

PERSONNEL POLICIES

CONCORDIA LANGUAGE VILLAGES SUMMER STAFF

Read these policies before filling out your application and before signing your staff agreement (contract) so that you will be familiar with them. If you cannot abide by all of these policies, please do not send your application to Concordia Language Villages and do not sign your staff agreement.

POLICY STATEMENT

- ❖ Staff members are employees and, therefore, representatives of Concordia Language Villages, a program of Concordia College. Their personal example is expected to reflect the standards of behavior and the philosophy of this institution as reflected in this document. It is expected that these policies will be observed and practiced by all staff at Concordia Language Villages. The staff is responsible for villagers 24 hours a day during the program and must be constantly concerned with their safety, health and social needs, and serve as excellent role models for them.
- ❖ Concordia Language Villages is fully committed to providing equal opportunities for all, without regard to race, color, national origin, sex, marital status, physical ability, age or financial status. The organization is committed to cooperating with local, state and federal government agencies in an effort to ensure equality.
- ❖ Recruitment will be conducted in a manner that secures employees who have excellent qualifications and are best able to serve the purposes of Concordia Language Villages.

TERMS OF AGREEMENT

SALARY AND OTHER BENEFITS

- ❖ **WORK ELIGIBILITY:** Non-United States citizens in the United States at the time of application need to FIRST determine if they are eligible to be employed by visiting with their designated school official or current program sponsor.
- ❖ **PAYROLL CHECKS:** Payroll checks are issued every two weeks. Each paycheck is inclusive of the completed days at the close of the pay period. Checks are mailed from the Moorhead office to each Village site. Except for non-U.S. citizens returning to a permanent residence outside the United States, final checks are issued after departure from the Village. Staff are encouraged to use the direct deposit service whereby your paycheck will be automatically deposited in your account on payday. Forwarding addresses for every employee must be on file in the Concordia Language Villages office by the close of the payroll period. It is the employee's responsibility to provide a forwarding address to the Concordia Language Villages office.
- ❖ In addition to the salary stated in the staff agreement, each staff member receives room and board, if indicated in the Staff Qualifications and Responsibilities Guide.
- ❖ Because a variety of factors determine the contracted pay and position of each employee, all salaries and staff agreements are to be held strictly confidential.
- ❖ **I-9 WORK AUTHORIZATION FORM — ALL EMPLOYEES:** The staff agreement is contingent

upon the ability to supply, upon arrival, the necessary documents for successful completion of an I-9 work verification form as required by the Immigration Reform and Control Act of 1986. THE I-9 FORM AND REQUIRED ORIGINAL DOCUMENTS MUST BE PROCESSED WITHIN THE FIRST THREE DAYS OF EMPLOYMENT OR YOU WILL HAVE TO TERMINATE EMPLOYMENT. For U.S. citizens, acceptable documentation includes (but is not limited to) a United States passport or a driver's license and a social security card. For non-U.S. citizens, a permanent resident card and/or employment authorization (i.e. I-94 card, DS2019, I-20, etc.) documentation with an unexpired passport is acceptable.

