PINEWOODS

CREW

MANUAL

2020

**History**

Pinewoods Camp, initially known as “Pine Tree Camp,” was founded in 1919 by Helen Osborne Storrow as the 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 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 as a not-for-profit 501(c)(3) organization to raise money for the purchase of the camp property. The new governing body was comprised of representatives of all the current Program Providers, 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 and stabilize buildings.

Today, with a number of new camper and crew cabins, refurbished camper houses, additional bathrooms, upgraded septic and water systems, a rebuilt camp house, dining hall and dance pavilions, Pinewoods has the capacity to host 120 campers at each of 15 sessions throughout the summer and smaller groups during “shoulder seasons” in early spring and late fall. While participating campers are predominantly adults, Program Providers doe offer week-long and weekend family sessions.

PCI is committed to providing a home for traditional music and dance while preserving its pristine environment by maintaining the current camper capacity and carefully designing any new buildings or facilities upgrades 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 campers. 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 articulated in this document.

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 PCI 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 job title or date hired.

###### **EQYAL EMPLOYMENT OPPORTUNITY**

PCI is firmly committed to providing equal employment opportunity. We value diversity and recognize that building an organization 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 organization, 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, if appropriate, take 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.

**Expectations for Professional Behavior**

**While Working**

Pinewoods Camp is a truly unique place to be employed. Where else can you work alongside someone pulling weeds during the day and hold that same co-worker in ballroom position at an evening dance? The wonderful qualities that make camp a magical place - an open and loving group of people living in close proximity creating community through singing, playing, and dancing for the sheer joy the activities create - can also foster a confusing work environment. Employees work, live, and play in close quarters and it can be hard to separate work, and the professional behavior it requires, from the abandonment of dancing and singing into the night.

It is essential that every member of the crew work together to create firm boundaries between work and play. This is difficult since the only gathering place for crew is also in the building where a lot of the hard work of camp takes place. It is further complicated by the crew’s high profile in the day-to-day operations of camp, the wide age range of crew members, and the varied places they live the rest of the year. All of these factors contribute to different levels of maturity and cultural expectations in the work environment.

The ideal is to make your daytime interactions as professional as possible. That means refraining from public displays of affection around campers and at the crew table in the clearing. This doesn’t mean you are forbidden from being affectionate with one another, it means you should try to anticipate how someone who doesn’t know you at all might misinterpret your actions towards another employee.

In order for the entire crew to have shared concepts of good interactions and professional comportment please read the guidelines below and if you have any questions talk to the Executive Director.

* Crew is responsible for learning and obeying all current PCI rules.
* Always consider the impact your actions might have on campers. Do not do anything that makes 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 other campers in the area (cf. skinny-dipping at Round Pond).
* We want you to participate, but not dominate camper activities. Avoid having skit night turn into Crew Talent Night, or taking over late night parties.
* You may be scheduled occasionally to help out with something that is outside the responsibilities of your regular job - either to keep things interesting for you, or to cover for a needed position in an emergency. Stay flexible.

# Interactions with Program Providers and Campers

* Do not discuss PCI business with campers.
* Always be polite and as helpful as possible when handling camper complaints and problems.
* New campers arriving at the beginning of a session may make you feel like we’re being invaded. You just said goodbye to 120 exhausted people and a fresh and energetic group is already here. Be aware that their time frame is very different from ours.
* If campers arrive early or leave late, be polite and refer them to the Office Manager or Executive Director if a problem arises.
* Campers who arrive early can’t get into their assigned housing until we give the OK.
* Be friendly and helpful to campers. Wear your nametag/button every day but especially whenever you are participating in camper activities.
* Dress: be neat and clean. Be aware of dress up nights at sessions and dress accordingly.
* 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.
* Attending the first night meeting will help you become familiar with workshops and instructors for that session.
* Do not take a ritual dance class unless you can be there every day of the session.
* If too many crew members want to take a particular class, some may be asked to change. If asked, make the change gracefully and remember that the Program Providers are our guests.
* Avoid crew cliques at meals, dances and parties. If you don't want to actively socialize with campers, stay in the crew areas.

