

Barbara C.  
**Harris**  
EPISCOPAL CAMP &  
CONFERENCE CENTER



# **GUEST SERVICES HANDBOOK**



## **Mission**

The mission of the Barbara C. Harris Camp & Conference Center is:

- Offer a sanctuary for spiritual and personal growth
- Provide a natural setting for rest, reflection and renewal
- Foster community and strengthen relationships

## **Values**

- We RESPECT our guests, our co-workers, the property and facilities.
- We do whatever is necessary to provide flawless SERVICE in every aspect of our operation.
- We work together as a TEAM to accomplish our goals.
- We are committed to PROFESSIONALISM by being knowledgeable, dependable and accountable.



## Staff Phone Directory

### Phone Extensions

Jennifer Boyd, Associate Director/Guest Services	300
Caleb Baker, Facilities Manager	301
Summer Camp Director	302
Abby Holmes, Bookkeeper	303
John Koch, Executive Director	304
Gym Side Room	305
Food Services Office	306
Jon Ingalls, Marketing Coordinator	307
Shaw Lodge Lobby	316
St. Mark's Lobby	318
Kitchen	320
Doran Center	322
St. John's Lobby	323

\*If you are calling from a cell phone you will need to dial 603-547-3400 and then enter the extension for the person you wish to reach.

\*If you are calling from a BCH phone, simply dial the extension for the person you wish to reach.



## Community Guidelines

This sacred space is blessed and sustained by the communities created here and the respect they give back by caring for the resources of the facility. Thank you for your awareness around:

- Conservation of resources – careful use of energy in lighting and heating/cooling
- Conservation of water, especially hot water
- Trash and Recycling - please use appropriate receptacles at each building
- Respect plants and animals
- Care with food and drink in lodging and gathering areas
- Care of furnishings
- Notify BCH staff of maintenance or safety concerns
- The Diocese of Massachusetts policy for:
  - \* Called to Right Relationship – visit [www.diomass.org](http://www.diomass.org)
  - \* BCH Alcohol Policy – see appendix

With the many opportunities BCH provides for individual freedom as well as an experience of being in community, it is important to find a balance that allows for guests to enjoy themselves, relax, and stay safe. These are the BCH guidelines for helping to ensure a safe and successful retreat:

**Communicating Guidelines:** BCH staff strongly suggests each group begin their retreat with a “village gathering” to establish safety and wellness guidelines for the whole community.

**Supervision:** Parents/Guardians must ensure their children are supervised at all times. When children are not involved in a structured activity, it is the responsibility of the parents to maintain visual contact. For example, children and youth should not go hiking in the woods without adult leadership. Children should not play in each other’s bedrooms. These spaces should remain private for families.

**Buffet Line:** It is necessary for adults to aid younger children through the buffet line. Respect for food can be encouraged and children can learn to take small amounts of food at first and think of the whole community. Otherwise food is often wasted and those later in line miss out on special dishes. BCH guests are asked to stay aware of the kitchen staff as they replenish the buffet to avoid serious injury from hot food or beverages.

**Mealtimes:** Mealtimes at BCH are a great time to experience a sense of community for adults and children. Please be on time for all meals and consider setting a minimum meal period (i.e. 30 minutes) for your participants to sit together in the Dining Hall. In addition to creating community, this keeps children from rushing out of the dining hall unsupervised. If children must go outside, they need to stay on the patio area until their parents are finished eating. Someone from your group must be responsible for the children playing on the patio.



## Check-out Procedures

Check-out of all sleeping spaces is by 10am on the day of departure. Your meeting space will be available through 2pm or scheduled departure time.

Prior to departure of the facility, you will need to meet with the BCH Weekend Host to complete departure paperwork and return all lodge room keys. The following information will be needed at that time:

- Total number of overnight guests broken out by age (Adult 18+, child 3-11, child <2) and lodging type.
- Total number of day guests and number of meals served
- Additional meals and/or snacks served
- Program(s), number of participants and time (ropes course, swimming, boating)



## Important Information for Retreat Leaders

The Barbara C. Harris Camp & Conference Center staff is here to aid in the success of your program. A staff person is on duty to assist you at all times during your retreat.

**Reach your host anytime by calling 603-562-6515.**

Aside from an emergency situation, here are some instances in which you should feel free to contact your host:

- Any questions regarding: meeting spaces, bedrooms, linens, etc.
- Set-up needs: tables, chairs, easels, projectors, etc.
- Anything that needs to be communicated to the kitchen
- Chapel or Gym use, fire circle/fireplaces, etc.
- Information about hiking trails (maps are at the reception desk in Shaw Lodge)
- Reporting any unsafe or hazardous conditions

For questions regarding future bookings, please contact Jennifer Boyd at 603-547-3400 or [jennifer@bchcenter.org](mailto:jennifer@bchcenter.org).

