



# Retreat Season Staff & Volunteer Pandemic Handbook

Fall 2021-Spring 2022

## **Silver Lake Conference Center Covid Operating Plan for Staff & Volunteers**

Silver Lake Conference Center strives to offer the warmest possible welcome to all who arrive at these holy grounds. As we seek to share God's love in creation, we always do so with a focus on safety — for guests, volunteers, and staff. During this time of Covid-19, we have had to adapt our ministry to serving in a pandemic, which means that you will see a lot of changes, from who is able to serve on-site to how we welcome guests. We are still committed to offering radical hospitality to everyone who comes to Silver Lake. In a pandemic, that means changing our policies to promote behaviors that reduce the spread.

We created this handbook to help you navigate Silver Lake's policies and to make the best choices possible for yourself. The first section contains general information that applies to all retreat season staff and volunteers. The following sections address specific information you will need based on what work you are doing while you are at Silver Lake. This is a living document, meaning as new scientific information becomes available and as our world eventually heals from the dramatic impact of this disease, we will adapt our practices to stay current with best practices.

For the 2021-22 Retreat Season, all visitors to site must be fully vaccinated against Covid-19, including staff and volunteers. Those who are unable to be vaccinated due to either age or medical restrictions must show proof of a negative PCR test taken not more than 3 days prior to arrival at camp. All visitors, including staff and volunteers, must agree to follow Silver Lake's Covid-19 protocols and understand that failure to do so will result in their being asked to leave.

We are grateful for your love of Silver Lake, expressed through volunteering or working as retreat season staff. Thank you for all you do to make this ministry amazing. With your help, support, and love, Silver Lake will be even more wonderful on the other side of Covid-19.

Ryan Gackenheimer, Executive Director  
Jennifer Kronholm Clark, Program Director  
Ashley Nichols, Retreat & Finance Manager  
Matt Taylor, Site Manager  
Lynn Boettger, Food Services Manager  
Ruth Choate, Administrator/Registrar

# Table of Contents

<b>General Guidelines</b> .....	<b>4</b>
Silver Lake's Commitment to You.....	4
Before You Come to Camp.....	4
At Camp .....	5
After You Leave Camp .....	5
If There Is an Exposure or Positive Test.....	6
<b>Southern New England Conference Policies</b> .....	<b>6</b>
<b>Volunteer Guidelines</b> .....	<b>7</b>
<b>Kitchen Guidelines</b> .....	<b>8</b>
Preparing for Your Shift .....	8
At Work .....	8
<b>Adventure Program Guidelines</b> .....	<b>9</b>
Before You Come to Camp.....	9
At Camp .....	9
<b>Cleaning Guidelines</b> .....	<b>10</b>
Cleaning and Disinfecting Schedule .....	10
Personal Protective Equipment (PPE) for Cleaning Staff.....	10
Housekeeping Procedures .....	11
<b>Emergency Procedures</b> .....	<b>15</b>
<b>Media Communication</b> .....	<b>17</b>
<b>Communication to Families</b> .....	<b>17</b>

# General Guidelines

The following guidelines apply to both seasonal staff and volunteers. They are divided by what you need to do before you come to camp, procedures you will follow while at camp, and follow-up steps you may need to take after you leave camp. Please direct any questions to the supervisor you are working with.

## Silver Lake's Commitment to You

Silver Lake will:

1. Provide access to soap and clean running water, alcohol-based hand sanitizer, disposable gloves, face masks, cleaning supplies, and EPA-approved disinfectants, along with appropriate training and instructions for use.
2. Train staff on proper hand washing, how to remove gloves hygienically, and control procedures implemented by the camp.
3. Keep soap, toilet paper, and paper towels in the bathroom stocked at all times.
4. Place a trash can near the exit of the restrooms to make it easier to discard items.
5. Post the handwashing signs in the bathrooms to remind guests and staff when and how to properly wash hands.
6. Provide access to alcohol-based hand sanitizer containing at least 60% alcohol.
7. Provide each staff member and volunteer with the option to have their own private cabin/sleeping area if they are staying overnight.

