Ironwood

Registration Procedures

Ironwood Christian Camp

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Contents

ADD/CHANGE CAMPER DETAILS

- Each person has Person Details and Camper Details. The Person Details are attached to that person in the main database on Scout and will always be attached to that person. Camper details are attached to each person only within each particular camp. For example, the camper details will be different for a woman signed up for Women's Retreat than Women Counseling Women.
- To view Camper Details, click on the Attenders tab in the camp. Then click on that person in the camper list and select the "Details" button at the top left corner of the tab.

Arrived Checkbox	This is marked when the camper has arrived. It can be marked from the Attenders tab if you click on the "Check In" button to the top right. A list of all the campers will appear. Click on the campers you want to check in. Once they are highlighted, click the "Mark Arrived" button on the bottom. You can also check people in in the "Attender Groups" tab. Find the group on the top half of the screen, click on the "Check In" gray button, and you will see a list of all attenders from that specific group. Highlight names to check in and click on the "Mark Arrived" button.
Medical Checkbox	This is marked when medical information for campers under 18 has been filled out <u>and signed</u> by a guardian. You must click on a camper from the Attenders tab, and then click the "Pre-Arrival Form" button on the top right. Click the "Have a physical copy" check box if we have a completed and signed waiver. Near the end of the form, be sure to click on the "Medical Release" check box at the bottom, give the date, and click on the submit button in the right-hand corner.
Waiver Checkbox	This is marked when a waiver is signed by the camper who is 18 or older or by the guardian of a camper under 18. Click on the "Pre-Arrival Form" button, and then click on the "Have a physical copy" Check box. At the end of the form, be sure to click on the "Activity Waiver" check box at the bottom, give the date, and click on the submit button in the right-hand corner.
Sponsor Checkbox	This is marked for all adult sponsors for sponsored or custom camps, regardless of whether or not they are staying in a cabin with campers. This is also marked for sponsors' children who are not campers, and this is also marked for speakers. Click on the camper's name from the Attenders tab, scroll across to find the "Type" column, and switch them from an attender to a sponsor by clicking on the type box, where a drop down will show your options.

Freebie Checkbox	This box must be marked for all individuals who are not paying to attend camp. This includes speakers, staff members, staff children, and children under 4. This is found in camper details.
Lodging	The standard lodging for the particular camp will automatically appear, but this must be changed if someone is upgrading to linens, downgrading to a bunkhouse, etc. Simply choose the requested accommodations from the dropdown list. This is VERY important to keep accurate because it is what Hospitality uses to prepare cabins. Changing this lodging status does not do anything with finances, so you will need to separately enter any discounts or fees that are incurred by the lodging change.
Team	This box may be used by the program team, but the Registration office does not need to use this box.
Grade	For youth camps, especially sponsored camps, a grade must be filled in. During the summer, use the grade that the child is entering that fall. If a camper just graduated high school, enter 13 as their grade.
Cabin Request	Usually the name/s of fellow camper/s are listed here, however if someone is requesting a specific cabin number or a specific kind of cabin, that may be listed here as well. For example if someone registering for Couples' Retreat wants a cabin by the Homestead, fill in "B cabin." If someone for Women's Retreat wants to be in a small western cottage with Susie and Jane, you could fill in "SWC w/Susie and Jane." Requests can be added in the camper details tab.
Arrive/Leave	The default arrival and departure times for the camp will appear. This is changed when someone is arriving or leaving early or late for any reason. It is important to have the most accurate times possible as this is how camper days are calculated.
Arrival Notes	This box is used for reminders or communications that are important to know as a particular camper arrives. For example, if Mr. Sam wanted to know when a particular person arrives so he can come say hi, we could type in "Call Mr. Sam and let him know they've arrived." Whatever is typed in this box will appear in a pop-up screen as soon as that camper is marked arrived.

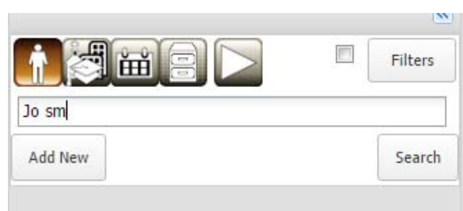
Food Notes	If there are particular food needs or allergies, they may be noted here. Because our Homestead does not prepare special meals for various dietary needs, it's usually not important to enter lots of details, however if there is a child with an allergy that our Food Services Team should know about, we should include it in this section.
Hospitality Notes	This section is used for special Hospitality requests or communications. For example, if a family needs a Pack and Play or a cot, it should be listed here. Also, if the Registration team wants to confirm or clarify an abnormal cabin arrangement, they may do it here. For example, if there are 6 people in a small cabin, but 2 of them are babies who will not be using beds, noting this may help Hospitality to know how to best prepare the cabin.
Extra Options	These checkboxes should be marked whenever an extra option, such as Camper's Cache, a Trail Ride, or a Picture CD is requested or purchased. The option does not have to be paid for at the time it is requested. Marking these boxes does not affect finances, however, so you will need to separately enter any fees that are necessary.

ADD/FIND DATA

<u>To Find/Add a Person and Person Details</u>

- Click on the search bar in the right corner. Be sure to have the People button highlighted.
- Search by first name, last name. You do not need to type out the whole name. A few letters of the first and a few letters of the second name will give you options. Once you have typed the letters, click on the search button.

