

Guest Use Procedures and Safety Policies



Twinlow Camp & Retreat Center, "a place apart for all seasons", is a ministry of the United Methodist church of the Pacific Northwest Conference. It exists to promote the mission of the church and encourage commitment to Christ through worship, education, recreation and community for children, youth and adults. Twinlow offers opportunities for communion with God's creation to individuals and groups of diverse abilities, racial and cultural backgrounds. Twinlow is happy to serve the non-profit sector. Guest groups must be sponsored by an organization with 501(c)3 status and be able to provide documentation to that effect.

RESERVATIONS ARE REQUIRED

Reservations and rates are secured only upon receipt of the full reservation deposit along with the signed, completed reservation contract form. Dates will be held temporarily by verbal agreement for **2 weeks**. If we have not received the appropriate deposit by that date, we reserve the right to schedule another group. We will attempt to contact you before "giving away" the date. The reservation deposit is non-refundable.

DEPOSIT MAY BE TRANSFERABLE

Your deposit may be transferred to another group of similar size (or you may invite another group to join yours) for an event on the scheduled date. Deposits may also be transferred to another date within the year if transfer is made four months prior to the event. Twinlow Camp must approve all transfers. The deposit is transferable only once.

FEE SCHEDULE

Please refer to the Fee Schedule attached to this contract package when you plan your event. Note minimums and requirements. The total owed for your retreat is due before your group's departure. Please collect money due and issue one check payable to Twinlow Camp. Groups wishing guaranteed exclusive use are required to reserve 80% of the facility and include comparable deposit fees.

CHECK IN & CHECK OUT TIMES

Check in time is 4:00 PM on the scheduled day of arrival. Groups must depart by 11:00 AM. **Early arrivals and late departures may be pre-arranged.**

CLEANING

Guest groups are asked to help prepare the space for the next group coming in. Please refer to the cleaning guidelines that are posted in each building.

DAMAGE

Please report damage immediately. We will contact you should we notice damage after your group's departure.

ACCIDENT INSURANCE

Twinlow Camp provides all guests with limited secondary accident insurance coverage through the United Methodist Pacific Northwest Conference. Forms will be provided when you arrive. List all group members with full addresses. Fees are included in our rates.

GUEST SERVICES

LINENS

Linens are available (**pre-arranged**) to guests staying in Selkirk Lodge and the Nurse's cabin. See Fee Schedule for rates.

PROGRAM HELP AND RETREAT PLANNING

Twinlow Camp is happy to offer retreat planning assistance. Free time is important for renewal and to experience the joy of God's creation.

CAMP STORE

The Camp Store is available to guests. It has a variety of items for you and your loved ones. Proceeds help fund Twinlow's on-going ministry.

SPORTS EQUIPMENT

Volleyballs, basketballs, soccer balls and other sports equipment is available. Please request at office.

MISCELLANEOUS THINGS FOR YOU TO KNOW...

PERSONAL SPORTS EQUIPMENT

Before bringing or using your own equipment, check with Camp Staff. Personal sports equipment may include bats, hockey sticks, climbing gear or other equipment. Equipment must be stored and handled safely for the protection of all people.

SMOKING

Smoking is not allowed in any building! Instruct your group to use designated smoking areas and appropriate disposal containers only. Idaho law prohibits persons under the age of 18 years of possessing tobacco products.

WHAT TO BRING

Guests must provide their own bedding, towels, personal items, warm clothing for cool nights, and insect repellent. Each group should have their own First Aid kit.

WHAT NOT TO BRING - PROHIBITIONS

Alcoholic Beverages, Illegal Drugs, Firearms and other Weapons, Ammunition, Explosives, Knives or Switchblades, Fireworks and Gambling are prohibited at Twinlow Camp. Pets are NOT allowed at camp as they are in conflict with resident pets, wild animals, and out of consideration of other camp guests.

YOUR SCHEDULE

Please mail or fax a copy of your schedule prior to arrival so that we may better assist you and help eliminate conflicts with other groups using the site.

STAFF ENTERING YOUR BUILDING

Twinlow Camp Staff retains the right of entry to all facilities at any time.

GROUP LEADER RESPONSIBILITIES

Please check in at the Twinlow Camp Office immediately upon arrival.

WELCOME & SAFETY ORIENTATION

A camp staff person will schedule a time with your group to provide a time for orientation to camp safety regulations. Please be ready to schedule this as soon as possible once all group members have arrived.

GROUP BEHAVIOR

Group leaders are responsible for the behavior of the group. Twinlow Camp Management retains the right to evict individuals from camp property.

SUPERVISION RATIOS

Youth and children group leaders are responsible for the behavior of the group and for maintaining the following adult/child ratio.

