



# 2016 Employee Handbook

## Dear Staff Member:

Its finally here, the 50th camp season at Hockey Opportunity Camp! We look forward to creating lasting memories for both our campers and staff during this very special summer. We are excited to build on our “camper centric” philosophy and continue to create the “**Ultimate Hockey and Summer Camp Experience**” for our campers and camp community. With so many returning employees and the addition of many great new ones, this summer promises to be a fantastic celebration of HOC’s last 50 years. We hope you share in our excitement for the summer to arrive.

## News for 2016

The construction of our new HOC Activity Centre is well underway. Our new 40 ft climbing tower and challenge playground is up and ready to go. In addition, the centre will also feature a new pavilion, gaga courts, basketball nets, 4 square courts, and more.

Staff have an opportunity to name this new centre. Everyone is invited to submit a name, acronym, or title, with a short description and reason why your submission should be used in the naming of our new activity centre. HOC will select top submissions and you will have an opportunity to select the new name from this group of finalists. The winning submission will receive an HOC gift card, and select 50th anniversary merchandise. All submissions are due May 1st, 2016.

## **Corrie Huxtable Returns to HOC**

After 13 months travel abroad, Corrie Huxtable has rejoined HOC full time as our Administrative Director. We are excited to have Corrie return to camp as she adds many years of camp experience, programming knowledge and skill to our organization. Please welcome Corrie to the HOC Team.

Get ready for a fantastic 50th anniversary summer.

Sincerely,  
Kevin and Sophie McLaughlin  
Camp Directors



# 2016 Employee Handbook

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# 2016 Employee Handbook

## 1. CAMP HISTORY

Hockey Opportunity Camp (HOC) is located in the Near North region of the beautiful Almaguin Highlands, west of the small towns of Sundridge and South River, between North Bay and Huntsville. The camp is situated on 1500 ft of sandy shoreline at the south end of Eagle Lake. It has been in operation as a children's summer hockey camp since 1966 and is now recognized as the premier summer hockey camp in the province.

Originally named Sundridge Hockey Camp and preceded by Holiday Hockey Camp, it was finally named as Hockey Opportunity Camp in 1973. A compliment of 18 staff ran the first programs that summer for 360 campers (total). In 1980, Lance and Kathy Barrs purchased the camp from Joe Bogensburger. Under their direction, the camp steadily grew in numbers and saw many improvements to its facilities and programs. In the fall of 2004, Lance and Kathy sold to Kevin and Sophie McLaughlin, present day camp owners. HOC now employ's 100+ staff and hosts over 1800 campers (total). HOC was re-branded in the summer of 2012 with a new logo, camper centric philosophy and improved hockey program.

### Camp Philosophy

The philosophy of Hockey Opportunity Camp is to provide each camper with the **“Ultimate Hockey And Summer Camp Experience”**. Our outstanding hockey program provides two hours of on-ice hockey instruction, complimented by one hour of off-ice training, daily. Campers choose from six aquatic and four land based programs for their additional two camp activities.

The combination of the **“best in class hockey instruction and development experience on the market”** and an exciting **traditional summer camp program (including Canada's largest certified water ski program)**, provides each of our campers with an outstanding hockey and summer camp experience.

Our tradition of excellence is built upon the strength of our staff. Each staff member brings with them commitment, enthusiasm and compassion for children. All of your staff training is designed around four core principles: **Community, Leadership, Accountability and Performance**. Each staff member is trained and evaluated on their delivery of these four principles on a daily basis.



# 2016 Employee Handbook

## 1. CAMP HISTORY

### Everyday HOC Employee Guidelines

Here are a few key motivating factors that we want staff to think about everyday.

#### Community

- Work and live in harmony with all other HOC employees and campers.
- Assist in keeping the HOC facility clean and safe for all to enjoy.
- Notice and accurately interpret what others are feeling, based on their words, tone of voice, expressions and other non-verbal behaviour to acknowledge the concern and address any camper issues immediately.
- Take a personal interest in both campers and staff and work to develop positive professional relationships.

#### Leadership

- Act and represent yourself as outgoing, positive and responsible leaders.
- Work to identify teachable moments and extract positivity from every camper interaction. Creating positive memorable impressions.
- Take ownership of a situation and see the camper's needs through from beginning to end.
- Exercise appropriate judgment in handling camper and staff situations.