## Before You Come to Camp

**Visit the website:** Go to [www.silverlakect.org/health](http://www.silverlakect.org/health) for updated information about Silver Lake policies and for links to required forms and documents.

**Connect with Your Supervisor:** Your supervisor will be a member of the year-round staff, determined by the project you are working on and the day you will be at camp. Connect with your supervisor prior to coming to camp so that you are clear on your project. You may or may not see your supervisor in person when you are at camp.

**Self-monitor Your Symptoms:** *YOU MUST NOT COME TO CAMP IF YOU ARE SICK.* If you start to feel sick before or during your time at camp, let your supervisor know.

**Complete the Self-Assessment Health Screening Form** before you leave your house to come to camp. If you cannot complete it online the day of your shift, you will be asked to complete it when you get to camp. Your supervisor will send you the link to the form ([https://forms.office.com/Pages/ResponsePage.aspx?id=Ep5d2-ZkVEmH1UnvXKZXpfbnOHOn3FBMkrB\\_-](https://forms.office.com/Pages/ResponsePage.aspx?id=Ep5d2-ZkVEmH1UnvXKZXpfbnOHOn3FBMkrB_-)

[mLUvjUN1NCWFczV1pBVDdSUjhGRIZBTITUjAzTyQIQCN0PWcu](https://forms.office.com/Pages/ResponsePage.aspx?id=Ep5d2-ZkVEmH1UnvXKZXpfbnOHOn3FBMkrB-mLUvjUN1NCWFczV1pBVDdSUjhGRIZBTITUjAzTyQIQCN0PWcu)). You should complete this form each time you come to camp.

**Complete the Covid Information Form** before your first visit to camp this season. You only need to fill out this form once per season.

[https://forms.office.com/Pages/ResponsePage.aspx?id=Ep5d2-ZkVEmH1UnvXKZXpfbnOHOn3FBMkrB - mLUvjUN1NCWFczV1pBVDdSUjhGRIZBTITUjAzTyQIQCN0PWcu](https://forms.office.com/Pages/ResponsePage.aspx?id=Ep5d2-ZkVEmH1UnvXKZXpfbnOHOn3FBMkrB-mLUvjUN1NCWFczV1pBVDdSUjhGRIZBTITUjAzTyQIQCN0PWcu)

**Send a Copy of Your Vaccination Card** to [ruthc@silverlakeect.org](mailto:ruthc@silverlakeect.org).

**Review Silver Lake Emergency Procedures** (p. 15).

## At Camp

**Wear a Mask**: Masks are required at Silver Lake any time you are within 6 feet of another person, whether you are inside or outside. Masks are required inside all of Silver Lake's buildings at all times, except when eating, sleeping, or showering. If you do not have your own mask, let your supervisor know so that we can provide you with masks. Silver Lake will provide disposable masks when cloth face masks are not appropriate.

**Check-in**: Stop at the office to check in and have your temperature taken. You will be given instructions from there. If you will arrive outside of regular office hours, make arrangements with your supervisor for check-in.

**Wash Your Hands**: Wash your hands frequently for at least 20 seconds with soap and water. If soap and water are not available, and hands are not visibly dirty, you may use an approved hand sanitizer. Sanitize your hands before and after using shared tools or materials.

**Maintain Social Distancing**: Whenever possible, stay at least 6 feet away from other people.

**Know Your Project**: All site projects must be approved by the Site Manager; any construction, destruction, tree work, land clearing, and vehicle work must all be approved. Simple day-to-day maintenance and repair are not "work projects".

**Minimize Time in Guest Buildings**: Staff and volunteers should minimize the time spent in guest buildings while guests are on site. Maintenance or guest service work that requires staff or volunteers to interact with guests inside their buildings (apart from emergency circumstances) must also be approved by the Site Manager or Director on Duty. Staff and volunteers must wear appropriate PPE and follow physical distancing guidelines.

