



**MBC**



# 2022 Handbook

Adapted from and in conjunction with the MBC Staff Handbook  
*Policies apply to Muskoka Bible Centre Inc. (doing business as MBC and Camp Widjiitiwin),  
Muskoka Bible Ministries, and Muskoka Bible Foundation*

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# Welcome

Well folks, you are entering into an experience like no other. You think you have a 'job'? Yes... but you also now have so much more! You have a new FAMILY.

More than 2 years ago the team at MBC embarked on a quest to discover our big 'WHY'. WHY does MBC exist? What should be our BIG THING? Well, we discovered that in many ways we were already doing the 'why' and doing it really well. We also discovered that this 'why' is perhaps now more important than ever.

So - why does MBC exist? Our team exists to deliver experiences that will serve as a catalyst for growing resilient, biblically rooted families!

And you are now part of this great big WHY.

You will not only help us grow resilient families, you will become part of a family that is seeking to become more resilient and increasingly rooted in God's truth.

COVID-19 has brought many challenges to teams like ours. And I can give you first person testimony that this MBC team has risen to these challenges and soared above the circumstances that sometimes seemed so dire.

This year you are joining this team, this family. Your experience will not always be easy but it will be formative. As you submit to this opportunity, God will use it to shape you more and more into the likeness of His Son, Jesus Christ.

Above all - our vision for you is that you will grow in resilience (staying power, bounce back-ability and such) as you immerse yourself in Biblical truth, spiritual community and service to our guests.

Thank you for your commitment to becoming part of this family. I trust that you will look back on your experience with thanksgiving (even for the hard times) as you see God's hand at work in your life. We thank God for sending you to us as a helper in our mission of growing resilient, biblically rooted families.

Your fellow servant in Christ,



John Friesen  
CEO  
Muskoka Bible Centre

# MBC's History and Mission

*MBC exists to help grow resilient, biblically rooted families to the glory of God.*

*Re-sil-ient: Able to withstand or recover quickly from difficult conditions*

## Why does this Matter?

Society is facing an epidemic of loneliness, social isolation, anxiety and depression. The weakening of family function and kinship relationships, including extended family circles, are key contributors to this epidemic.

God's design for family is the only antidote for this crisis.

The Church's ability to reflect the glory and redemptive story of God through the testimony of resilient families is perhaps the greatest apologetic we can present to a hurting society. In essence, our **vision** is to help write a better story of family – to see resilient, biblically rooted families reflecting the glory and redemptive story of God in a society that so desperately needs to see this.

## What is Muskoka Bible Centre?

Muskoka Bible Centre is an independent, inter-denominational organization that was founded in 1930 by the Fellowship of Evangelical Baptists. While recognizing its roots in the Fellowship Baptist movement, we embrace and support the cultural diversity of Christ-centred Kingdom ministries and people in accordance with our statement of faith.

In order to properly run our ministry according to government regulation, we have several parts to our organization:

- Muskoka Bible Centre (MBC) handles all of the facilities and guest services like food, hospitality and recreation.
- Muskoka Bible Ministries (MBM) is a registered charity that operates the chapel ministry and children's & youth ministries which take place at MBC and Camp Widjiitiwin.
- Muskoka Bible Foundation (MBF) is a separate charitable entity that exists to financially support the ministry activities operated by Muskoka Bible Ministries.

It looks complicated, but we do things this way to make sure we are doing things correctly!

## What does Muskoka Bible Centre do?

MBC operates a 230-acre conference and retreat centre in the Muskoka region of Ontario, Canada. MBC plans and executes an annual schedule of compelling community experiences in support of its overriding mission. **These experiences are focused on teaching the Word of God with an emphasis on encouraging and strengthening families.** MBC also offers the facilities and services of the centre to other like-minded ministry organizations in support of their spiritual retreat objectives.

## MBC's Values

As an organization, we uphold six key values that we believe will help us stay on mission. We will strive to increasingly live out the following principles as an MBC team and also use these as the building blocks for our guest learning experiences in the pursuit of our mission of growing resilient families. Some descriptions of what this means and related behaviours are identified below:

<b>Core Value</b>	<b>What It Means</b>
<b>CHRIST Centred</b>	To see Christ as the central figure in God's redemptive story. Our lives are rooted in Him. (Colossians 1:15-20, Col 2:7)
<b>Growing in GRACE</b>	To grow continually in our expression of grace to one another – extending to others consideration that may not be earned but that is reflective of the grace we've been given by our Saviour, Jesus Christ. (2 Peter 3:18)
<b>Walking in UNITY &amp; ONENESS</b>	We will seek to walk in unity for the fulfillment of the common purpose we have in Christ. (Ephesians 4:1-16) & strive to become one in spirit with God and with our fellow believers. (John 17:11, Acts 4:32, Philippians 2:2-3, 5)
<b>Engaged in COMMUNITY</b>	Prioritizing living in fellowship with other believers (the Church) and together being an influence in our greater community for the sake of the Gospel. (Hebrews 10:24-25, Romans 12:3-13, 1 Thessalonians 3:12)
<b>SERVE together</b>	Each one of us has been called by God to good works and acts of service according to our gifts. We will diligently seek opportunities to serve others at MBC, in our local community and globally as well. (Colossians 3:23-24, 1 Corinthians 15:58)
<b>Practice good STEWARDSHIP</b>	We will maximize the best care and use of our God-given resources in pursuit of our mission. (2 Corinthians 9:7, 1 Timothy 4:15, Col 3:23-24, Luke 16:11, 1 Peter 4:10, 2 Corinthians 9:6-7)

## Our Method

MBC will provide intentionally designed community based experiences where families can find hope and help. Our experiences will help families be:

- **Renew** themselves as they discover the compelling love and truth of God as revealed in Scripture. (*Creating space for connecting with God and using His Word as our foundational ministry tool*)
- **Connect** with one another in meaningful *community* experiences (*Opportunities for connecting at meal times, by playing together, campfire conversations and more!*)
- **Equip** themselves and others to navigate through the various stages and challenges of family life, directed by the truth of God's Word. (*Equipping seminars and experiential learning opportunities designed to build family resilience*).