#### Accountability

- Ensure that every camper's experience is a positive one.
- Be accountable for yourself and your peers in respect to the expectations of HOC Directors as outlined in the Employee Handbook, and recognized best practices in child care.
- Ignorance by staff members towards a campers needs, or to the rules and expectations of employment, is not an excuse for unacceptable behaviour.

#### Performance:

- Provide exceptional camp experiences to all campers and perform all duties and responsibilities to the best of your ability. Positively challenge others to reach their own full potential.
- Seek ways to enhance the camper experience in unexpected ways.
- Try to exceed camper expectations.
- Show initiative and take action with an appropriate level of independence.
- Approach all tasks with a "can-do" attitude, understanding that there is no other kind of attitude at HOC.



# 2016 Employee Handbook

## 2. Terms and Conditions of Employment

### Employment Agreement

#### Employment Agreement

Each employee is required to sign an Employment Agreement before beginning work. This agreement outlines the terms of employment, including salary and employment dates. All employees are required to produce necessary licensing, or accreditation standards required for their job, including your mandatory Standard First Aid and CPR and a valid Criminal Record Check. Employment Agreements are to be returned within 14 days, to secure your employment position. All other contract documents (proof of new certifications, RIS etc) are to be returned by May 1<sup>st</sup> of the employment year.

This handbook is an essential part of an employee's agreement package. It is the responsibility of all employees to read and understand the 2016 Employee Handbook before returning a signed agreement.

**If you are knowingly going to decline your contract due to other opportunities, please inform HOC as soon as possible so that we can offer the position to another qualified candidate.**



#### Criminal Record Check

Criminal Record Checks are to be completed by all staff and must be received by HOC **no later than May 1<sup>st</sup>**. Agreements will indicate to returning employees if their Criminal Record Check is required.

The Specific requirements of each staff are as follows:

- Employees between the ages of 15-20 are required to present a General Criminal Record Check
- Employees 21 years of age or older are required to present a Criminal Record Check, including a Vulnerable Sector Verification or (VSV).

#### Employee Health History Form

All staff must complete a 2016 Employee Health History Form. All information is collected in confidence and disclosed only to HOC Health Care Staff. All forms must include a current OHIP number or Health Insurance plan number in case of emergency. Please provide detailed information so we can take the necessary steps to ensure your personal safety and health.

#### Parent Consent Form (Staff members 17 years old or younger)

All staff 17 years old or younger must have their parent/guardian sign a Parent Consent Form. This document must be returned as part of your signed contract. Please review the 2016 Employee Handbook with your parent/guardian to ensure they are aware of the job you have accepted and are familiar with HOC Policies, Expectations and Terms and Conditions of Employment.

#### Respect In Sport (RIS) Certification

Hockey Opportunity Camp is following the Ontario Minor Hockey Association's (OMHA) lead in making it mandatory for all staff working with children to complete the Respect In Sport (RIS) certification. RIS is a 3-year certification recognized by the Canadian Red Cross. HOC is committed to the prevention of bullying, abuse harassment and discrimination (BAHD) within our camp community. The cost of the Respect In Sport certification through the HOC RIS Portal is \$25.00 per person. If staff certify through the HOC RIS Portal, HOC will subsidize each staff member \$10.00 for successfully completing this online course. Therefore, a charge of \$15.00 will be put on each staff's Tuck Account this summer (working out to be \$5.00/yr for the RIS certification). HOC is very proud to be the first Ontario Camps Association (OCA) accredited camp to make RIS mandatory for all its staff.

# 2016 Employee Handbook

## 2. Terms and Conditions of Employment

### Employment Agreement (cont'd)

#### Staff Certifications

All staff members are required to provide proof of their current level of certifications. **Emergency First Aid and CPR & Respect in Sport are mandatory requirements** of all staff. A minimum of Bronze Cross is required for any staff to instruct activity programs on the waterfront, but NLS is recommended. Failure to provide proof of certification may affect the employee's rate of pay and employment position. No re-certifications will be offered during the summer.

#### Job Description

Employees are required to review their employment job description, available on the HOC website. It is important that all employees understand the expectations of their position before beginning their employment term. Job descriptions will outline duties, responsibilities and additional requirements. An employee's hired position may be subject to change due to program enrollment and programming needs. If for any reason an employment position needs to be revised, the employee will be contacted immediately.