- ❖ **W-4 FORM:** All employees of Concordia Language Villages are required by the federal government to submit a completed W-4 form, which will be sent after acceptance of the staff agreement. **Payroll checks cannot be processed until the W-4 form has been received. The W-4 form MUST be returned with the signed staff agreement. All required documentation must be completed and on file in the Concordia Language Villages office by the close of a pay period, before an individual's paycheck can be processed.**
- ❖ **CONCORDIA LANGUAGE VILLAGES J-1 VISA:** The Concordia Language Villages program is approved by the United States State Department as a cultural exchange program. We are authorized to issue the DS2019 form, which provides a non-U.S. citizen with J-1 visa status, and is needed to be employed by Concordia Language Villages. **You must be at least 18 years old to enter the United States on a J-1 program work visa. Our J-1 program does not authorize us to hire kitchen, nursing, maintenance or office staff from outside the United States.** (However, you may be eligible to work if you have a J-1 visa processed by another organization such as CIEE.) Upon being contracted by Concordia Language Villages you will receive, by mail, form DS2019, Certificate of Eligibility for Exchange Visitor (J-1). This must be filled out and filed at a U.S. Embassy or Consulate in your country of residence. This will allow you to enter the United States on a J-1 visa. The form we send you is NOT your visa. Do not enter on a tourist visa (B-2 or W/T) if you are contracted. Costs incurred for J-1 status are the responsibility of the applicants. International staff coming to our program on a J-1 visa from the Language Villages are required to purchase staff health insurance from us during orientation. This obligation may be waived if the staff member can verify that their personal health insurance meets the criteria set forth by the U.S. government for exchange visitor health insurance.
- ❖ **DISCOUNT POLICY:** Summer Seasonal Staff Discount Policy, effective December 2008. *Separate policy addendums apply for deans and healthcare staff; contact the finance department.*
 - As a summer seasonal employee with Concordia Language Villages, you are entitled to a seasonal employee discount off youth residential Summer Programs once you fulfill a contract for a minimum of two weeks of salaried employment or work at least 80 paid hours during the same calendar year. The discount does not apply to any other programs such as Study Abroad, Day Camps, or Concordia Global Seminars (including Global Language Villages).
 - The discount offered to summer seasonal staff is calculated based on the tuition portion (80 percent) of the overall program fee. The remaining room and board portion (20 percent) of the program fee, as well as any other fees (transportation, etc.), is not eligible for a discount.
 - Each child of a seasonal staff member will be eligible for one (1) discounted session, beginning with the employee's second year of employment.
 - If a contracted seasonal staff member, you must fulfill a minimum of two weeks of salaried contracted work during the calendar year that the child attends the program to be eligible for the staff discount during the same calendar year.
 - If an hourly seasonal staff member, you must fulfill a minimum of 80 paid work hours during the calendar year that the child attends the program to be eligible for the staff discount during the

same calendar year.

- The discount will be applied to the invoice/statement once the staff member has successfully been engaged to work the respective employment contract or hour minimum. If the contracted work to meet the discount criteria is not fulfilled, payment in full is required for the program fee.
- Villagers are only eligible for one type of discount for any single program. Multiple discounts cannot be combined.
- Discounts only apply to legally dependent children of the staff member.
- The “years of total service” for the discount are calculated to include the current calendar year in progress as long as the employment criteria are met. The same designation for years of total service is utilized for the entire calendar year and calculated using prior years of total service plus the current year.
- An option for a second session is available if there is still an opening (as determined by the director of Summer Programs) no earlier than four weeks before the start of that session. You may register your child in a second session, and be placed on the hold/wait list for that session. Should a child attend more than one session per summer, the discount can only be applied to a total of four weeks per child, per summer. Discounts on additional sessions are calculated using the same formula for initial as well as additional programs attendance.
- The discount schedule below identifies the discount available based on the employee’s service start date and years of service, as tracked by the Language Villages staffing department.

Year 1	0 percent discount
Year 2	20 percent discount
Year 3	30 percent discount
Year 4	40 percent discount
Year 5	50 percent discount
Year 6	60 percent discount
Year 7	70 percent discount
Year 8	80 percent discount
Year 9+	90 percent discount

- ❖ **ORIENTATION:** Orientation is mandatory unless otherwise specified in the staff agreement. Staff members who do not attend or complete the entire orientation forfeit their orientation stipend.
- ❖ **TRANSPORTATION:** Transportation to and from the Village or location of the orientation session is the responsibility of the staff member. Arrangements can be made to meet trains, planes and buses at the terminal closest to the orientation site or Village. Once you have returned your staff agreement, more detailed information will be sent regarding transportation and orientation.
- ❖ **MINNESOTA JURISDICTION:** The staff agreement forms an agreement between Concordia Language Villages and the staff member, in accordance with the terms of the staff agreement and with these Personnel Policies. This agreement is governed by Minnesota law. The parties consent to the jurisdiction of Minnesota courts if any legal action ensues.