## Key Result Areas (KRAs)

This mission will be accomplished in ever increasing measure as we focus on these 'key result areas':

- 1. SUBJECT MATTER EXPERTISE: 'We will be curators of biblical content in support of Resilient Family Development'**
  - We will increase our efforts in researching and understanding the predictors/practices of resiliency in families, particularly in faith formation within families over the long term.
  - We will become a robust, *theologically sound* resource for families, other ministries and churches in the subject matter of growing resilient families.
- 2. The EFFICACY of the design and delivery of experiences for MBC families:**
  - We will put new effort into the design, delivery and measurement of effective learning experiences direct to families at MBC
  - We will increase the number of intentionally designed 'programmed' experiences for families in the non-summer season.
  - We will increase our year round discipleship impact on our youth staff members to prepare them for growing resilient, biblically rooted families in the future.
- 3. COLLABORATION – 'Stronger Together' *Ef-fi-ca-cy: the ability to produce a desired or intended result***
  - We will initiate efforts to drive collaboration among fellow ministries and churches that are also burdened by the need to grow resilient families; believing that together we can more effectively accomplish such an expansive vision.
  - We will be innovative in seeking to support church leaders in their own family experiences and in their efforts to encourage families within their communities.
- 4. World Class HOSPITALITY**
  - We will maximize our Muskoka location to bring a sense of wonder and beauty to our guests.
  - Exceptional mealtime experiences:
    - Family time around the table - Let us do the cooking!

- Delicious home-style meals
- Menu and price points to meet the needs of guests.
- Engaging recreation experiences:
  - Fun together, building camaraderie without apology!
  - Deliberate learning experiences (trying new things – together)
  - Time together for informal connections – fishing together, etc.
- Outstanding facility and operations:
  - A well-oiled machine
  - Rooms and amenities designed to meet the needs of our guests
- Service With Excellence Every Time! (S.W.E.E.T.):
  - **Tangibles** – providing hands-on examples of quality  
*(that noticeable touch of care...)*
  - **Empathy** – providing caring individualized attention  
*(putting yourselves in the shoes of the guest...)*
  - **Assurance** – being both courteous and knowledgeable, conveying trust and confidence.  
*(look and act like you are the best at what you do!)*
  - **Reliability** – providing the promised service consistently  
*(providing excellence over & over again...)*
  - **Responsiveness** – willingness to help and provide prompt attention  
*(standing on the balls of your feet!)*

## Key Success Factors

### HIGH LEVEL Accountabilities

We want to THRIVE in accomplishing our mission, not just SURVIVE! The following statements describe the internal accountabilities, standards and competencies we will seek to measure up to on a continual basis.

### COMPELLING CAUSE

- MBC will have clarity of mission, vision and guiding values with a constant focus on guest impact and results.
- We will provide a clearly defined level of quality service, anticipating the needs of our guests and consistently over delivering on promised services.
- We will provide safe and proactively maintained places of beauty; well-equipped to support ministry activities.

### POSITIVE COMMUNITY

- We will be led by engaged, motivated, competent and supported staff and volunteer communities.
- Our people will work in their area of strength and be complemented by others to build balanced, effective teams.
- Our people will thrive in environments where trust, compassion, stability and hope are paramount.
- We will build trust by consistently communicating plans, activities and results to our

constituents.

- We will work hard to ensure the safety of all guests and staff, in accordance with Health & Safety Standards.

### **SUSTAINABLE CORPORATION**

- We will administer our God-given resources with faithfulness, integrity and transparency
- We will demonstrate a disciplined approach to financial management ensuring prudent, consistent operating practices.
- We will avoid deferred maintenance and plan for proactive annual capital reinvestment, supporting ministry priorities.
- We will build and utilize systems and procedures to avoid recurring crisis.
- We will give the glory to God at all times, giving thanks for His guidance, provision and spiritual fruit.

### **CORE Competencies**

There are a few things that we want to do really, really well:

- **Compelling Programming:** High impact, quality interactive experiences that serve to accomplish the mission.
- **Top of Mind Awareness:** Achieving a 'top of mind' awareness among our defined target markets for each of our experience opportunities
- **Excellence in Service:** Relentless pursuit of excellence in service to our guests based on 5 determinants: *tangibles, empathy, assurance, reliability, responsiveness*
- **Constant Feedback:** We will consistently measure our desired outcomes against the guest experience
- **Continuous Improvement:** We will be rigorous in constantly improving our effectiveness in accomplishing the mission and desired outcomes. *Kaizen!* 改善

# Code of Conduct

Our mission as a conference, camp and retreat centre is to bring ultimate glory to God and His Kingdom. In this context it is of paramount importance that our staff members conduct themselves in a way that is honouring to men and above all—honouring to God. Therefore, all staff members serving at MBC are required to abide by certain standards and practices. Specifically, MBC considers the following conduct to be inappropriate in our context as a Christ-centred ministry organization:

- Abusive behaviour of any kind (e.g. foul language, blatant insubordination, etc.)
- Malicious acts, immoral sexual comments, physical aggression or threat to the safety of others.
- Any sexually intimate behaviour outside of Marriage, as defined in the MBC Statement of Faith
- Use of illicit drugs
- Abstinence from tobacco, cannabis, Vaping or alcohol
- Criminal activity of any kind
- Theft and fraud
- Lying or deceit
- Acts of Discrimination or Harassment against staff or guests (see policy)
- Disregard for MBC policies.