**In this binder, you will find:**

- Emergency Information – what to do and who to call.
- BCH Staff Phone Directory
- BCH Community Guidelines – Please read these!
- Waterfront Safety Rules
- Appendices:
  - ~ BCH Alcohol Policy
  - ~ Hospital Maps
  - ~ Area Maps



## Safety Orientation for User Groups

- After unloading belongings at lodges and cabins, please park all vehicles in the main parking adjacent to Shaw Lodge. Driving throughout the property is prohibited unless special arrangements have been made with Guest Services.
- Quiet hours are from 11pm to 6am.
- You are responsible for providing first aid or health care services for your group. It is your group's responsibility to obtain emergency medical care if needed. Telephones with instructions are available at all times for groups to contact emergency personnel.
- You are responsible for supervising youth in your group at all times. No exceptions.
- Responsible use of alcohol for guests 21 years of age or older is permitted. Please refer to the Alcohol Policy located in this binder.
- Smoking is not permitted inside any of our facilities.
- Possession or use of illegal drugs, firearms or other weapons is not permitted on the property at any time.
- We have a strict no pets policy. Pets, other than service animals, are not permitted on the property.
- Campfires are permitted only in a BCH designated fire pit. Please contact Guest Services for availability.
- For the safety of our guests, the following areas on our property are off limits:
  - maintenance areas & mechanical rooms
  - sewage pump house
  - lake houses & summer program buildings
  - kitchen
  - housekeeping closets & storage rooms
  - Otter Lake during winter months
- The following areas are off limits unless supervised by trained staff:
  - swimming dock
  - boating dock
  - high ropes course
  - low ropes course
  - climbing wall

In addition, all swimming must be supervised by a certified lifeguard. Boating also requires a lifeguard except for adult groups or when youth are being supervised by a parent. Fishing is permitted on Otter Lake. Anyone 16 or older is required by the State of New Hampshire to have a current fishing license. Please refer to the complete waterfront policy located in this binder.

- Please adhere to the following safety rules while visiting:
  - closed toe shoes should be worn unless participating in water activities
  - running should be limited to the sports field or as part of an organized activity
  - do not climb on boulders, trees or patio walls
  - throwing rocks and sticks is prohibited
  - do not sit or stand on tables or stand on chairs
  - do not sit on railings of decks
  - do not climb in and out of windows
  - do not climb on open beams in the ceilings
  - do not jump off of or between bunk beds
  - do not move furniture including bunk beds



**Food Storage:** Due to pests, food and drinks are not allowed in sleeping areas, including the cabins. Please keep any snacks or beverages in your group's reserved kitchen space(s).

**Alcoholic Beverages:** Alcohol is permitted at BCH within a group's reserved meeting space(s). Groups may check with Guest Services about bringing wine to the Dining Hall. Although it is generally allowed, there are times when we have children's groups staying at BCH and it is not appropriate. Alcoholic beverages must be consumed responsibly. In addition, we ask that you be familiar with and adhere to the BCH policy on alcohol. Information is available in the appendix section of this binder.

**Quiet Time:** Quiet time for all BCH groups begins at 11:00pm and lasts until 6:00am. The quiet time is about health and respecting the needs of all ages, including the very young. Quiet time is particularly important in buildings like St. John's & St. Mark's Lodges where lodging rooms and community rooms are adjacent.

**Morning Time:** During intergenerational programs children often wish to rise before adults. Children must be reminded that quiet time goes until 6:00am. A good book or quiet activity in their room will help them maintain the quiet for others.

**Candles:** Candles are allowed only in main meeting spaces as a focal point for meditations and worship. They may also be used for processions outside on paved walkways or in the Chapel. **Candles are never allowed in bedrooms, cabins or hallways. Never leave a lit candle unattended.**

**Smoking:** **FIRE** is an ever-present threat. For the sake of all BCH guests, smoking is prohibited in all buildings. When smoking outdoors always use proper disposal units and please be cautious, especially in the dry season. Smoking is not permitted on BCH trails, the Waterfront or Ropes Course.

**Woods & Trails:** Please read the safety guidelines on the trail map or check with Guest Services before hikes and walks.

**Craft Projects:** When organizing craft projects, plan to protect table tops and floors with plastic or paper (group provided). Projects with paint (water soluble only) must be done outside. Project areas must be cleaned up thoroughly.

**Clean Up:** We ask that you keep the buildings and grounds of BCH clean. Please point out refuse and recycling containers to your group. Prior to departure, we ask that you leave meeting and lodging spaces in their original state. Please dispose of all trash and unused food items, shut off lights and make sure exterior doors are shut.

**Carpooling:** We strongly urge guests to carpool to BCH whenever possible.





## Alcohol Policy

Alcohol is not inherently evil. There are occasions where its use is appropriate, and we do not believe it should be prohibited. However, it is a drug which has risks attached to it whenever it is used. We also have a responsibility for those who choose not to drink. For these reasons the following policy is to be observed at all functions taking place at the Barbara C. Harris Camp & Conference Center.

