which includes freedom from all types of unlawful harassment, including conduct based on race, religious creed, skin color, age, sex, sexual orientation, gender identity, national origin, religion, disability, military service, or any other classification protected by federal, state, and local laws and ordinances. Unlawful sexual harassment may include any unwelcome sexual advance, request for sexual favors, or other verbal or physical conduct of a sexual nature where:

* Agreeing to such conduct is directly or indirectly a condition of employment; or
* Agreeing to or refusing such conduct by an employee is used as the basis for an employment decision affecting that employee; or
* Such conduct interferes with an employee's work performance or creates an intimidating, hostile or offensive work environment.

To prevent unlawful harassment from occurring, Pinewoods maintains a policy that is stricter and more inclusive than the law. For example, an employee may violate this policy by engaging in a single act of inappropriate conduct even if that conduct would not violate the law. Disrespectful, unprofessional behavior based on any of the characteristics above is unacceptable behavior at Pinewoods. PCI will not tolerate any such conduct by supervisors, co-workers, campers, vendors, or suppliers.

This policy is intended to prohibit all offensive conduct, whether verbal, visual, or physical. Unacceptable conduct that violates PCI’s policy includes but is not limited to:

* Slurs, jokes, or degrading comments based on a protected characteristic
* Unwanted attention of a sexual nature
* Unwelcome sexual advances or flirtations
* Physical assaults of a sexual nature
* Unwelcome hugging, touching, or kissing
* Suggestive or lewd remarks
* Requests for sexual favors/propositions
* Display of sexually-suggestive or otherwise offensive pictures or objects
* Intentional physical contact or touching such as patting, pinching, or brushing against another's body
* Using sexually-degrading words to describe an individual
* Unwelcome requests to date another employee

This policy also prohibits any overt or subtle pressure for sexual favors, including implying or threatening that an applicant's or employee's cooperation of a sexual nature (or lack of) will have any effect on the person's employment, job assignment, wages, promotion, any other condition of employment or future job opportunities .

If an employee believes someone has violated this policy, the employee must bring the matter to the attention of the Office Manager. PCI will promptly investigate the facts and circumstances of any claim that this policy has been violated and take all appropriate corrective measures. PCI recognizes the highly-sensitive nature of reporting perceived violations of this policy and will make every effort to keep such matters as confidential as possible, limiting involvement to only those who have a need to know. No employee will be subject to, and Pinewoods prohibits, any form of discipline or retaliation for reporting perceived violations of this policy, pursuing any such claim, or cooperating in the investigation of such reports. We are strongly committed to enforcing this policy at all levels within PCI. Any violation of this policy will result in disciplinary action, up to and including termination.

***DAY-TO-DAY BUSINESS AT PCI***

# HOUSING

**CREW**

All paid crew are assigned cabins. If repairs are needed for your cabin, talk with the Grounds Crew Chief or Office Manager. For your privacy and the privacy of your fellow crew members, campers are not allowed in crew areas. Please no smoking or candles in cabins (see fire safety).

**VOLUNTEERS**

All volunteers share housing with other volunteers. Volunteer housing is generally Corn Riggs for men’s housing and Shrewsbury Lasses for women’s housing. Cottey House may be available, and is usually reserved for long-term volunteers. If you do not feel comfortable with gendered housing, please talk to the Office Manager. Please be respectful of your roommates and allow them to sleep when needed and keep your possessions from spreading all over the room. Campers are not allowed in Corn Riggs and Shrewsbury Lasses.

**OPENING & CLOSING**

You are responsible for opening and closing your cabin for the season. Ask grounds crew for instructions for opening your cabin if you need help.

**FURNITURE & DECORATIONS**

Within reason, you can decorate your space. However, keep in mind that our Fire Marshal frowns on Christmas tree lights and fabric suspended from the ceiling. A box of available décor is located in Pinecones Garage. Remember though, if you put it up, you are responsible for taking it down. Do not make structural changes without permission.

**CLEANING / FOOD & DISHES**

You are responsible for regularly returning all dishes to the Dining Hall, and keeping your cabin reasonably clean. Be forewarned that critters will consider themselves invited if you don’t latch your door (coming *and* going) and if you leave food around.

**NOISE**

Other crew members may be on different work/sleep schedules than you are, so please be respectful of them and keep your noise level down.

