



## **POLICIES & PROCEDURES**

### **RETREAT & RENTAL GROUPS**

Welcome to Tekoa Foothills!

We are grateful you would join us for your retreat or special event. If you are a group leader or group contact representative, please share this information with your group prior to arrival. If you have any further questions, feel free to contact our office.

#### **GENERAL INFORMATION:**

1. Quiet Hours: 11 PM – 7 AM
2. Directions to CLEVELAND REGIONAL MEDICAL CENTER are located in the guest book of each lodge as well as the office.
3. Safety/Emergency Procedures are posted in buildings.
4. All Program Areas, Pool and Waterfront are off limits without Tekoa Foothills Staff supervision. These areas include but are not limited to the challenge course, zipline, and boats.
5. Areas off limits to all guests: director's residence and surrounding area, shop and surrounding area, maintenance buildings and surrounding area and waste sites.
6. After hours help (11PM – 7 AM). Phone numbers for staff on call will be posted on bulletin boards in each of the lodges and the Dining Hall.
7. Emergency exit signs are posted in all living/sleeping areas.
8. The speed limit in camp is 10 mph.
9. The camp bell is ONLY to be used to signal mealtimes and to alert camp staff of an emergency.

#### **CHECK-IN & OUT TIMES**

Picnic Groups or Day Rentals: Check-in: 2pm; Check-out: 6pm

Overnight Rentals: Check-in: 6-8pm; Check-out: 10am

Alternative times may be arranged with the director prior to group arrival. Late checkouts will incur a fee.

#### **PAYMENT**

1. A \$250 non-refundable deposit is due at the time of reservation confirmation (\$100 Picnic/Day Users).
2. Invoices for facility rental and use, including lodging, food services and programs will be sent to the leader or group contact representative following check-out.
3. Full payment is expected within 2 weeks of facility rental. Contact our Director, if there are questions or concerns regarding charges or payment.
4. If a reservation is cancelled within 90 days of reservation date, a \$500 cancellation fee will be charged (\$250 Picnic/Day Users).

#### **FACILITY AND PROGRAM SCHEDULE:**

1. Required forms and requests for food service & program use are due 3 weeks prior to group arrival.



2. Activity schedules are subject to change. Tekoa Foothills reserves the right schedule program activities according to the size of the group, time and/or staffing needs. In the event we need to make changes to your proposed schedule we will contact you as soon as possible.
3. Tekoa Foothills reserves the right to book additional guests at vacant lodges and campsites in addition to daily program unless the entire facility is rented.

#### CARE OF SITE & FACILITIES:

1. Graffiti is unsightly and damaging. Violators must clean it off and/or pay for damages.
2. Park in designated areas. **ROADS MUST BE KEPT OPEN AT ALL TIMES FOR EMERGENCY PURPOSES.**
3. Keep Tekoa Foothills clean by picking up trash and disposing of it in trashcans located throughout camp.
4. Please do not disturb any natural wildlife such as plants, trees, animals, animal habitats, etc.
5. All equipment such as basketballs, 4 square balls, etc., should be properly stored at the end of each day. Tekoa Foothills is not responsible for personal property lost or stolen while at camp.
6. All groups are responsible for ensuring clean-up procedures are followed prior to check-out.

#### RECREATIONAL ACTIVITIES:

1. All activities must have adult supervision.
2. Activities that are NOT permitted: paint ball, food fights, improper toilet paper use, etc. If you have any questions, please ask a staff person.
3. The zipline, challenge course, swimming areas, and canoes/paddleboats, require the supervision of Tekoa Foothills Staff, please ask the director or camp host for more information on program rentals.
4. All fishing in Tekoa Foothills Lake is catch and release. We have a limited number of cane poles for use; we do not provide bait or tackle.

#### KITCHEN USE:

Anyone working in the kitchen should thoroughly wash his/her hands with soap and warm water prior to working in any area of the kitchen. If your group is staying in Lakeside Lodge or Asbury Lodge you must provide disposable dining ware, cups, paper towels, etc. If your group is preparing meals in the main dining hall kitchen, a Foothills Staff person will be available for questions regarding dining ware use and cleaning. In order to ensure the health and safety of guests, groups preparing their own meals must observe the following procedures:

1. Sanitized utensils and equipment must be used for food preparation.
2. All dirty dishes, utensils, pots and pans, etc., must be run through the Mechanical Dishwasher/Sanitizer. Use the following Sanitizing Standards: Mechanical Dishwasher: Wash Cycle: 150 degrees F. Rinse Cycle: 180 degrees F. All dishes, utensils, pots, pans, etc., must be air-dried. Please do not use a towel/rag to dry any dishes, utensils, pots, pans, etc.
3. Clean and sanitize all food preparation surfaces after each use. This includes counter tops, tables, cutting boards, etc. Procedure:
  - A. Clean surface with wet rag.
  - B. Spray bleach solution on surface and let stand for at least 2 minutes.
  - C. Use a clean rag to wipe off the surface.
4. Proper Food Handling:
  - A. Utilize food thermometers to determine temperature of foods. Food should be cooked to a minimum of 165 degrees. Food can be kept in the warming bin at a minimum of 145 degrees. Cooked foods should be served as quickly as possible and should not fall below 145 degrees prior to serving.
  - B. Leftover foods should be stored in the refrigerator.



5. Lids on garbage cans should be on at all times except during clean-up and food preparation. Can liners are located in kitchen pantry. Empty all Dining Hall trash cans after the evening meal or when full. Place tied trash bags in dumpster located beside Loy White dining hall.