Age 4-5 (1:5); Age 6-8 (1:6); Age 9-14 (1:8); Age 15-18 (1:10)

Appropriate supervision of youth also includes a minimum age of 16 years old and at least 2 years older than the campers. At least 80% of your leaders should be 18 years of age or older.

SPECIALIZED RECREATIONAL ACTIVITIES

Group leaders are responsible for providing persons with specialized training and skills to supervise specialized activities and for maintaining ratios for youth, children or vulnerable adults.

APPROPRIATE ACTIVITIES

All program activities must meet with the approval of the Twinlow Camp. Twinlow Camp Management will request curtailment of activities that are inappropriate or unsafe. Group leaders are responsible to supervise their group and its behavior and understand and enforce policies and guidelines as stated.

WHILE YOU ARE HERE

- Complete the insurance form with name and address of each guest.
- Make arrangements for payment of the balance due prior to departure.
- Use only those facilities assigned to your group and inform your group of this restriction.
- Inspect each room assigned to your group upon arrival and before departure to check for damages.
- Report maintenance needs or faulty equipment immediately.
- Please turn off lights and heat when not needed.
- WHEN IN DOUBT...PLEASE ASK about anything regarding your stay, needs, concerns, problems, or questions.
- Please replace furniture to its original position.

MEALS & FOOD SERVICE

FOOD SERVICE

Meals are available to all Twinlow Camp guests and are automatically included for those using the Retreat Center. There is a 20 person minimum for meal service, although smaller groups may be able to share dining with other groups. Emphasis is on nutritious meals. With advance notice, we can accommodate some special diet requests. Individual vegetarians will find non-meat offerings at most meals. Please notify Twinlow Camp in advance for these needs.

MEAL SERVICE GUARANTEE

Groups will be accountable for TOTAL Meal Count as stated by telephone to Twinlow Camp 7 days prior to arrival.

MEAL TIMES

Breakfast (8am), Lunch (12:30pm), Dinner (6pm) unless previous arrangement are made.

KITCHEN RENTAL

Groups desiring to do their own cooking have that option in Selkirk Lodge and Pinecrest.

MEETING ROOMS

DINING HALL

Food Service is provided for guests staying in the Retreat Center (lower portion of the Dining Hall). This does not guarantee exclusive use of the entire building. The dining area is a common space shared by all Twinlow guests and staff. The dining area must be returned to order well before meal-time if used for program. Twinlow Camp Staff must approve any activity other than eating, meeting or lounging. No active games (i.e. throwing, running, etc.) are allowed in the Dining area. Guests must have shirts and shoes (sandals okay) in the Dining area.

INDOOR MEETING SPACES

- Selkirk Lodge has a meeting/living room on each floor. Each contains a couch and overstuffed chairs plus 30 straight back chairs.
- The Retreat Center has a fireside room on the lower floor (30 people) with several overstuffed chairs and couches. The upstairs contains the Dining area (150 people) and side lounge area.
- Pinecrest has a small living room, such as you would have in your home. (20 people)
- Cabins 7 & 9 have small meeting rooms. (15 people)
- The Lodge has a large meeting area/recreation room for up to 150 people. This space is unheated except for a large circular fireplace in the center.

OUTDOOR MEETING SPACES

There are several outdoor meeting places around the grounds. There are the decks at the Dining Hall and Pinecrest; Outdoor Chapel; 2 amphitheatres at campfire pit areas; 1 gazebo; Morning Watch and multiple picnic tables around the grounds. Any grassy area can also be used for group gatherings.

MEETING EQUIPMENT

Television, VCR, DVD player, overhead projector, and projection screens are available on a first reserve basis. The camp also has access to an LCD projector.

GENERAL SAFETY

In the close community relationship that exists in a retreat center please consider others using the center as you pursue your own renewal and recreation. ***These guidelines will help ensure a safe camp experience.***

AT YOUR OWN RISK

- Activities are solely at your own risk.
- Groups are responsible for their own program needs, as well as risks involved with those programs and associated persons.
- Groups must have with them a person (at the minimum) certified by American Red Cross in Standard First Aid and CPR for the appropriate age level.
- Twinlow Camp is not responsible for any personal property.

REPORT INCIDENTS/INTRUDERS

Please report any accidents or "incidents" to Camp Staff immediately. This may range from intruders to inappropriate behavior by other guest groups or staff or any situation that may threaten the safety of our guests.