1. Alcohol is permitted at BCH within a group's reserved meeting space.
2. Alcoholic beverages and food containing alcohol may be consumed responsibly by adults age 21 and older.
3. Alcoholic beverages and food containing alcohol shall not be used at business meetings, or to advertise or promote attendance at any business functions. Mixing business and alcohol is not appropriate.
4. When alcoholic beverages are offered, non-alcoholic beverages must also be made available. Non-alcoholic beverages must be served in an equally accessible and attractive manner as the alcoholic beverages.
5. Alcoholic beverages shall not be sold without a license. That's the law.
4. Any food or beverage made with alcohol must be clearly labeled. This also applies to any food in which the alcohol has been "cooked out".
5. A responsible member of the group must be in control of the serving of alcoholic beverages during functions. Drunkenness is always inappropriate behavior.
6. The sponsor of an activity must take responsibility for and is legally liable for intoxicated persons. That's the law. This responsibility may include providing transportation home.
7. Invitations to events where alcohol is served shall be made only to members of the group, guests and friends -- never to the general public.



## Emergency Phone Numbers

Poison Control	800-222-1222
Monadnock Community Hospital 452 Old Street Road, Peterborough	603-924-7191
Cheshire Medical Center Dartmouth-Hitchcock Keene 580-590 Court Street, Keene	603-354-5400
St. Joseph's Hospital-Milford Medical Center 442/444 Nashua Street, Milford	603-673-5623

***\*\*Please alert the weekend host of any emergency by calling 603-562-6515\*\****

### **BCH PHONE LOCATIONS**

Shaw Lodge: In the foyer on the reception desk.

St. John's Lodge: In the foyer on the table.

St. Mark's Lodge: In the foyer on the table.

Doran Center: On the wall near the mechanical room.

Gym: In the side room.

*For an outside line: dial 9, wait for the dial tone, then proceed with your call*



## Fire Procedure

- Remove anyone in the immediate area, close all doors and windows as you leave – only if it is safe to do so.
- Please instruct your participants to stop whatever they are doing and proceed as calmly and quietly as possible to Shaw Lodge.
- Call 911 from any BCH phone or your cell phone. (Remember to dial 9 first from a BCH landline for an outside line). Tell them where the fire is and give them any other information they ask for. You are located at 108 Wally Stone Lane, Greenfield NH.
- Call Guest Services at 603-562-6515 and report location of the fire and any other information. **BCH staff will be present to assist your group in gathering in a safe location. Depending on the severity and duration of the fire, your group will be instructed whether to disperse, evacuate, remain or move to another location.**
- Attempt to extinguish the fire only if it is safe to do so. If there is smoke or heat, stay low. Crawl to the nearest exit if need be.
- Before opening any door, feel it near the top. If it is hot, do not open it. Use another exit.
- If the door is not hot, open it cautiously. Stand behind the door and be prepared to close it quickly if there is excessive smoke.
- Leave the area by the nearest exit that is clear of smoke.
- If you become trapped, do the following:
  - Call the Greenfield Fire Department at 603-547-3501, tell them your exact location and situation.
  - Place a blanket or similar article along the bottom of the door to keep smoke out. If possible, wet the material first.
  - Retreat. Close as many doors between you and the fire as possible.
  - Hang a light-colored material out the window to attract attention of rescue teams below.
  - Do NOT jump! Do NOT break open windows!
- Assemble with your group outside a safe distance from any burning structure. In order, these are the pre-determined places for your participants to gather if safe to do so:
  - Shaw Lodge
  - Main Parking Area adjacent to Shaw Lodge
- Confirm the presence of all participants in your group. Let Guest Services know right away if anyone is unaccounted for or if any of your participants departed BCH before the emergency occurred.
- Do not re-enter the building until notified to do so by Guest Services.



## **General Directions for ALL Emergency Procedures**

- 1) Please instruct your participants to stop whatever they are doing and proceed as calmly and quietly as possible to Shaw Lodge.
- 2) If Shaw Lodge is unsafe for any reason, please proceed to the main parking lot and await instructions from Guest Services.
- 3) Upon arriving at a safe location, please have your participants organize into groups as appropriate.
- 4) Confirm the presence of all participants in your group. Let Guest Services know right away if anyone is unaccounted for or if any of your participants departed BCH before the emergency occurred.
- 5) Depending on the nature and state of the emergency, your group will be instructed whether to disperse, evacuate, remain or move to another location.
- 6) Do Not re-enter the building until notified it is safe to do so by Guest Services.



## **Non-Emergency First Aid Procedure**

First Aid is minor care only. Do not jeopardize your health or the health of the patient. Wait for professional help if you are not able to provide first aid safely or are not trained in first aid.

- Contact Guest Services to let them know an injury has occurred. The host is available to assist you in locating first aid supplies (not provided by BCH), filling out accident reports and evaluating whether or not the injured individual should seek professional medical care.
- If a retreat participant has sustained an injury and needs transportation to a local hospital for medical treatment, but does not require an ambulance, it is the responsibility of the retreat leader to make the arrangements or identify someone within the group willing to do so. Please communicate transportation plan to Guest Services.

**An Injury Report must be filled out and given to Guest Services for each incident.**



## Reporting an Emergency

### **What is an emergency?**

An emergency is any immediate threat to life and/or property that requires immediate response from police, fire or ambulance personnel. Your judgment often determines whether an incident is an emergency. If you consider a situation to be an emergency, then it is an emergency and the procedures in this booklet should be followed. If in doubt, err on the side of safety!