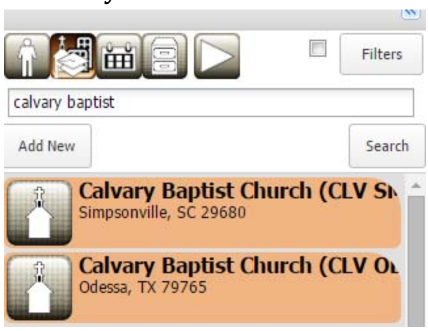
If I was searching for John Smith….



- A list of names will show up below the search button. Double click on the name you want, and their person details will appear to the right
- On this Person Details form, you can then make any necessary changes, update last contact date, etc.
- If you do not find a person right away, try multiple spellings or search by other fields to see if you can find them spelled incorrectly before adding them new. This will help eliminate double entries in Scout.
- If the name does not appear, click on "Add New Person" button. This will bring up a blank Person Details form and you can fill in each field accordingly. See "PERSON DETAILS INPUT."

To Find/Add a Church/School/Camp and Church/School/Camp Details

- Click on the search bar in the right corner. Be sure to have the Organization button highlighted.
- Right click on the icon to have a grid displayed.
- Search by full name.



- From that list, you can double click on an organization and their details will appear to the right.
- On this Details form, you can then view members, make changes, update last contact date, etc.
- If the church/school/camp you are trying to find is not in the list, click on "Add New" button, click on the "Add Organization" area, and fill out the new info.

Airport Runs

- When enough staff are available, Ironwood does offer airport pick-ups and drop-offs upon request. The current prices for airport runs are on the Telegraph Camp Fees list. The cost is per vehicle round-trip (pick-up and drop-off), so the cost can be split among all riders.
- We can do airport runs to Las Vegas, Ontario, or Los Angeles, but ask callers to use only Las Vegas or Ontario if at all possible.
- If summer horsemanship campers are flying in, they need to be at camp by noon on Monday, so they should arrive at the airport no later than 10:00 am. If they arrive later than that, they will need to plan on purchasing lunch in addition to the cost of transportation.
- Summer staff midsummer departures and arrivals must all be handled through the Senior Program Director or the Senior Program Director's assistant. Ironwood will cover contracted early or late arrivals and departures, but any others, even if approved, will need to be paid for by the summer staff member.

Answering Machine

- The main answering machine messages should be checked whenever the Registration team is away from the phone for an extended period of time (overnight, out of the office over lunch, etc.). All messages should be dealt with within a 24 hour period.
- It is the Registration Team's responsibility to maintain the recordings on the main answering machine system. We currently have two recordings.

"Thank you for calling Ironwood. Your call is very important to us. Please leave a detailed message, including your name, the number where you can be reached, or lost and found request and we will return your call as soon as possible. If this is an emergency, please hang up and dial (emergency phone number).

This greeting is used for holiday messages. In the future it may be programmed with a general holiday message. This is the one you would re-record if you needed to mention specific dates.

To create/re-record a message…

1. Press the Program key and then immediately press the * key.
2. When prompted for the mailbox number or extension, press 300 and then the # key. The phone will say "This is a guest mailbox. To program your personal greeting press 1."
3. Press 1. It will tell you which personal greeting is currently being used and ask you to confirm by pressing the # key or select a new personal greeting.
4. You can then choose 1 or 2 (greetings listed above) and then it will give you the option of re-recording or listening to the message.

Arrival Checklist, Custom Camps

Before Arrival

- ☑ Know about the camp, what church/school they are from, what type of camp, how many kids, who the coordinator is, etc.
- ☑ Make sure office is tidy.
- ☑ Position register, credit card machine, calculator, pens, etc. in accessible places.
- ☑ Have blank custom camp registration forms handy.
- ☑ Have nametags printed, in sleeves, and displayed orderly if applicable. Program will deliver nametags to Registration no later than 2 pm on arrival afternoons. For kids' camps they may just do nametags for the sponsors or not at all.
- ☑ Put cabin codes in the back of the adult name tags.
- ☑ Have camper schedules ready to hand out if applicable.
- ☑ Put cones out in designated areas. See "Cones."
- ☑ Put speakers out and turn on western music. See "IPod."
- ☑ Set up dry-erase arrow signs to clearly designate which registration stations are open and which are handling particular camps (if multiple groups are arriving).
- ☑ Know who the Ironwood coordinator is and find out their plans for arrival (they may want a call, or they might want you to send the group directly to cabins, etc.).
- ☑ Be sure to KNOW: hospitality on-call person, time of first meal/meeting, any special instructions for sign-up sheets, any available discounts or pricing issues, and which extra cabins are available. Having a staff work schedule handy is sometimes helpful as well.

At Arrival

- ☑ Mark each person Arrived.
- ☑ Hand out name tags and schedules if applicable.
- ☑ Check on Scout if waiver/medical form is completed. If not, have them fill one out. Check those forms as received in "Pre-Arrival Form" once they are collected.
- ☑ Collect necessary sponsor agreements and sponsor lists if applicable.

- ☑ Inform them of any balance due, receive and apply payment.
- ☑ Give cabin assignment/s.
- ☑ Show them the route to their cabin, the Homestead, and the meeting room on a map. Sometimes for kids' camps, you will just give directions to a general location (Homestead or Rivertown porches, for example) and the program team will send kids to cabins from there.