In addition to the specific job responsibilities, it is the duty of all employees to provide each camper with a one-of-a-kind summer camp experience. Employees must deliver safe instruction of camp programs and demonstrate care and compassion towards each camper's individual needs. Employees will present themselves maturely and professionally, acting as positive role models within our camp community.

#### Employment Period

This may be subject to change due to a decline in registration numbers for both Eagle Crest Outdoor Centre (Spring) and Hockey Opportunity Camp (Summer). If for any reason dates of employment period need to be revised, you will be



### Pre-Camp Training

contacted immediately.

#### Training and Evaluation

As an ongoing commitment to excellence in our camp programming, HOC relies on quality staff training and evaluation. With a defined pre-camp training period, we must ensure that staff training prepares each employee for their position. **Attendance at Pre-Camp Training is an expectation of all staff members.** The daily training schedule will focus on our key goals, philosophies and the delivery of our brand promise. We believe that these elements will make us better employees and mentors. Staff training will continue throughout the summer through mentorships and evaluations. All employees will be positively challenged in their roles, in order to provide the best possible experience for our campers. **Employees in various positions may also be required to attend training seminars, weekends and/or web based certifications as required and outlined in each Employment Agreement.**

#### Code of Conduct & Staff Proofing

We have been entrusted to teach athletic skills and provide a caring and safe environment for our campers and staff. The relationship we have with our campers must always be positive and provide for their needs ahead of our own. In addition, the Code of Conduct ensures the safety and protection of staff when working with campers. Staff members will be introduced to our Code of Conduct guidelines during pre-camp training and will adhere to those guidelines during their entire contract term.

# 2016 Employee Handbook

## Pre-Camp Training (cont'd)

### Collective Agreement

The collective agreement is a document designed by all staff members outlining the expectation of HOC and their own code of conduct and behaviour. All staff members and directors complete the document including a section on positive leadership, onsite behaviour, discipline methods, childcare practices, duty to report and others. All staff members agree to, and sign this collective agreement during pre-camp training.

## During Camp

### Time Off

Staff employed for the full camp period (8 weeks) will receive one weekend off. Specific requests should be made on your Employment Agreement, other wise weekends off will be scheduled at the beginning of the summer. All time off is to be arranged through your supervising Director. All staff living on-site must stay on camp property Sunday evenings. In addition, each staff member will receive time off each day and between camp sessions. All assigned duty switches or shift changes between employees must be made with a Director and may only be granted due to extenuating circumstances at the Director's discretion.

Hockey Opportunity Camp does not assume responsibility for any staff or their actions outside of camp on their time off. Activities enjoyed outside of camp are not sanctioned by Hockey Opportunity Camp but can have a negative impact on our reputation. It is very important that staff use proper judgement and decision making while enjoying time off.



**Counsellors:** Monday or Wednesday will be a scheduled one evening off. A weekend off runs approximately 4:30 pm Friday afternoon and ends Sunday night after ski demo (8:00-9:00 pm).

**Activity Instructors:** Weekends off will begin after all Friday classes and all evaluations have been reviewed and placed in camper check out folders. The weekend ends at 7:00 pm Sunday, in time for Ski Demos. Instructors also have time off daily, between activities and the evening (after evening activities).

**Hockey Instructors:** Weekends off will begin after the ice shift on Friday and run until ice shift Sunday night or Monday.

**Duty weekends** - All Activity Instructors are required to work one holdover weekend, assisting Friday campfires, cabin supervision and programming over the weekend. Activity Instructors will also assist with Saturday check-out periodically in the summer.

**Work Brigades** - All instructional staff (Activity, Day Camp, Camp Only Instructors and Female Hockey Counsellors) must meet Sunday mornings at 9:30 for "work brigades" to help prepare camp for registration. Close toed shoes and work clothing is required.

### Curfew/Parent Consent (Staff members 17 years old or younger)

Staff members who are 17 yrs old or younger will have enforced curfew while at HOC. All underage staff will not be able to sign out & leave camp property Sunday - Thursday nights. Fridays (only program or hockey staff) and Saturdays (all staff) staff members are free to leave camp on their time off but must sign out and back in before their scheduled duties during the day. **The Director on duty will enforce a 12:30 am curfew on Saturday nights and 12:00 am curfew on Friday nights.**

If any staff member 17 years old or younger would like to stay off property on a Friday or Saturday night, permission must first be provided by the staff member's parents via email ([curfew@learnhockey.com](mailto:curfew@learnhockey.com)) by Friday at 5:00 pm before the overnight is approved. In addition, if any 17 years old or younger staff member decides to stay on site, the same curfew applies (including if it is their weekend off).