**Additional Comportment Considerations**

You represent Pinewoods Camp. 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 immediately. 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. This is covered in more depth in the next section of the manual.

You need to be aware that there is no such thing as complete privacy at camp. Conversations on the docks and rafts can be heard by just about everyone who lives on the ponds. Kitchen conversations can be heard in Lads. Cabin walls are extremely thin and the cabins are bunched closely together. Every path has a parallel path or a cabin within earshot. Campers see a lot of what goes on between the trees and often have no context in which to frame what they see. This is why it is important for you to comport yourself in a professional manner.

NOTE: The only place to have a completely private conversation at camp is in your car with the windows closed.

This manual, the Pinewoods environment, and your work responsibilities are a lot to take in at the beginning of the season. Things might seem confusing at first, but the rhythm of the work flow will become second nature after two weeks. Each week at Pinewoods has its very own special energy, spirit, and peculiarities. A sense of humor and a lively appreciation for things quaint and idiosyncratic are two of the best tools you can possess at camp.

We hope that campers will experience Pinewoods as a place they can call home. We want the same thing for crew and strive to maintain a working environment that fosters mutual respect and personal growth.

The following page is a copy of PCI’s guidelines for appropriate camper behavior. A copy of the guidelines is posted in all of the restrooms at camp.

**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 prohibits 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 while either employee is on duty
* 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 employee's cooperation of a sexual nature (or lack of) will have any effect on the person's employment.

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 immediate disciplinary action, up to and including termination.

**STAFF RELATIONSHIPS**

We understand that some staff may arrive at camp having been in or are currently in romantic or sexual relationships with one another, and that such relationships may form at camp as well. To maintain a positive community of co-workers at camp, we expect that our staff will:

* Respect others’ implicit and explicit boundaries, including personal space.
* Gracefully accept “no” for an answer — whether the question concerns hanging out, sexual relations or anything in between. Understand that “yes” means yes, “no” means “no,” and any absence of “yes” also means “NO.” If someone’s response is ambiguous, use your words to ask directly, always a good practice, even when you don’t think there is any ambiguity.
* Understand that persistent asking can constitute coercion and harassment. You may ask to spend time with someone or to otherwise take a next step in a relationship, but you may not continue to ask if you are turned down. Ambiguous responses, such as “I’m busy,” or “I can’t that night,” count as a NO, and you should not ask again. Wait until that person approaches you for a raincheck, if they are interested, and accept a lack of follow-up as a soft “no.”
* Disclose relationships between a supervisor and their immediate supervisee to the Executive Director.
* Refrain from personal displays of affection while at work.
* Respect the gender identities of co-workers and campers alike, including using their correct pronouns. If you slip up, just quickly correct yourself and move on.
* Keep others’ sensitive personal information private.
* Avoid behavior and comments that are likely to be perceived as intimidating, threatening, stalking, and sexually suggestive or anything else that would make another staff member feel unsafe or uncomfortable.

**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 is governed by the following policy:

**Permitted Use of the PCI 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 PCI’s network performance; or c) violate any other policies, provisions, guidelines or standards set in this manual. 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 Executive Director.

**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 USB flash drives brought from home, files downloaded from the Internet, newsgroups, bulletin boards, or other online services; files attached to e-mail, and files provided by campers 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 flash drives 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 and Smart Phones to conduct PCI Business**

Employees 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 PCI 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.

**Crew use of Internet and Wi-Fi**

* 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 and in the crew area of the kitchen.
* Please do not use electronic devices outside of those areas. Seeing crew members staring at screens detracts from campers’ Pinewoods experience.
* The network is for crew use only – Do not share network information with anyone for any reason.