Closing Registration

- ☑ Make sure that all arrivals have been marked. If anyone has not arrived, check with the group's coordinator to see if they are still coming.
- ☑ For evening registrations, the office will remain open until all campers have arrived or until 10 pm. If there are still campers yet to arrive at 10 pm, leave them a Red Packet in the Information Kiosk. See "Red Packets."
- ☑ Make sure all forms have been collected and marked on Scout. If missing any waivers or medical forms, meet up with group's coordinator as soon as possible (usually at the next meal works best), and collect those forms or ask for them to be collected, faxed in, etc.
- ☑ Make sure any cabin assignment changes are accurately reflected on Scout.
- ☑ Close/Lock up office as usual. See "Office Close-up."

ARRIVAL CHECKLIST, SPONSORED CAMPS

Before Arrival

- ☑ Know about the camp: read the brochure, be familiar with speaker information
- ☑ Make sure office is tidy.
- ☑ Position register, credit card machine, calculator, pens, etc. in accessible places.
- ☑ Have blank registration forms handy.
- ☑ Have nametags printed, in sleeves, and displayed orderly (Program will deliver nametags to Registration no later than 2 pm on arrival days).
- ☑ Put cabin codes in the back of the adult name tags.
- ☑ Have camper schedules ready to hand out (Program will deliver schedules no later than 2 pm on arrival days).
- ☑ Make sure register has petty cash in correct denominations for change.
- ☑ Put cones out in designated areas. See "Cones."
- ☑ Put speakers out and turn on western music. See "IPod."
- ☑ Set up dry-erase arrow signs to clearly designate which registration stations are open and which are handling particular camps (if multiple groups are arriving).
- ☑ Be sure to KNOW: camp coordinator, hospitality on-call person, time of first meal/meeting, any special instructions for sign-up sheets, if any groups are large enough for I-bucks, any available discounts or pricing issues, which extra cabins are available, where to display crafts (Women's Retreats).

At Arrival

- ☑ Ask for name or church name. If a church group is registering, find their group in the "Attender Groups" tab
- ☑ Mark each person Arrived.
- ☑ Hand out name tags and schedules.

- ☑ Check on Scout if waiver/medical form is completed. If not, have them fill one out. Check those forms as received in "Pre-Arrival Form" once they are collected.
- ☑ If any I-bucks have been earned, give them to the Registration Coordinator and ask if they would like to apply them immediately.
- ☑ Inform them of any balance due, receive and apply payment.
- ☑ Give cabin assignment/s.
- ☑ Show them the route to their cabin, the Homestead, and the meeting room on a map. Ask for assistance if they are not comfortable finding their cabin.

Closing Registration

- ☑ Make sure that all arrivals have been marked. If anyone has not arrived, contact them by available phone numbers, or check with others from their church to see if they are on the way.
- ☑ For evening registrations, the office will remain open until all campers have arrived or until 10 pm. If there are still campers yet to arrive at 10 pm, leave them a Red Packet in the Information Kiosk. See "Red Packets."
- ☑ Make sure all forms have been collected and marked on Scout. If missing any waivers or medical forms, meet up with the individual or Registration Coordinator as soon as possible (usually at the next meal works best), and collect those forms or ask for them to be collected, faxed in, etc.
- ☑ Make sure any cabin assignment changes are accurately reflected on Scout.
- ☑ Close/Lock up office as usual. See "Office Close-up."

Bank Fees

1. When a check is returned to Ironwood for non-sufficient funds (NSF) then it should be communicated to the Registration Team Leader. This is usually done by bookkeeping making a copy of the information that Ironwood has received from the bank and handing the copy to the RTL. Any finances or procedures are the responsibility of the RTL.
2. The RTL will follow the procedures that are in place for dealing with getting appropriate payment in place of the NSF check.
3. If the check is pertaining to registration/camp fees, those fees must be negated in Scout and an additional fee of $12 should be added to their account.
4. If a guest instructs Ironwood to run the check again, it should be made clear that an additional payment will need to be made in order to cover the bank fees.
5. Before running anything via an e-check method, permission must be given by the guest; it is never okay to assume that this ministry can use bank account information as we see fit.
6. Any bank fees that are collected need to be entered in the register under "Bank Fees" and kept separate from any camp fees.

Best Guess

History: Keeping custom camp best guesses current usually involves several calls to coordinators in the weeks prior to their camp date. Keeping sponsored camp best guesses accurate may involve calling churches who have come in the past or new churches that might be interested in particular retreats. We recognize that best guess numbers are not always accurate…. they are guesses. However, the Registration team will base their guesses on the history of the camp, communications with churches and individuals, and current number of registrations, and will strive to keep the guesses as close to actual as possible.

- The Executive Director's office is responsible for updating the Best Guess. Work schedules are based on that best guess.
- Registration should relay concerns regarding Best Guess to the Executive Director when registration's information doesn't match the best guess and is either over/under by a considerable amount. The work schedule will need to be adjusted accordingly.

Big Jake's Hotel

- The purpose of Big Jake's Hotel is to be a blessing to pastors or speakers who attend Ironwood. It can be used for any speaker (custom or sponsored camp) as the goal and expectation is the same for all speakers.
- Perks, such as the coffee maker, will be included for any speaker.
- Generally, any staff requests for this cabin will be kindly denied. Any special reasoning or issues for a staff member to be requesting this cabin should go through the Registration Team Leader.
- The Registration Team Leader approves or denies assigning any non-speaker guests. Registration should quietly and sweetly make it clear to non-speaker guests who have been assigned to Big Jake's that they are receiving a "free upgrade" and what they are experiencing cabin-wise (coffee maker, recliner, etc.) is not what the rest of the campers are experiencing. This is to avoid individuals talking about their deluxe accommodations with others or expecting future accommodations to be similar.