# *MEALS/USE OF KITCHEN*

# MEAL TIMES

Meals are served family style in the crew room off the kitchen. Meal times can vary session to session. If you eat vegetarian or have a special diet, you will need to walk around outside to the serving area to get your food. Please remember that crew often gets food before the campers, so please do not leave the crew room with food until both bells have rung. Breakfast is available through the cafeteria style line with the campers.

**Kitchen rule during meal preparation – stay out of crew’s way, especially during the ½ hour before every meal.**

**CREW FOOD**

Crew can store their own food in the crew fridge in the crew room. It must be labeled (with your name and date stored) and cleaned out regularly. Our space is very limited, and cooks are authorized to chuck any unlabeled (or ancient) food items.

**KITCHEN RULES**

1. Campers are not allowed in the kitchen at any time.
2. LOCK UP AT NIGHT - INCLUDING CLOSING WINDOWS!! It is REALLY bad when an animal gets in, because EVERYTHING in the kitchen has to be washed.
3. While you are welcome to eat anytime, you must clean up after yourself and put things back where you found them. And again, stay out of the way of kitchen crew during meal preparation.
4. Leftovers are kept on the shelf immediately to the right after you enter the Walk-In. While you are allowed to eat leftovers, please check before using large quantities of produce, ice cream, or dairy. That might be tomorrow’s dessert.
5. Please keep crew area clean, neat and uncluttered. Everyone is responsible for returning dishes to the dish-line, not just the last folks who finally get a chance to eat. Space is tight, so find someplace else (such as above the crew cubbies) to store instruments and large personal items.
6. You are responsible for learning all dining hall and kitchen procedures.
7. Not everyone will be here for the official kitchen tour, so if a newcomer seems unsure, please orient them.

# WORK HOURS AND GETTING PAID

1. Your supervisor schedules your work hours and days off. You will generally be working between 35 and 40 hours per week depending on your position, with two days off each week. Your days off probably won’t be consecutive. Schedules will be posted each week for all crew.
2. It is important to get the work required done within your scheduled shift. If completing your work assignments take longer, please speak to your supervisor, and please don’t leave an assignment undone without notifying him or her.
3. Changes to your schedule require advanced notice. The more the better. We will do our best to accommodate your needs when possible, but we can’t guarantee that all requests will be granted. Depending on your job, scheduling requests should be made to the Office Manager and/or the Head Cook and Grounds Crew Chief.
4. Crew members are required to attend crew meetings on changeover day. If you are away from camp, you are responsible letting your supervisor know you will not be there and for finding out what was discussed.
5. The pay week is Saturday to Friday. You get paid every two weeks. Paychecks for the previous two weeks will be available by the following Thursday once things get going. First checks during opening may take a bit longer. You need to fill out a time sheet every week and give to your supervisor by the end of the work day on Friday.
6. PCI offers direct deposit to the bank of your choice.

# WHO IS IN CHARGE ANYWAY?

1. **Executive Director (ED)** - The Chief Executive of PCI is responsible for the stewardship of the camp and the welfare of the entire camp community. They report to the Board of Directors.
2. **Caretaker** – The only other year-round employee. Caretaker is responsible for the buildings, infrastructure and grounds. They reports to the Executive Director.
3. **Office Manager** – Is responsible for all administration including purchasing, payroll and all human resources during the season. They report to the Executive Director.
4. **Head Cook** – Is responsible for maintain safe and sanitary working conditions in the kitchen as well as planning all menus and ordering food and supplies. They report to the Office Manager.
5. **Grounds Crew Chief** – Is responsible for maintaining the good appearance and cleanliness of the grounds and buildings. They works closely with the Caretaker who will take on the more complicated repairs. They reports to the Office Manager.
6. **Dining Hall Manager** – Is responsible for all front-of-house activity in the Dining Hall. They works closely with the cooks to coordinate the beginning of meals and the dishwasher to coordinate the end of meals. They also supervises camper volunteers who perform the setting and clearing tasks for each meal. They report to the Head Cook.
7. **Second and Third Cooks** – Share responsibilities for implementing menus with the Head Cook. They take turns running the kitchen for individual meals. They report to the Head Cook.
8. **Kitchen Aides, Dishwasher, Potwasher, Floater** -report to the Head Cook.
9. **Grounds Crew** - Reports to the Grounds Crew Chief.
10. **Volunteers** - When working on grounds, report to the Grounds Crew Chief, when working in the kitchen, report to the Head Cook. If the Head Cook is not available they report to the cook in charge of that meal.
11. Occasionally we may schedule you out of your regular job - either to keep things interesting for you, or to cover for a needed position in an emergency. Stay flexible.
12. All crew will have a meeting with the Executive Director and/or Office Manager before leaving, and may have one during the summer as needed. But feel free to come talk if there is something the either of them needs to know about.
13. Use the weekly crew meeting to talk about issues of concern to you that affect more than just you. That’s why we have them. Make them work for you. Folks usually appreciate it if someone brings up a subject that everyone, it turns out, has been concerned about.
14. If you are having more individual problems with your specific job, please come and talk to us by:
    1. Going to your supervisor first
    2. If you feel there is no resolution, then go to the Office Manager.
    3. If you still feel there is no resolution, go to the Executive Director.