### Staff Meetings

Every Thursday night at 10:15 pm, a staff meeting is held in our Dining Hall (Main Lodge). Meetings are mandatory and provide an opportunity for staff to discuss upcoming events, review policies/procedures and discuss any new developments that affect the camp community. Following the meeting, a special staff snack is prepared by our kitchen staff.

On Sunday before brunch (and camper check-in) there is a second full staff meeting. In addition, individual staff teams will have weekly meetings to address current issues and recognize successes. These meetings will be arranged by the Director.

# 2016 Employee Handbook

## 2. Terms and Conditions of Employment

### During Camp (cont'd)

#### Special Events

During the summer, camp will hold special events for the campers and staff. Themed all camp activities and campfires are just some examples. If you have props or costumes that will enhance these activities, bring them with you to camp. A pre-camp email will be sent prior to camp season with suggested themes for 2016.

#### Tuck Accounts/Pay Advances

Staff Tuck Cards are provided to each staff member to keep track of purchases from the Tuck Shop (eg. pop, chocolate bars, chips, watch, whistle etc). The Tuck supervisor, Section Heads and Directors are the only staff permitted in the Tuck Shop at any time. Accounts are tallied at the end of the summer and purchases are deducted from an employee's final pay cheque.

Typically staff members are paid one cheque at the end of the summer (unless otherwise approved by the Director). Therefore, employees are allowed to take a pay advance each week at Thursday night staff meeting. Accounts will be tallied at the end of summer and advances deducted from the final pay cheque. Staff may not request an advance more than an amount equal to their weekly wage or greater than wages earned to date.



# 2016 Employee Handbook

## 3. GETTING READY FOR CAMP

### Packing

#### What To Bring

**Bedding:** Sleeping bag, comforter, single fitted sheets, pillow

**Toiletries:** Towel, face cloth, soap, shampoo, toothbrush/paste, insect lotion, sunscreen, laundry soap, lip balm

**Electronics:** Alarm clock (battery back up), power bar

**Clothing:** In addition to day to day clothing, bathing suits (no bikinis), warm clothes, rain gear, costumes/clothing for special events, flip flops / sandals, running shoes, rubber boots and a hat

**Personal Medications:** Personal prescriptions, Advil, Tylenol, Deep Cold, Graval, etc.

**Instruction Supplies:** Waterproof watch, whistle, pens, clipboard

**Other:** Reusable water bottle, coffee mug

**Recommendations by veteran staff (optional):** Foam bed covering, fan, snacks



#### What Not To Bring

Expensive items, CD/DVD collections, iPads, iPods, laptops, clothing or valuable sporting equipment

***Banned items (no exceptions) - Nut Products, Cooking appliances, toasters, hot plates, sandwich makers, microwaves, electric kettles, BBQ's, folding portable chairs, mosquito coils, candles, incense (and other burnable items), replica firearms and weapons***

Please be aware that you may be sharing a room with one or two people. Space is limited, so pack accordingly.

**HOC is not responsible for any lost or stolen items brought to camp.**

### Driving Directions

Map available at <http://learnhockey.com/resources/driving-directions>

#### Camp Directions

Hockey Opportunity Camp is located near Sundridge & South River approximately 280 km (175 miles) north of Toronto or 65 km (40 miles) south of North Bay on Highway #11. We are located at 961 Park Rd. South.

**GPS Address:** 961 Park Rd South, Machar Township ON P0A 1X0.

**From Huntsville:** Follow Hwy 11 North (63 km), Take Exit 282 (Boundary/Mountainview Rd.), turn left onto M/S Boundary Rd, and follow the signs to the camp (9.6 km), turn right on Park Rd S.

**From North Bay:** Follow Hwy. 11 South (65 km), Take Exit 282 (Boundary/Mountainview Road), turn right on to M/S Boundary Road and follow the signs to the camp (9.6 km), turn right on Park Rd S.

#### Arena Directions

**From North Bay:** Ontario: Follow Hwy 11 South, take Exit 289 (South River/Hwy 124), turn left onto Hwy 124 (go over bridge over highway), turn right on to Ottawa Avenue at the 1st set of stop lights. Turn left on Lincoln Avenue (behind the Shell Station).