Board Member Benefits

- Board members receive 50% of the resident staff benefits. This means they each receive 15 meal passes and 5 cabin nights per year. Cabin use and meal passes that are used before or after a scheduled board meeting do not count towards this benefit. Board members must be present to use these passes to host guests.
- Board members may attend one sponsored retreat each year without a fee so they can get a feel for how camps are operated and be better able to discuss the needs of camp. When a board member uses a free camp, notify the Registration Team Leader, who will keep a record of use.

- Children or grandchildren (minors) of board members may receive the same discount we give to pastors when their children attend summer camps, currently a $50 discount off of summer camp fees only.

Brochure Requests

- The Registration Team can take and fill all requests for brochures, calendars, information, etc. unless the request is from a new church. In that case, Promotions will handle sending a packet of information. Any postage used for Promotional materials may be signed out under the Promotions budget on the postage sign-out sheet.
- Brochures and promotional materials are located in Brochure barns in several facilities at camp. Extra materials are kept in the Registration storage room.
- The Promotions team is responsible for creating and storing brochures on the printers, but they will often train a Registration Team member to print them when needed and keep Brochure barns stocked. This team member should be notified whenever we use up all or most available brochures for a specific camp from a particular display or the storage room.

Broken I Ranch Facts

- The Broken I Ranch facility can typically accommodate groups of up to 90.
- The Broken I Ranch has a working ranch feel, but is not too rustic. There are intimate meeting areas helping small groups not feel lost, and there is not too much overlap with other facilities, other than use of the Homestead and certain activities.
- Broken I Summer camp is for those going into fourth grade through those going into seventh grade. There have been some exceptions made on an individual basis due to mental or social handicaps, but exceptions are rare and must be approved through the Broken I Ranch Director.
- The counselor-camper ratio in each cabin is 8 ½ to 1.

Bus Drivers

- A maximum of 2 cabins per church may be used for drivers. Small western cottages must have at least double occupancy.
- Drivers are not approved until within 2 weeks of the camp date.
- Bus drivers who stay on camp property Monday night after dropping off campers or Friday night with the purpose of picking up campers on Saturday may qualify for a special driver rate. See the Camp Fees list on the Telegraph for current pricing.

Cabin Assignment, Summer Procedures

- The Director's assistant typically assigns cabins for sponsored summer camps. Registration needs to obtain and organize all necessary information in order for cabin assignments to be done.

- Grade, birthdate, cabin-mate request/s, church, and gender are the most crucial pieces of information to have for each camper. Mailing address, home phone number, and last contact year are also valuable. Most of this information is obtained upon registration and should already be inputted in Scout before the week of camp. However, Registration should check to be sure all necessary information is on Scout for each camper and make phone calls to obtain any missing information. This is typically done the week before a camp is to arrive, with the goal of having all information entered by noon on Friday of that week.
- Once cabin assignments are made, the assigner places the initials of granted requests in the Cabin request box. If the request was not available due to not attending, being too different in age, or being a sibling, then the assigner marks "na" in the request box to signify the request was not available.
- Due to last minute changes, the Registration Team never shares summer cabin assignments before or at Registration. If parents or campers ask, we can let them know that the Program Team will give them their assignment when they arrive at their facility.
- Also see "Medical Forms, Summer."

Cabin Assignments

A note should be made in regards to giving out cabin assignments prior to a guest's arrival. Oftentimes if we tell a guest which cabin they are in they drive past the office or if Ironwood has to change the assignment at the last minute due to building maintenance or other emergency issues, the guest is "put out" or no longer content feeling like something has been taken away from them. It is far better to work to accommodate any cabin requests and not confirm anything until arrival. This also ensures that guests stop by the office; they can't skip the registration process and not get a nametag or cabin assignment, guaranteeing that registration is aware of any camper that is on property.

Cabin Information

- Registration will always keep two cabins (of each camp's basic standard) available in order to reserve the right to be able to move campers for maintenance reasons, guest preferences or issues that come up, etc. This means that if Registration only has two cabins left, they will deny any requests that are not camper-related (staff guests, volunteers, etc. unless they have agreed to a lesser accommodation).
- Men and women will be placed strategically when assigning cabins. Any cabin settings that are considered a "cluster" cannot be used to accommodate both men and women at a men's/women's retreat scenario. Non-clustered cabins are those that are not facing each other, such as B1-3.
- In the summer, each camp has an even split of beds available for boys and girls. Program Directors may sometimes work together on swing cabins if the need arises certain weeks.
  1. Ike's Roost: 40 total, 20 each (using 4 RT cabins)
  2. Broken I Ranch: 112 total, 56 each (using 12 BIR cabins)

3. Rivertown: 180 total, 90 each (using 18 RT cabins)

- Small western cottages can sleep 3-4 as they have a queen bed and 1 bunk bed. Large western cottages can sleep 10 in the summer and 11-12 in the fall/winter/spring as they have a queen bed and 5 bunk beds. For adult retreats, there will rarely be more than 6-7 campers in each. Bunkhouses can sleep 10 as they have 5 bunk beds.
- Hospitality has several rollaway beds that can be added if requested in certain instances.
- If a child needs sheets or towels, we provide them with lost and found items to use.
- Campers are able to request specific cabins, although it is not something we advertise. When a specific request is made, note the request in the "Roomate Requests" box on their camper details. Make sure the camper knows that we will try to honor their request, but due to maintenance issues, cabins available for each camp, etc. it might not be possible.