Participation in any of the above by staff **on or off** MBC property, and by any means (physical, verbal, text, email, social media, etc.) may initiate investigation and appropriate disciplinary action, as necessary.

Furthermore, we encourage all staff to practice wisdom and careful judgment in the exercise of personal freedom. This includes things such as the responsible use of time and material resources, the honest pursuit of spiritual growth—including attendance at staff bible studies and chapel when possible. **Abstinence from alcohol, tobacco, cannabis, vaping, gambling and any type of substance abuse is required at all times for Stepping Stones, Widjitiwin Summer Staff and Internship program participants.** Modest behaviour and dress is important as well as maintaining personal relationships that are above reproach (i.e. guy/girl relationships). **All staff members MUST remain out of the residential quarters of the opposite sex.** Choice of entertainment (TV, movies (max rating PG-13), music) both on-site and off-site must also be a matter of discernment and wisdom. Staff and volunteers of MBC will refrain from profession or promotion of religious beliefs incompatible with Christian faith.

Failure to adhere to the above guidelines may be just cause for disciplinary action up to and including dismissal. MBC expressly reserves the right under this policy to terminate an individual's employment or service for just cause upon violation of the specific or general elements of this policy.

In the event of a violation or breach of this policy, MBC will attempt to bring about restoration of the individual in order to restore a working relationship with MBC. Actions taken may include, at

MBC's discretion, review of the problem by the CEO with the alleged offender, professional counseling, accountability measures and/or probation. MBC may also choose to dismiss the individual based on the severity of the situation and results of any restoration process.

Should any staff or volunteer members, having signed this code of conduct, find themselves in a position where they can no longer uphold these standards, they should immediately advise the CEO.

# Stepping Stones Overview

The Stepping Stones name has a two-fold meaning. It first refers to the 'stepping' of its participants from one level of training to the next, each one designed for a specific level of age and maturity. Secondly, it refers to an underlying philosophy that each person progresses, or 'steps', in the areas of Renewing, Connecting and Equipping. Throughout the summer, you will learn more about the three stepping stones pillars (Renewing, Connecting & Equipping) and how they relate to your lives.

## Structure

To accomplish the mission of Stepping Stones, while striving for excellence in MBC's existing ministries, the program is structured into a number of enrollment levels. Each of these levels is designed to serve Christian youth at different stages of maturity and age and to serve in various ways.

- **CORE:** Individuals (university/college aged) who have been selected for both their demonstrated and potential leadership abilities. These people provide oversight to a number of programs and are given significant responsibility. As part of the CORE team we will focus on building transferable ministry skills and help each staff's ministry be more effective. CORE staff must be a minimum 18 years of age by the start of Spring Crew (early May)
- **Frontline:** Individuals (17+ years) who provide the dynamic drive behind much of the work done each summer. Frontline staff provide a solid core of mature workers and eager learners. Frontline staff take the knowledge and experience from their year(s) in STAND and apply those skills to their work at MBC.
- **STAND:** The STAND experience provides its participants (completed Grade 9 or 10) an opportunity to grow in their abilities, leadership, knowledge and experience. STANDs will balance a demanding work and learning schedule. During this program we will look closely how God has made each believer uniquely and how that adds to the body of Christ. We hope that all involved will become **Servants Trained And Now Doing**. STAND students must be a minimum 15 years of age by the start of their contract.

Each level of enrolment will engage in a variety of experiences designed to aid in their development. These experiences fall under three categories and vary between the enrolment levels.

**Spiritual Formation:** This encompasses a great number of directed opportunities for Stepping Stones participants to learn and grow. Through teaching, chapels, readings and bible studies we hope that each individual will *Know more, Be more* and *Do more* in Christ.

**Work Excellence:** Each participant in Stepping Stones will have a role to play in the broader function of Muskoka Bible Centre and its ministries. Through working in the various departments, from Children's ministry to Housekeeping, the summer students can make a lasting positive impact on the guests/camper and be wonderfully impacted in their own lives.

**Community Life:** A great part of the Christian walk is personal growth through relationships with fellow believers. MBC is a great place to live, learn and serve with other believers. We hope that each and every summer staff will be both encouraged and an encourager; helping, inspiring and pointing each other toward Christ. Students will be led in community by a Community Life Team (CLT).

## **Expectations**

This section provides the guidelines and policies pertaining to staff conduct and behaviour. The expectations, guidelines and policies are in place to serve both the ministry as a whole and to create a positive environment for guests, campers, staff and volunteers. All stepping stones participants are to abide by the outlined ground rules. Any individual(s) that fail to do so will see disciplinary action. MBC is also committed to the truth and standards set forth in Scripture. We must dedicate ourselves to live out, and act in accordance to, this truth in our daily lives. All of us need to have an attitude in keeping with the love and servanthood of Christ.