**Know Emergency Procedures**: Stay safe! Your brain is your most valuable tool. Think before acting. If an injury does occur, notify the year-round staff on site, who will assist you. (p. 15)

## After You Leave Camp

**Report to the Executive Director** if you experience symptoms of Covid-19 (fever of 100.4 °F or greater, cough, shortness of breath, diarrhea, fatigue, headache, muscle aches, nausea, loss of taste or smell, sore throat, vomiting, etc.) after you leave camp.

**Report to the Executive Director** if you are exposed to someone who has Covid-19 before coming for your next shift.

## **If There Is an Exposure or Positive Test**

If a volunteer or staff member registers a temperature over 100.4°F or experiences any of the symptoms listed earlier, that individual shall be isolated until appropriate return to home or transportation can be arranged. Once the individual has departed, their living space should be cleaned in accordance with Covid-19 cleaning procedures. All other staff members, volunteers, and guests with contact with the individual shall be made aware.

Anyone who has been in close contact (per CDC, “For Covid-19, a close contact is defined as any individual who was within 6 feet of an infected person for at least 15 minutes within a 24-hour period starting from 2 days before illness onset (or, for asymptomatic patients, 2 days prior to positive specimen collection) until the time the patient is isolated”) with the sick individual will be advised to obtain a Covid-19 test and follow CDC guidelines for isolation.

In the event that Silver Lake is informed that a guest (or staff member or volunteer) has tested positive for Covid-19 or has developed symptoms after their visit, the Executive Director will notify the year-round staff, other staff members and volunteers, and guests who were on site at the same time as the guest.

# **Southern New England (SNE) Conference Policies**

*Approved 10-16-2021*

## **Theological grounding and context**

As expressed in our SNEUCC Vision statement, our Conference seeks to live the love and justice of Jesus. Our scriptures, and the example of Jesus, call us to respect and care for one another, and especially for those who are most vulnerable.

Given the rise of the Delta variant and the current fourth wave of COVID-19 infection in the United States, the Board of Directors has adopted the following policies to protect staff, guests and their families.

## **I. Guest Vaccination Policies – Retreat Centers**

All guests age 12 and up are expected to be fully vaccinated (2+ weeks from final dose) against COVID-19 prior to coming to any SNEUCC office, camp or retreat center. Any guest in need of an exemption from this policy due to a medical condition is expected to discuss this need with their retreat group leader.

Guests unable to be vaccinated for reasons of age or medical condition must provide documentation of a negative COVID-19 PCR test conducted no more than 3 days prior to their arrival at a Conference site.

Revised 10-26-2021

Retreat group leaders are responsible for reviewing proof of vaccination (e.g. a Vaccination Record Card) or PCR test result for each participant in their group, and verifying in writing that all members of the group are in full compliance with this policy.

## **II. Guest Masking and Distancing Policies – Retreat Centers**

Because COVID-19 can be transmitted even by people who have been vaccinated, all guests are required to wear masks when they are indoors in common areas (bathrooms, lobbies, dining halls) except while eating.

Fully vaccinated members of family groups and intentional COVID safety pods, who regularly share contact outside of the retreat setting, are free to remain unmasked when in their own spaces apart from other guests or employees. With this exception, guests are strongly encouraged to wear masks whenever they are indoors and within six feet of employees or other guests.

## **III. Policy re: Office Guests, and Vendors at all sites**

Due to the impracticality of checking on the vaccination status of vendors and short-term guests, all vendors and office guests will be expected to wear masks and stay six feet away from employees or other guests at all times

# **Volunteer Guidelines**

Silver Lake runs on volunteers! We are so grateful for the time you are giving to camp. Please be sure to read the General Guidelines above. In addition to the information there, we hope you will keep in mind the following.

