



Internship Handbook 2018- 2019

A partnership of Heritage Bible College & Seminary, Muskoka Bible Centre & Camp Widjiitiwin.

WELCOME

It is my great pleasure to welcome you on board the MBC Team! This is a welcome to join us in a high calling – that of encouraging and facilitating positive change in the lives of people as they encounter God through their experience at MBC and Camp Widjiitiwin.

This handbook is designed to promote unity and harmony by providing a description of the guidelines, procedures and behaviour expected of our team. However, it is your attitude that will make all the difference in the world - both for you and our guests. Each of you has the opportunity to bring a spirit and attitude of Joy, Peace and Unity that can't be dictated by a set of behavioural guidelines.

I encourage your pursuit of a steadfast journey with God, made possible through His Son, Jesus Christ. Out of this relationship and the instruction and presence of The Holy Spirit, will flow the fullness of life and joy that spills over into those around you! You will be a delight to work with and our guests will be positively impacted by your interaction.

Pray for the heart of a servant and then throw yourself joyfully into all the opportunities to serve - the big and the small things!

Our VISION for the MBC Team Community is:

- MBC will be led by an engaged, motivated, competent and supported staff and volunteer community.
- Our team members will be working in their area of strength, complemented by others to build a balanced, effective team.
- Our team members will thrive in an environment where trust, compassion, stability and hope are paramount.

We are delighted to welcome you to the united pursuit and realization of this vision!



John Friesen CEO, Muskoka Bible Centre

MBC MISSION (SUMMARY OF WHY & HOW)

Muskoka Bible Centre exists to exalt Jesus Christ by renewing, connecting and equipping the family of God in the splendour of His creation. This is accomplished through the provision of camp, conference and retreat experiences where the teaching of God's Word is central.

WHAT IS MUSKOKA BIBLE CENTRE?

Muskoka Bible Centre is an independent, inter-denominational organization that was founded in 1930 by the Fellowship of Evangelical Baptists. While recognizing its roots in the Fellowship Baptist movement, it embraces and supports the cultural diversity of Christ-centred Kingdom ministries and people in accordance with its statement of faith. **Muskoka**



Bible Ministries is a registered charity that operates the chapel ministry and children's & youth ministries which take place at MBC and Camp Widjiitiwin. **Muskoka Bible Foundation** (MBF) is a separate charitable entity that exists to financially support the ministry activities operated by Muskoka Bible Ministries.

WHAT DOES MUSKOKA BIBLE CENTRE DO?

MBC operates a 230 acre conference and retreat centre, as well as a children's camp facility (Camp Widjiitiwin), in the Muskoka region of Ontario, Canada. MBC plans and executes an annual schedule of compelling community experiences in support of its overriding mission. **These experiences are focused on teaching the Word of God with an emphasis on encouraging and strengthening families.** MBC also offers the facilities and services of the centre to other like-minded ministry organizations in support of their spiritual retreat objectives.

OUR VISION IS...

1. To see people of all ages come to a saving faith in Jesus Christ.

So we are Christ's ambassadors; God is making his appeal through us. We speak for Christ when we plead, "Come back to God!" For God made Christ, who never sinned, to be the offering for our sin, so that we could be made right with God through Christ. (2 Corinthians 5:20-21, NLT)

2. To move the needle positively on Bible literacy in Canada – to see a joy filled generation of believers who know, understand and obey the inspired Word of God.

They read from the Book of the Law of God and clearly explained the meaning of what was being read, helping the people understand each passage.... So the people went away to eat and drink at a festive meal, to share gifts of food, and to celebrate with great joy because they had heard God's words and understood them. (Nehemiah 8:8,12, NLT)

3. To see people becoming passionate followers of Jesus Christ, living purpose-filled lives and reproducing themselves in the lives of others.