Our hope is that these guidelines will help prepare you for the summer, but MBC also reserves the right to make changes to Staff Expectations depending on the specific needs of a summer staff team. Any changes will be clearly communicated to staff in a timely manner. Some modifications to these guidelines may yet be made – staff will be notified of any changes.

## **Attitude**

Staff should demonstrate a servant attitude where they are willing to go beyond the call of duty to accommodate the needs of guests/campers and to accomplish the objectives of Muskoka Bible Centre. Our attitudes can be greatly influenced by a conscious decision to act in humility and service. Staff members who are loyal to God, to each other and to the purposes of the ministry are one of the keys to our success.

## **Development**

Chapel times, staff devotionals, meetings and small groups are an important part of the Stepping Stones program. All staff must attend these events as scheduled, unless working a scheduled shift. We also strongly encourage staff to attend chapel whenever possible, as this is a great opportunity to learn and develop spiritually. Each staff member will be receiving a schedule of the events that they are expected to attend during the week. Remember that group Bible studies, meetings, and chapel times do not replace personal study and devotional time.

## **Concerns and Conflicts**

All staff members should feel free to express concerns regarding workload and working environment to their supervisor or one of the directors. Concerns not directly involving your service work should be brought to the attention of a Community Life Leader or the Program Director for Youth Discipleship. It is not acceptable to complain to guests, campers, family members, or fellow staff members other than those to whom you are responsible. Staff

members are not to take sides with a guest against another staff and staff problems are never to be discussed with a guest.

In all cases it is best to deal with issues in their infancy and not allow them to grow. When problems or conflicts arise they are to be discussed with those involved and your immediate supervisor in the effort to solve the problem. Often, the source of conflict is miscommunication - please be willing to ask questions and to listen to others. No one is perfect; let us strive to accept each other's shortcomings, recognize and admit our own mistakes and support one another in all that we do.

## **Misconduct and Discipline**

Job performance and adherence to staff policies and procedures will be closely monitored for all staff. Failure to perform the duties of a position, as assigned by your supervisor, or failure to abide by staff policies and procedures as outlined in the handbook will result in disciplinary action. As a ministry we will seek to correct and restore the staff. We are committed to work with all those that come on staff and seek their development. Disciplinary action will generally include the following:

1. A verbal warning to clarify expectations and identify specific areas where these expectations have not been met. This warning will be given by either your supervisor, Community Life Leader or a Director and a note will be placed in your file.
2. A written warning when a verbal warning has already been given. This written warning will indicate the nature of the misconduct or standard of job performance or behaviour that is in question. It will also stipulate any ramifications / actions that will be taken as a result of the misconduct.
3. Dismissal – consistent misconduct or serious misconduct or consistent failure to adequately perform service duties may result in dismissal. Staff will be issued a written notice of dismissal.

Certain behaviours or misconduct may result in immediate dismissal. For example: theft, abusive behaviour, malicious misuse or abuse of equipment.

## **Harassment**

MBC recognizes and supports the right of all staff and volunteers to work in an environment that is free from violence, discrimination and harassment. Workplace violence is defined under provincial legislation as (a) the exercise of physical force by a person against a worker in a workplace that causes, or could cause, physical injury to the worker; and / or (b) an attempt to exercise physical force against a worker in a workplace that could cause physical injury to the worker. Harassment is defined under provincial legislation as engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known unwelcome. Discrimination is not defined in the Code but usually includes the following elements: not individually assessing the unique merits, capacities and circumstances of a person, instead, making stereotypical assumptions based on a person's presumed traits, having the impact of excluding persons, denying benefits or imposing burdens.

Any form of violence, discrimination, harassment, including sexual harassment, will not be tolerated. This policy extends to:

- Interactions between staff members and any other members of the MBC community: guests, volunteers, contractors, staff parents, etc.
- Violence, discrimination, harassment in any form: physical, verbal, text, email, social media, etc.
- Violence, discrimination, harassment incidents that occur while working on site or off site

Any complaints related to workplace violence, discrimination, harassment should be reported to your supervisor. If you are uncomfortable or unable to report a complaint to your supervisor, report it directly to the CEO. An independent party will promptly investigate all complaints. Where a complaint of harassment, discrimination or violence is substantiated, the offender, regardless of seniority or position, will be subject to appropriate disciplinary measures up to and including dismissal. Employees will always be afforded due process in the investigation of any alleged incident of violence, discrimination, or harassment. An accused person will always be presumed innocent until proven otherwise. Any incidences of workplace violence, discrimination or harassment will be reported to the Joint Health and Safety Committee as required by Bill 168.

### **Child Protection Policy**

Our ministry works with a large number of children and has developed a child protection policy to create a safe, abuse-free environment for all guests. It is important that ALL staff are familiar with this policy and follow its guidelines and protocols. The Child Protection Policy will be reviewed during Staff Development Week. Please know it well and follow the guidelines carefully.

### **Social Media and Electronics Communication Policy**

Social media can be a great way to connect, and can also be a powerful tool for ministry. MBC encourages staff to use social media and all electronic communication the right way.