If you suspect an intruder that is not part of another rental group scheduled to be on the Barbara C. Harris property and fear for your safety, immediately move to a safe & secure location and call 911. After calling 911, notify Guest Services of the situation.

### **When reporting an emergency:**

- ☐ Stay on line with the dispatcher.
- ☐ Provide the address, location and a description of the emergency.
- ☐ Provide the phone number at your location.
- ☐ Provide a thorough description of the incident to ensure the appropriate resources are dispatched.

### **How to report an emergency:**

From a BCH phone:                      dial **9 then 911**

From a cell phone:                      dial **911**

Address for BCH:                      **108 Wally Stone Lane (GPS: 400 Sawmill Road)  
Greenfield, NH 03047**

Phone Number for BCH:              **603-547-3400**

**\*\*Guest Services Number:        603-562-6515**

Nearest Cross Street:                **Sawmill Road**

***\*\*In addition to calling 911, it is important to reach the BCH host.  
Please instruct another person in your group to call the host immediately  
at the number listed above.***



# Incident Report Form

*To be completed within 12 hours of incident.*

Incident Date: \_\_\_\_\_ Incident Time: \_\_\_\_\_  
Injured Person Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone Numbers: \_\_\_\_\_  
Male/Female: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Details of Incident:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Who was injured person? \_\_\_\_\_  
Injury Type: \_\_\_\_\_

Does Injury require Hospital/Physician? Yes: \_\_\_\_\_ No: \_\_\_\_\_  
Hospital Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Hospital Phone Numbers: \_\_\_\_\_  
Injured person/Party Signature/Date: \_\_\_\_\_ / \_\_\_\_\_

## Important Notes and Instructions:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Prepared By: \_\_\_\_\_ Date: \_\_\_\_\_



## Report of Unsafe Condition or Hazard

Location of unsafe condition or hazard: \_\_\_\_\_

Date and time unsafe condition or hazard observed: \_\_\_\_\_

Description of unsafe condition or hazard: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What changes would you recommend to correct the unsafe condition or hazard?

\_\_\_\_\_

\_\_\_\_\_

Name of BCH staff person filing report: \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

### Response

Name of BCH staff person investigating report: \_\_\_\_\_

Results of investigation (What was found? Was condition unsafe or hazardous?):

\_\_\_\_\_

\_\_\_\_\_

Action taken to correct unsafe condition or hazard, if appropriate: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Name of person completing corrective action: \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_





## Campfire Guidelines

A campfire can be a fun, inspiring and memorable part of any camp, environmental education or retreat program. Campfires also however increase the risk of wildfires, particularly in a heavily forested area such as the camp. To help protect the safety of your group; others using the camp & the camp facilities we ask that you follow these campfire guidelines.

1. Campfires are permitted only in a designated fire pit. To reserve a fire pit, please contact Guest Services.
2. Fires of any type are not permitted when the New Hampshire Fire Protection Bureau determines the fire danger in the area is very high or extreme.
3. All campfires must be supervised by an adult at least 18 years of age.
4. A readily accessible source of water must be available at all times at any campfire. A bucket is provided at each circle and must be filled prior to lighting a fire.
5. Guests provide their own matches or lighter. Gasoline, kerosene, citronella or other accelerants may not be used on any campfire.
6. Campfires should be built so that they are completely contained within the fire pit.
7. Campfires should never be left unattended.
8. Before leaving a campfire it must be completely extinguished (no smoke, cold to the touch.)



## Using the Waterfront

With over 700 feet of shoreline on pristine Otter Lake, the center offers a great location for fun in and on the water. We hope that you will use this facility to its fullest potential, which includes the swimming area as well as boating.

Before your group can enjoy our beautiful waterfront, there are some policies and procedures that need to be addressed to ensure the safety of all participants.

### **Reserving the Waterfront**

The waterfront is a shared space for all guests. All waterfront activities must be booked *at least 8 weeks* in advance by the Group Leader and are weather dependent.