**From Huntsville:** Ontario: Follow Hwy 11 North, take Exit 282 (Boundary/Mountainview Road), turn right onto Mountainview Road, at the end of the road turn left onto Hwy 124 North (the old Hwy 11), the arena is located in South River on Lincoln Ave. at Ottawa Ave. (behind the Shell Station)

# 2016 Employee Handbook

## 3. GETTING READY FOR CAMP

### Communication Policies

#### Internet

Internet access is provided in the boardroom of the JR Rec. Hall. Internet access is provided to send and receive personal emails. There is no downloading of any programs or materials not approved by Camp Directors. These are shared internet computers, so please respect the fact that others may wish to use the computer as well and limit your time. The boardroom and computers are also used Wednesday and Thursday of each week for camper evaluations. Any staff needing a computer terminal for evaluations is given priority. HOC operates a Wi-Fi network on property to facilitate the operation of the business. This is a secure network and permission will not be granted for Wi-Fi access due to limited bandwidth.

#### Cell Phones & Data Devices

The use of cell phones and data devices are permitted on camp property. **The use of cellular phone for voice, text or data is not allowed while supervising campers and should not ever be in view of campers. The possession of a phone during duty time is not permitted and phones are not to be used as a watch. The use of these devices during work periods will result in disciplinary action.** The camp office phone is to be used for camp business only.

#### Regular Mail & Parcels

**Receiving Mail:** To receive mail at HOC please ensure your name is written on the package, C/O Hockey Opportunity Camp. The camp address varies depending on how the item is delivered. Regular mail gets delivered through Canada Post to the post office and courier mail gets delivered to a local business (see addresses below). Mail is picked up daily from both of these outlets and is left in the lodge for pick up. **Do not use HOC's physical address (961 Park Road) for mail or packages, they will not be delivered to camp.**

| Regular Postage                                                                     | Courier / Parcel Service                                                                                       |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| Staff Name<br>C/O Hockey Opportunity Camp<br>PO Box 448<br>Sundridge, ON<br>POA 1Z0 | Staff Name<br>Hockey Opportunity Camp<br>C/O Cox's General Store<br>21 Main Street<br>Sundridge, ON<br>POA 1Z0 |

**Sending Mail:** To send mail on behalf of your campers or for yourself, bring the mail to the camp office prior to town run, departing daily around 1:30 pm.

# 2016 Employee Handbook

## 3. GETTING READY FOR CAMP

### Other

#### NUT Policy

HOC's Tuck Shop and kitchen are nut friendly environments. **Staff members are not permitted to bring any nut products on site due to severe camper allergies.** This includes personal snacks and treats such as peanut butter, chocolate bars, trail mix, energy bars and Spitz sunflower seeds.

#### Going Green

Understanding the large footprint that HOC and its community places on the local environment, we encourage our staff to help us reduce the amount of waste produced. We strongly recommend that you use a reusable water bottle rather than multiple plastic water bottles. Limit the number of electrical appliances in your rooms to lower your energy use. Staff should not be leaving lights, radios, computers and other electronics devices on and unattended for extended periods of time. There are many other simple measures you can do to help reduce the size of HOC's environmental footprint.

#### Facilities and Equipment

Staff members are encouraged to take advantage of the camp's facilities and equipment. Equipment such as paddle boards, sail boards, snorkel gear, canoes and kayaks are available, provided that the equipment is not in use and you have gained permission from the instructor. Staff can bring personal bikes, hockey equipment and other sporting goods to camp.

#### Kitchen

The main lodge and kitchen area are run and managed by the camp's long time catering company GB Catering. They prepare all meals and snacks for staff and campers. Staff are permitted in the main lodge area during meal times and other Director organized meetings. It is important to remember that the main lodge is also the living area for the Kitchen Staff and must be treated with respect, as their work hours can start very early and run late each day. The staff "coffee station" is available from 7:00 am to 7:00 pm and must be kept clean throughout the day.

#### Health and Safety

Creating a safe and healthy camp environment for campers and staff is the top priority of HOC. Every week through the summer, the Health Centre will be staffed by either a Camp Doctor / Nurse Practitioner, a Registered Nurse and a Camper Care Assistant (Nursing Student). All staff have access to these professional resources daily. All staff are required to report any significant illness or injury to the Health Care Team for immediate attention. This includes nausea, vomiting, fever or similar symptoms in order to help limit potential spread of any communicable illness or outbreaks.