CABIN CODES

- All cabin codes are kept in the Registration Office in a business card filing case.
- It is the job of the Director's Assistant and her team to print off new codes.
- Codes left in cabins will be returned by the Hospitality team.
- Inventory of codes should be done as needed.

CABIN PASSES, SPECIALTY NEEDS

Two different needs that consistently arise are those for

1. ICA graduation
2. IIM/MB graduation
3. Staff/pygmy weddings

In these special cases, Ironwood allows that staff member/ministry crew member a few extra cabin nights, assuming that their yearly allotment won't be sufficient enough.

Weddings

Pygmies or ministry crew that are getting married on property are given anywhere between 5-15 cabin night passes. Any meals that the guests may add-on to require payment or a staff meal pass being used.

Graduation

Pygmies or ministry crew that are graduating are given up to 7 cabin passes. Any meals that the guests may add-on to require payment or a staff meal pass being used.

CABIN (SMALL) RESERVATION FEE

Ironwood assigns cabins to any of our sponsored guests based on requests and needs. Cabin requests have been assigned on a first come, first served basis. The Ironwood exclusive-use policy has proven not to be effective when it comes to these family-style camps because the maximum and/or minimum bed capacity is usually being met.

Generally speaking, small cabins are the most widely requested and are assigned at the Registration Team Leader's discretion, taking into account the request of the guests. When a guest specifically requests not to share with any other guest, and/or wants a specific small cabin to themselves a "small cabin reservation fee" of $20/unused bed will be added to the guests' finances. This will guarantee that a guest will be placed in a small cabin by themselves.

If Registration *chooses* to put guest(s) in a small cabin by themselves, then there would not be a small cabin fee because Ironwood reserves the right to either move these guests, or put someone else in the cabin with them, if the need arose. These guests have not specifically requested not to share.

Please see the RTL with any questions.

CAMPER GRADE/AGE EXCEPTIONS

- Grade trumps age because of the relationship with peers in school and church and because of exposure to things a younger grade would not be exposed to. If a child is ahead of their peers in education, it often means that they are ahead in maturity and other areas as well.
- Registration should inform any callers who request grade/age exceptions. All exceptions go through the program directors. This takes pressure off the phone answerer and allows a little investigation to happen if necessary before a decision is made. Program may call a youth pastor to see if the youth pastor is comfortable with the exception.
- The RTL should be involved in the conversation and decision.

CAMPER'S CACHE (DISCONTINUED SUMMER '17)

- For summer youth camps, our Stores team makes Camper's Cache available. These are fake dollar coupons that campers can purchase and use throughout the week almost like cash.
- The fake money cannot be replaced if lost or stolen, so campers should be instructed to treat them like real money.
- Camper's Cache is prepaid, so campers should also be instructed to use up the coupons entirely before the end of camp. They will not be reimbursed for any unused items.
- Camper's Cache is used primarily for CFS campers since the county will not send cash with the campers, but will pay ahead of time for Camper's Cache.

CAMPER DAY WORKSHEETS

- Scout generates Camper Day worksheets that the Bookkeeping Office uses for insurance purposes. It is the Registration team's responsibility to <u>check these reports on a weekly basis to make sure they are accurate</u>.

- To check the report, go to the Reports tab, then the Office tab, and select "Camper Days". Select the dates you need to check and click on "Submit." Look at each line and confirm the number of campers, number of camper days, etc. Registration often has some insight on issues with each camp (non-campers, partial campers, etc.) and should make sure everything is accurately marked in Scout and fix any discrepancies so the report generates correctly.
- IMPORTANT: <u>The camper day worksheet will NOT pull in anyone listed in Visitors (paying volunteers) unless the checkbox is marked "Include Visitors."</u> Bookkeeping rarely chooses this option because they are treating everyone as a volunteer, not thinking through the budgets that aren't getting any reimbursement. It is important to remind the Executive Director and/or the Registration Director of this issue a couple of times a year. If no paying volunteers (paying is defined as either using a voucher where a budget pays the cost or the volunteer paying out of pocket personally) are ever included in the camper day worksheet then budgets won't be accurate (kitchen isn't getting reimbursed, general fund isn't getting reimbursed, hospitality isn't getting reimbursed) and it's the volunteers that often make a big difference in the ministry expenses.

CAMPER LIST

- The Camper List on Scout is a useful report when you need to print names and cabin assignments for a particular camp or group.
- To bring up a camper list by cabin, go to the Reports tab, the Attenders tab, and find the camp by filtering by date or Event Code. On the left hand side you will have options of which report version you want. Click on the "Cabin Assignments – Spring/Fall/Winter" (Alphabetical List) and click "View." The report that generates will give you each cabin being used (name and number) and list the names of each camper assigned to each cabin as well as their ages if that information is available. To print, click on the print button, chose "Print without Preview" and print the desired amount.