Remember, it’s better to talk it out sooner rather than later. Don’t let things fester.

***CAMP RULES***

1. Crew are responsible for learning and obeying all the current camp rules.
2. Always consider the impact of your actions on the campers. Try not to do anything to make campers uncomfortable. Confine skinny-dipping to crew areas out of the line of sight of campers. If you are not in a crew area, take the lead from the campers (cf. skinny-dipping at Round Pond).
3. We want you to participate, but not dominate the camper activities. Avoid having skit night turn into Crew Talent Night, or taking over late night parties.
4. You must wear shoes in all dance pavilions – no bare feet.

# COMMUNICATION, COMMUNICATION, COMMUNICATION

We want you all to be happy. But even at Pinewoods things can get tense. Things aren’t always clear, different folks tell you different stuff; some things will fall through the cracks. The best way to handle it is to voice your concerns, preferably to your supervisor. Be direct, be open and don’t let stuff brew. If we can fix it, we will. If we can’t, we will try to explain why.

Everyone is expected to treat each other with respect. But sometimes we think we are and it doesn’t feel like it to the other person. Keep in mind that, out of necessity, we can’t run Pinewoods as if it were a democracy. There are a lot of decisions you don’t get to make. There is a hierarchy, and during crunch times and changeover days, we might not have time to explain all the whys and wherefores. We are interested in your opinions, but timing is critical. If you feel your input is needed, or if you feel your input has been ignored, arrange to meet with your supervisor in a non-crunch time.

If speaking with your supervisor fails to resolve the issue, you can pursue the problem within the chain of command. We have a process, and it usually works.

Take responsibility for the whole as well as the parts. Changeover day meetings are crucial because they will help you see the whole. This doesn’t mean you have to do it all, but if you see a problem, we need you to let the appropriate person know. And a “that’s not my job” attitude doesn’t work here at camp.

Finally, things can seem confusing at first, and every week has its own peculiarities. We recommend as sense of humor and a lively appreciation for things quaint and idiosyncratic.

# WORK CLOTHING

1. All crew must wear substantial shoes and protective clothing when necessary.
2. Ticks are a constant danger to the health of crew. Check your clothes and body every night for ticks. If you get bitten report it to the Office Manager IMMEDIATELY. You will need to go to the urgent care facility ad receive prophylactic treatment. PCI will pay for the appointment and medication.
3. Kitchen crew are provided with uniforms. They must also wear a head covering. NO OPEN-TOED SHOES FOR KITCHEN CREW. Kitchen crew need to wear shoes with non-slip soles

# CREW HEALTH AND SAFETY

1. A current tetanus shot is suggested.
2. Report immediately all injuries larger than a hangnail and illnesses to the Office Manager who is required by law to keep track.
3. When ill - DO NOT WORK!! Report immediately to supervisor and make arrangements to cover your shift. Be sure your supervisor knows what's going on.
4. That bears repeating: When ill - DO NOT WORK!! Report immediately to supervisor and make arrangements to cover your shift. Illnesses can spread through camp very quickly.
5. Take someone with you swimming, or have them on shore. DO NOT DRINK AND SWIM OR DRINK AND BOAT.
6. Take care of each other.

# SAFETY AND SECURITY

1. Please keep the Shop, Storage Barn, and Garage locked at night during opening, and all the time during sessions.
2. Report or deal with unauthorized people immediately, but be polite. Refer them to the main office.

3. Report trades people immediately to proper parties - when in doubt, direct to kitchen.

1. PCI is not responsible for your personal items that are of value. Best to keep valuables locked up.
2. Weather – It can be cold! It can be hot! It can be very windy! It can be unpredictable. Be prepared.
3. Animals- respect them, they were here first. Use common sense, no matter how cute they might look. Don’t ever feed them, give them a wide berth, and keep food out of your cabin. Report sightings to main office.
4. It isn’t wimpy to use a flashlight - it gets very very dark on moonless nights.