Jesus came and told his disciples, "I have been given all authority in heaven and on earth. Therefore, go and make disciples of all the nations, baptizing them in the name of the Father and the Son and the Holy Spirit. Teach these new disciples to obey all the commands I have given you. And be sure of this: I am with you always, even to the end of the age." (Matthew 28:18-20, NLT)



4. **To see families experiencing JOY and being encouraged as they learn to navigate life based on God's design and promises.**



MBC EXPERIENCES – 'STRATEGIC PRIORITIES'

MBC will focus its energy and resources on the following priorities:

1. **Family Ministry – *Our vision is to be a catalyst in building thousands of healthy, Christ-centred families.*** This will consist of designing impactful experiences for families including summer vacation sessions, marriage retreats, winter family reunions and men/women specific retreats.
2. **Conference & Retreat Centre – *Excellence in service and a proactive approach to group partnerships will become the trademark of the MBC Conference & Retreat Centre.*** MBC will offer its facilities and services to other like-minded ministries in support of their spiritual retreat objectives and to maximize the use of the facility on a year round basis.
3. **Camp Widjiitiwin (Overnight & Day Camps) – *Camp Widjiitiwin will be focused on demonstrating the gospel message to children and youth through teaching God's Word, positive relationships and creative interactions.*** Camp Widjiitiwin will plan and execute nine weeks of outreach orientated residential and day camp experiences on a self-sustaining organizational model. The leadership of Camp Widji will endeavour to establish partnerships with churches and other ministry organizations for greater impact and effectiveness.
4. **Youth Discipleship – *Our vision is to see young people passionately following Jesus Christ, living purpose-filled lives.*** The launch of Stepping Stones in 2010 marks the start of an intentional discipleship experience for our student staff; including 8 months of INTERNship programs from September through April. Spiritual Formation (renewal), Community Life (connecting), and Work Excellence (equipping) are the three content pillars of this program.

WHY DOES MUSKOKA BIBLE CENTRE MATTER?

In an era of urbanization, personal mobility, the deterioration of the family and the ever increasing influence of a secular based culture, MBC will serve to provide a consistent place where all of God's people can gather to be renewed, connected and equipped within the natural amphitheatre of His creation. Each year thousands of individuals and families are encouraged as a result of an MBC experience. As guests leave MBC they are renewed and equipped to more effectively be ambassadors for Christ – changing their world and expanding His Kingdom! (2 Cor 5:11 – 21)

Renewed: An experience at MBC will serve first and foremost as a call to engage in a vibrant, personal relationship with God through the redeeming work of His

Son Jesus Christ and the teaching ministry of the Holy Spirit. Inspiration through His creation, instruction in His written Word and the working of the Holy Spirit in the inner person serve to revive the spirit to bring about the fullness of life we were created for. (2 Corinthians 5:11 – 21, Psalm 19, 1 Thessalonians 2:13)

Connected: Relationships will be strengthened and people encouraged as they take time to unite with their families and friends in an unhurried environment; building memories and relationships that serve as a stabilizing foundation for the day to day challenges of life. The camaraderie of unified relationships around the common bond of Jesus Christ brings strength and joy to the family of God. The sharing of one another's joys and burdens is testimony of God at work in our lives as we spur each other on to perseverance and good works. (2 Corinthians 1:4, Hebrews 10:24 – 25, Prov 11:25)

Equipped: Guests will understand their unique giftedness and subsequent call to serve as part of the body of Christ. They will be motivated to effectively fulfill their role in their family and local community; better equipped to participate in the good works God has prepared for them in advance. (Ephesians 4, 1 Corinthians 12, Ephesians 2:10)

A Special Place: The importance of a special place that represents the timelessness of God's existence and truth. This is perhaps best understood by those who have had the privilege of consistently enjoying a Christ-centred camp or conference experience as they were growing up. These camp veterans would testify that these experiences have been unmatched in their significance to the development of personal and family milestones and memories. The natural beauty of God's creation in such a place can inspire the soul to higher perspectives; helping guests rise above their circumstances and see the awesome power and loving care of an ever-present God. (Mark 6:31, Luke 12:22-34, Mark 9:2-8)



The following values and behaviours have been identified by our team as being the most important things we believe in as team members of MBC. These concepts will influence our planning, decision making and the way we act on a daily basis.

o **God is Central**

- We will look for team members who have made God their 'centre'
- We will hold all we do with an 'open hand' (stewards, not owners)
- We will not be afraid – God is our provider and protector
- God must be honoured in ALL we do!