Because our volunteers typically come for only a short while and not on a regular schedule, we ask everyone who comes to camp to follow CDC recommendations for mitigating the spread of Covid-19 and to refrain from high risk behaviors (i.e., attending large indoor gatherings, eating indoors at crowded restaurants). *YOU MUST NOT COME TO CAMP IF YOU ARE SICK.*

Volunteers must complete the required steps listed in the General Guidelines above. Items are also listed on the Silver Lake website - [www.silverlakeect.org/health](http://www.silverlakeect.org/health).

During the retreat season, Silver Lake primarily uses volunteer labor for site-related work. You may be asked to help with site clean-up (raking, mowing, clearing brush, splitting wood) or you may be asked to help with a specific project (carpentry, plumbing, painting, etc.). We often use volunteer labor in the garden. Less often, we use volunteers for help in the kitchen or the office.

When you come to volunteer, be aware that there may be guests, retreat season staff, and/or other volunteers on site. If you have any questions or concerns about who might be at camp, please talk with your supervisor.

# Kitchen Guidelines

Good food safety practices will go a long way toward keeping both you, your fellow employees, and our guests safe.

In addition to the information in the General Guidelines section, please follow these additional procedures.

## Preparing for Your Shift

- Take your temperature and assess whether you feel sick before you drive to Silver Lake. Complete the Self-Assessment Health Screening form online before you drive to camp.
- Do not report to work if you are sick or are showing symptoms of Covid-19 (fever of 100.4 °F or greater, cough, shortness of breath, diarrhea, fatigue, headache, muscle aches, nausea, loss of taste or smell, sore throat, vomiting, etc.)
- If you are sick, call the Food Services Manager before your shift. ***YOU MUST NOT COME TO CAMP IF YOU ARE SICK.***
- Shower or bathe before work.
- Trim and file fingernails before work.
- Remove nail polish or false nails before work.
- Remove watches, bracelets, and rings before work.
- Wear clean clothes to work daily.
- Wear appropriate and clean footwear daily. Shoes with closed toes are required.
- If you are staying at camp, do not enter another staff member's living area.

## At Work

- Put on a disposable mask as soon as you arrive at the kitchen. A mask is required at all times when working. If your mask gets dirty, throw it away and get a clean one.
- Wash your hands.
- Wear disposable gloves and avoid direct barehand contact with food. Change gloves frequently, washing hands in between.
- Disinfect food contact surfaces before food preparation.

- Clean and disinfect frequently touched non-food contact surfaces in the kitchen and dining area at least daily.
- Clean and disinfect commonly touched surfaces (e.g., light switches, handles, counters, coffee pots, etc.) daily.
- Avoid touching your face.
- Avoid sharing common items (cups, utensils) and personal items (chapstick).
- When taking a break for meals, eat outside, if possible. Maintain social distancing while eating.
- Staff and volunteers should minimize the time spent in guest buildings while guests are on site.

# Adventure Program Guidelines

Adventure programming is one of the safer activities we can offer during this pandemic: It is offered outside, in small groups, and can be adapted for social distancing.

In addition to the General Guidelines listed above, please follow these additional procedures.

## Before You Come to Camp

- To facilitate adventure programming in a pandemic, you must have reviewed current Covid-19 policies with the Program Director.
- Familiarize yourself with the A-Team handbook. If you do not have a copy, email Program Director Jenn KC ([jennkc@silverlakect.org](mailto:jennkc@silverlakect.org)). Changes to local operating procedure will be documented in the A-Team handbook.
- If you are the lead facilitator, make contact with the leader of the group you are working with so that you can discuss expectations and outcomes.
- If you are not the lead facilitator, be in touch with the lead facilitator so you are aware of expectations.

## At Camp

- Greet your group warmly and discuss the safety protocol that will be in place: masks, handwashing, social distancing.
- Be a good role model! Wear your mask, wash or sanitize your hands between activities that involve touching a person or shared objects, maintain social distancing.

- Check in regularly with participants to make sure everyone is feeling safe and comfortable.
- Stop activities if participants are struggling to adhere to the safety guidelines.
- If you worked with a group that struggled to maintain safe practices, report your experience to your supervisor.