HEALTH CARE

- ❖ New and returning staff members must complete a health form prior to beginning employment with Concordia Language Villages. The health form will be sent after the staff agreement is accepted. The staff agreement is contingent upon receipt of the health form.
- ❖ Staff who work at more than one Village are responsible for transferring their health record between Villages.

- ❖ Special diets must be noted on the health form. Concordia Language Villages is committed to meeting special dietary needs according to our available resources. Diet changes are not accepted during a stay at a Village without a physician or nursing order. Special diet requests are routed through the Village nurse to the head cook.
- ❖ Each Village has an on-site health center staffed by a healthcare provider. The services of this facility, defined by medical protocols and Concordia Language Villages policy, are available to staff.
- ❖ Staff members who are injured on the job must immediately report that injury to their supervisor and have the injury documented by the nurse at the Health Center. Staff who are injured or ill are expected to follow a personal care plan that supports recovery.
- ❖ Staff members are expected to conduct activities safely and promote healthy living behaviors for both themselves and villagers.
- ❖ Staff must report signs of illness/injury among the villagers (e.g. cabin, activity, language group) to the Village's nurse. They must also support a child's recovery as defined by his/her healthcare plan.

TIME OFF

- ❖ Program staff members have a 24-hour block of time off every two weeks, usually between sessions. The time may be divided, in blocks of no less than 12 hours. Otherwise, unless given permission by the dean, they are to remain on site. Maintenance staff have evenings and weekends off. Kitchen staff have one day off per week. Nurses and nursing assistants have one 12-hour block of time off during the middle of a two-week session and a 24-hour block of time off between sessions. Because maintenance and kitchen staff do not have counseling responsibilities and their duties are usually limited to specific time periods, they are not under the same obligation as counseling and nursing staff to remain on site. In addition, each person has two hours of time free from assigned responsibilities each day. Kitchen and health care staff must inform the dean or designate of time off and time off site. A staff member who is under 18 must get permission from dean or designate.
- ❖ In special cases a dean may release a staff member for a specific period of time. Such reasons might include death or illness in the family or urgent personal business. Generally, paid funeral leave of up to three days is allowed for death in a staff member's immediate family including mother, father, sister, brother, wife, husband, child, mother-in-law, father-in-law, grandparent and grandchild. Additional leave may result in a prorated decrease in salary. Unapproved leave may result in termination of the staff member's staff agreement. Illness of a staff member resulting in the inability of the staff member to perform program duties for more than three days may result in a prorated decrease in the staff member's salary. One day with salary is allowed if you are a participant (such as a pallbearer) in a funeral service.
- ❖ It is expected that the staff members time off be spent in accordance with the state laws of Minnesota and standards of personal conduct set by Concordia Language Villages. The legal drinking age in Minnesota is 21 and it applies to all within the state borders. Minnesota state law strongly prohibits the distribution of alcohol to anyone under the age of 21, with strict legal penalties. Staff members not abiding by these laws are subject to disciplinary action by the dean. Be aware that police may be notified of illegal actions at the discretion of the dean and administration, in accordance with Minnesota state law. Excessive drinking or other inappropriate behavior away from the Village is not tolerated, nor is returning to the village under the influence of a chemical substance.

TERMINATION OF AGREEMENT

- ❖ The staff agreement continues only as long as the staff member complies with its terms, displays appropriate conduct and fulfills the job description for which he or she has been hired. The dean, in consultation with the administration, is responsible for making dismissal decisions.
- ❖ In case of early departure from the Village, with approval of the dean and administration, the salary is prorated. If departure is without approval, all salary rights are forfeited.
- ❖ If the terms of the staff agreement are broken without the expressed consent of the dean, the staff member's salary will be assessed a prorated decrease and the performance will be documented in a letter to the staff member's references.
- ❖ It is the expectation of Concordia Language Villages that staff who are dismissed leave the Village immediately and in such a manner that the program is not unduly disrupted.