o **Teamwork**

- We KNOW we are designed by God to work as a team
- We will find solutions as a team
- We will ask for help when needed
- No one (person or department) is an 'island' unto themselves

o **Joyful Service**

- We will all strive to bring an attitude of JOY to our work place
- Service beyond expectations is our goal
- Guests are the object of our service
- We love saying 'thanks'
- Our attitude of service is our greatest testimony of Christ in our lives

o **People**

- We love and accept each other as someone of great worth
- We embrace each person's unique personality and giftedness
- We extend grace and forgiveness to others as we would want it extended to us
- We don't talk negatively behind each other's backs
- We grow people to realize their potential as leaders and influencers for God
- We help our team members develop and serve in their area of strength
- We are committed to teaching the next generation to lead
- We allow team members to fail and grow in a supportive environment

o **Stewardship**

- We will live within our means
- We will do things the right way (compliance, no shortcuts, etc.)
- We will always strive to improve our effectiveness for impact
- We take care of our equipment
- We care for God's creation in a sustainable manner



Objectives of the SERVE/MBC Experience:

Preparation for Ministry

- To prepare students for a life of service in God's kingdom (generally) and a four-week cross-cultural trip (specifically).
- Spiritual formation through serving the MBC community and beyond, and Bible studies as a team of interns
- Understanding the importance of a strong work ethic focussed on serving God through work

Integration in Community

- To integrate students into churches, communities (MBC/Heritage), and cohorts (their SERVE mission team).
- Community life through fun events in Muskoka and opportunities to serve beyond MBC together
- Attending church on a regular basis
- Being an integral part of the MBC team as they work together to supply the best services and experiences to guests

Education through Experience

- To educate students in missions, Bible and theology (Heritage), as well as in life skills, work ethic, and practical matters (MBC).

Themes of the SERVE/MBC Experience:

Challenge- Doing hard things that make us uncomfortable, stretch our faith, and develop us as disciples. We want students to be challenged spiritually, academically, and personally.

Community- Living with others in close proximity for the purpose of building each other up. We want students to learn the value and necessity of community for a life of discipleship.

Change- Becoming more like Jesus in our thoughts, attitudes, and actions. Discipleship means we want students to "grow up" in all areas, especially in relation to Christ (Eph. 4:15)

Which of these themes makes you most excited for this Internship? Why?

Which of these themes makes you the most nervous for this Internship? Why?

WHAT WE DO

The internship focuses on three core areas: Spiritual Formation, Community Life, and Work Excellence.

Spiritual Formation: One evening a week we have an inductive Bible study, designed to help us ask good questions and to help us grow deeper in our knowledge and understanding of the Lord. This Bible study usually takes place in the home of a full-time staff member or at MBC and may include supper or dessert.

Community Life Day: Ranging from whole day events to three or four hour activities, the twin goals of Community Life Days are to have fun with each other and to serve our community. Just as it's important for us to work together, so it is important for us to play together. This helps us to form strong relationships that are vital for spiritual growth and personal development.

Work Excellence: Interns are expected to work in various departments to gain a wide variety of skills and work experience. We learn to minister not just by proclaiming the gospel with our mouths, but also by living it out in how we work with all our strength out of love for the Lord. Interns will be working in Maintenance, Housekeeping and Dining Hall.

In some cases there may be opportunities to learn specialized skills related to the department interns are working in.

EXPECTATIONS FOR COMMUNITY LIVING

Participation in the following community activities is expected:

The Relational Covenant

- At the beginning of each semester the interns will develop their own relational covenant for community living in which they have ownership and responsibility.

Community Days

- Participate in all community days and activities
- Come prepared to discuss the chosen book

Bible Studies

- Attend all Bible studies, prepared if there is reading to do
- Be attentive and focussed
- Participation is key to how much you get out of the Bible study
- Be willing to lead at least one Bible Study during the semester

Meal Times & Groceries

- Working on a meal budget of \$40/person per week, you will create a meal plan together
- Grocery Shopping will be done once a week, and will be arranged with Intern Director



- Interns are encouraged to eat lunch with full time staff when possible
- Meals will be available in the staff dining room whenever a group is on site. In the fall, 3 meals a day are provided from September until Thanksgiving. Interns have a kitchen available for preparing their own meals when needed.