LOCATING TWINLOW CAMP STAFF

Twinlow Camp staff can be located:
Office—first building near parking lot
Director's House—blue house at south end of parking lot (across from Selkirk Lodge)
Food Service Staff in the Retreat Center (Dining area)

HEALTH & FIRST AID

FIRST AID

Guest groups are required to care for their own medical emergencies. At least one adult certified by the American Red Cross in Standard First Aid and CPR must accompany your group. Please identify your First Aid person to your group immediately upon arrival. Groups must supply their own First Aid supplies.

REPORT ACCIDENTS TO CAMP STAFF

Camp staff must be informed of any accidents or incidents and the appropriate forms completed.

EMERGENCY MEDICAL PERSONNEL

The Rathdrum Rural Fire Department and the Kootenai County Paramedics have emergency medical personnel on call 24 hours a day. Dial 911.

CAMPER HEALTH INFORMATION

Group leaders should have available for all participants:

- Names and addresses of all participants.
- Emergency contact names and numbers.
- A listing of any persons with known allergies or health conditions requiring treatment, restriction or other accommodation while on site.

- For minors without a parent on site, signed permission to seek emergency treatment or a signed religious waiver.
- Whoever is responsible for providing emergency care should have immediate access to this information.

SAFETY—THE SITE

The Terrain

Twinlow Camp is located on a hillside sloping down to the lake. The hillside can be especially slick in the winter months with snow. There are also flat places on the site, such as the large playfield, which can be used for games and other activities.

Twinlow Waterfront Area

Lower Twin Lake is a mountain fresh water lake. Any aquatic activities have potential for injuries and death. Please see Aquatic Area & Activities Section.

Ropes/Challenge Course

Twinlow Camp has 10 low element challenge stations. These elements cannot be used without signed Liability Release Forms and trained Twinlow Camp Staff present.

Retreat Center and/or Selkirk Decks

These overhanging decks have potential for injury. Persons should not sit on railing or play in a way that may cause someone to fall.

Things that Crawl and Things that Fly...

such as Spiders, Ants, Mosquitoes, Hornets, Yellow Jackets, and other various creatures of entomology and other species...No building or place on Twinlow Camp property is exempt of these creatures. We are living in their home! Wipe on repellents are recommended. Persons with mild to severe reactions should see their First Aid Person.

Plants, Trees and Shrubs

Part of the beauty of Twinlow Camp is its large variety of both wild and domestic plants, trees and shrubs on the site. We ask you to use caution in all outdoor activities. We do not recommend that any plants be ingested.

Some fallen and dead trees are left in the forest for animal housing and as part of the natural eco-system. If hiking off trail, be aware of dangers of dead trees falling over. Please stay off all deadfall. There are often sharp, broken branches that can cause injury. Campers and leaders should not climb trees.

Construction

Twinlow Camp is continually upgrading and improving. Buildings, facilities, and areas under construction are off limits at all times and are indicated by "keep out" signs and barrier screening.

Buildings

Guests are not allowed on roofs of any cabins, under buildings or in rafters of buildings with open ceiling.

FIRE & CAMPFIRES

EXITS AND EXTINGUISHERS

Make certain everyone in your group knows where all available building exits are in case of fire. Also, please make certain that several adults know where to locate fire extinguishers.

COOKING

Only adults are allowed to use cooking facilities. Do not leave stoves unattended while in use. Observe the location of nearest fire extinguisher.

CANDLES

All candles being lit must be contained within a protective barrier such as a glass or other vessel.

CAMPFIRES

Campfires are allowed in designated areas on the site only under supervision of an adult. Firewood is located under the deck of the Retreat Center. Only adults may split wood (ask for maul).

During seasons of extreme fire danger, the local officials retain the right to ban all campfires and other fire related hazards.

VEHICLES AND PARKING

SPEED LIMIT

The speed limit within Twinlow Camp grounds is 10 MPH. Please have your group observe.

STAY ON ROADS

Vehicles are permitted only in the parking/unloading areas.

PARKING

All vehicles must be parked in designated parking areas. Please do not park vehicles in the cabin area. For persons with limited mobility, please contact Management for appropriate parking, loading and unloading information.

TRANSPORTING PEOPLE

Transportation of persons in vehicles not designed for passengers is prohibited. Transporting persons in back of pick-up trucks is prohibited.

PEDESTRIANS

We have a great deal of traffic coming and going. Please be alert for people darting across roadways.

PERSONAL SAFETY

EMERGENCY EXITS

Windows and doors in all buildings serve as emergency exits. Leaders, please supervise your group and do not allow entering and exiting buildings via windows except in an emergency. Pinecrest has an emergency exit from the second floor with a ladder.

SHOES

Persons must wear shoes in the dining hall, around the grounds and to and from the lake.