STAFF CONDUCT

PERSONAL CONDUCT

- ❖ Staff members agree that while in the employment of Concordia Language Villages, they will conform their personal habits in such a way as to reflect credit on the program. They also agree to keep hours and maintain habits enabling them to function at the level of mental and physical activity required by the program.
- ❖ Relationships between staff members and villagers that extend beyond a professional level are not tolerated in the program. Behavior such as inappropriate sexual or physical conduct, sharing personal romantic information and sexual talk with villagers will be grounds for immediate dismissal from the program. In addition to, and in accordance with standards of practice for camp staff, relationships between staff and villagers outside the program are not condoned.
- ❖ The above policy includes correspondence via traditional or electronic means. Professional communication with a villager should occur only at the request of the dean or with the knowledge of the dean. Deans should be copied on correspondence or copies of all correspondence should be retained; this protects staff members and villagers. Instant messaging or other modes of communication in which a copy of the communication cannot be retained should not be used. Staff should not be participants in social networking sites, message boards, etc., that include villagers.
- ❖ The Concordia Language Villages program seeks to maintain an environment in which tolerance is practiced for all individuals, regardless of gender, race, creed, color, sexual orientation, national origin or physical ability. Discrimination is not tolerated.
- ❖ It is the desire of Concordia Language Villages to provide a positive experience for all. Physical punishment and abusive language (e.g., swearing, verbal threats) are not tolerated and are grounds for dismissal.
- ❖ Sexual harassment, a form of discrimination, includes unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature. In accordance with the Sexual Harassment Policy of Concordia College (printed in the Concordia Language Village Staff

Handbook), such harassment should be confronted directly by the affected person(s). If resolution is not possible, a formal report should be made following the program's grievance procedure. Concordia Language Villages encourages those who experience or observe forms of harassment to bring such incidents to the attention of the dean or a Concordia Language Villages administrator.

- ❖ Staff members agree to live in communal living environments, most commonly with villagers. No private rooms or bathrooms are provided. Maintaining a clean and orderly personal living space is expected.
- ❖ In support of diversity in faith beliefs, each Village conducts an on-site nondenominational Sunday service. Attendance is voluntary. Staff may attend weekly religious services, if they are available, in a nearby community. While faith diversity is respected, converting others to one's own beliefs is not tolerated.
- ❖ Release of information about Concordia Language Villages program participants is governed by Concordia Language Villages policy on confidentiality of villager records (see Parent Handbook). Staff members are expected to treat participant information confidentially. Note that confidentiality extends to social networking Web sites, etc.
- ❖ Concordia Language Villages performance management system uses goal setting and job descriptors to provide the basis for performance appraisals. Each staff member is appraised by either the dean or his/her supervisor.
- ❖ Concordia Language Villages reserves reproduction and distribution rights for curricula and supplementary materials produced by Concordia Language Villages employees while under contract.
- ❖ While it is natural and normal for staff members who work together closely in intense Language Villages programs to develop significant or intimate relationships with one another, such relationships must be kept private from villagers. Staff members in relationships will want to be sure that they are careful not to be exclusive or inadvertently offensive to colleagues and to continue to fully meet job responsibilities and expectations. Cohabitation is not allowed.
- ❖ Concordia Language Villages strives to support staff members in using the Villages as a research lab. All research must have prior approval of Concordia Language Villages administration and the Internal Review Board. Those interested in doing research at the Villages should submit a research proposal to the director for education and research at least six months prior to the targeted start date.
The administration of Concordia Language Villages values research carried out by staff and believes much can be learned from this type of work. Copies of final products should be submitted to the director for education and research.
- ❖ Staff may not keep animals or pets in residence on site during their contracted employment.
- ❖ Staff agree to follow all safety rules and use appropriate protective equipment.

