



As a dedicated, Christ-like team we will provide a Christian setting in which life changing experiences may occur for all involved.



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www.WindermereUSA.org



Volunteer Handbook

*“Show me thy faith without thy works,
and I will show thee my faith by my works.”*

James 2:18

WELCOME

WELCOME

On behalf of the regular staff of Windermere Baptist Conference Center, I would like to welcome you to the Windermere team.

We would like to express our gratitude for the very valuable contributions volunteer staff make to Windermere. Your dedication and the role you play reflect the overall goals of Windermere: to make certain that every guest is able to experience God in a closer and more meaningful way.

We look forward to working with you.

Dan Bench
President/CEO

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A MESSAGE FROM THE VOLUNTEER STAFF COORDINATOR:

NOTES

Dear Volunteer,

A very warm welcome to you. You have made an important decision in choosing to devote your time and Christian influence to Windermere. We believe that as a volunteer staff member, you are a vital part of the organization.

Volunteers work in many areas and provide us the experienced, skilled extra hands we need to maintain, improve and expand our campus and facilities.

I feel sure you will find your service at Windermere a satisfying experience.

Your participation and commitment is valuable to us and greatly appreciated.

Ken and Pat Peters
Coordinators of Volunteers

**And whatever you do, whether in word or deed, do it all
in the name of the Lord Jesus, giving thanks to God the Father
through Him. Colossians 3:17**

The most important resource that Windermere has is the gift that resides in the lives of its supporters. The harvest is beyond human imagination.

The great army of Volunteers who give their time and talents to Christian service makes up a mighty force for God.

Why persons serve as volunteers

To serve others.

Felt God's call to this work.

To gain love and acceptance.

The need to become associated with others.

In achieving some tangible goal.

To find self-fulfillment.

To serve God.

Then said I, "Here I am, send me"
Isaiah 6:8

A BRIEF HISTORY OF WINDERMERE:

Windermere has a rich history which formally began in 1937. Bagnell Dam was constructed in 1931 on the Osage River, forming the Lake of the Ozarks. Executives from the Campbell-Taggart Associated Bakeries in Dallas, Texas, visited the area on a fishing trip and persuaded the company officials to purchase lake-front property as a retreat and vacation area for their employees. During the next 20 years, more than 20,000 employees and their families enjoyed vacations at Windermere.

When the bakery decided to sell Windermere, the Missouri Baptist Convention purchased the facility. From its first session in 1958, Windermere has been a training center for Missouri Baptists providing help for many Christian groups to become better disciples, whether through a Sunday School leadership conference, a weekend missions education retreat, or week long youth camps.

Windermere started doing some of our own programming. In July 1999, the first official "Windermere Update" was released. Our annual Independence Day Celebration, was renamed "Freedom Celebration" in 2001. In 2000 we started "Christmas at Windermere", a family Christmas Celebration and "Reality Check", a New Years Eve Celebration for High School and College aged youth, with a live band, a special speaker and midnight fireworks.

The Koehler's provided leadership for 32 years. Frank Shock was called to be the next Director of Windermere December 1, 1989. Mr. Shock became the first President of Windermere when it became an Agency of the Missouri Baptist Convention, with its own Board of Trustees in 2001, until his resignation in 2005.

Two challenges faced Windermere in the early 1990's: To make the assembly a year round conference center operation and to implement one of the three Master Plans that had been prepared but shelved for lack of funds.

The Windermere Board of Advisors was created to be a "grass roots" organization to review the existing master plans, refine, and implement them. Dr. Arthur Mallory, a Springfield layman, serves as Chairman of this group, and was also elected the first Chairman of the Trustee Board in 2001.

Dan Bench became Windermere's first volunteer President in 2005, and has provided leadership through interesting days. Windermere has 2,000 beds to keep filled and has become a national camp and conference center.

To learn more about Windermere's extensive history ask for a copy of the history or visit the website (www.WindermereUSA.org).

OPPORTUNITIES

Windermere Volunteer Staff have an opportunity to serve in many ways, and they are a vital part of our team. Each year volunteer staff donate thousands of hours to Windermere to provide services that will benefit our guests and make their stay more comfortable.

As a Windermere Volunteer Staff, you choose how you want your talents and interests used.

These are some of the areas where our volunteers serve:

- Food Services: kitchen, dining, clean-up
- Landscaping
- Maintenance and construction
- Housekeeping
- Lakeside Grill Snack Shop
- Gift Shop
- Floral Shop/Decorations
- Marina and Pool
- Office
- Photography-Still and Video
- Sound System: conference room set-up
- Grounds Care, mowing, etc.
- The EDGE

Meals are available anytime you are working here, and we are serving guests in the dining room. Spouses are included, even if they are not volunteering.

VOLUNTEER HOURS

We are very interested in keeping a good record of the hours our volunteers give to Windermere each year. Please complete time cards following the example shown at the bottom of the page. When your time card is filled, please pick up the new one. We compute the hours on a monthly basis. It is very important that you keep accurate hours and turn them in to us, as our hours are used in audits, reports to many agencies and groups. Thank you.

NOTICE: Please return to Windermere Volunteer Coordinator Interest Express.	Name, Address, Phone # John Smith 125 E Street Leominster MA 65536	Boat Dock Grill Shop	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	TOTAL	
	AREA (start on last) 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31																		1
FOR OFFICE USE ONLY Total hours																			4

Worship Services

Windermere generally has worship services from Memorial Weekend through Mid-August. The location, time and day of the services are TBA. If space in the auditorium allows, conference worship services are open to volunteers.