EMERGENCIES

After consulting with your own First Aid person, call 911 if appropriate. REPORT ALL equipment failure, illness, accidents, and breakage to Management immediately.

EMERGENCY TRANSPORTATION & PHONE

A telephone for emergencies can be located in the upstairs kitchen of Selkirk Conference Center, the kitchen in the Retreat Center or the office during business hours. Emergency Aid transportation is 10 minutes away in Spirit Lake or 15 minutes in Post Falls. Please do not hesitate to ask for help in an emergency.

BUNKBEDS

Children under age 10 should not sleep in the upper bunk. Please supervise youth and children and restrict horseplay.

FLAMMABLE LIQUIDS & POWER TOOLS

All flammable liquids must be clearly marked and stored in a locked location. Power and hand tools must be equipped with appropriate safety devices and locked up and used only by trained persons.

GETTING LOST

Daytime: staying on trails and primary byways will help ensure your group's safety. It is possible to become disoriented in the forested areas. If you are able to locate Twinlow Rd., walk back to the parking lot. If in the water in a boat, look for the Twinlow swim area, the large white Pinecrest House, or the cross on the hillside directly across from Twinlow Camp.

Night time: The forest is very dark at night! Don't go out alone, take a flashlight and dress warmly. Please request your group to notify the leadership before they go out and where they are going.

Advise Camp Director when people are missing or cannot be located. Camp staff will organize a search.

KITCHEN USE & FOOD HANDLING

FOOD TEMPERATURE

Minimize the time that potentially hazardous foods remain in the temperature danger zone of 40F—140F by following procedures posted in kitchens.

REFRIGERATOR TEMPERATURE

If using the refrigerator to store food, please check the temperature and log daily. Report temperatures above 40F to camp staff.

CLEAN HANDS

Wash hands before preparing and serving food.

DISHWASHING

Proper dishwashing procedures are posted in every kitchen. Please use these procedures—wash, rinse, sanitize, air dry. If posted instructions are missing, please contact camp staff.

SANITIZING

Use only clean, sanitized utensils and equipment during food preparation. Clean and sanitize utensils, appliances and food contact surfaces after use. Food contact surfaces means anything including counters,

cutting boards and knives that contacts raw food during preparation. Sanitize these surfaces between uses with the sanitizing solution of 2 Tbl. chlorine bleach to 1 gallon of water. Follow posted procedures.

GARBAGE

Garbage containers must be tied or covered when not in use. If garbage container is full, contact Twinlow Staff or take garbage to dumpster near the shop off the main parking lot. (Please make sure bags are securely tied and disposed of properly.) Please keep garbage can lined. If you need more containers or bags, contact camp staff.

RECYCLE

Recycle—glass, aluminum cans and plastic. Containers are located near the Beverage Vending Machine in the Retreat Center.

AQUATIC AREAS & ACTIVITIES

Please see Aquatics Safety pamphlet for complete guidelines and regulations.

If you desire waterfront activities (includes swimming and boating), please advise Twinlow Camp in advance. Twinlow Camp will provide lifeguards for all waterfront activities.

Pinecrest guests shall provide their own Red Cross certified lifeguard, experienced in fresh water lake rescue, OR they must schedule a Twinlow lifeguard.

There will be at least one lifeguard per aquatic activity. All lifeguards shall have lifeguard certification from a nationally-recognized certifying body, (such as American Red Cross).

SWIMMING

- Swimming is permitted only when lifeguard is on duty.
- All swimmers must remain in the designated area for swimming. **No swimming is permitted from the boats.**
- Children and youth should not be in the beach area without an adult. **NO ONE** is allowed on the docks or in the water without a lifeguard on duty.

BOATING

- All boaters **must wear** An approved lifejacket. Twinlow Camp provides lifejackets which meet these standards.
- Campers which are entering 6th grade and under **must** have an adult in the boat at all times. Unless otherwise directed by the lifeguard, campers entering 7th grade and older may use a boat without adult supervision.

WHEELCHAIRS—Persons in wheelchairs must not be strapped in near water

THE ROPE SWINGS AND CLIFFS on the opposite side of the lake are **off limits to all campers, staff and guests.**

EMERGENCY PROCEDURES

Telephones with emergency numbers are located in the Office, Dining Hall and on the upper floor of Selkirk Lodge.

CONTACTING MANAGEMENT

Directors and Site Staff can be located in the office on weekdays and some weekend days. Or check the Director's House located on the south end of the parking lot (across from Selkirk Conference Center).