# Cleaning Guidelines

## Cleaning and Disinfecting Schedule

- Bathrooms cleaned and disinfected after each guest group.
- Cleaning is logged in all bathrooms used by multiple people.
- Health & Welcome Center (HWC) staff restroom cleaned and disinfected regularly.
- HWC high touch surfaces cleaned and disinfected regularly, including light switches, door knobs, handles, etc.
- HWC guest restroom cleaned and disinfected at least every 4 days.
- Cedars Dining restrooms cleaned and disinfected daily when building is in use or as assigned to individual staff/volunteers for personal use.
- Cedars Kitchen and Dining Room high touch surfaces are cleaned/disinfected any day either space is in use (doorknobs, towel dispensers, sinks, handles, light switches, etc.).
- Guest lodging is cleaned and disinfected between uses.
- Staff/volunteer housing is cleaned and disinfected weekly (for long-term staff) or between uses, whichever is more frequent.

## Personal Protective Equipment (PPE) for Cleaning Staff

When performing any cleaning tasks, staff are required to wear disposable gloves and disposable facemask. Staff must follow the personal protective equipment (PPE) requirements found on the Safety Data Sheet (SDS) of the product or products being used. Staff must also wear eye protection when preparing cleaning solutions, including diluting bleach solutions.

Gloves must be changed between tasks, i.e., after cleaning toilets or moving from a kitchen to a bedroom. Wash or disinfect hands when changing gloves.

PPE must be removed carefully to avoid contamination of the wearer and the surrounding area. To remove gloves, grasp one glove at the wrist and turn it inside out in a peeling motion to

remove. Ball up the removed glove in the still-gloved hand and peel that glove from the wrist, creating an inside-out ball of gloves. Dispose of used gloves in the trash.

After your cleaning task is complete, carefully wash your hands for at least 20 seconds with soap and water. Hand sanitizer may be used if water is not available and no visible dirt is observed on hands.

## **Housekeeping Procedures**

Guest lodging and bathrooms must be thoroughly cleaned between guests. Cleaning staff must follow the PPE guidelines explained above. All staff and volunteers who are asked to clean will be trained by a year-round staff member, and documentation of training will be kept on file. Training will be reviewed on a regular basis. Procedure documentation will be made available to staff and volunteers, both electronically and as hard copy in the Main Office.

Silver Lake is no longer supplying quilts in the Retreat Center or the Lodge. We are currently using disposable bathmats.

Please refer to the Building Cleaning Checklist when cleaning a building. Get a blank copy from the Main Office before you begin cleaning and review it with a year-round staff member, who can answer any questions you might have. Initial each task when it is completed. Turn in your completed form to the Main Office when you are finished.

### **Building Cleaning Procedures**

- Staff and volunteers should minimize the time spent in guest buildings while guests are on site.
- Staff/volunteers should wait at least 24 hours before cleaning a guest space. If it is not possible to wait 24 hours, wait as long as possible to enter any guest space after guests leave and open windows and turn on fans.
- Staff/volunteers must wear a disposable mask when they are in any guest or communal space, cleaning, and working with cleaning chemicals. Staff/volunteers must wear a mask and gloves while handling trash.
- All staff/volunteers must wear disposable gloves and mask while cleaning and while working with any chemicals pre- or post-cleaning. Eye protection is needed when mixing chemicals.
- In the Lodge and Retreat Center, mattress coverings either will be laundered or sprayed with peroxide disinfectant after each guest group leaves. Wash and sanitize hands after handling laundry.