- The MBC Code of Conduct applies to your social media posts. We are to bring glory to God and His Kingdom in all we do and say.
- The MBC Harassment Policy also applies. Speaking negatively about someone online can be considered harassment under Canadian law and can result in termination and legal action. o When communicating electronically with children or youth, follow the requirements of the Child and Youth protection policy. Staff are not to minister to members of the opposite sex, and all communication needs to be in an open forum. For example, Facebook wall posts are acceptable and private messages are not.
- Be cautious about posting information which may be considered personal or confidential.
- Before posting a picture seek the permission of those in the picture.
- Work under the assumption that EVERYTHING you post, text, or tweet will be seen by EVERYONE, not just your Facebook friends or Twitter followers. Any electronic communication can be captured and re-transmitted before you have time to retract it. Think before you post, and when in doubt don't!

## Appearance and Attire

At all times, one must be aware of the effects their choice of clothing and appearance has upon fellow staff members, campers and guests. Our desire is to not offend anyone and to be an example of respectful appearance.

Please do not wear:

- Spaghetti strap shirts, tube tops, or shirts that expose midriff
- Shirts that are too short and reveal your underwear
- Pants so low that they reveal your underwear
- Short skirts/shorts –shorts worn outside of work hours must be mid thigh length or longer
- Tights/leggings/spandex for males & females should only be worn with shorts or long tops
- Clothing with pictures, logos and/or sayings not in keeping with a Christ-like testimony.

As a staff member, your standard of dress will often be followed by the campers - conservative non-revealing swimsuits are expected. Please use appropriate and suitable footwear for activities you are involved in. If a leadership team member or senior staff member deems any clothing or attire to be inappropriate, the expectation is that you will respect their position and change - do not wear the outfit. Senior staff likely have a reasonable understanding of why the choice is inappropriate and can explain at another time.

All staff members must be conscious of personal cleanliness, hygiene, and appearance. Good appearance gives poise and self-confidence - qualities that are noted by guests, visitors, constituents and others that we come into contact with daily.

We have a very diverse population of guests who come from a large variety of backgrounds, beliefs, and cultures. We must be sensitive to this. Piercings, tattoos and hair style may offend, so please be sensitive to this. Follow the discretion of your supervisor on these matters- if you are asked to remove a piercing while at work- do it. In regards to piercings and tattoos- If it was not a part of your body when you arrived, do not add it.

## Uniforms and Attire

All MBC staff are required to wear approved uniforms when guests are on site. Expectations vary between departments, which are outlined below:

- **Office Staff, AV Staff, Bookstore Staff:** Approved black shirt (dress shirt, golf shirt) with MBC logo, black or khaki pants, name tags. In addition to an MBC shirt, approved MBC jackets, black or gray sweaters, etc. are permitted with approval of the department manager. Hoodies or sweatshirts are not permitted. Name tag should always be clearly visible.
- **Campground Store Staff:** Approved black shirt (dress shirt, golf shirt) with MBC logo, black or khaki pants, black shorts mid thigh or lower, name tags. In addition to an MBC shirt, approved MBC jackets, black or gray sweaters, etc. are permitted with approval of

the department manager. Hoodies or sweatshirts are not permitted. Name tag should always be clearly visible.

- **Maintenance Staff:** Green T-shirt or sweatshirt with logo (T-shirt or sweatshirt are acceptable), black or khaki pants or work pants are acceptable, black shorts mid thigh or lower, are acceptable in summer, name tags. Jeans are not permitted.
- **Dining Room and Hub Staff:** Black dress shirts with MBC logo, black pants, black aprons if required, black shoes, name tags. Shorts are not permitted. Dress shirts and aprons will be available in the staff dining room.
- **Kitchen Staff:** Green T-shirt with logo, black pants, aprons and chef hats if required.
- **Program, Housekeeping, Other Staff:** Green T-shirt with logo, black or khaki casual pants (or shorts mid thigh or lower), name tags. Green golf shirts or dress shirts are also permitted.

Our guests expect our clothing and overall appearance to be neat and tidy. Neatness and good taste in dress contribute to the positive impression we leave with our guests. Appropriate clothing and appearance are also required for staff who are living on site but are off duty. Modest attire is required at all times. Pictures, logos and sayings on clothing must be in keeping with a Christ-like testimony. Off-duty staff should not wear uniforms in order to avoid confusion for guests. Departments that allow shorts will monitor length. Shorts are to be mid thigh or lower. Staff that report to work with shorts that are not appropriate will be required to change.

## **Staff Relationships**

The staff's primary focus for the summer should be on God and the ministry to our guests and campers. Therefore, the pursuit of relationships with members of the opposite sex is not to take priority.

Christian conference centres are a great place to meet a special someone, however, staff relationships can become a distraction for those involved and those around. If you are in a relationship already, or find a special someone at MBC, please respect those around you, and keep displays of affection to a respectable minimum.

When in public areas, lights always must be on, and doors must always be open. If others are uncomfortable being around you, then there is a problem. Use discretion when entering into a relationship. Remember that there are always people watching, and so it is best to never be alone in any situation with a member of the opposite sex because it can give a wrong impression. Having a third party present is always the best solution.

Some other notes regarding staff relationships:

- Staff members are NOT to enter into a relationship with guests, which falls in line with our Child Protection Policy. Inappropriate relationships may result in dismissal.
- There are to be NO back rubs or massages between male and female staff members.
- While on MBC property, all couples are to refrain from public displays of affection and overt physical affection (i.e. kissing, caressing, etc.).

Above all else, guests must never feel they are the second choice for the attention of staff members!