### **Swimming Requirements & Ratios**

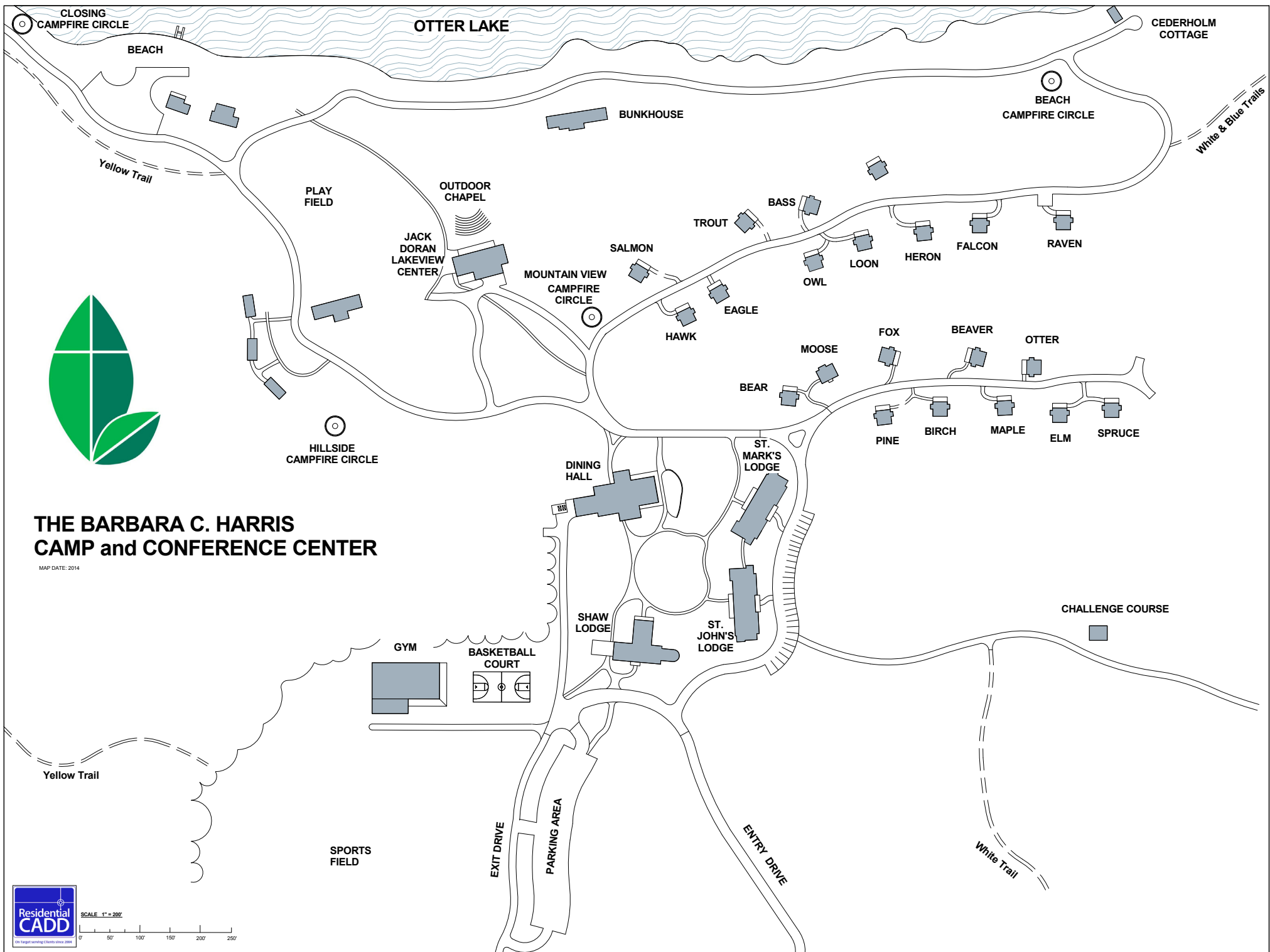
A certified lifeguard with lake experience is required for swimming; no exceptions. The lifeguard must be certified by a nationally recognized organization in first aid including training on blood borne pathogens and age-appropriate cardiopulmonary resuscitation (CPR) that includes the use of breathing devices.

For an activity to take place, one certified lifeguard must be present and another lifeguard or look out is necessary for every ten additional participants (1:10 ratio) that are in the water. For example, if there are 20 participants, one lifeguard is needed and another lifeguard or lookout is also needed to provide adequate coverage of the waterfront facility. Lookouts must be able to distinguish between a swimmer, a distressed swimmer, an active drowning victim and a passive drowning victim. They must be able to alert a lifeguard as to what is happening and assist in an emergency situation.

In addition, we recommend that each group have an adult age 21+ with CPR and First Aid training present at the waterfront while swimming and boating (at least 1 adult at each location).


### **Safety Regulations**

- Participants must be evaluated and classified by their swimming abilities, and then assigned or restricted to specific areas of the waterfront.
- There must be a safety system in place to account for all participants at all activities. (e.g. the buddy system)
- Lifeguards will orient all swimmers to the following swimming procedures and rules:
- There are large submerged rocks in the main swimming area protruding four feet from the dock edge.
- Red paint on dock identifies no jumping zones.
- No running on docks. The dock becomes slippery when wet.
- No diving, flips or horseplay.
- Stay clear of the lifeguard chairs.
- Listen to and obey all lifeguards.
- No swimming underneath or outside of docks and specified areas