# ALCOHOL AND DRUGS

1. **Illegal use of alcohol and drugs is prohibited at Pinewoods and will be grounds for dismissal.**  Massachusetts drinking age is 21. Offering alcohol to underage crew, volunteers, or campers at any time will be grounds for dismissal.
2. Crew may not drink during working hours or within two hours of their shift. Arriving for a work shift inebriated or so hung over you can't work is immediate grounds for dismissal.

# PURCHASING AND RECEIVING

1. Town trips are purchasing items for Pinewoods only, but talk to the Office Manager if you need something picked up.
2. If you run into a delivery truck, try to determine whom it is for (kitchen or office, for instance), and notify that person. When in doubt, send truck to kitchen. Deliveries of non-perishables from UPS and Fed-Ex trucks can be left at greeting shed.
3. Crew are not authorized to make purchases on behalf of Camp. If you need something to support your work efforts, tell your supervisor and it will be ordered. PCI does not keep petty cash or reimburse crew for out-of-pocket purchases.

# CREW PHOTOS

We take your photo at the beginning of camp and post them in the camphouse so campers know who you are. They are also included in our archives at the end of the season so, someday, when you return with your future families, you can prove you were here.

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# CREW ROOM

Besides your cabin, very little in Pinewoods is your own space. The crew room most often feels like home/your space during the summer, but remember that you share that space with all of crew, please keep the crew table clear and to put away your belongings. Also, be respectful when using the couches to make room for others and to get consent before squeezing another person onto the couch.

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# USE OF VEHICLES

1. Crew use of all PCI vehicles is only by prior consent of the Executive Director. They will determine at the eginning of the season who can and cannot drive the van, truck, and two carts. Only crew who have their license on file can drive the Pinewoods van or truck.
2. Always leave all windows closed, and RETURN ALL KEYS TO GROUNDS SUPPLY AREA IN KITCHEN.
3. EZ-GO should always be covered and plugged in at night by the person on night duty or the last person using it. Keys should not be left in ignition during family sessions.
4. Drive VERY SLOWLY (10 mph) around camp and on Cornish Field Road.
5. Vehicles, including EZ-GO, are for utility use only; their use should be minimized during daytime.
6. Campers are never allowed in any camp vehicle, unless it is for an emergency or with special permission from Executive Director.
7. Van, Truck and EZ-GO are not for crew’s personal use. If a group of crew wants to go to the movies or library, etc., the van can be used with permission from Executive Director. You are expected to cover the cost of gas. Please arrange to use other crew cars first.
8. Please park your own vehicles in the designated crew area; allow space for everyone’s cars.

**INTERCOMS (RINGY-DINGYS)**

* The intercoms are battery operated telephones spread across camp – they will work if the power goes out.
* The codes for the intercoms are posted next to each of them.

# INTERACTION WITH PROGRAM PROVIDERS AND CAMPERS

1. Be friendly and helpful to campers. Wear your nametag/button whenever participating in camper activities.
2. Avoid crew cliques at meals, dances and parties. If you don't want to actively socialize with campers, stay in the crew areas.
3. Always be polite and as helpful as possible when handling camper complaints and problems.
4. Obey camper rules
5. Do not discuss PCI business with campers
6. Dress: be neat and clean. Be aware of dress up nights at sessions and dress accordingly
7. You are representing camp. In general, be discreet, avoid boisterous behavior; do not make unwelcome sexual advances. If anyone makes unwelcome advances to you, and you feel uncomfortable handling it yourself, report it to the Office Manager and/or Executive Director. If you are in the middle of such an encounter you can use the crew signal to call another crew member to assist you in defusing the situation.
8. Program Providers may choose to limit crew appearances at talent night, etc.
9. Radios/parties: be sensitive to campers, especially those staying in Lads. Keep the volume down in kitchen/crew area at night.

Property & Equipment Care

It is your responsibility to understand the machines you need to use to perform your duties. Good care of any machine that you use during the course of your employment, as well as the conservative use of supplies, will benefit you and Pinewoods. If you find that a machine is not working properly or in any way appears unsafe, please notify your manager immediately so that repairs or adjustments may be made. Under no circumstances should you start or operate a machine you deem unsafe, nor should you adjust or modify safeguards.