## **Accommodations**

All staff living on-site will be assigned to one of our staff accommodation facilities (Founders Hall or TreeTops Dorm) upon arrival. Staff must not change rooms without permission from the Program Director for Youth Discipleship. Living on-site is a privilege and all will be required to observe the following:

- Keep their accommodation clean and tidy during the summer.
- Provide their own sleeping bag or bedding.
- NOT deface accommodations in any way (putting holes in walls, writing on bunks, etc.)
- Comply with and live up to the standards of the periodic inspections to ensure cleanliness and observe any damage to the facility or furniture.
- Pay for any damage they incur. Layout of staff quarters (i.e. furniture, etc.) must be returned to the 'start of summer' status before the staff member leaves. A summer-end damage inspection will be conducted and any damages will be deducted from their last pay cheque.
- Staff members must respect each other's privacy by not interfering with each other's belongings.

For a full list of what to bring and what NOT to bring you will be sent a list "what to bring to MBC" list. Here are some of the items you are not allowed to bring.

- All cooking appliances (i.e.: toaster ovens, hot plates, toasters, sandwich presses, etc.).
- TVs, microwaves, fridges
- Window air conditioning units
- Clothing with offensive slogans, bikinis
- Weapons of any kind

As part of a student's orientation during Development Week, a lice check will be conducted to prevent the transmission of lice in accommodation. For more details about these checks, please consult the Lice Prevention Policy.

All staff members must remain out of the residential quarters of the opposite sex. This includes hallways in Founders Hall which are designated as male and female only, the TreeTops dorm, and any other allocated living quarters. Failure to adhere to this rule is grounds for immediate dismissal.

## **Curfew**

Adequate rest is essential for success in every area. MBC enforces an 11:00pm quiet time for its guests and as such, the curfew is the same for Stepping Stones students. During the summer, students must be back in their dorm hallway by 11:00pm. Lights out is at 11:30pm.

At various times throughout the summer, staff may have the opportunity to use an extended curfew pass, which allows students to stay out until 11:30pm. The intention behind extended curfew is to allow staff to participate in activities out of the dorm that doesn't distract from the MBC atmosphere. A maximum of five male (5) and five (5) female staff will be able to use extended curfew each night.

If a staff member wants to use an extended curfew pass, they must:

- Talk to a Community Life Leader before 6:00pm about having an extended curfew. The CLL will confirm that there is space for the staff member to stay out late. The CLL will record the student's name and issue an extended curfew pass.
- The student is responsible for maintaining all MBC guidelines while on extended curfew - if they are returning from their trailer or off-site after 11:00pm, they must return to their dorm room quietly and quickly to avoid distractions for others on-site.
- Students should be back at their dorm and quiet by 11:30pm.
- Extended curfew is a privilege-based program. If a student (or group of students) show that they are incapable of respecting the guidelines for extended curfew, they will not be allowed to use extended curfew until further notice.

## **Days Off**

Days off will be scheduled by your supervisor. All requests for time off, or specific off days, should be given to the Program Director: Youth Discipleship and your department supervisor as far in advance as possible, in writing or by email.

## **Leaving Grounds**

Staff members may leave MBC property only when granted permission by their parents or guardians (if they are under the age of 18). If the staff member chooses to leave MBC property, they become the sole responsibility of their parents/guardians, but the expectation is that students will continue to abide by the MBC Code of Conduct for the duration of their contract, even off-site. When a student leaves MBC property, they must inform the Community Life Team so that they can support students in case of an emergency.

Stepping Stones students are permitted to stay out of the dorm on the night before a full day off. This could include staying on MBC property (trailers, cottages, rooms, etc.) or off-site entirely. If staying on-site, Stepping Stones students are required to follow all MBC guest rules. If staying off-site, Stepping Stones students must follow all applicable laws and the MBC Code of Conduct. Sleeping off-site on nights other than the one before a full day off requires approval of the Community Life Team or Program Director: Youth Discipleship.

To sign out for a night off, a student must do the following:

- Inform a Community Life Leader of the intention to stay off-site before 6:00pm. The CLL will complete the appropriate form to inform the rest of the staff team (for safety and

security purposes). This includes questions about where the student is staying (on- or off-site) and when they will return.

- Be out of the dorm by curfew at 11:00pm.

Failure of students to abide by the proper procedures for leaving grounds, or the discovery of misbehaviour, may result in disciplinary action.

## **Personal Belongings**

Due to the number of people and the limited space available it is important for everyone to try to limit the amount of personal 'stuff' you bring. Please also be mindful of how your belongings might affect others, such as guests, campers and roommates.

Please use godly wisdom on what forms of entertainment you bring during the summer and how that affects you and those around you. If a movie, music, or other item is not deemed appropriate, you will be asked to store it away for the summer.

## **Friends/Family Visits**

Friends and/or families are welcome to visit you on your day off. These visits should be held away from your dorm - consider your dorm as a home for you and other students. It would not be "okay" to invite your family into someone else's home, so we ask that you meet in a public place away from your accommodations.

For clarity, family and friends are welcome to help you move into and out of your residence, but those who are not a part of the Stepping Stones program are not able to "hang out" in or at a dorm (Founders Hall or TreeTops).

## **Health & Safety**

It is very important that all staff are conscientious in regards to the health and welfare of those around them and yourself. Please consider the larger ramifications of your actions on yourself and others.

Muskoka Bible Centre is not responsible for the provision of medicines other than emergency first aid. Staff members must submit their completed stepping stones health form, and will be responsible for any medication, prescriptions or hospital expenses.