**THE BARBARA C. HARRIS  
CAMP and CONFERENCE CENTER**

MAP DATE: 2014



Residential  
**CADD**

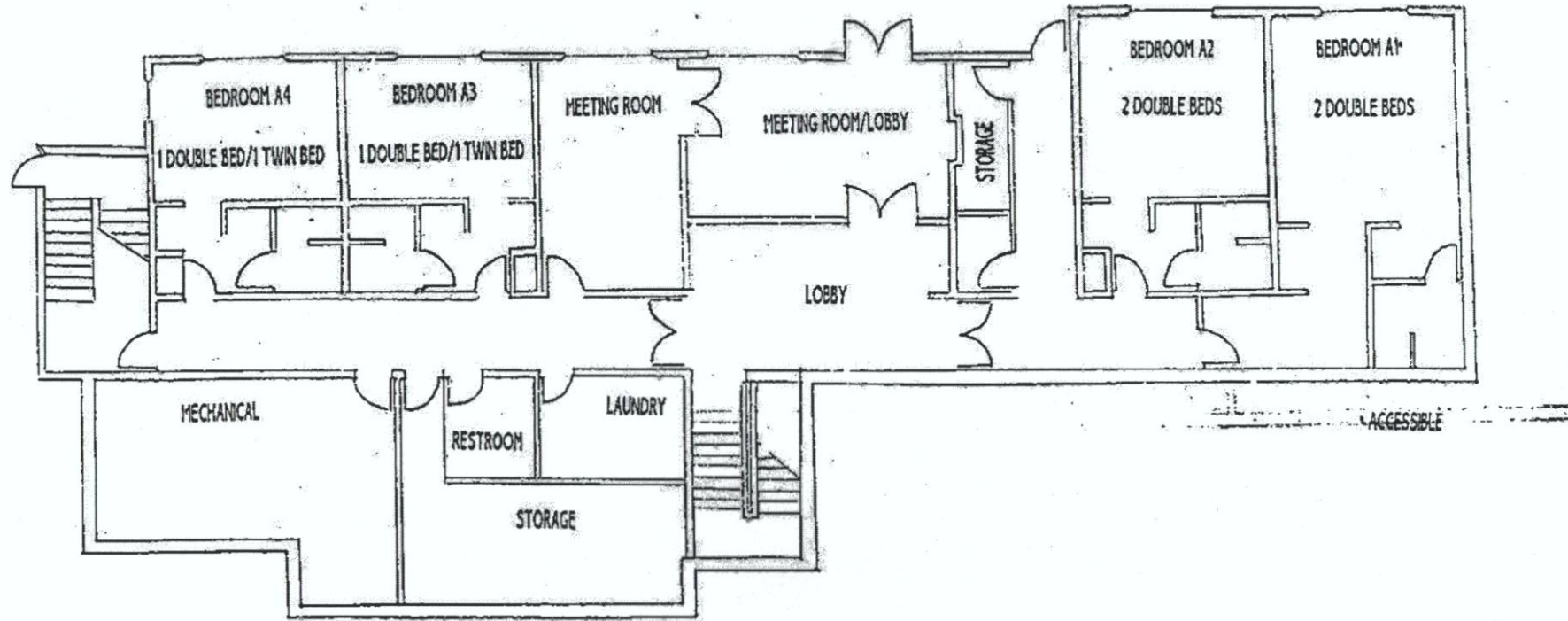
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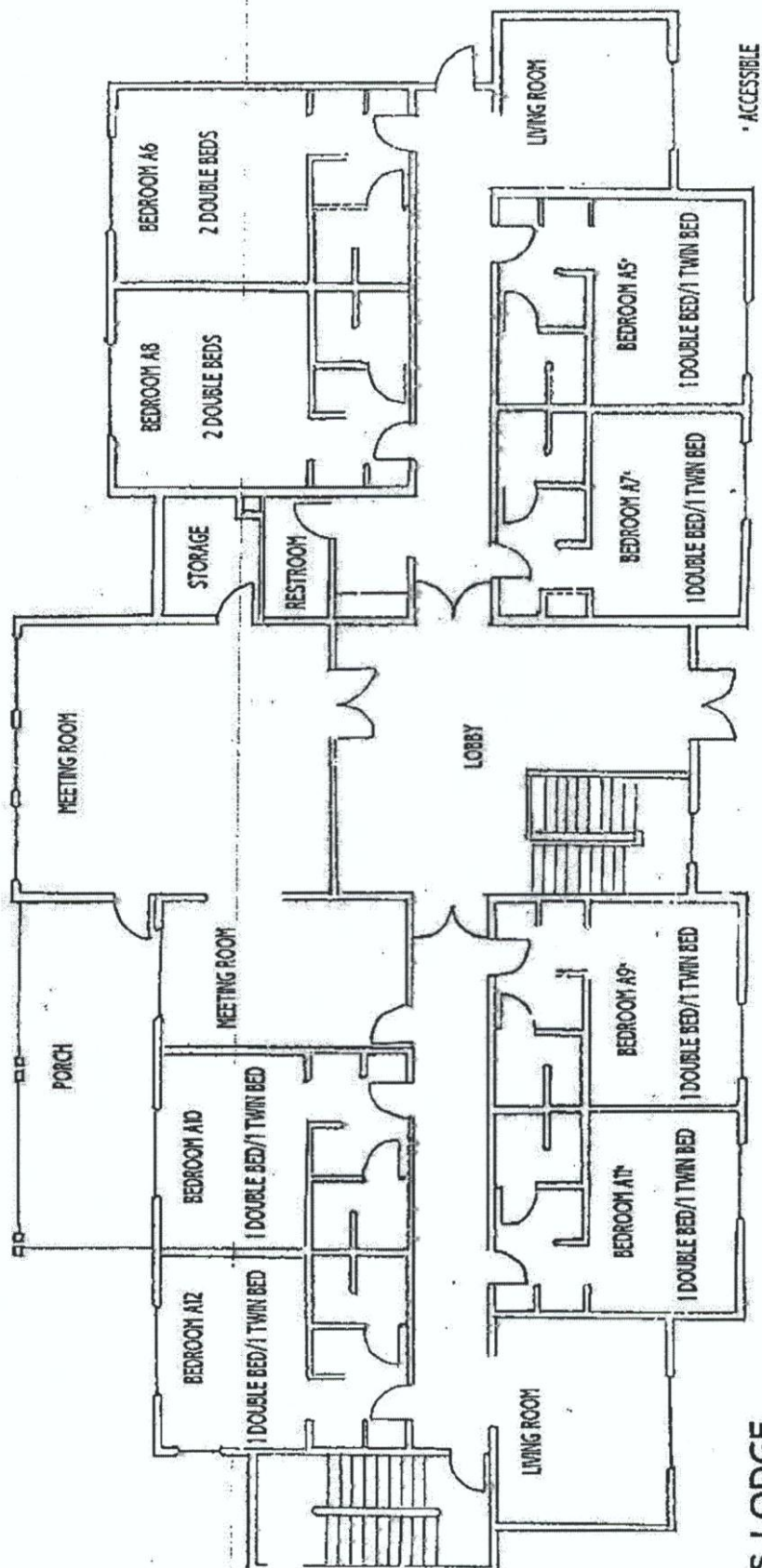