## **Bathroom Cleaning Procedures**

Cleaning should be performed in this specific order:

1. If cleaning withing 24 hours of a group's departure, consider using additional non-pharmaceutical interventions (NPIs) such as opening windows or wearing extra PPE.
2. Put on gloves, face mask, and any other PPE as needed before entering the bathroom.
3. Prop doors open.
4. Refill toilet paper and paper towel as needed.
5. Refill soap as needed.
6. Refill/replace hand sanitizer as needed.
7. Sanitize the mirror. After 3 minutes, clean the mirror with glass cleaner.
8. Clean the soap dispenser, hand sanitizer pump and bottle, paper towel dispenser, sink, faucet, doorknob (inside and out), toilet paper dispenser, toilet seats, handles, ADA assist bars, wood chip scoop, tabletop, stool, trash can lid, etc. with Ecolab 133 or soap and water.
  - a. Cleaning chemicals should be sprayed 6"-8" from the surface.
9. Then sanitize those surfaces and the toilet with CDC approved disinfectant.
  - a. Leave disinfectant on surfaces for a minimum of 3 minutes before wiping away.
  - b. Rag used to clean the toilet should not be used on other surfaces. Toilet can be last surface cleaned to reduce waste.
10. Disinfecting wipes (Clorox, Lysol, Perk) may be used for disinfecting, especially for toilets
11. Sweep the floor.
12. Floors may be cleaned by one of the following:
  - a. Mopped using directed cleaning solutions.
  - b. Wiped with a disposable rag/towel with disinfectant.
13. If using reusable cleaning rags, place them in a plastic bag when finished and bring to them to be laundered.
14. Remove old trash bag and replace with new bag.
  - a. Tie old bag shut, being intentional to not push the air out of bag into your face.
  - b. Dispose of all garbage before removing PPE
15. Remove PPE safely (see instructions in the PPE for Cleaning Staff section above) and dispose of it.

16. Wash or sanitize hands.
17. Initial the cleaning sheet and note the time cleaned.

### **Cleaning Solution Selection and Preparation**

For cleaning, general purpose residential cleaners that are ready to use or diluted with water per product instructions are sufficient and should be used according to manufacturer's instructions.

For disinfection, products that are specific to coronavirus, that have an "emerging viral pathogen" claim, and that require less than one minute of contact time are preferred. Make sure products have not passed their expiration date. If disinfecting products are not available, a dilute bleach solution can be used.

Many disinfecting products can be skin and respiratory irritants. Green Seal, a nonprofit certification organization, recommends selecting products with the following active ingredients:

- Hydrogen peroxide
- Citric acid
- Lactic acid
- Ethyl alcohol (also called ethanol) or isopropyl alcohol (70%)
- Hypochlorous acid

**NOTE:** Many of the products on the EPA list contain either quaternary ammonium (ammonia) or sodium hypochlorite (also known as bleach). **Cleaning products containing these two ingredients should not be used together or even in series, meaning one immediately after the other.** Disinfectant products should be kept out of reach of children and used according to the guidelines provided by the manufacturer.

### **Prepare Detergent and Disinfectant Spray Solutions**

1. Any staff member preparing spray bottles with detergents or disinfectants must wear eye protection/goggles and gloves and follow manufacturer's instructions.
2. Using the manufacturer's instructions, fill spray bottle with the appropriate amount of detergent or disinfectant solution and water, if the manufacturer recommends dilution. A funnel (not to be used for consumables) can be used to reduce spills and splashing.
3. Replace the spray cap and label the detergent and disinfectant bottles with the contents using a permanent marker.
4. For disinfecting, a dilute bleach (sodium hypochlorite) solution can be used by adding 4 teaspoons of bleach per quart of water.
5. Staff will be trained on the use of chemicals and familiarized with the use and location of Safety Data Sheets (SDS). SDS binders are located in the Main Office and both the Cedars and Summer Kitchens.

### **Typical Cleaning for Non-Porous Surfaces**

1. Cleaning staff should wear disposable mask and disposable gloves.
2. Using a detergent cleaning solution, spray 6 to 8 inches from the non-porous surface and wipe with clean paper towels (or according to manufacturer's instructions) to remove visible contamination, if present.
3. Make sure the surface is dry before applying disinfectant.
4. Review the instructions provided by the disinfectant manufacturer to note the concentration, application method, and necessary contact time. This will vary by product and type of cleaning activity. Current disinfectant can be applied via spray bottle or electrostatic sprayer.
5. Allow the disinfectant to remain on the surface for the instructed time. No rinse or drying needed (unless disinfectant manufacture recommends it)
6. After a cleaning task is complete, remove and dispose of PPE, as discussed in the PPE for Cleaning Staff section above. Carefully wash hands for at least 20 seconds with soap and water as described in the PPE section. Hand sanitizer may be used if water is not available and no visible dirt is observed on hands.
7. Reusable aprons or work clothing may be used, if laundered or washed after use.