Staff will undergo training during pre-camp training regarding employee safety. All staff will learn how to perform their daily job duties, keeping both employee and camper safety as top priority.

It is a staff members responsibility to remove any broken or unsafe piece of program equipment from daily operation and report it to a Director immediately. Any work area, building or structure deemed unsafe/in need of repair must also be reported to a Director, so it can be repaired/ corrected to avoid injury.

Health and safety is a team effort. All staff are expected to make good decisions and are expected to stop or modify programming to ensure a safe environment.

#### Sun Protection and Care

Staff need to be vigilant about wearing a hat, loose fitting & light coloured clothing and applying / re-apply sunscreen regularly. In order to positively role model Sun Safe practices for our campers, we must first do so ourselves.



# 2016 Employee Handbook

## 4. EMPLOYEE STANDARDS AND POLICIES

### Personal Standards

#### Personal Conduct

Staff members agree that while under the employment of Hockey Opportunity Camp they will represent themselves, their personal habits, routines, conduct and image in an appropriate manner to reflect the high standards of professionalism and conduct that would be expected as a role model for young children, within and around our camp community. The use of foul language, profanity, lewd or suggestive remarks and/or language that degrades, stereotypes or intimidates others is not appropriate in the environment we create at camp. Such behaviour can result in discipline or even termination.

#### Staff Accommodations

Staff members are not permitted to enter another staff members living quarters uninvited, in order to prevent lost or stolen items. Staff members living in camper cabins are not permitted staff guests of the opposite sex at any time during camp session.

All staff living on HOC property are responsible for maintaining a clean and orderly living space, including the area in and around their rooms and common spaces. Throughout the summer, all living accommodations are subject to random inspection on a weekly basis. Staff are responsible to keep their living space tidy at all times.

Many staff members at HOC live with a roommate(s). Please ensure that you are sharing this living space and all taking responsibility for its condition and its contents.

#### Working & Living with Peers

Every staff member must understand how important each person's role is within the organization. To ensure this, we must show our common appreciation and respect to each other by establishing a level of professional respect and rapport. If any circumstances arise that cannot be resolved positively between staff members, staff members are to speak with their Section Head or a Director to assist in the resolution of the issue. All staff members must respect each other's personal belongings, including making sure permission is granted and items returned when borrowing other's property. Any staff member caught stealing will be subject to discipline or even termination.

#### Dress Code

All staff members are required to dress appropriately while on camp property and professionally represent HOC. Dress code is to be appropriate based on the employment position, keeping safety in mind. Articles of clothing and novelty items (such as mugs, hats, etc.) depicting inappropriate logos, slogans, images, illegal drugs, alcohol branding and profanities are not permitted. Revealing clothing such as bikinis, white undershirts and for males being shirtless away from the water is not permitted around the campers. All personalized HOC branded clothing purchased from Silver Screen Printing needs approval from the Camp Director before printing. Staff not dressing in accordance with the dress code will be asked to change immediately and present themselves appropriately.



#### Staff Uniform

Staff members will be provided with a staff shirt and name badge. Shirts must be clean and ready to wear for Sunday Check-In Day. In addition to the shirt, staff must provide their own Khaki/Tan shorts for the uniform. This uniform/name badge is also required for those working on Saturday during Check-Out. Hockey staff will be provided a track suit for on ice instruction, they are also required to wear an approved and up to date helmet. A visor is not required but recommended for on ice instructors.

#### Staff Hockey

Hockey Opportunity Camp provides ice time each week for Staff Hockey Games. (Tuesday - All Staff & Wednesday - Hockey Staff). Camp staff may not be able to play each week due to child supervisory responsibilities. Staff will rotate each week in order to accommodate all staff throughout the summer. All players must wear full protective equipment including an approved and up to date helmet. Either full face protection or half visor must be worn by all hockey players (NO exceptions). CIT's must wear full facial protection. Mouth guards are highly recommended for all staff, especially those wearing half visor.

# 2016 Employee Handbook

## 4. EMPLOYEE STANDARDS AND POLICIES

### Personal Standards (cont'd)

#### Self Care

HOC encourages all staff to use their time off wisely. The summer can be long and stressful at times. Take advantage of your time off to rest and rejuvenate when needed. There are a number of staff intramural activities to help burn off steam and get some well-deserved exercise. Kitchen staff members prepare a variety of healthy menu options and those with specific dietary needs will be accommodated. Eat and live healthy to ensure you are ready to perform your assigned duties.