FIRE

- Upon arrival, review building escape routes with campers—doors and windows. Show campers how to remove screens from windows, where necessary.
- Group leaders are responsible for evacuating buildings or area in an orderly manner if fire is not immediately controllable with an extinguisher.
- Leader will notify Director or other Site Staff
- Camper guests should move to a safe open area—usually the parking lot OR the playfield (keeping in mind direction of wind and proximity of fire). Campers shall remain in that area until the fire is out OR they receive further instructions.
- Group leaders should take head counts often.
- If more expedient, call the Fire Department (911) immediately.
- Directors will complete reports as needed for county officials.
- Guests and staff members are not to give any reports to newspapers or other media.
- If evacuation is necessary, all persons are to go to Lakeland High School at the junction of Highways 41 and 53, in Rathdrum, Idaho (approx. 5 miles from camp).

FOREST FIRE

- Follow the same procedure as above after being in contact with Directors or Site Staff.
- Alert your group to the possible danger.
- Keep onlookers well back from the fire area.
- Prepare for possible evacuation of site.

STRANGERS ON SITE

- Contact Directors or Site Staff to report visitors wandering about or creating any kind of disturbance.
- Contact Police if problem is severe and Staff cannot be immediately located.
- Complete an Incident Report with Camp Staff, if asked.

NEAR DROWNING

- Remove victim from hazardous situation.
- Use extreme caution and do not move person if any sign of back or neck injury.
- Treat victim for any life threatening injuries.
- Notify your First Aid provider and Camp Directors or Site Staff or call for emergency help.
- Staff will arrange for emergency transportation.
- Accident report form will be filled out.

TRAFFIC ACCIDENTS ON SITE

- Seek First Aid person or call ambulance if injuries are involved.
- Report incident to Directors or Site Staff
- Call police if necessary

LOST OR MISSING CAMPERS

- Implement quick check of areas last seen including nearby restrooms and buildings.
- If person is not found in 10 minutes, notify Camp Staff who will organize initial search procedure.

UTILITY FAILURE: WATER

Our precious resource! Twinlow Camp has its own Deep Well that is shared with approximately 20 homes. When it fails, we have serious problems. Because of the limited supply, practice conservation and ask your group to restrict the amount of water they use. Loss of pressure is a symptom of a problem in the system. Immediately notify the camp office if you suspect a problem. Selkirk Lodge has its water supply from North Kootenai Water District.

UTILITY FAILURE: ELECTRICITY

Power outages may affect one building or the entire camp. Report outages to the Camp Staff. Our water supply is from a well with an electric pump. If the electricity is out, so is our water. Please don't use water or flush toilets until you have talked with camp staff.

INJURIES

- If person is unconscious, call the ambulance
- Send for your group's First Aid person
- Check for breathing. Open airway. If camper is not breathing, start rescue breathing. Continue until Emergency Medical help arrives.
- If potential neck or back injury, do not move injured person.
- Attempt to stop major bleeding by applying direct pressure with clean cloth.
- Notify Twinlow Camp Directors and/or Site Staff as soon as possible.

NATURAL DISASTER PROCEDURES

In the event of a natural disaster camp staff will ring the bell in the cabin area continuously. Assemble your group in the Retreat Center (Dining Area) for further instructions from Twinlow Camp Staff. Account for all group members. Management will be working with local emergency personnel to implement an orderly evacuation of the area. If buildings are unsafe, assemble your group in the large playfield.

WIND

Guests must stay away from tree and trail areas during a windstorm. No water activities will be allowed.

EARTHQUAKE

Most campers have rehearsed earthquake "drop and cover" drills at school.

Drop—Drop to the floor wherever you are.

Cover—Cover your head with one arm.

Hold—Hold on to something solid with the other arm.

If campers are inside, have them move away from windows and "drop and cover" under beds, tables, or stand in braced doorways. If the earthquake catches you outside, move away from buildings and trees. Move groups to an open area if possible— the large playfield.

After an earthquake, do not enter any buildings until camp staff has checked them. Account for all persons in your group and move to the playfield. Evacuation procedures will be initiated if necessary.

ELECTRICAL STORM

Lightning will seek tall objects, so stay away from lone trees, hilltops and any objects that might act as a lightning rod. All swimmers and boaters must return to shore and get out of the water upon the signal from the waterfront staff.

SNOW BLIZZARD

In the event of a blizzard, it is best to remain at camp until the blizzard is over and county road crews have re-opened roadways. Depending on the severity of the storm, all guests may be moved into the Retreat Center.

TORNADO

If campers are inside, have them move away from windows and move to basement or inner rooms.

EVACUATION

If an emergency or disaster warrants evacuation, camp staff will implement evacuation procedures using prearranged evacuation plans. Guests and staff who have assembled and been accounted for will evacuate the site and possibly the area, depending on the nature of the emergency.