Traveling off site

- When you leave the property, you must notify the Internship Director for safety reasons

Accommodations & Noise

- There are weekly room inspections
- Quiet after 11 pm, in rooms by midnight
- Apart from the Interns' rooms, two other spaces are provided for the interns to use.
 - The **Library** on the second floor is setup for study and entertainment. A key is provided for interns to lock this room while groups are in Founders Hall.
 - The **Kitchen** on the main floor of Founders Hall is available for meal prep. At times, groups will also make limited use of this space, so it is recommended that care is given to what is left in this space. The code to lock the kitchen door is **0917**.

Movies

Movies and TV shows with a rating above PG13 are not to be shown or brought on site unless part of an educational program developed by Heritage or MBC. We use the U.S. ratings.

Many musical taste are represented among the interns. No individual styles are barred but music may be deemed objectionable and thus not suitable for the residences on the basis of themes or words related to profanity, violence, sexuality, or glorification of attitudes and lifestyles opposed to Biblical values.

If a movie, CD, or other item is not deemed appropriate you will be asked to store it away.



Our mission as a conference, camp and retreat centre is to bring ultimate glory to God and His Kingdom. In this context it is of paramount importance that our staff members conduct themselves in a way that is honouring to men and above all—honouring to God. Therefore, all staff members serving at MBC are required to abide by certain standards and practices. Specifically, MBC considers the following conduct to be inappropriate in our context as a Christ-centred ministry organization:

- Abusive behaviour of any kind (e.g. foul language, blatant insubordination, etc.)
- Malicious acts, physical aggression or threat to the safety of others.
- Immoral sexual behaviour: premarital, extramarital or homosexual or exploitive.
- Use of illicit drugs
- Abuse of tobacco or alcohol
- No vaping
- Criminal activity of any kind
- Theft and fraud
- Lying or deceit
- Disregard for MBC policies.

Participation in any of the above by staff **on or off** MBC property, and by any means (physical, verbal, text, email, social media, etc.) may initiate investigation and appropriate disciplinary action, as necessary. Note that staff designated as ministry and/or management will be held to a higher level of accountability regarding off-site behaviour and conduct than other staff.

Furthermore, we encourage all staff to practice wisdom and careful judgment in the exercise of personal freedom. This includes things such as the responsible use of time and material resources, the honest pursuit of spiritual growth—including attendance at staff bible studies and chapel when possible. **Abstinence from alcohol, tobacco, vaping, gambling and any type of substance abuse is required at all times for Stepping Stones, Widjitiwin Summer Staff and Internship program participants.** For other MBC staff, abstinence from alcohol, tobacco, gambling and any type of substance abuse is highly recommended off-site, and required while on-site. Modest behaviour and dress is important as well as maintaining personal relationships that are above reproach (I.e. guy/girl relationships). **All staff members MUST remain out of the residential quarters of the opposite sex.** Staff and volunteers of MBC will refrain from profession or promotion of religious beliefs incompatible with Christian faith.

Failure to adhere to the above guidelines may be just cause for disciplinary action up to and including dismissal. MBC expressly reserves the right under this policy to terminate an individual's employment or service for just cause upon violation of the specific or general elements of this policy.

In the event of a violation or breach of this policy, MBC will attempt to bring about restoration of the individual in order to restore a working relationship with MBC. Actions taken may include, at MBC's discretion, review of the problem by the CEO with the alleged offender, professional counseling, accountability measures and / or probation. MBC may



also choose to dismiss the individual based on the severity of the situation and results of any restoration process.

Should any staff or volunteer member, having signed this code of conduct, find themselves in a position where they can no longer uphold these standards, they should immediately advise the CEO.

APPEARANCE AND ATTIRE

At **all** times, one must be aware of the effects of their choice of clothing and appearance has upon fellow staff members, campers and guests. Our desire is to not offend anyone and to be an example of respectful appearance.