STAFF MEMBERS WHO ARE MINORS

- ❖ The state of Minnesota defines a minor as a person under the age of 18. Staff who are minors are directly supervised by the dean and/or a senior staff member and are expected to follow behavior guidelines as requested by the dean. This includes keeping the dean informed of their whereabouts during time off.
- ❖ Concordia Language Villages will notify the parents or guardians of staff members who are minors if (a) the staff member smokes (smoking is illegal for anyone under 18 in Minnesota), (b) is released from their staff agreement, and/or (c) receives out-of-Village health care. It is the

dean's prerogative to notify parents or guardians of other situations as warranted (e.g. infringement of Concordia Language Villages personnel policies).

- ❖ It is the policy of Concordia Language Villages that a person may not participate in the program as a villager after he/she has worked as a staff member.
- ❖ It is against policy for any adult staff member (18 and older) to have sexual contact with a staff member who is a minor (one who is 17 or younger). Depending on the age differential and other circumstances, such sexual contact may be a violation of criminal law.
- ❖ Young staff members who are recently villagers must be aware of their new role as a staff member in relation to those who currently remain villagers, especially regarding confidentiality, communication, and social networking sites, etc.

USE OF TOBACCO, ALCOHOL AND ILLEGAL SUBSTANCES

- ❖ Because Concordia Language Villages promotes a smoke-free environment, the use of tobacco is allowed only in an area designated by the dean. Smoking in the woods is a fire hazard and is not allowed.
- ❖ Staff are expected to set an example of good health habits; therefore, smoking in front of the villagers is prohibited.
- ❖ In accordance with state law, Concordia College, and the practices of private, public and agency camping programs in Minnesota, the use or possession of illegal substances or alcohol at the Village site is prohibited at all times and will result in immediate dismissal. This applies at all times while on site, whether or not villagers are present and regardless of the start or end date of the staff agreement (contract).
- ❖ If informed that a Concordia Language Villages staff member has caused a disturbance off the Village site in connection with the use of alcohol or has been found to be in possession of illegal substances off site, the dean and Concordia Language Villages administration reserve the right to terminate the staff agreement.
- ❖ Concordia Language Villages recognizes that staff members come from a variety of cultural backgrounds and wants to help ensure that staff succeed and thrive in our community. While many of our International Staff come from countries where the legal drinking age may be significantly younger than in the United States, they are still subject to the laws of the State of Minnesota and the United States while they are employed at the Villages. Staff members with questions regarding these laws should feel free to consult their dean or a member of the administration.
- ❖ Review the related policies under "time off."

PERSONAL VEHICLES, EQUIPMENT, SUPPLIES AND WEAPONS

- ❖ Staff should purchase personal supplies (toothpaste, detergent, etc.) prior to coming to the Village or between sessions. Items for staff may occasionally be requested on the scheduled town runs. However, no personal purchases for villagers are made, and no special trips to town are made for these purposes.
- ❖ Unless approved by the dean, staff-owned vehicles are not available for personal or program use while the Village is in session. Should a dean request a staff member to use their personal car for Concordia Language Village business, it is the prerogative of the staff member to say "yes" or "no." If the staff member agrees to the request, a reimbursement based on actual miles driven will be paid using the per-mile rate from Concordia College and subject to submitting the appropriate reimbursement form. The staff members retain responsibility for their vehicle during this use; this includes upkeep, insurance, and repair should damage result from such use. If a staff member agrees to use their personal vehicle for Village business, the staff member will sign a written

authorization. Under no circumstances are staff allowed to transport villagers in their personal vehicle unless prior written authorization has been obtained from an administrator.