**Guidelines for Interaction on the Internet**

**Social Media Policy**

PCI recognizes the importance of the Internet in shaping public thinking about camp and current and potential, educational programs, employees, partners, and campers. We also recognize the importance of our employees joining in and helping shape community conversations 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.

If you are developing a website or writing a blog that will mention 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, its employees or board members.

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 events, finances, number of employees, organizational strategy, and any other information that has not already been publicly released by PCI.

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 Program Providers, employees, partners, and campers.

The Pinewoods Camp logo and trademarks may not be used for any reason whatsoever without explicit written permission from the Executive Director. This is to prevent the appearance that you speak for or represent PCI 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 Program Providers.

Honor the privacy rights of our current employees and campers by seeking their permission before writing about internal camp happenings or displaying photographs, videos, or memes that might be considered 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 or Program Provider 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 Program Providers, employees, partners, campers, 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 Program Providers, employees, partners, campers, and competitors.

**IF YOU POST A PHOTO, VIDEO, GIF, OR MEME CONTAINING AN IMAGE OF ANY EMPLOYEE, CAMPER, VENDOR, OR PARTNER ON ANY INTERNET PLATFORM YOU MUST RECEIVE AFFIRMITIVE PERMISSION TO DO SO FROM EVERY PERSON WHO APPEARS IN THE PHOTO, VIDEO, GIF, OR MEME.**

**EVEN THOSE IN THE BACKGROUND.**

**Camp Rules and Regulations**

###### **STANDARD 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. Some of this was covered already in the “Expectations for Professional Behavior While Working” section but some items bare repeating.

The following are examples of some, but not all, of the rules which we must all follow regardless of our employee classification. Violation of PCI’s 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.

* Willful violation of any PCI rule; or any deliberate action that is extreme in nature and is detrimental to PCI’s efforts to operate profitably.
* 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.
* Negligence or any careless action which endangers the life or safety of another person.
* Insubordination or refusing to obey instructions properly issued by your manager pertaining to your work; or refusal to help out on a special assignment.
* 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 the organization’s records or documents.
* Breach of confidentiality of personnel information.
* Obscene or abusive language toward any manager, employee, camper, Program Provider or vendor; or indifference or rudeness towards a camper, fellow employee; or any disorderly antagonistic conduct on Pinewoods property.
* Using illegal drugs anywhere on the property.
* Being under the influence of drugs or alcohol while on duty.
* Drinking alcohol while on duty.
* Shoes are required in all dance pavilions.

NOTE: Marijuana is legal in Massachusetts, but by law, it cannot be used in public, which means it cannot be smoked on PCI property since the two spots where smoking is permitted at camp are in public spaces.

**Day-to-Day Life at Pinewoods Camp**

# EMPLOYEE COMMUNICATION

Open and consistent communication between crew members, crew and supervisors, and all employees with the PCI office is essential for the smooth operation of camp. All crew members will have a meeting with the Executive Director and/or Office Manager at the beginning of camp and before leaving at the end of the season, and may have additional ones scheduled during the summer as needed. But feel free to start a conversation with either of them if there is something you think they should know about.

Being on the Pinewoods crew makes you part of a team that is responsible for the care and feeding of 120 new campers every session and the stewardship of the wondrous environment of camp. You should therefore assume responsibility for your specific job and the entire camp environment. This doesn’t mean you have to do it all, but if you see a problem, you need to let an appropriate person know immediately.

Changeover day meetings are a crucial component of camp communication because they help crew understand how their jobs contribute to the overall operations of PCI. Use these weekly meetings to talk about issues of concern to you and that you think might affect others. If someone brings up a subject, it invariably turns out to be a concern of other crew members. Talking things out in the crew meeting forum is a productive method for improving moral and PCI operations.

We want you to have a good work experience, but even at Pinewoods things can get tense. Things aren’t always clear, different people will give you different instructions on how to complete a task and some things will fall through the cracks. The best way to resolve concerns is to talk to your supervisor. Be direct, be open, be timely and don’t let things brew. If it can be fixed it will, if it can’t, you will be told why.