### **Typical Cleaning for Porous Surfaces**

When needed, soft and porous materials, such as rugs and couch cushions, may be cleaned with peroxide cleaner. When possible, launder items in the camp laundry.

1. Disposable mask and gloves should be worn during cleaning activities.
2. First remove visible contamination, if present, and clean with appropriate cleaners indicated for use on porous surfaces.
3. Launder items, if applicable, in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely. See Laundry section below.
4. Otherwise, use disinfectant products suitable for porous surfaces. Disinfectant can be applied via spray bottle or electrostatic sprayer.

# Emergency Procedures

Staff are expected to respond quickly and calmly to emergency situations. Staff members should respond to situations that they have been trained to handle and should defer to the person on the scene with the highest level of training.

All staff are expected to help prevent emergency situations. Silver Lake relies on staff to alert supervisors and directors to potentially hazardous situations. This could include spotting maintenance issues; identifying dangerous working conditions; monitoring self and others (including volunteers and guests) for signs of illness, dehydration, sunburn, fatigue, ticks, and intoxication.

1. Accident or Injury
  - a. Give immediate first aid to victim.
    - i. **Call 911 (from Silver Lake phone: 9-911) if the injury is life threatening: severe bleeding or requiring CPR or Rescue Breathing.**
  - b. Notify the Director on Duty.
  - c. If ambulance is summoned, the Director on Duty will send someone wearing a safety vest to top of entrance hill to direct ambulance quietly to location, with sirens off.
  
2. Thunder Storms
  - a. The Director on Duty will notify staff, volunteers, and guests of an incoming storm.
  - b. Waterfront and outdoor A-Team activities cannot be held when there is thunder. Activities can resume after 30 minutes without thunder. Groups will shelter in place if it is safe to do so.
  - c. Move to the closest building. This may mean any one of the three waterfront buildings, the Boathouse, the CF Cabin, or the Silver Birch Lodge if your group is down the hill, or any building close to where you are, even if it is not your own.
    - i. If you must shelter in a building inhabited by guests, you must wear a mask and maintain social distancing. Try to stay in one area of the building and do not wander.
  - d. **Stay out of the kitchen & dishroom**- too much metal there!
  - e. Stay out of the shower and away from water.
  - f. Phones should be used for emergency contact.
  - g. When the storm has passed, the Director on Duty will make the decision to let people leave buildings.
  - h. If storm hits at night and/or there is a lot of wind, stay in the building you are in until you hear no thunder for 30 minutes.
  
3. Tornado
  - a. The Director on Duty will notify staff, volunteers, and guests of an incoming tornado.
  - b. Move to basements in Glen, HWC, or Cedars.
  - c. Staff will cover windows to keep glass from blowing into the room.
  
4. Major Crisis: Explosion, Multiple Victims, Huge fire, Evacuation needed
  - a. Let the Director on Duty know to call 911 (Silver Lake phone: 9-911).