- ❖ Concordia Language Villages is not responsible for any personal equipment (e.g. musical instruments, sports equipment, laptop computers, cameras, other electronic equipment, etc.) brought to a Village by staff members. Repair or replacement should damage result is the responsibility of the staff member. If villagers are directly involved in using the equipment (handling it, manipulating it), the staff member must have the dean's permission.
- ❖ Concordia Language Villages facilities do not have areas designated for use of roller blades. Therefore, roller blades may not be used on Village property.
- ❖ The use, possession, or carrying of any kind of firearms or weapon on the property of Concordia Language Villages is strictly prohibited with the exception of authorized law enforcement officers. Violations of this policy may result in arrest and/or termination of employment.
- ❖ Concordia Language Villages retains final authority in determining what constitutes a weapon, especially when evaluating potential danger. Specifically prohibited items include, but are not limited to: knife blades, numchuck sticks, tasers, shockers, rifles, ammunition, explosive devices, fireworks, pyrotechnics, or any other instrument capable of inflicting serious injury, and/or other common materials used for the purpose of inflicting fear or injury.

SOCIAL NETWORKING WEB SITES, ETC.

In general, Concordia Language Villages views social networking sites (e.g., MySpace, Facebook), personal Web sites, Weblogs, and other similar and emerging technologies positively and respects the right of employees to use them as a medium of self-expression. If employees choose to identify themselves as employees of Concordia Language Villages (or of one of the Villages by language or by name, such as the Arabic Language Village or *Lago del Bosco*) on such Internet venues, some readers may view the employee as a representative or spokesperson for the organization. In light of that possibility, the following policy is in place.

- ❖ If you identify yourself as an employee of Concordia Language Villages (or of one of the Villages by language or by name, such as the Arabic Language Village or *Lago del Bosco*) on your site, staff policies apply to your site content: That is, any evidence of activity or behavior prohibited by Village policy should not appear on the Web site. Examples include, but are not limited to, disparaging, bullying, or harassing other staff or villagers; using obscenities; posting photos of conduct prohibited by Village policy (drugs, nudity, etc.); or discussing conduct prohibited by Village policy (drunkenness at parties, sexual activity, etc.).

The following policies are in place whether or not you identify yourself as an employee of Concordia Language Villages.

- ❖ Confidentiality of information. All information about villagers is confidential. In addition, consider the respectful use of information about colleague staff members.
- ❖ Camp professionals advise camp staff not to reveal the location or address of their Village sites.
- ❖ We advise staff members to make decisions about content—verbal and pictorial—of their social networking spaces keeping in mind that villagers may be able to access these spaces. Examples of verbal and pictorial content that you may want to consider are accounts of under-age drinking and photos of nudity ... these are things you wouldn't want your villagers or their parents to see, if your site is not as private as you believe it to be.

- ❖ Contents of your electronic networking site can be considered by any employer, including Concordia Language Villages, in decisions about hiring, rehiring, and dismissal. Your electronic social networking site is in the public domain (even if you believe it to be private but it can be accessed by others). (Bear in mind that electronic publications have a long life.)
- ❖ It is suggested that you monitor your social networking Web sites for unauthorized postings and for changes in privacy and access rules.
- ❖ If it should happen that Concordia Language Villages pilots or begins to sponsor official social networking sites, message boards, etc., these will be formally listed as approved on the www.ConcordiaLanguageVillages.org homepage.
- ❖ As indicated in the personal conduct section, staff should not be participants in social networking sites, message boards, etc., that include villagers.

VISITORS

- ❖ Personal visitors of staff are strongly discouraged during sessions. If questions or special situations arise, they must be discussed with the dean. Family members and guests are encouraged to attend International Day and/or the Village closing program.
- ❖ No overnight visitors are permitted.