CAMPER REMINDERS (HISTORY)

- 1. Go to "Reports" in Scout
- 2. Under Office choose "Group List" (it's listed under both tabs)
- 3. Choose "Campers"
- 4. Click "Refresh" (this report pulls in ALL the campers ever entered in Scout so this report will take a while to pull up)
- 5. Click Refresh
- 6. Filter for the appropriate camp code and drag all columns out that are not pertinent. Exporting this document without reducing the number of columns will create a huge file which is unnecessary.
- 7. Right click & "Export to Excel"
- 8. Save to computer Computer>C on *NAME1*

- 9. From you computer, open the file you just saved. If there are multiple duplicate e-mail addresses see steps below.
- 10. Open a new message in Outlook (there should be no personalized background, signatures, etc.)
- 11. Click on "Insert" a picture in the body of the e-mail.
- 12. Choose the appropriate camp file from Registration Common > Registration Reminders
- 13. After the picture is inserted, right-click & choose "hyperlink." Enter the hyperlink to the "What to Bring" page on our website in the box given. There is a link given in the picture… the hyperlink that you're adding should be the same only with an http:// in front of it.
- 14. Choose which account you are sending from … should always be info@ironwood.org.
- 15. Paste no more than 20 addresses in the BCC (blind carbon copy) so that guests can't retrieve any other guests' information. <u>Add both Shelley and Sam to the distribution list.</u>
- 16. Send the e-mail again until all campers have received a reminder from us.
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- To Remove Duplicate Email Addresses in Excel
- Click on any cell in the Excel document (not a header)
- Choose "Data" in the top ribbon
- Choose "Remove Duplicates" and a box will pop up
- Choose only "Email" and click OK

CAMPERSHIPS

- Each year, donations are given for the purpose of helping people get to camp. These funds are known as campership funds, and the amount available varies from year to year and camp to camp.
- The Registration Team Leader is responsible for the distribution of any campership funds and reports the amount and details of used Camperships to the Business Office on a monthly basis.
- Camperships are generally used for unsaved individuals or those with financial needs and are most often given through churches who have contacted Ironwood regarding an individual's need.
- Unless a campership is full pay, which is rare, a camper must pay a registration fee and be officially registered before a campership can be applied.
- Campership applications for the summer are usually processed in May, regardless of when a donation usually comes in.
- The RTL is responsible for making sure that there is $1500-$3000 left in the budget to use for the non-summer camping season.

CAMPERSHIP, BUDGET BREAKDOWN

The campership fund is divided into three categories:

1. Program
2. Registration

3. Administrative

Program Campership

Program team can hand out coupons as they see fit to campers that they would like to see attend camp, whether the camper cannot afford it, or the camper would like to attend a second week of camp, or for various promotional reasons. An example would be to coax a church to a different week of summer camp.

Registration Campership

The registration team leader will be able to approve campership applications without coordinating with a director. The total amount that is available to use will be reflected on the Excel worksheet in Business Common. The goal would be to have $1,500-$2,000 left at the end of the summer to use for off-season requests such as couples' retreats, women's retreats, etc.

Administrative Campership

This campership fund is used solely at the discretion of the Executive Director.

Registration will process all the camperships that will be used by any camper. Therefore, it is the responsibility of registration to record camperships accurately on the worksheet; there will be a separate tab for each account. Promotion will use coupons to relay the camperships that they are using and program will inform the Registration Team leader of camperships given out; any coupons and camperships given out, will be recorded on the program tab by registration as those coupons are used.

Most frequently used methods to receive camperships:

Invitational trip tickets	Full camp cost taken from Program Campership
Staff kids	Half camp cost taken from Registration Campership
Registration Sunday $1 Random Camper	Program Campership
Registration Sunday Kiosk Awards (submitted pictures)	Program Campership
Campership applications	Registration Campership
Incentive (church moving to a different week)	Program Campership
Experience Ironwood FREE!	Program Campership
Family Camp - early registration discounts ($20 – first 8 families, $10 – next 8 families)	Registration Campership
Family Camp – speaker discounts	Registration Campership

REACH campership is recorded separately. These camperships have a specific dropdown in Scout payments and will be recorded separately on the campership worksheet. *(also see REACH Campership Program)*

Campership, Processing Applications

Campership applications can be filled out by any camper requesting financial assistance. Summer applications are not processed until May regardless of when the donation(s) may come in. Spring/fall/winter applications can be processed when received.

The Registration budget will be allotted on a yearly amount. The RTL should plan to leave $2,000-$3,000 of that amount for spring/fall/winter needs. It is easy to default to a half-pay campership but are able to give any dollar amounts.

For summer camperships, things to take into consideration before confirming an amount:

1. Who is submitting the application? (parents or pastor)
2. Is the camper a part of a church? (sometimes a church has been offering fundraisers that that child could have participated in)
3. Budget? (what's left in the budget)
4. Unsaved? (if the camper is unsaved it's a guaranteed campership)
5. Have they already received campership money for that camping season? (will rarely give campership more than once to a summer camper)
6. Are they signed up already? (oftentimes if the financial need is serious it means that the camper won't sign up until they know that they can get a sufficient amount of assistance)
7. How full is the camp? (rule of thumb is that we give less money for a full camp, more money for a smaller camp)

Cash Back

- $2.00 charge to run any cash back request
- $50.00 maximum allowed for cash back

Cash reconciliation

Why do we do Cash Reconciliations?

1. To establish accountability for those receiving money.
2. To provide a money trail for when there are questions from campers/churches
3. To provide a check and balance for monies turned into Accounts Receivable
4. To protect our staff who handle money
5. To do things "decently and in order"

When do we do Cash Reconciliations?

At least once a week, but more often if needed according to money received. Small reconciliations are easier than large ones. It is best to have them ready for deposit on Tuesday and/or Thursday town runs, which means completing them by Monday and Wednesday afternoons.

How do we do Cash Reconciliations?

1. Fill out the top right corner on a Reception Cash Register Balance Sheet with the date and your initials. There is also a spot for Z # which will have to be filled in later.