#### Visitors to Camp

Visits by friends and family are to be cleared by the Camp Director. Upon arrival, all visitors must sign in at the camp office and obtain a visitor badge. Visitors having meals at camp are asked to pay a nominal charge for the meal. Please arrange personal visits on time off. **Overnight visits are not permitted** (no exceptions).

### Conduct Policies

#### Discrimination of Staff & Campers

Hockey Opportunity Camp employs and opens its programs to all campers and staff regardless of faith, race or cultural traditions. In addition, there is to be no physical segregation or discrimination of any camper or staff because of faith, race, sex, color, age, physical disability or sexual orientation. Discrimination includes any disrespectful jokes, innuendos, slurs and comments.



#### Discipline of Campers

Under no circumstance should any camper be deprived of food, sleep or other basic necessities while under the care of Hockey Opportunity Camp. Campers will not be subject to ridicule, threat, corporal punishment or excessive exercise. If any staff has difficulty with a camper's behaviour, the employee should speak with his/her Section Head, Director or the Camp Director for help in providing for the safety of your campers.

#### Sexual Conduct & Harassment

Sexual and/or romantic involvement (including sexual intercourse, fondling, sexual contact or inappropriate physical contact) between staff members and campers (including CITs) is unacceptable and

grounds for dismissal and possible criminal charges.

Personal relationships and public displays of affection between staff members are to be kept discreet. All staff should conduct themselves in a manner that the attention, care and supervision of campers is not interfered with or compromised. Campers should not be made aware of any staff member's personal relationships.

Sexual harassment is not tolerated and is defined as:

- unwanted sexual attention from a person who knows or ought reasonably to know that such attention is unwanted;
- implied or expressed promise of reward for complying with a sexually-oriented request;
- implied or expressed threat of reprisal or actual reprisal for refusal to comply with a sexually oriented request;
- a sexual relationship which constitutes an abuse of power in a relationship of trust;
- sexually oriented remarks or behaviour which may reasonably be perceived to create a negative psychological and emotional environment for work and study.

Any staff found in violation of this policy will be subject to discipline, dismissal and possible criminal charges.

# 2016 Employee Handbook

## 4. EMPLOYEE STANDARDS AND POLICIES

### Conduct Policies (cont'd)

#### Initiation / Hazing

Initiation or “hazing” of any staff member will not be tolerated at HOC. Hazing refers to any activity expected of someone joining a group (or to maintain full status in a group) that humiliates, degrades, forces consumption or risks emotional and/or physical harm, regardless of the person's willingness to participate. This and other inappropriate behaviour could result in termination.

#### Staff Discipline & Dismissal

In order to maintain a standard of excellence for our staff, Directors on occasion address an individual or a group of staff to correct negative behaviour or violations of Employee Standards and Policies. Directors will outline the problem in detail, actions to correct the issue moving forward and consequences (if any) that are appropriate to the situation. Any staff member who repeatedly needs their behaviour to be addressed will receive written warning, which is to be considered the final event before employment termination.

However, Camp Directors reserve the right to dismiss any staff member or take immediate disciplinary action for any conduct (on or off property during the employment agreement period) that shows inappropriate behaviour, actions which put campers and staff in danger, neglect of duties, negligence, violations of Hockey Opportunity Camp's Employee Standards and Policies or any thing in our judgment that may affect the excellent reputation and standing of HOC.

#### Community Relationships

Our relationship with the people and businesses in the local community is very important to HOC. Employees must understand that when outside of camp in the local community, they must demonstrate positive behaviour that is representative of the camp. Damage or theft of public property or inappropriate language or behaviour is unacceptable and will be dealt with on an individual basis by the Camp Directors. Congregating in large groups on public or private property in the local area is prohibited and will draw unwanted attention from local neighbours and is seen as trespassing. This and other inappropriate behaviour could result in the loss of community privileges on nights off or individual termination.

#### Alcohol & Drugs

The consumption, storage or possession of alcohol, illegal drugs, drug paraphernalia, non-prescribed medication or any controlled substance, on camp property and local private property is strictly prohibited and cause for termination. This includes any adjacent private properties (location under Director's discretion), staff accommodations, or vehicles on HOC property. Any staff being under the influence of alcohol or illegal drugs while working with campers or participating at any HOC staff event (staff ski/hockey) will result in immediate termination. It is illegal for any persons to purchase alcohol or cigarettes for a minor.