During staff training, healthy and safety expectations and procedures will be explained to students. Pay careful attention, and direct any questions to the trainer or HR staff to ensure that you are fully prepared for the summer.

## Use of Facilities and Equipment

All staff are reminded that the facilities and equipment owned and used by MBC are here to serve our guests and to fulfill our ministry mandate. These facilities are a gift from God to conduct the ministry He has ordained here. As such, all staff must treat this facility with an attitude and action of Godly stewardship.

### Laundry

Staff members are responsible for doing their own laundry. Facilities are free to use, and are located on the 2<sup>nd</sup> floor at Founders Hall. Please use the sign up list provided and respect one another and the equipment. Report equipment damage and malfunction immediately to the main office so that it may be repaired quickly.

### Mail

Mail can be sent to you while at MBC. It will go to the Main Office, and then to your mailbox. Please check for mail regularly. Please note that mail can sometimes take more than a week to arrive. You may also send mail by dropping it off at the office. Stamps may be purchased at the main office.

Mailing address:                      Your name  
  c/o Muskoka Bible Centre  
  8 Pioneer Ave, Huntsville, ON  
  P1H 2J3

### Staff Discounts

All staff and any registered volunteers committing to an average of 10 hours per week or more will be entitled to a 20% discount in the following areas:

- Dining Room and HUB Purchases
- MBC Campground Park Store
- MBC Bookstore
- Fee Based Activities (Marina, programs)

These discounts are intended to be used by the staff member or volunteer and their immediate family members – including parents, children, and siblings. The staff member must be present to receive these discounts.

All staff qualify for 4 nights of discounted accommodation which can be used by family or friends. The discounts are 20%. Discounts are subject to room availability. Limit of 4 nights per staff member per season. Discount accommodation bookings must be made through the office supervisor who will keep track of discounted nights booked.

Immediate family of summer staff qualify for a 20% accommodation discount for the May Long weekend work/development weekend.

Staff discounts cannot be combined with other discounts and offers without CEO approval.

## **Staff Lounges**

During the summer the staff can use Founders Hall Lounges, when not designated for teaching sessions. Please keep the area clean and respect the equipment and furniture. These rooms must always have doors open and lights on. Do not leave garbage behind. At times these rooms may be designated for other purposes. Please respect these times.

## **Vehicle Use Policy**

This policy applies to all powered vehicles registered to MBC including golf carts, ATV's, tractors, excavators, cars, vans, trucks, etc. It is imperative that MBC staff and volunteers exercise good stewardship and safety practices with regards to its vehicles. This policy addresses three priorities:

- Safety of guests and staff
- Care of Vehicles
- Availability for Intended Purposes

## **Responsibility**

Responsibility for the use and care of a vehicle and the safety of guests and vehicle occupants, rests with the DRIVER! Any incidents and accidents will be measured first against the driver's actions. Shared responsibility also rests with the maintenance team that must ensure vehicles are safe for use and also with the person last using the vehicle (in the case of a problem not reported in a timely fashion).

## **Safety**

The DRIVER must be aware of and take responsibility for any safety risks to themselves, vehicle occupants and guests in the vicinity. The following checklist will help in this regard:

- Vehicle check prior to use (tire inflation, lights working, etc.)
- Avoid parking in such a way where you will need to use reverse (whenever possible)
- If needing to reverse in a guest or staff traffic area – always ensure there is a spotter outside of the vehicle providing direction.
- Never leave engine running or keys in ignition when not in vehicle.
- If there are any safety concerns with the vehicle – please notify the Maintenance Manager immediately in writing.
- Loading Vehicles:
  - Be sure your load is balanced (nothing should shift)
  - Be sure your load is secure (nothing should fall off)
  - Practice safety when loading and unloading (lifting, etc.)

- People Limit – person load must not exceed capacity of vehicle (seatbelts in licensed vehicle). No more than 3 people on a golf cart unless seating for more exists.
- Non-licensed vehicles must NEVER be taken on a public road.
- Always operate the vehicle according to its safety operating manual. Avoid situations where rollovers could result. Turn off the engine when not in the vehicle.
- Any vehicles without working headlamps and tail lamps must not be used after dusk.

### Care of Vehicles

Maintenance staff will do their best to keep all vehicles well-maintained and safe for operation. However, each driver is responsible for the following:

- **Avoid Causing Damage:** All people using vehicles must avoid any activities that could unnecessarily damage the vehicle. This includes simple things such as causing dents, scrapes on the exterior or spills or damage to the interior of the vehicle as well as more serious damage. Horseplay or dangerous driving could result in immediate dismissal.
- **Reporting Damage:** If the vehicle is damaged when you are using it – you MUST immediately report this to the Maintenance Manager who MUST complete an incident report so we can track such damage. If the damage was caused unnecessarily, you may forfeit your privilege to use MBC vehicles at the discretion of the Maintenance Manager and the CEO.
- **Equipment:** You must remove and return to their proper storage location any equipment you may have been carrying on the vehicle (grass trimmers, lawnmowers, etc.). Equipment must not be left on vehicles when the vehicle is being returned.
- **Garbage:** You must remove any garbage (interior or exterior) from the vehicle when you are finished using it.