2. Run an X on the Cash Register, separate $165, and record all other cash, I-bucks, credit card payments, and checks on the right half of the balance sheet. If the Net total you have matches what the X says you should have, write those amounts in the small Cash Total/Z Total box with "0" in the over/short box. If they do not match, look at the register journal and try to find if there was an entry mistake that needs to be corrected. If you do not know the reason for the difference, write it in the over/short box.
3. Go to Reports on Scout and select "Finance Reconciliation." When asked "What Payments" select "Everyone" for Z type, and all payment types and towards except for "Payments towards Donations." Click submit. On the report that comes up, compare the total entries for checks, cash, credit cards, and I-bucks with what you have from the register. If any segments do not match, find out why. Sometimes it is due to refunds entered on Scout, but not pulled out from the register. This process also helps find mistakes on Scout entry that can be fixed. You may need to go through one check at a time or one credit card at a time to find discrepancies. After figuring out any mistakes and making any necessary corrections, do a new "Finance Reconciliation" to make sure it matches. Once everything matches, pull up and print a "Finance Reconciliation" report. Then click on the "Z these payments" tab. Confirm Yes.
4. Print a cash register Z. Write the number of the Z in the appropriate box at the top right of the balance sheet.
5. Make a copy of the page/s of the Z that have discounts recorded. This is usually the first page or two. Place the copy in the Registration Team Leader's box.
6. On an Excel spreadsheet, create a list of all checks included in the deposit, their numbers and amounts.
7. Make copies of the balance sheet and checks spreadsheet Staple the cash register Z to the top left of the front of the balance sheet, as well as the Excel spreadsheet of checks. Staple the register journal tape to the back of the balance sheet.
8. Put the original balance sheet with everything attached with all of the cash, checks, and credit card slips from the register and turn it in to the Business Office.
9. Staple the copy of the balance sheet and copy of the checks spreadsheet to the front of the Finance Reconciliation Everyone (z). If needed, make notes on the Scout report regarding differences between that and the register report. For example, if a refund was given by the Business Office (not through the register) and was recorded on Scout, you will need to note that the transaction was not from the register and add it back on to the total. If any of the totals do not match the register balance sheet, you will need to note the reasons. On the Report Total at the very end of the report, it is helpful to note/subtract all differences. For example, if the report total number is pulling in all Discounts, Transfers, etc., you can subtract each of those categories from the total. What you end up with should match the net total from the balance sheet.
10. Once the Z is marked where necessary, staple the copies of the balance sheet and checks spreadsheet to the Z report (the balance sheet goes on the very top). At the bottom of the balance sheet, write "Reconciled" and note your initials and the date. This report is then filed under the appropriate month in the Registration finances files.

Cash Register Legend

1. Women's
2. Family/ Youth Winter
3. Youth Summer
4. School
5. Hacienda
6. Adult
7. Homestead
8. Camper's Cache
9. General Fund
13. Scout Lodging
14. PB Rental
17. Golf Cart Rental
18. Edge
19. Lost and Found
20. Propane
21. Cash Back
22. Travel
23. Bank Fees
24. Scout Meals
43. Linens
44. Copies

Cell Phones at Work

- Cell phones are carried by most staff members and can serve our team well by providing easy access and communication. For this reason, Registration team members are allowed to carry cell phones at work, and are actually required to do so during registrations.
- Also see "Texting."

CFS Camper Pick-up

- When a foster parent, caretaker, guardian, etc. cannot pickup a child from camp as they originally intended (as noted on the DCS form), they need to contact the camp and notify them of the first and last name of the individual who will be picking up the child/children.
- The person picking up the child/children must have a valid Driver's License or California I.D. and bring a written authorization from the parent that they are supposed to be picking up the child/children.
- If a person is at camp to pick up the child/children without written authorization or I.D. please contact the caretaker, social worker, DCS contact, or the Registration Team Leader to verify the pick-up.

CFS Camper Formula

- Rivertown Teen Camp: approximately 27 girls and 27 boys.
- Broken I Junior Camp: approximately 15 girls and 15 boys.
- Ike's Roost Junior High Camp: approximately 9 girls and 6 boys.
- Ike's Roost Horsemanship: approximately 9 girls and 6 boys. There should be no more than 10 lower levels in any one week.
- If a CFS camper desires to register for a specific camp but would put us over these limitations, notify the Registration Team Leader and begin a waiting list or ask them to consider a different program that week if there is another option available. Program would prefer most DCS campers who are grade 7 and above to attend Rivertown teen camp.

CFS Registration

- All CFS campers are required to submit the full, two-sided registration form in addition to the half-sheet registration form that includes social worker information
- All CFS registrations should have a printed sticker pasted in the financial section of the registration form that helps a team member process the form and nail the details.
- No CFS camper should have a registration form without a Saturday emergency call number (office numbers do not suffice).
- All CFS campers' registrations will be submitted from the county's main office rather than individual counties using a campership coordinator as they've done in the past.
- CFS campers are not allowed to change weeks.
- They are not allowed to substitute campers.
- Ironwood is not legally allowed to post, print, or publish CFS campers pictures in any way whether video, social media, etc., regardless of whether that camper is on camp property at the time or not. Due to legal issues with ongoing cases, Ironwood can never publish anything with a CFS camper in/on it at any point ever.
- The county does not have the ability to pay a deposit or registration fee. Therefore, all CFS registrations will be processed as they are received. The County of San Bernardino will send several checks at a later date with an enclosed worksheet explaining how that check amount should be divided up amongst the designated CFS campers.

