



SOAR

PO BOX 388

BALSAM, NC 28707

(P) 828-456-3435

(F) 801-820-3050

STAFF POLICIES AND PROTOCOLS:

At SOAR, we have developed staff policies and protocols over the years that will provide the best and safest experience possible for our students, provide clarity for the staff as they perform their job, and insure the integrity of the program. Below are some of the primary protocols:

- **Time On and Off** – Due to the travel and camping nature of our program, staff are with their “crew” 24/7 during the course, except for specified days or evenings off. Staff will receive a minimum of nine days off per summer. The placement of these time-off periods will vary according to the length and nature of the course.
- **Base Camp Amenities** – Staff may have access to phones and internet during their time off and as coordinated with their Course Director. Cell phone use while on course should be limited to necessity-only. Meals and housing are provided during time off. Storage space is extremely limited, so staff are encouraged to bring only what is listed on the Staff Gear List. SOAR is not responsible for the security of items stored on base or in our vehicles.
- **Food** – SOAR can accommodate vegetarian food requests. All other food needs (lactose intolerance, vegan, allergies, etc.) will need to be met by the staff at their expense.
- **Driving** – All SOAR staff are provided with driver training and are required to transport students in 15-passenger vans. As such, staff are also responsible for the safe transport of students and for maintaining the original condition of the vehicle. Damage to SOAR vehicles due to staff negligence will result in staff being held fiscally responsible for up to \$500 (the amount of our insurance deductible) per incident.
- **Smoking and Tobacco Use** – SOAR is a Non-Tobacco Use program. As such, SOAR staff and students are prohibited from utilizing or carrying tobacco products, including electronic cigarettes and vaporizers, during program or anywhere on SOAR program areas or in SOAR vehicles. In addition, SOAR asks that if staff smoke during their time off, that they return to work with no cigarette smell on them.
- **Alcohol and Drug Policy** - Our No Alcohol or Drug Use Policy state that staff will not use or have in their possession any alcohol and/or drugs during work, at any SOAR program site, or in SOAR vehicles. It also states that SOAR staff will cease consumption of such substances at least 12 hours prior to reporting to work. Our policy also prohibits the use or possession of marijuana, even in states where use is legal.





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- **Equipment and Vehicle Use** – SOAR staff are responsible for the course gear that is checked out to them and will be held responsible for damage or loss due to staff negligence. Course gear (with the exception of rock climbing equipment) or vehicles may be utilized during time off only if authorized by the logistician.
- **Pay Schedule** – Staff will receive paychecks every two weeks beginning June 30th and ending August 30th. Your salary is a private matter between you and your supervisor, so staff are prohibited from discussing their compensation package with one another.
- **Dogs** – Summer seasonal staff are not allowed to have their dogs with them at basecamp, on SOAR courses, or in SOAR vehicles. Please leave your companion animals at home.
- **Role Modeling** – Staff will exhibit the highest level of professionalism and integrity at all times. This includes several important components:
 - Cursing is not accepted or tolerated from either staff or students.
 - Staff will maintain appropriate personal appearance and hygiene. If asked, staff should be prepared to cover excessive piercings or tattoos.
 - SOAR asks that staff commit to limiting disclosure of their personal life history and beliefs.
 - Since organization and good time management are critical instructional components to SOAR courses, we ask that staff manifest those positive traits in their work lives.