### Driver Limitations

MBC vehicles are intended to help the mission and operation of MBC and must be reserved for such purposes. Keys for vehicles will be stored in a controlled area and permission for use of vehicles must be obtained from an MBC Manager prior to use. Certain regulations apply to the use of MBC vehicles:

- Drivers of licensed vehicles must have a G license and be listed on MBC's insurance policy.
- Drivers of non-licensed cars, vans, and trucks must have at least a G2 driver's license. Non-licensed vehicles are for use on grounds only.
- All drivers of vehicles such as golf carts and gators must be 16 years of age or older.
- Drivers of vehicles such as tractors and dump trucks must be 19 years of age or older and must have permission of the MBC Maintenance Manager
- Vehicle keys will be kept in a locked key cabinet and must be signed out by anyone using the vehicle and returned when finished.
- Vehicles are only to be used for MBC purposes (this includes licensed vehicles, lawnmowers, equipment, etc.). Any personal use must be FIRST authorized by the CEO.
- Vehicles MUST be RETURNED to where they were picked up and parked properly.
- Any guests or staff driving their own golf carts must be a minimum of 16 years of age.

## **Use of Personal Electronic Devices, Internet & Social Media**

As we are on mission together, it is important to recognize the appropriate use of equipment and personal electronic devices. As such, students must follow the guidelines below during work hours:

- Personal use of cell phones, smart phones, etc. is allowed only during break periods. After one warning, managers may require that cell phones be left at home or in the dorm during work hours.
- Internet usage is monitored on grounds, and internet use is a privilege, please treat it as such. Facebook, Twitter, Instagram, Snapchat, etc... are great resources, but remember that other people can and do see what you post.
- Remember that your taste in music & movie choices may not be shared by everyone else please respect that. Movies played on the television in Founders Hall or on any MBC television, projector, etc... must be rated no higher than PG.

### **Internet Use Guidelines**

MBC provides access to the internet through public Wi-Fi. All students will be given a Wi-Fi access pass, and will be granted access for up to 1 GB of internet use daily. Any activity that interferes with or disrupts Internet use or any attempt to damage or alter equipment, software or configurations, is prohibited and may result in the loss of computer privileges. Users who use computers for illegal purposes may be subject to prosecution. Any user who breaks any site rules or procedures (as listed below), or any laws will lose access privileges.

- Posting or transmitting any unlawful, threatening, abusive, libelous, defamatory, obscene, pornographic or similar material including intentionally exposing other staff or volunteers this material
- Excessive use, limiting involvement in community activities or use after 11:30 pm
- Attempting to modify or gain access to files, passwords or data belonging to others

Use of your personal laptop/tablet/computer for work purposes is permitted. However, upon your departure at the end of your service term, ALL files (i.e. lesson plans, recipes, skill plans, curriculum, etc.) pertaining to program at MBC will be moved to a USB memory stick and given to the Director of your specific department. The files should then be deleted from your personal device.

Each person is individually responsible for their actions and their use of the computer.

### **Out of Bounds Areas**

All work areas are off limits to staff that are not designated to be in the area by a supervisor. This includes: Kitchens, Fellowship Centre, behind the HUB Counter, Chapel Office, Maintenance and utility rooms, equipment storage areas, and offices. After hours, all buildings will be locked, and staff are expected to stay out.

## **Meals and Eating Arrangements**

All on-site (resident) summer staff will be provided with full room and board, including 3 meals daily. Meals will be served in the staff dining room, and staff will eat outside in the Carousel. Some exceptions to this arrangement may be made on occasion, and will be communicated to all staff in advance. Please be on time for meals. Every effort is given to provide healthy balanced meals for staff. Please be respectful of eating areas, as well as kitchen staff. Direct any concerns directly to the Head Chef.

## **Summary**

This handbook is designed to promote unity and harmony. These are absolutely necessary if we are to minister effectively as a body. Whether you are in or out of uniform, you are ambassadors for MBC and more importantly, for Jesus Christ. Remember this as you make decisions, because your actions, positive and negative reflect on MBC and your commitment to Jesus Christ. All staff expectations and standards are the result of scriptural conviction, government regulations and/or experience. We believe these standards will help all staff members have an enjoyable and profitable time at Muskoka Bible Centre.

# Appendix I: Spring Crew

During the spring season, students who are a part of the Spring Crew may have more flexible rules, based on the conditions and abilities of those staff to follow the rules. These changes are outlined below.

Please understand that staff will need to adhere carefully to these rules. Failure to follow them may result in a return to the staff rules that apply to the summer.

## Curfew

During the spring, curfew has been extended to allow the students more flexible hours. The Program Director: Youth Discipleship and the Community Life Team will communicate the new curfew time. If students cannot respect the rules around curfew it will return to a strict 11:00pm curfew every night. Spring and Summer curfews are different based on a larger amount of students and high guest traffic in the summer. Despite the extended curfews, students should always show respect to their co-workers by respecting those who go to bed earlier than the posted curfew time.

## Medication

For the duration of spring crew, students are responsible for regulating their own medication. Please keep your meds in a safe and secure place. If you need any over-the-counter medication or treatments, please let a Community Life Leader know and they will do their best to meet your needs.

By law, all medication should be kept in a secured location when minors (those under 18 years old) are present. To accommodate this, students will need to give the CLT any prescription medication to be stored in the Founder's Hall office at the end of June. Students will work with the Community Life Team to develop a schedule to access the medication in a safe and timely manner.

*All other aspects of the Stepping Stones Handbook apply. A copy of the Handbook is accessible on the Stepping Stones webpage at [steppingstones.muskokabible.com](http://steppingstones.muskokabible.com). If you would like a printed copy, please ask to see the copies available at the main office or in Founder's Hall Community Life offices.*