###### **Safety Rules**

Safety is everybody's business. Safety is to be given primary importance in every aspect of planning and performing all Puppet Showplace activities. We want to protect you against industrial injury and illness, as well as minimize the potential loss of work time.

Please report all injuries (no matter how slight) to your manager immediately, as well as anything that needs repair or is a safety hazard.

Below are some general safety rules.

* Avoid overloading electrical outlets with too many appliances or machines.
* Report to your manager if you or a co-worker becomes ill or is injured.
* Ask for assistance when lifting heavy objects or moving heavy furniture.
* Keep cabinet doors and file and desk drawers closed when not in use.
* Keep your work area clean and orderly, and the aisles clear.
* Watch out for the safety of fellow employees.

***INFORMATION ABOUT LIFE AT PINEWOODS CAMP***

# REACHING THE OUTSIDE WORLD

**MAIL**

* Outgoing mail is picked up daily after lunch from the white mailbox by the Program Center and from the crew room and taken to the mailbox on West Long Pond Rd.
* Mail should be sent to:

YOUR NAME  
 c/o Pinewoods Camp  
 80 Cornish Field Rd  
 Plymouth, MA 02360

Large packages/signature required packages should be sent Fed-Ex or UPS because USPS only delivers to the mailbox and will not leave large packages or packages that require a signature there. You will have to go to the post office to collect those items.

**INTERNET**

* Crew is free to use the Internet in the program center (if campers are not waiting for those connection spots) and the Wi-Fi at the greeting shed.
* There is additional Wi-Fi available in the kitchen. Talk to the Office Manager if you need help connecting to the network
  + This network is for crew only – please do not share this network information with anyone for any reason.

# CREW GUESTS

We know that this is your home for the summer, and that you have friends and family outside of Pinewoods who you would like to see. It is inappropriate for folks to invite themselves to Pinewoods as your guest in order to avoid registering for camp as a regular camper. It puts both you and them in an extremely uncomfortable position, and they could be asked to leave. We all need to be aware of the impact of our guests on camp life so we ask that you follow the following guidelines:

* You are responsible for your guests while at camp, which means ensuring that they follow all camp rules and that all meal costs are covered.
* You must sign your guest up on the sign up sheet – if there are not enough slots on the sheet talk to the Office Manager.
* Volunteers can have day guests, but only paid crew can have overnight guests and they must be put up in your own cabin.
* Guests are limited to 2-night/3-day stays.
* If your guest would like to participate in camper session programs, you need the permission of the program director for that week.
* As a rule, Program Providers prefer that a session’s last night dance is closed to all guests.
* All guests participating in anything camp-related need a button for that week’s session with their name on it - buttons are available in the office.
* If your guests will be eating at camp, please make sure there will be enough room at the crew room table for all - priority goes to folks who are on crew.

Guest Meal Prices:

Breakfast $3.00

Lunch $5.00

Dinner $8.00

# CAMP STORE/ T-SHIRTS

1. Crew gets one Pinewoods T-shirt free or $20 toward a sweat shirt. Make sure whoever is running the logo sales table knows what item and size you have taken.
2. Crew can run a camp store account on the sheets provided – but you must settle up with the office before you leave!!! Crew gets a discount on some items.

# LAUNDRY

1. The machines in the Back Lads bathroom are for your use (no camper’s laundry allowed). Do not use kitchen machine for personal laundry. Please check pockets before laundering and do not overload machines-it is a drag for everyone when they break**. NEVER LEAVE YOUR CLOTHES UNATTENDED OR THEY MAY END UP ON THE PORCH**! BE RESPECTFUL THAT EVERYONE NEEDS TO USE THE SAME MACHINES ALL SUMMER!
2. PCI buys soap. Follow directions carefully. These machines do not need more that the absolute minimum to get your clothes clean.
3. Wipe the washing machine doors and gaskets dry after *every* use and leave the doors open.
4. Empty the lint collectors in the dryers *Every Single Time*. Lint in the filters is an EXTREME fire hazard.