USE OF FACILITIES AND PROGRAM SERVICES

BUS TRANSPORTATION

- ❖ At the beginning and end of each session, chartered buses transport villagers to and from Minneapolis and Fargo, N.D. A Concordia Language Villages staff member is appointed as a bus supervisor to supervise villagers on each bus.
- ❖ If there is room, additional staff members may also ride the chartered bus by contacting the dean and/or business manager. Any staff member who rides a chartered bus is considered to be a bus supervisor and is expected to assist the lead supervisor.
- ❖ All bus supervisors are expected to wear a nametag, a staff jacket and a staff T-shirt, so as to be readily identifiable to parents as Concordia Language Villages employees. Staff members are expected to provide supervision for villagers during transportation, and to ensure that all villagers are on board after every stop. Lead bus supervisors must speak fluent English.
- ❖ Further details on bus supervision are given in the Bus Supervisor's Memo.

EQUIPMENT AND FACILITIES

- ❖ While employed in the Village program, staff are responsible for following appropriate Concordia Language Villages safety regulations and also for the proper use and care of equipment in order to maintain its performance for the benefit of all staff and villagers. Willful destruction and/or reckless disregard of property that belongs to Concordia Language Villages will not be tolerated.
- ❖ Village staff are allowed to use the on-site recreational resources (canoes, sports equipment, etc.) as long as such use follows routine Concordia Language Villages safety practices. A specially designated counselors room or "retreat" is also available at appropriate times. Laundry

facilities are generally not available on site, so staff should bring enough clothes for two-week blocks of time.

VILLAGE VEHICLES

- ❖ A vehicle is provided for each Village to facilitate the efficient operation of the program. This vehicle is used for making clinic and hospital runs, as well as scheduled trips to the nearest town for supplies. It is also used for meeting villagers at airports, bus and train depots and for returning them at the end of the session. The Village vehicle is not to be used by staff for personal reasons. At the discretion of the dean, staff members may occasionally use the Village vehicle for town runs (for laundry, personal shopping, etc.) during their off time. This is a privilege and not a right for staff and should never be exercised without express permission from the dean.
- ❖ The Village, for accreditation and liability reasons, must have an emergency vehicle on site AT ALL TIMES. Always consult with the dean directly before taking the Village vehicle.
- ❖ All staff members who are designated by the dean to drive a Village vehicle are expected to adhere to Minnesota state highway laws, practice defensive driving techniques and complete the Concordia Language Villages driver training program. They must also have an acceptable driving record as determined by the insurance company of Concordia Language Villages.

KITCHEN

- ❖ Except during mealtimes, the village kitchen is off limits to staff not assigned to work in this area.

PURCHASES AT THE VILLAGE STORES

- ❖ Purchases at the Village stores must be made on a cash basis using the Village currency and exchange rate. Staff should set an example for the villagers by using the target language and currency when making purchases.
- ❖ Except during the regularly scheduled hours, the stores are off-limits to staff not assigned to work in this area.
- ❖ Staff members are eligible for a 20 percent discount on regularly priced clothing.

TELEPHONE CALLS

- ❖ Concordia Language Villages does not permit direct dialing of personal long-distance telephone calls. If it is necessary to make personal long-distance calls, staff may call collect, use a calling card or purchase a telephone debit card from the Village business manager.
- ❖ For incoming personal calls, the person answering the call takes a message so that the staff member can return the call later.
- ❖ Staff members may send personal faxes for a fee; there is no charge for incoming fax messages.

OTHER PROGRAM SERVICES

- ❖ It is required that a staff "bank account" be kept and withdrawals be made through this account. The staff bank account provides safekeeping for staff money and allows for easier currency exchanges. The Village business manager is in charge of this service. The Village bank accepts deposit of payroll checks but has only limited funds available on site. It is suggested that each staff member send the check to his or her bank and use personal checks at the Village.
- ❖ Staff members are not allowed to make personal charges against the Village account at local stores.
- ❖ A new staff jacket and staff T-shirt are provided for newly hired Village staff members. A new staff

jacket is issued to a returning staff member at the start of his/her tenth, etc. summer on staff. A new staff T-shirt is issued to a returning staff member at the start of his/her third, fifth, seventh, etc. summer on staff.