Please do not wear:

- clothing that calls excessive attention to one's body (including tight or revealing clothing)
- Spaghetti strap shirts, tube tops, shirts that expose mid-riff, etc...
- Shirts that are too short and reveal your underwear/pants so low that they reveal your underwear
- short skirts/shorts –shorts must be mid thigh length or longer
- tights/leggings/spandex for males & females
- Clothing with pictures, logos and/or sayings not in keeping with a Christ-like testimony.

As a staff member, conservative bathing suits are expected. Please use appropriate and suitable footwear for activities you are involved in. If a leadership team member or senior staff member deems any clothing or attire to be inappropriate then please respect their position and do not wear the outfit.

All staff members must be conscious of personal cleanliness, hygiene, and appearance. Good appearance gives poise and self-confidence - qualities that are noted by guests, visitors, constituents and others that we come into contact with daily.

We have a very diverse population of guests who come from a large variety of backgrounds, beliefs, and cultures. We must be sensitive to this. Piercings, tattoos and hair style may offend, so please be sensitive to this. Follow the discretion of your supervisor on these matters- if you are asked to remove a piercing while at work- do it. In regards to piercings and tattoos- If it was not a part of your body when you arrived, do not add it.

ROOMS AND HALLWAYS

Common Spaces

- FH Kitchen and Library are common spaces where males and females may meet. Sleeping is not permitted in any common spaces.
- When in common spaces, lights always must be on, and doors must always be open. If others are uncomfortable being around you, then there is a problem.



- Additionally, spaces like the Hub and Fellowship Centre Gym are available for use by permission from the Custodial or Housekeeping Supervisors. Please ask in advance and respect their decision.

Bedrooms

All interns must remain out of the bedrooms of the opposite sex. Failure to adhere to this is grounds for immediate dismissal.

Interns will be required to observe the following:

- Keep their accommodation clean and tidy during the duration of the Internship.
- Provide their own sleeping bag or bedding.
- NOT defacing accommodations in any way- ex. putting holes in the walls, writing on bunks, using nails or pins on walls, etc...
- Comply with and live up to the standards of the periodic inspections to ensure cleanliness and observe any damage to the facility or furniture.
- Pay for any damage they incur. Layout of staff quarters (i.e. furniture, etc.) must be returned to the arrival status before the staff member leaves. An end of semester damage inspection will be conducted and any damages will be deducted from their last pay cheque.
- Interns must respect each other's privacy by not interfering with each other's belongings.

Relationships

If you are in a relationship already, please respect those around you, and keep displays of affection to a respectable minimum.

- Meeting a special someone here at MBC is a great thing - Allowing it to affect your work, friendships or your testimony is not.
- Staff should conduct themselves in a professional manner at all times.
- MBC is a place with no physical sexual expression of any kind outside of marriage; there should be no public displays of affection and we encourage staff to keep their personal relationships in line with a God honouring mindset.
- Above all else, guests must never feel they are the second choice for the attention of staff members!

Quiet Hours

During the Internship there is no enforced curfew, but wisdom and the consideration for others needs to be used. If they are not exercised an enforced curfew may be put in place. Please abide by the following guidelines:

- Quiet hours from 11pm to 7 am in accommodations and outdoor areas
- You are rested and alert when coming to serve
- Be in your rooms by midnight

Laundry

The laundry facilities in the upstairs of Founders Hall is available for intern use. Although they they appear to, the machines do not require coins to operate.



PROTOCOL FOR WORKING AT MBC

All MBC staff are required to wear approved uniforms and proper attire when guests are on site.

Maintenance Staff: MBC T-shirts or sweatshirts with logo, black or beige pants or work pants are acceptable, black shorts to just above the knee are acceptable in summer, name tags. Jeans are not permitted.

Dining Room and Hub Staff: MBC golf shirts, black pants, black aprons if required, black shoes, name tags. Shorts are not permitted. Dress shirts and aprons will be available in the staff dining room.

Kitchen Staff: MBC T-shirt with logo, black or beige pants, aprons and chef hats if required.

Program, Housekeeping: MBC T-shirt with logo, black or beige casual pants or shorts to just above the knee, name tags. MBC golf shirts or dress shirts are also permitted.