# Trail Map



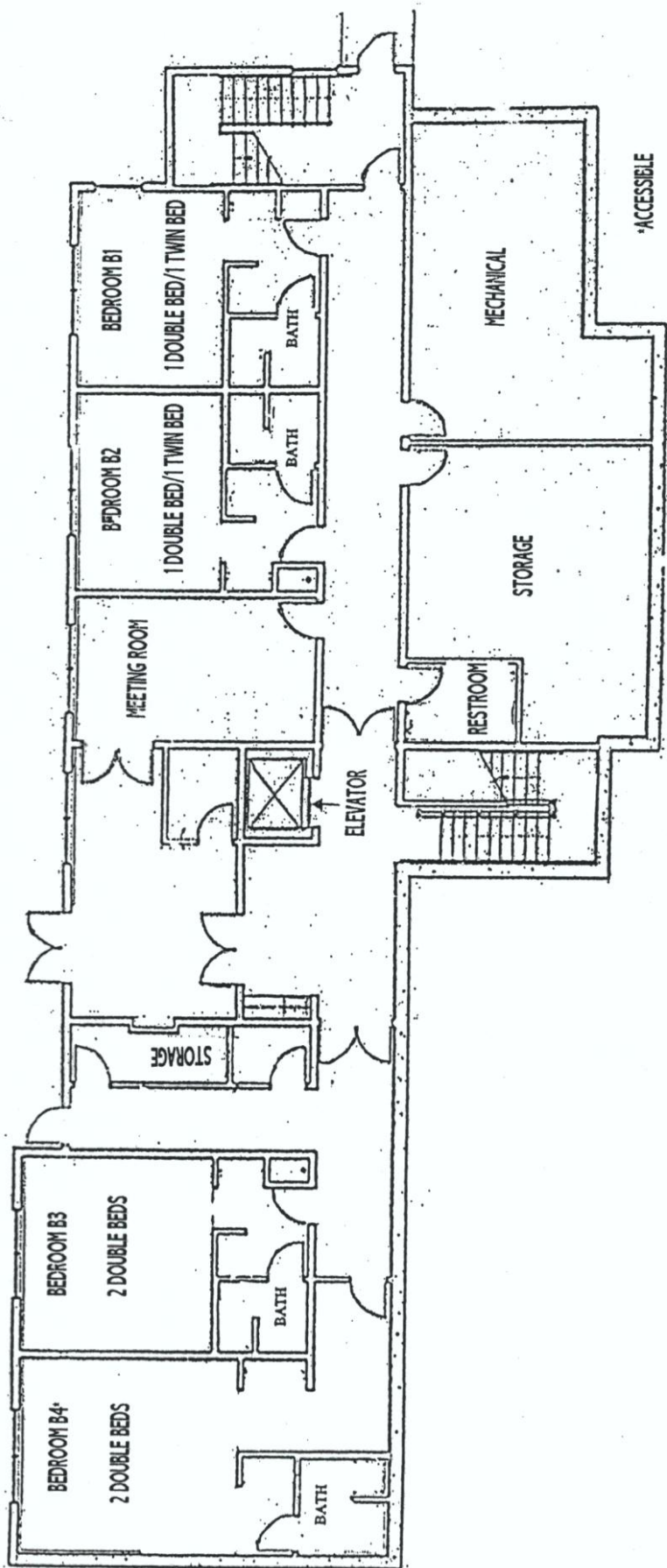


ST JOHN'S LODGE  
LOWER LEVEL



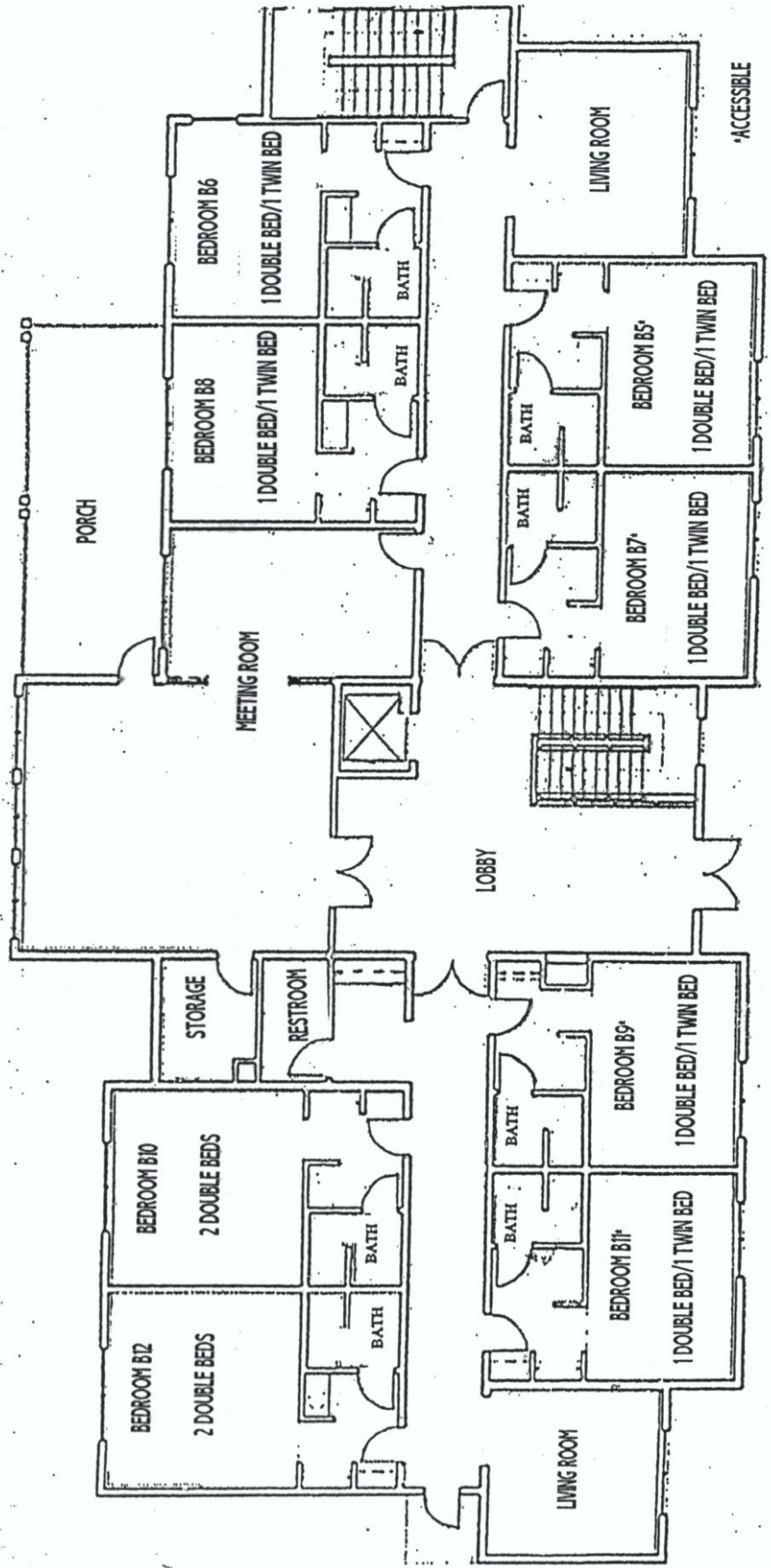
ST JOHN'S LODGE  
UPPER LEVEL





ST MARK'S LODGE

LOWER LEVEL



# ST MARK'S LODGE

## UPPER LEVEL





### **Boating**

- Self-supervised boating is permitted only for adults with canoe and/or kayak experience.
- When boating with a certified lifeguard, all swimming requirements and ratios apply.
- All participants must adhere to the following boating rules:
  1. All persons must wear a securely fastened P.F.D. (life vest) at all times.
  2. Each boater **must** sign in upon entering the water and sign out upon exiting using the Boating Sign Out sheet located in the boating shed.
  3. All children age 18 and under must be supervised by their own parents at all times and are not permitted to boat alone.
  4. All participants must immediately exit the water upon hearing thunder or seeing lightning.

### **Emergency Procedures**

The nearest phone is located in the Doran Center. Other phones are located in the Dining Hall, Shaw Lodge, St. John's, St. Mark's and the Gym.

If emergency resources are needed (ambulance, fire rescue) dial 9 on any BCH phone, wait for a dial tone, then dial 911.

After calling 911, contact a BCH staff member by calling 603-562-6515 or ext. 300 from a BCH phone.