# PARTICIPTION IN SESSIONS

1. Campers arriving may make us feel invaded at times. We just said goodbye too one group and the next group is already here. Be aware that their time frame is very different from ours.
2. Changeover days are our biggest crunch times, be prepared for last minute changes. Be ready to work on schedule, and stay flexible.
   * 1. When campers leave late or arrive early, be polite - refer to Office Manager or ED if a problem arises.
     2. Campers who arrive early can’t get into their assigned housing until we give the OK.
     3. Attending the first night meeting will help you become familiar with workshops and instructors for that session.
3. Familiarize yourself with the summer schedule. Crew meetings will alert you to what session is coming up next and what to expect.
4. Crew may take classes if work your schedule permits - be conscious of not displacing campers. You must have your supervisor’s approval to change your work schedule to accommodate a class. Getting your work done on schedule takes priority.
5. Do not take a ritual dance class unless you can be there every day.
6. If many crew want to take a particular class, some may be asked to change.

# EMERGENCIES

**Always try to notify the Executive Director or Office Manager ASAP**

1. **Power** –When we lose power, which can happen frequently, we have two emergency generators at camp. One is for kitchen/dining hall, and one is for the water pump. They do not power all of camp, but they will get us through until NStar can fix the lines. When the power goes off, notify the Office Manager or Executive Director immediately. They will call NStar. Grounds Crew will start the generator in the Highlands; the kitchen generator should automatically start. The ED will take charge of notifying campers. Please do not use water when the water pump is not working. Everyone needs to know the location of all the outhouses. Grounds crew will post signs in all the regular bathrooms/ and provide water buckets if needed. Battery-powered lanterns for use at the pavilions and camphouse are in the C# sound closet. The grounds person on duty will load the batteries and place them around the pavilion. If the campers can dance, they usually remain happy. Keep refrigerators and freezers closed as much as possible. The camp store is not on a generator, so, who knows, we might have an ice cream sale.
2. **Weather** – Weather reports will be posted daily in front of the office and in front of the dining hall. In case of a weather emergency (severe thunderstorm, lightning, hurricane, high winds, tornado, etc.) all crew will be notified. Weather is very changeable on Cape Cod, and weather reports for both Boston and the Cape and Islands often don’t affect Plymouth, so please keep things in perspective and don’t alarm campers or each other. We will take reasonable precautions as necessary. In extremely hot or cold weather we should adjust our menus accordingly, either make campers aware of the availability of extra blankets in the First Aid Room, or encourage everyone to drink lots of water and stay out of the sun.
3. **Medical** – There will be a certified first aid person and lifeguard at each session. Know who they are. The first aid person will have their cabin posted outside the first aid room. There are also first aid kits in the kitchen, both camp vehicles, and the camphouse. Make yourself available to call 911 if needed (give the Pinewoods address: 80 Cornish Field Road), go get the first aid person, or get the AED. Make sure a crew person is sent to the entrance of Cornish Field Road to direct emergency vehicles to the correct location. Contact the ED or Office Manager as soon as possible.
4. **Fire** – We are in what is known as a high fire load area, with lots and lots of combustible material. Plymouth does do controlled burns to limit the danger, but it is something for us to be very concerned about. Smoking is limited to only two places at camp, and **never** in your cabins. Candles are not allowed at all. There are smoke detectors in every building. **If you ever encounter a fire in camp and no one is in immediate danger and it’s small, put it out.** There are fire extinguishers in the Kitchen, Dining Hall, Camphouse, Workshop, Pinecones, Hunsdon House, and John Raymond. Water buckets and hoses are centrally located throughout camp. The location of the nearest water bucket/hose is posted in every cabin.

**If you become aware of a fire at camp:**

* 1. Check to see if you or anyone is in immediate danger
  2. If its very small, extinguish it, and notify the Grounds Crew Chief, Office Manager and Executive Director ASAP
  3. If it’s anything more than small, call 911.
  4. Have someone go to the entrance of Cornish Field Road to direct emergency vehicles to the correct location.
  5. Notify and evacuate campers in the immediate area.

1. **Forest Fires** ­– If we are notified that a forest fire is headed towards camp, we need to notify and evacuate all campers ASAP. The Dining Hall bell and the Program Center bell should be rung continuously, and crew need to quickly alert campers throughout camp to gather at the pond fronts. If time is limited, campers cannot evacuate via Cornish Field Road, because it will be needed for emergency vehicles to enter. If a fire approaches rapidly, our best option will be to go into the water.

Crew needs to be ready to guide campers to safety. Specific assignments will be made for the following:

* + - 1. 2 bell ringers (one at Dining Hall, one at Camphouse)
      2. 8 - 10 Fire Marshals to check cabins
      3. 1 to meet fire trucks
      4. 6 to guide folks to waterfront

There will be a fire drill sometime during the opening of camp.