Alcohol can take between 1-16 hrs to completely dissipate from body systems based on an individual's level of consumption. All staff must consider this before returning to work with campers following consumption. It is at the discretion of Directors and Sr Staff, on reasonable grounds, if there is belief that a staff's blood alcohol level has not returned to a safe level or their ability to perform their job to our high standard is compromised, a temporary suspension (6-12 hrs) without pay may be applied.

#### Smoking & Chewing Tobacco

Smoking of cigarettes, chewing tobacco (spittoons) and e-cigarettes / vaporizing inhalers is strongly discouraged. The use and storage of any of these products is prohibited in front of any campers, in any building on property, adjacent private property, camp vehicles and at the arena. The proper disposal of any and all product waste must be done out of view of campers.

***The “smoker's pit” area, located behind the Junior Recreation Hall is the only location on property that is designated for the use/consumption of tobacco products.***

#### Reporting a Problem

Reporting staff conduct, that is a breach of HOC Employment Policy to a Sr Staff member is a requirement of all employees. It is every staff members responsibility to ensure the rules and expectations we have all agreed to as part of this employment package are followed and upheld at all times. Ignorance by staff in these situations is not tolerated.

# 2016 Employee Handbook

## 4. EMPLOYEE STANDARDS AND POLICIES

### Privacy / Internet Policies

#### Protection of Privacy Policy

Due to the Freedom of Information/Protection of Privacy legislation and the importance of maintaining confidentiality, personal information collected at HOC of campers and staff is the sole and exclusive property of HOC, and employees shall;

- Treat the information with sensitivity and confidentiality. All paperwork disseminated to staff detailing any such information must be disposed of appropriately after use (shredded in camp office).
- Utilize the information for the purposes for which they were intended as outlined in this policy.
- Not use any information in any way either to the employees own benefit or for the benefit of another person, organization or company other than HOC.

#### Internet / Social Media Policy / Telecommunication

HOC views social networking (Facebook / Twitter / Instagram / Snap Chat) websites and app's positively and respects the rights of employees to use them as a medium of self-expression. If an employee chooses to identify himself or herself as an employee of our camp on such a venue, some viewers may see that employee as a representation of HOC. In light of this distinct possibility, HOC requires, as a condition of employment, that employees observe the following rules and guidelines when referring to the camp, it's programs, activities, campers and or other employees, in a blog or on a website.

#### Camper Communication

- Employees must not post pictures of campers on a website without obtaining written permission by the camper's parent or guardian. Such written permission must be presented to and retained by the Camp Director.
- Employees must not allow campers to have access to their personal phone number, website page, or have access to any "groups" that the employee belongs to/administers. Online or phone communication between a staff member and current camper under the age of 16 are prohibited.
- Due to the possible searching of employees by campers, employee's public profile and background images should represent that employee appropriately and professionally. Staff members should in best practice keep all electronic devices password protected.

#### Camp Name & Logo

- HOC is host to a number of a social networking sites controlled and operated by administrative HOC staff under the direction of Camp Directors. HOC also reserves the right to block or control access of staff, campers or parents to these sites if any posts, comments or photos reflect negatively on HOC. Any employee who creates a site or group, which references HOC in its title or "group" name must first obtain written permission. In addition, the use of HOC camp logo is not permitted.
- Although HOC encourages all employees to proudly wear HOC authorized clothing outside of the camp, we strongly discourage the posting of any photos of an employee wearing HOC gear while participating in inappropriate, sexual or illegal behaviour.

#### General Guidelines

- Employees must be respectful in all communications and blogs related to or referencing the camp, its campers, and/or employees. This includes prohibiting the posting of any obscene, defamatory, profane or libelous information or language in relation to the above noted subjects. In addition, social websites should not be used to harass, threat, demean, bully, or intimidate other employees or campers including comments that are derogatory with respect to race, religion, gender, sexual orientation, color and physical disability.

In order to protect our reputation, HOC Directors and senior staff will be monitoring many social networking sites on a regular basis to ensure that employees respect and adhere to this policy. Any employee found to be in violation of the Internet/Social Media/Privacy policy are subject to immediate disciplinary action, up to and including the termination of employment.