Pinewoods cannot run as a democracy. There are lots of decisions that crew don’t get to make. During crunch times, especially on changeover days, there might not be enough time to explain all the whys and wherefores of a given process so do the best you can with the information you are given. 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 during a non-crunch time.

PCI has an established problem solving process, and it works. If you are having individual problems with your specific job, please tell the appropriate person by:

* + First going to your Supervisor.
	+ If you feel there is no resolution, go to the Office Manager.
	+ If you still feel there is still no resolution, go to the Executive Director.

**CREW HOUSING**

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. Smoking and candles are not allowed in cabins (see fire safety).

**VOLUNTEER HOUSING**

All volunteers share housing with other volunteers. Volunteer housing is generally Corn Riggs for men and Shrewsbury Lasses for women. 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.

Radios/parties: be sensitive to campers, especially those staying in Lads. Keep the volume down in kitchen/crew area at night.

# WORK CLOTHING

All crew must wear substantial shoes and protective clothing when necessary.

Kitchen crew are provided with uniforms. They must also wear a head covering.

NO OPEN-TOED SHOES ARE ALLOWED FOR KITCHEN CREW WHILE ON DUTY.

Kitchen crew must wear shoes with non-slip soles.

# CREW HEALTH AND SAFETY

Ticks are a constant danger to the health of crew. Check your clothes and body *every night* for ticks.

If you are bitten by a tick report it to the Office Manager IMMEDIATELY. You will need to go to the urgent care facility and receive prophylactic treatment. PCI will pay for the appointment and medication.

A current tetanus shot is suggested.

Report immediately any and all injuries larger than a hangnail and any and all illnesses of any severity level to the Office Manager who is required by law to document injuries and illness occurring at camp.

The fact that crew and campers are in close proximity means that stomach bugs and colds spread quickly and will often encompass the entire camp community.

Wash your hands often.

When ill - DO NOT WORK!! Report immediately to supervisor and make arrangements to cover your shift. Be sure your supervisor knows what is going on. Crew will arrange for food and water to be brought to your cabin.

Never swim alone. Take someone with you or have them on shore.

DO NOT DRINK AND SWIM OR DRINK AND BOAT.

Shoes must be worn in all dance pavilions and are recommended in the camp house as well.

Take care of each other.

# SAFETY AND SECURITY

1. PCI is not responsible for your personal items that are of value. It is best to keep valuables locked up.

Keep the Shop, Storage Barn, and Garage locked at night throughout the entire season.

Report or deal with unauthorized people immediately, but be polite. Refer them to the main office.

Report trades people immediately to proper parties - when in doubt, direct to PCI Office.

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 PCI Office.

Use a flashlight – it gets very dark on moonless nights and many roots are perfectly placed to trip you.

# ALCOHOL AND DRUGS

**Illegal use of alcohol and drugs is prohibited at Pinewoods and will be grounds for immediate dismissal.**

The drinking age in Massachusetts is 21. Offering alcohol to underage crew, volunteers, or campers at any time will be grounds for immediate dismissal.

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 grounds for immediate dismissal.

Marijuana is legal in Massachusetts, but it is illegal to use it in public. This means that you cannot smoke Marijuana on Pinewoods property. The only places smoking at camp are both in public areas.

# PURCHASING AND RECEIVING

Town trips are purchasing items for Pinewoods only, but talk to the Office Manager if you need something picked up.

If you run into a delivery truck, try to determine who it is for (kitchen, grounds, office, executive director), 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.

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 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.

#

# 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.

#

# USE OF VEHICLES

Crew use of all PCI vehicles is only by prior consent of the Executive Director. Crew members who will be allowed to drive the van, truck, and golf carts will be determined at the beginning of the season. Only crew members who have a license on file can drive the Pinewoods van or truck.

Always leave all vehicle windows closed.

RETURN ALL KEYS TO GROUNDS SUPPLY AREA IN KITCHEN.