SUPPORT OF PROGRAM GOALS

CREATING A CULTURAL IMMERSION ENVIRONMENT

- ❖ To simulate a visit to another country, villagers are not permitted to have radios, English books (unless dealing with the Village language and/or culture or religious material), magazines, CDs or cassettes; staff members are expected to comply with this policy in the cabins and in front of the villagers.
- ❖ Staff members are encouraged to bring cultural realia such as books, magazines, clothing, CDs, cassettes and posters.
- ❖ Staff are expected to model involvement in the Village culture by using appropriate language, mannerisms, gestures and customs.
- ❖ As a staff member, you are a role model to young people as well as a representative of our organization and its mission. Therefore, profanity and inappropriate attire will not be allowed.

ENVIRONMENTAL AWARENESS

- ❖ Staff members are expected to strive to implement activities and projects that have a minimal impact upon the natural setting and resources of Concordia Language Villages.
- ❖ Staff members are expected to work toward a sustainable environment through maximizing recycling, reducing and reusing efforts.

PUBLIC RELATIONS ROLE

- ❖ As a staff member, you are a representative of Concordia Language Villages. Representing Concordia Language Villages includes positive and sincere interaction with all guests to the program during opening and closing days as well as International Day. Staff are expected to greet and answer all questions of both villagers and parents.
- ❖ Staff are expected to wear name tags, staff T-shirts and jackets on opening and closing days of each Village session.
- ❖ On the closing day of each session, staff members assist in the closing program, help villagers prepare their personal belongings for departure and interact with the parents and program visitors.
- ❖ Staff members may not accept gifts or other forms of gratuity for any services while at the Village.
- ❖ Interested staff members may volunteer to represent Concordia Language Villages throughout the year in our Village Advocate program.

POLICY AND PERSONNEL SUPPORT

- ❖ Within the framework of the overall Concordia Language Villages policy, as represented in this document, the dean of each Village has the responsibility for establishing specific policies appropriate for that Village and also for making policy, salary and personnel decisions. Staff members are expected to support these policies and decisions, even when they do not agree with them. However, they should always feel free to discuss areas of disagreement privately with the dean.

- ❖ Each Village has many employees with differing functions. Because everyone is working hard to provide a meaningful experience for all villagers, each is in need of support from one another. If differences arise, they need to be dealt with openly and as quickly as possible. As a result of this mutual support, villagers and staff alike can have a most enjoyable and rewarding experience.

YOUR ROLE BEYOND YOUR CONTRACT DATES

- ❖ Staff members should be aware that parents of villagers and villagers themselves will continue to consider them as staff members beyond the summer contract dates.
- ❖ We fully expect and have full confidence that staff members will maintain professionally responsible relationships when they do have contact with villagers. These policies are in place for the protection of staff members, as well as villagers.
- ❖ Communication with a villager should not be initiated by a staff member, except at the request of the dean.
- ❖ Staff members should not host villagers in their homes nor stay in the homes of villagers, without the express (and documented) prior consent of the dean.
- ❖ Staff members who find themselves in a position of communicating with a villager after the summer sessions should inform their dean and copy their dean on all correspondence and retain copies.
- ❖ Appropriate and inappropriate topics of discussion with villagers remain the same after the session.
- ❖ As stated in the Personal Conduct section, in accordance with standards of practice for camp staff, relationships between villagers and staff outside the program are not condoned.
- ❖ Confidentiality of villager information continues after the session. This includes, but is not limited to, posting of villager names, issues, photos, etc., to Web sites that are not official Language Village Web sites.
- ❖ Staff should be aware of the relative non-privacy of social networking Web sites, etc.
- ❖ Staff should not be participants in social networking sites, message boards, etc., that include villagers.
- ❖ Staff members who wish to promote Concordia Language Villages to potential villagers, families, and staff members are encouraged to do so. Visit the Web site or call to request recruitment information.