- b. The Director on Duty will notify staff, volunteers, and guests.
  - c. Staff meet at Health & Welcome Center.
5. Downed Power Line
- a. Stay at least 20' away.
  - b. Do not try to move it.
  - c. Keep others away.
  - d. Call Site Manager or Director on Duty.
    - i. They will assess the need to call 911 or repair service.
  - e. If power line is in a public area, stay by it until others find you, then send for the Site Manager or Director; if it is in a remote location, leave and find the Site Manager or Director.
6. Strangers On Site
- a. If you see someone on site that you do not recognize, and who does not have a visitor badge, approach them and in your nicest voice, ask if there is anything you can help them with. Ask if they have checked in at the Main Office in the Health & Welcome Center.
  - b. Please direct all visitors to the Main Office for check in and to wear Guest Button.
  - c. If, for any reason, you are uncomfortable with anyone present on site, or you feel that someone poses a threat to campers or staff, if there are any problems, or if you see suspicious activity, notify the Director on Duty immediately in person or via either radio or phone. When using the radio, the code word "**Owl**" should be used for possible intruders.
7. Rabid Animals
- a. If you suspect an animal to be rabid (any mammal), stay at least 20' feet away.
  - b. Notify the Director on Duty immediately
    - i. If you are in a public area, wait until others come, if in a remote area, go find help
    - ii. Call: Human exposure: 860-509-7994 Wildlife: 860-424-3011 Domestic Animal 860-713-2506
8. Lost Person
- a. First ask their group leader to check the bathroom, bunk room, shower. Is there a relative at camp? Are they with them? Do they know where their missing relative is?
  - b. If a person on site is really missing, please notify the Director on Duty immediately.
  - c. All staff will meet at the HWC and be assigned to search teams
    - i. Each search team will have a radio and will search a specific area of the camp, including the woods, assigned to them by the Director.
    - ii. The Silver Lake map will be marked off in grids.
  - d. Please notify the Director in charge as soon as the lost person is found.
  - e. The Director will determine if and when the police are called.
9. Lock Down due to a shooter on site
- a. If you become aware of someone on site with a gun who you believe is going to shoot someone, if possible, go to one of the air horns and set it off, holding down the button, and keep blaring it until it has run out of air. Be aware that air horns have a tendency to freeze, so you may need to sound several blasts. Air horns

can be found in the following locations: HWC Kitchen, Summer Office, both Waterfront sheds, Woodshop, Nature Hut, Low Ropes, High Ropes, Summer Kitchen, Cedars Kitchen, every woodshed, Cedars Staff housing, and in every camp vehicle.

- b. While sounding the air horn hold the radio button to sound the air horn over the radio for greater coverage.
- c. If you are around guests, take them away from the person and hide. Don't come out until a SLCC staff member or volunteer wearing a SLCC Staff polo shirt comes to find you and calls out that it's safe.
- d. Staff all need to know where the horns are located, but never set them off unless there is immediate mortal danger.
- e. The consequence for setting off a horn at any inappropriate time is dismissal.

#### 10. Bear on Site

- a. If you encounter a bear on site, first safely and calmly remove everyone from the area.
- b. Notify the Director on Duty via radio.
- c. Use noise makers to scare the bears away. Pots and pans are one option, also a car horn may work. Air horns are an effective, but last resort option to scare the bear away. If using the Air horns, you MUST use short blasts as a scare tactic. DO NOT HOLD DOWN AIR HORN TRIGGER. Air horns can be found in the following locations: HWC Kitchen, Summer Office, both Waterfront sheds, Woodshop, Nature Hut, Low Ropes, High Ropes, Summer Kitchen, Cedars Kitchen, every woodshed, Cedars Staff housing, and in every camp vehicle.
- d. Notify Site Manager in writing of the incident and actions taken.
- e. Notify by radio the direction the bear has run off if it is toward another area of camp. Notify anyone who might be in the area the bear visited or ran.

## Media Communication

Only the Executive Director may speak with the media. The Conference Minister of the Southern New England Conference of the United Church of Christ may/will also communicate with the media. Seasonal staff, volunteers, and year-round staff are encouraged in the strongest possible way NOT to post on any social media platform about any emergencies at Silver Lake.

## Communication to Families

The Director on Duty will determine who needs to be contacted and who will contact them.

# Retreat Season Staff & Volunteer Pandemic Handbook

*Signature Page*

Name: \_\_\_\_\_

I have received and read a copy of the Silver Lake Retreat Season Staff & Volunteer Pandemic Handbook. I have had an opportunity to review the handbook with a member of the year-round staff and to ask questions.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date