The 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. Drive VERY SLOWLY (10 mph) around camp and on Cornish Field Road. Vehicles, including EZ-GO, are for utility use only; their use should be minimized during daytime.

Campers are never allowed in any camp vehicle, unless it is for an emergency or with special permission from the Executive Director.

PCI vehicles 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 the Executive Director. You are expected to cover the cost of gas. Please arrange to use other crew cars first.

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 that will work if power to the camp is cut off. They are spread across camp: PCI Office

 Kitchen

 Pinecones

 Wood Shop

 John Raymond

The codes for the intercoms are posted next to each of them.

# PROPERTY and 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 supervisor 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 camp 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 supervisor immediately, as well as anything that needs repair or is a safety hazard. Some general safety items to keep in mind:

* Ask for assistance when lifting heavy objects or moving heavy furniture.
* Avoid overloading electrical outlets with too many appliances or machines.
* Keep work areas clean and orderly.
* Watch out for the safety of fellow crew members.

# Meals and Use of the Kitchen

Stay out of the kitchen crew’s way during meal preparation.

Especially during the ½ hour before every meal.

Save conversations and questions for another time.

# 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.

**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**

* Campers are not allowed in the kitchen at any time.
* 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.
* 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.
* 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.
* 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.
* You are responsible for learning all dining hall and kitchen procedures.
* Not everyone will be here for the official kitchen tour, so if a newcomer seems unsure, please orient them.

# Working Hours and Getting Paid

Your supervisor schedules your work hours and days off. You will generally be working 35 hours per week, with two days off each week. Your days off probably won’t be consecutive. Schedules will be posted each week for all crew. NOTE: Everyone works on Changeover Day.

The standard work day for Grounds Crew begins at 9:00 AM. That is - dressed appropriately, having eaten breakfast, and starting to actually work at 9:00. Individual members of the Grounds Crew will periodically be assigned night duty. On those days the crew member covering the late shift will have the afternoon off.

The standard work day for Kitchen Crew varies depending upon which meals are assigned.

The Dining Hall Manger works a six-day week.

Job assignments are based on the length of time needed to complete the given tasks. The timing is based on the amount of time previous crews have taken on similar tasks. You should be able to complete all of the tasks you will be assigned on any given day in seven hours.

It is important to get the work required done within your scheduled 35 hours. If completing your work assignments take longer, please speak to your supervisor. Don’t leave an assignment undone without notifying your supervisor.

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, Head Cook, or Grounds Crew Chief.

Crew members are required to attend crew meetings on changeover day. If you are away from camp, you are responsible for letting your supervisor know you will not be there and for finding out what was discussed.

The pay week is Saturday to Friday. Payday is every two weeks on the Wednesday following the end of the previous pay period. First checks during opening may take a bit longer as the data is sent to the payroll company. You need to fill out a time sheet every week and give to your supervisor by the end of the work day on Friday.

PCI offers direct deposit to the bank of your choice.

PCI will deduct Federal Income Tax, Massachusetts State Income Tax, Social Security, Medicare, FICA and Massachusetts Insurance Taxes based upon the responses on your IRS Form W-9. By the end of January following your employment PCI will send you an IRS Form W-2 so that you can file your income tax return.

**Information About Life at Pinewoods Camp**

**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 addressed to: YOUR NAME
 c/o Pinewoods Camp
 80 Cornish Field Rd
 Plymouth, MA 02360
* Large and signature-required packages should be sent via Fed-Ex or UPS. The USPS only delivers to the mailbox on Cornish Field Road and will not leave large or signature-required packages there.

# 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 have on camp life so we ask that you follow these 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 may have day guests, but only paid crew can have overnight guests and they must be housed

in the cabin of the hosting crew member.

* 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 PCI 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

Crew (including volunteers) gets one Pinewoods T-shirt free or sweatshirt. Make sure whoever is running the logo sales table knows what item and size you have taken.

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**

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!