Work Schedules

Volunteers generally work 6 hours per day. This time may need to be adjusted according to your health, the heat, or the job you are assigned. Your individual supervisor will work with you to develop a work schedule. Keep your supervisor informed of any adjustments to this schedule. There may be occasions when you are asked to work, for periods of time, in an area other than the one to which you are assigned because of the need for extra assistance in that area. Please cooperate with us, your understanding and assistance will be greatly appreciated.

Your supervisor should give approval to use special equipment such as vehicles, saws, mixers, etc. before you use them. Windermere will provide appropriate tools and equipment within our means.

Scheduled Staff Meal Times:

Breakfast	7:00 AM
Lunch	11:30 AM
Dinner	5:00 PM

Meal times may vary according to the group which is here. Please check the reception desk in the dining hall for any changes or call the food service recording at extension 2618.

If you have special diets, those should be given to the food service manager, along with a doctor's order. Please do not abuse your doctor's request for the diet; we will prepare the food for you and will work with you in every way.

PLEASE NOTE: State law requires that no one is allowed in the kitchen or serving area unless approved to work there. If you are not assigned to the dining hall for work, please do not enter the food preparation area. Your understanding and cooperation is appreciated.

Discounts and Family Visits:

While you are doing volunteer work or vacationing you can receive a 25% discount on the original retail price of any purchase made in the gift shop. All sales are cash, check or credit card.

If you have family visiting with you while you are working, you may purchase a meal ticket for each person at staff rate per meal. Those arrangements need to be made through the Business Office(Reservations), at least 24 hours in advance whenever possible. If your family needs lodging, please check with the Business Office (Reservations) for availability. If your family members are attending conferences held at Windermere, they will need to pay full price for their stay.

Other Policy Matters:

Volunteers are expected to be present for their assigned duties or inform their supervisor of any change in their schedules. Volunteers are staff and are responsible to their assigned supervisor, so please cooperate and keep them informed of your status and on-site activities.

Do not make unnecessary personal telephone calls when on duty. We have a limited number of outside phone lines.

Smoking is not permitted in any building or in the swimming area and boat dock. In fact, we really encourage no smoking any place on campus.

Mail Service

Mail may be sent to you in: **Your Name**
C/O Windermere
P.O. Box 458
Roach, MO 65787

Mail is taken to the post office each day at around 10:00 A.M. You may generally pick your mail up in the Business Mail Office after 10:30A.M.

All parcels being sent to you at Windermere must be addressed:

205 Volunteer Lane
Roach, MO 65787

Medical Incident Reimbursement Program

Windermere Baptist Conference Center provides a limited medical incident program for volunteers participating in Windermere sponsored activities or working on Windermere property. Lake activities are not covered. First Aid or the Guest Relations Office must be notified of all medical incidents that occur on the premises. Windermere will not be responsible for any medical expenses incurred by a volunteer unless a Windermere Limited Medical Incident Form is prepared and signed by a Windermere Nurse, EMT or Leadership Staff person. Pre-existing conditions, medical illnesses, insect bites, and animal bites are not covered. No medical bills may be charged to Windermere without administrative authorizations.

This program is a secondary reimbursement program, and is limited to a maximum reimbursement in the amount of \$2,500 per individual per incident. Dental reimbursement is limited to a maximum reimbursement in the amount of \$300 per individual incident.

The volunteer is responsible for providing evidence of any and all applicable insurance to the medical provider. Once the medical provider has been paid by the volunteer's insurance company, the volunteer must provide an explanation of benefits from the insurance company to Windermere. Subject to the above stated limitations, Windermere will then pay the medical provider for unpaid medical expenses.

Medical Assistance

A nurse or trained first aid staff person is usually on staff during the summer months. We would appreciate you providing Windermere with a list of your present health conditions, medications, and allergies. This would help us tremendously in the event of an emergency.

If you are injured while you are working for Windermere, please report your injury immediately to your supervisor and the First Aid Station, which is located next to Harding Auditorium on the southwest corner, room #177. The First Aid Station can be reached by dialing extension 2178 or checking in at the Front Desk, extension 0.

Safety Fundamentals

Safety is everyone's responsibility. There are procedures that every volunteer should follow:

- 1 Report any unsafe conditions that you observe to your supervisor.
- 2 Report any defective or damaged equipment immediately.
- 3 Walk, don't run.
- 4 Become familiar with the work procedures and safe work practices of your job.
- 5 Report all injuries, however slight, to your supervisor or the Volunteer Coordinator, and get first aid immediately.
- 6 Report all fires immediately to your supervisor or to the Volunteer Coordinator. **Don't be a fire fighter** – big fires were little to begin with. Get Help! Remain calm.
- 7 When working on the dock, at or on the water, or operating any watercraft, you must wear a life jacket. Specific times will be determined by the marina manager.
- 8 Read and heed the rules of the safe boating manual published by the state of Missouri.

Volunteer Dress Code and Appearance

Shirt

Windermere may provide staff shirts. These should be worn if available. Shirts should be tucked in and not worn as an overshirt. At the end of your stay please turn them in to the volunteer office.

Pants

Black, navy blue or khaki pants, skirts or shorts should be worn on duty. Skirts will be to the knee or below. Shorts must be no shorter than one hand's width above the knee.

Hat

Only the designated Windermere uniform hat will be worn. It will be worn with the bill facing forward and should not be worn inside a place of worship or the dining hall.

Misc.

Windermere issued name tags will be worn on the right side of the shirt at all times (not on lanyards, pants or caps). Shirts must be tucked. The only jewelry allowed is watches, necklaces (will be tucked in shirts), rings, and earrings. Earrings are allowed only in the ears of females and only one earring on each lobe.

Laundry

You may do your laundry at the RV bathhouse laundry room or at the laundry room which is located underneath the lounge, directly across from the gift shop. The summer staffers may also share these facilities, so patience may be needed! The use of the laundry facilities is on a first come, first served basis.