#### EMERGENCY CARE:

CALL 911 FOR ANY LIFE-THREATENING INJURIES OR ILLNESSES. In the event of an accident and/or injury please report it to the staff person on duty. Copies of the accident and/or injury report are available through the camp staff on duty and must be turned in to the camp office prior to check-out. Information about Tekoa Foothills is posted in every lodge and may also be found in the guest notebook of each lodge.

1. Each group must provide and identify a person currently trained in CPR & Standard First Aid, including training on blood borne pathogens and use of breathing devices.
2. Each group must provide basic first aid/CPR supplies and equipment. Please visit the camp office if you need extra supplies.
3. Please report any accidents, injuries and/or illnesses to the staff person on duty. An accident form must be completed and signed by the staff person on duty.
4. The group must provide transportation for the sick or injured.
5. Please remember to bring: Names and addresses of all participants, emergency contact names and phone numbers, a listing of any persons with known allergies or health conditions requiring treatment, restriction, or other accommodations, and signed permission to treat waivers for minors without a parent/guardian on site.
6. The group is responsible for all medical bills related to an accident, injury and/or illness unless such loss or injury results from the negligent or willful act of an employee of United Methodist Camp Tekoa Foothills acting within the scope of his/her employment.

#### HEALTH & SAFETY:

1. EVERYONE SHOULD ATTEND THE ORIENTATION SESSION CONDUCTED BY THE CAMP STAFF PERSON HOSTING YOUR GROUP.
2. All groups must send a copy of your insurance liability coverage. Please enclose it with your reservation form.
3. Camp Tekoa is a smoke/tobacco free site. A \$200 fine will be charged to the group for any violation of the "Tobacco Free" policy. Contact our director for information on our designated smoking area.
4. Alcohol and/or illegal drugs are NOT permitted. Any violation of this policy will result in immediate dismissal from the camp.
5. Guests are never to ride in the back of open vehicles such as trucks, trailers, etc. ALWAYS ride inside a vehicle with your seatbelt buckled.
6. Firearms, fireworks, etc., are not permitted without written permission from the Director and liability waivers on file.
7. Pets must be on a leash or contained at all times. No pets are allowed inside the buildings. Service animals are allowed. Contact our director for questions concerning service animal hospitality.
8. Read and obey signs/rules at activity areas.
9. No swimming and/or wading unless a Tekoa Foothills Lifeguard is on duty.
10. Children/youth under 18 years of age must have an adult supervising them at all times. Recommended ratios for adult supervision of children and youth:
  - Age: 4-5 years. 1 adult: 5 Children
  - Age: 6-8 years 1 adult: 6 Children
  - Age: 9-14 1 adult: 8 youth
  - Age: 15-18 1 adult: 10 youth



11. The staff person duty, accompanied by another staff person or group member, may enter your building at anytime to address security, safety, or mechanical concerns. Completed and signed General Consent, Liability Waiver, and Duties of User Groups are expected immediately upon the user group’s check-in at Tekoa Foothills & Camp Tekoa, Inc. Each user group shall inspect the Property for safety, dangers and usability. The user group shall then immediately report to Tekoa Foothills and Camp Tekoa, Inc., any pre-existing damage to the property or the existence of any danger on the Property which may cause injury to user group participants, or user group guests. At the end of the reservation date, User Group shall clean and restore the Property to its condition before the reservation date. All facilities are inspected by Camp Tekoa Staff within 24 hours prior to a User Group’s arrival. Limitation of Liability To the fullest extent permitted by the law, User Group shall indemnify, defend, and hold harmless Camp Tekoa, Inc., owner and their respective officers, directors, employees and agents (“Indemnified Parties”) from and against all claims, damages, demands, losses, expenses, fines, causes of action, suits or other liabilities, (including all costs, reasonable attorneys’ fees, consequential damages, and punitive damages), arising out of or resulting from, or alleged to arise out of or arise from, the negligent acts of the User Group, User Group members, User Group participants, User Group social guests, or for any entity for which the User Group is legally responsible or vicariously liable. Camp Tekoa, Inc., requires that User Group obtain and maintain at all times during the term of this agreement a policy of general liability insurance from an insurance company licensed to do business in the State of North Carolina. Such insurance shall name Camp Tekoa Inc., as an additional insured and shall be evidenced by a certificate of insurance and submitted to Camp Tekoa, Inc.

Required - Minimum Limits of Liability:

- \$1,000,000 Each Occurrence Limit (Bodily Injury and Property Damage)
- \$1,000,000 Personal and Advertising Injury Limit
- \$2,000,000 Products & Completed Operations Aggregate
- \$2,000,000 Bodily Injury and Property Damage Aggregate
- \$100,000 Damage to Rented/Leased Premises
- \$5,000 Medical Payments

Recommended - Excess or Umbrella Liability (to overlay Commercial Liability Coverages)

- \$1,000,000 occurrence/aggregate

In the event User Group does not commonly maintain a general liability policy, an affordable, and short-term, Special Events Policy may be purchased through an agency/company licensed to provide the required coverage in the State of North Carolina. Participant Agreements User Group also guarantees to have all participants in sporting events or activities that involve physical exertion on Camp Tekoa Property to complete and execute the Participant’s release form.

I have read the policies and liability waiver agreement for the use of United Methodist Camp Tekoa and Tekoa Foothills. I will share these policies and waiver agreement with my group.

\_\_\_\_\_  
Signature  
(Leader or Group Contact Representative)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name