* PCI buys soap. Follow directions carefully. These machines do not need more that the absolute

minimum to get your clothes clean.

* Wipe the washing machine doors and gaskets dry after *every* use and leave the doors open.
* Empty the lint collectors in the dryers *Every Single Time*. Lint in the filters is an EXTREME fire hazard.

# Emergencies

**Always notify the Executive Director and the Office Manager ASAP**

**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 and Executive Director immediately. They will call NStar. Grounds Crew will start the generator in the Highlands; the kitchen generator should automatically start. The Executive Director 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 as needed.

Battery-powered lanterns for use at the pavilions and Camphouse are in the basement of the PCI office. 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.

**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.

**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 in Camphouse. AEDs are located in the PCI office, Pinecones, the Dining Hall, and C#. Get an AED as directed by the first aid person or a medical doctor who happens to be a camper.

Make yourself available to call 911 if needed (give the Pinewoods address: 80 Cornish Field Road) If a camper calls 911 make sure they give the dispatcher the street address not the name of camp. Make sure a crew person is sent to the entrance of Cornish Field Road to direct emergency vehicles to the correct location. Contact the Executive Director and Office Manager as soon as possible.

**FIRE**

We are in what is known as a high fire-load area, with lots and lots of combustible material. Plymouth does conduct 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** on the paths, in cabins, pavilions or buildings. 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:**

* Check to see if you or anyone is in immediate danger.
* If it is very small, extinguish it, and notify the Grounds Crew Chief, Office Manager and Executive

Director.

* If it is anything more than small, call 911. Do not wait for someone else to make the judgment of

whether to call or not. If you think it is serious, call 911 immediately.

* Have someone go to the entrance of Cornish Field Road to direct emergency vehicles to the fire.
* Notify and evacuate campers in the immediate area.

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

 2 to check off people’s names as they arrive at the docks.

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

**Pinewoods Camp, Inc. Employee Hierarchy**

**Nonprofit Board of Directors** – PCI is governed by a volunteer board of directors comprised of representatives from the Program Providers, a Six Ponds Neighbor, and a member of the Conant Family.

**Executive Director**  – The Chief Executive of PCI is responsible for the stewardship of the camp and the welfare of the entire camp community. The Executive Director reports to the Board of Directors.

**Caretaker** – The Caretaker is responsible for repair of the buildings, infrastructure, and grounds and reports directly to the Executive Director.

**Office Manager** – Is responsible for all administration including purchasing, payroll and all human resources during the season. Office Manager reports to the Executive Director.

**Head Cook** – Is responsible for maintaining safe and sanitary working conditions in the kitchen as well as planning all menus and ordering food and supplies. The Head Cook reports to the Office Manager.

**Grounds Crew Chief** – Is responsible for maintaining the good appearance and cleanliness of the grounds and buildings. The Grounds Crew Chief and the Caretaker work closely to determine project assignments. The Grounds Crew Chief reports to the Office Manager.

**Dining Hall Manager** – Is responsible for all front-of-house activity in the Dining Hall working closely with the cooks to coordinate the beginning of meals and the dishwasher to coordinate the end of meals. The Dining Hall Manager coordinates mealtime announcements and supervises campers who set and clear for all meals.

**Second and Third Cooks** – Share responsibilities for implementing menus with the Head Cook. They take turns running the kitchen for individual meals and report to the Head Cook.

**Kitchen Aides** – Are responsible for food prep and report to the Cook who is in charge of the meal they are working.

**Dishwasher** – The Dishwasher is in charge of washing all the kitchen prep dishes and tools and supervises volunteer campers who help with the dishes after every meal.

**Potwasher** – The Potwasher cleans all the pots, pans, and cutting boards used in meal preparation and mops the kitchen floor at the end of every day.

**Floater** – The floater’s duties rotate from Kitchen Aide, Dishwasher, or Potwasher as assigned by the Head Cook.

**Grounds Crew** - Reports to the Grounds Crew Chief.

**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 the meal.