Our expectation is that your clothing and overall appearance is neat and tidy. Appropriate clothing and appearance are also required for interns who are off duty. Modest attire is required at all times. Pictures, logos and sayings on clothing must be in keeping with a Christ-like testimony. Off-duty interns should not wear uniforms in order to avoid confusion for guests.

Cell phones and iPods are not to be used during work hours.

INTERN SCHEDULING, DAYS OFF, AND SWITCHING SHIFTS

Intern Scheduling Parameters

Interns can expect to be scheduled in four main departments: Maintenance, Housekeeping, Custodial and Foodservice.

Interns are scheduled for an average of 36 hours of work per week. Sometimes interns may have to work longer than 8 hours a day, due to work demands. However, interns should not be working more than 40 hours in a week. If you are, please notify the Internship Director and Director HR.

Split Shifts

There are times when work will be broken up throughout a day. The total hours of work will not be based on a single start and end time, but breaks are provided in between intervals of work. An example of this might be in food service where mealtimes result in a split work shift.

Days off or Switching Shifts



To ask for a certain set of days off, please talk to the Director HR and the Internship Director well in advance of your request. You must have both of their permissions to take that time off. A month's notice is preferable, as we have to find workers to replace you.

Interns who want to switch shifts or switch days off must get the approval of **all** supervisors impacted by this decision. For example, if an intern wants to switch from maintenance to dining room, they must ask Director Operations and Kitchen Supervisor for permission.

Taking a day off does not give you permission to skip a Community Life Event. This must be approved by the Internship Director.

CONCERNS AND CONFLICTS

All interns should feel free to express concerns regarding workload and working environment to their supervisor or Internship Director. Concerns not directly involving your work should be brought to the attention of your Internship director. It is **not acceptable** to complain to guests, family members, or fellow staff members other than those to whom you are responsible. Interns are not to take sides with a guest against another staff and staff problems are **never** to be discussed with a guest.

In all cases it is best to deal with issues in their infancy and not allow them to grow. When problems or conflicts arise they are to be discussed with those involved and your immediate supervisor in the effort to solve the problem. Often the source of conflict is miscommunication so please be willing to ask questions and to listen to others. No one is perfect; let us strive to accept each other, recognize and admit our own mistakes and support one another in all that we do.

SOCIAL & ELECTRONIC MEDIA POLICY

Social media can be a great way to connect, and can also be a powerful tool for ministry. MBC encourages staff to use social media and all electronic communication in a responsible way.

The MBC **Code of Conduct** (pg9) applies to your social media posts. We are to bring glory to God and His Kingdom in all we do and say.

The MBC Harassment Policy also applies. Speaking negatively about someone online can be considered harassment under Canadian law and can result in termination and legal action.

Be cautious about posting information which may be considered personal or confidential. Before posting a picture seek the permission of those in the picture.

Before You...

THINK

- T** = Is it True?
- H** = Is it Helpful?
- I** = Is it Inspiring?
- N** = Is it Necessary?
- K** = Is it Kind?

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Work under the assumption that EVERYTHING you post, text, or tweet will be seen by



EVERYONE, not just your Facebook friends or Twitter followers. Any electronic communication can be captured and re-transmitted before you have time to retract it. Think before you post, and when in doubt don't!

PERSONAL BELONGINGS

Due to the number of people and the limited space available it is important for everyone to try to limit the amount of personal 'stuff' you bring. Please also be mindful of how your belongings might affect others, such as guests, campers and roommates.

MBC and Widjiitiwin cannot be held responsible for theft or loss of personal belongings.

HEALTH & SAFETY

It is very important that all staff are conscientious in regards to the health and welfare of those around them and yourself. Please consider the larger ramifications of your actions on yourself and others.

Muskoka Bible Centre is not responsible for the dispensing of medicines other than emergency first aid. Staff members must submit their completed SERVE Experience health form, and will be responsible for any medication, prescriptions or hospital expenses.

STAFF DISCOUNTS

All staff and any registered volunteers committing to an average of 10 hours per week or more will be entitled to a 20% discount in the MBC Bookstore.

VEHICLE USE POLICY

It is imperative that Interns exercise good stewardship and safety practices with regards to its vehicles. This policy addresses three priorities:

1. Safety of guests and staff
2. Care of Vehicles
3. Availability for Intended Purposes

Remember that use of vehicles is for work purposes only, unless specified by a member of the management team. Please follow the posted speed limit of 20 km/h for safety of guests & staff at MBC. Safety is required at ALL times!

Vehicles

This policy applies to all powered vehicles registered to MBC including golf carts, ATV's, tractors, excavators, cars, vans, trucks, etc.

Responsibility

Responsibility for the use and care of a vehicle and the safety of guests and vehicle occupants rests with the DRIVER! Any incidents and accidents will be measured first against the driver's actions. Shared responsibility also rests with the maintenance team that must ensure vehicles are safe for use and also with the person last using the vehicle (in the case of a problem not reported in a timely fashion).



Safety

The DRIVER must be aware of and take responsibility for any safety risks to themselves, vehicle occupants and guests in the vicinity. The following checklist will help in this regard:

- Vehicle check prior to use (tire inflation, lights working, etc.)
- Avoid parking in such a way where you will need to use reverse (whenever possible)
- If needing to reverse in a guest or staff traffic area – always ensure there is a spotter outside of the vehicle providing direction.
- ALWAYS REMOVE KEYS!! – Never leave engine running or keys in ignition when not in vehicle!
- If there are any safety concerns with the vehicle – please notify the Maintenance Manager immediately, in writing if possible (use the work order spreadsheet)
- Loading Vehicles
 - Be sure your load is balanced (nothing should shift)
 - Be sure your load is secure (nothing should fall off)
 - Practice safety when loading and unloading (lifting, etc.)
- People Limit – person load must not exceed capacity of vehicle (seatbelts in licensed vehicle). No more than 3 people on a golf cart unless seating for more exists.
- Non-licensed vehicles must **NEVER** be taken on a public road.
- Always operate vehicle according to its safety operating manual. Avoid situations where rollovers could result. Turn off engine when not in vehicle.
- Any vehicles without working headlamps and tail lamps must not be used after dusk.

Care of Vehicles

Maintenance staff will do their best to keep all vehicles well-maintained and safe for operation. However, each driver is responsible for the following:

- **Reporting Damage** - If the vehicle is damaged when you are using it – you **MUST** immediately report this to the Maintenance Manager who **MUST** complete an incident report so we can track such damage. If the damage was caused unnecessarily, you may forfeit your privilege to use MBC & FHM vehicles at the discretion of the Maintenance Manager and the CEO.
- **Equipment** - Equipment must not be left on vehicles when the vehicle is being returned.
- **Garbage** - You must remove any garbage (interior or exterior) from the vehicle when you are finished using it.

Driver Limitations

MBC vehicles are intended to help the mission and operation of MBC and must be reserved for such purposes. Keys for vehicles will be stored in a controlled area and permission for use of vehicles must be obtained from an MBC Manager prior to use.

- Drivers of licensed vehicles must have a G license, be at least 19 yrs of age, and be listed on MBC's insurance policy. If the vehicle is carrying passengers, the driver must also have at least 4 years of driving experience.
- Drivers of non-licensed cars, vans, and trucks must have at least a G2 driver's license and be listed on MBC's insurance policy. If the car, van or truck is carrying passengers, the driver must have at least 4 years of driving experience, as well



as be listed on MBC's insurance policy. Non-licensed vehicles are for use on grounds only.

- Vehicle keys will be kept in a locked key cabinet and must be signed out by anyone using the vehicle and returned when finished.
- Vehicles are ONLY TO BE USED FOR MBC purposes (this includes licensed vehicles, lawnmowers, equipment, etc.). Any personal use must be FIRST authorized by the CEO.
- Vehicles MUST be RETURNED to where they were picked up and parked properly.

CONCLUSION

This handbook is designed to promote unity and harmony. These are necessary if we are to minister effectively as a body. We believe these standards will help all staff and interns have an enjoyable and profitable time at Muskoka Bible Centre.

These policies and protocols are subject to change. Amendments will be made as needed. Situations and scenarios not covered in the Intern Handbook will be dealt with at the discretion of Internship Director.