CFS Refunds

- The Ironwood registration office will refund the County for any CFS campers that were not able to attend, following the guidelines submitted by the County.
- An end-of-summer report should be sent to the Executive Director informing him of the overall income received via our CFS campers; including how many campers, camp breakdown, total of camper's cache cards, and total income. Also included in this report should be a separate line item of CFS campers that did not attend (using the same chart or breakdown that was used to report CFS campers that attended).

A total income chart that is submitted to the Executive Director should look like this:

2015 No. Campers	Facility/Camp	Cost per Person	Total Income
22	Junior camp	$385	$8,470.00
8	Junior high camp	$385	$3,080.00
10	Teen camp	$385	$3,850.00
4	Horsemanship camp	$395	$1,580.00
10	Cancelations – no refunds issued	$385	$3,850.00
54 total registered		**Total Income Rec'd from SB County**	**$20,830.00**

CHECK-IN, REGISTRATION GROUP (HUB)

Room Guidelines

When Registration checks-in more than 80-90 people then the front office tends to get a bit cramped. There really isn't enough elbow room in the lobby area for everyone, the aisles tend to get blocked, and with guests wanting to fellowship inside it doesn't allow for any extra standing room.

To avoid the congestion at check-in, registration should move any camp's check-in process down to the Hub when the numbers climb above 80 or 90 (kids are the exception to the rule since most kids stay outside and the office just has to deal with a registration coordinator). When registering out of the Hub it gives extra room for guests to sit around, talk, fellowship, and greet friends, etc. It may also allow them to sit or stand in a line waiting to check-in.

Occasionally registration will provide a few extras to keep the guests content while they wait such as:

- Coffee
- Flavored water
- Fruit
- Cookies
- Candy
- Ear plugs to take with them
- Mints

Coffee Service

The stores team can provide regular and decaf coffee as a service but it needs to be scheduled accordingly on the work schedule in order to have a stores worker keep it stocked and fully supplies. It will cost registration anywhere from $40 - $50 per service. (see Coffee Service)

Flavored Water

Registration has purchased glass beverage dispensers and those should be kept in the office. Oftentimes two flavored waters are received more readily than a coffee service is depending on the weather conditions at the time of the camp. Flavors that have been served are: strawberry-lemon, cucumber-mint, blueberry-basil, apple-orange, raspberry-lime, with strawberry-lemon being the favorite. It's usually the easiest to have the Homestead order the ingredients (or purchase them yourself when you're in town), and use coolers from the Homestead to store extra water, and a separate cooler of ice. By adding ice to the top of the water dispenser, you are pushing the colorful ingredients down to a level in the dispenser where the guests can see them, as well as keeping the water cold and soothing. Make sure to label the water dispensers in a classy way… nothing hand-written on a post-it note.

Fruit

The Homestead can provide a bowl of fruit to put out for guests. This cost will vary since any unserved fruit can be returned to the Homestead and still used for paying guests. Registration will need to reimburse the Homestead the amount decided by the Homestead team leader.

Candy

Registration can purchase various, individually wrapped candies to put out for the guests. If using a candy such as jelly beans that aren't individually wrapped, registration should provide a closed container with a scoop or spoon of some sort so guests aren't using their hands, contaminating the entire bowl of goodies.

Cookie Service

The Homestead needs to be given at least a week of advance notice. Registration will often provide two different types of cookies at check-in. Any cookies that have not been opened (still covered and not put out for guests to take) can be returned to the kitchen for them to use at a later date. Registration will need to reimburse the Homestead the amount decided by the Homestead leader. This service usually runs between $35-$50 per service, depending on what registration asks for.

Earplugs

Disposable, individually wrapped earplugs can be purchased to put out on a table for guests to take as they need/desire. These should also be labelled in a classy way informing guests that they are able to take a pair or two as needed.

Registration Coffee Station

The cost of getting coffee service from the stores team is often more expensive than expected and it requires a separate staff member to be on the work schedule to keep the table fully stocked throughout the check-in process.

The registration team has purchased a K-cup coffee maker (not Keurig brand) as well as a k-cup dispenser (.50/each). Depending on the use of these items by staff, the money received from this venture will be used to pay for coffee service to guests in the future. If current inventory allows, and the size of the incoming camp, registration may be able to put the coffee maker out for guests to use as they check-in. (e.g. Women's Retreat is only 58 women and registration has over 100 k-cups in inventory). Extras such as creamer, sugar, stirrers can be obtained from the Homestead.

Depending on the budget that has been approved, k-cups may be able to be incorporated into the yearly budget for 2-3 of the larger camps where registration runs check-in out of the Hub. The front office doesn't have the room or ability to provide a coffee station for guests.

Christian Education Outdoors

- A Christian Education Outdoors camp (CEO) can be a sponsored camp or a custom camp.
- The program involves classes in desert science and outdoor skill activities. The day activities usually include optional horseback riding, swimming and group games in addition to the classes. The evening activities usually include a star class, hayrides, Counselor Hunt and campfires. A Soldier Mountain hike is usually done before breakfast one morning. The classes and activities, however, are scheduled based on the age of the campers and the requests of the school.
- A typical CEO camp lasts 2 nights/3 days

Church Prospect Codes

- The Director and the Registration Team Leader are the ones responsible for changing any church codes. If you think a code is inaccurate, please notify them.
- A: This church has brought a group of 3 or more in the past 3 years.
- B: This church could doctrinally come to Ironwood, but has not to this point.
- C: This church is outside the 10 hour driving range, but is affiliated with Ironwood because of support, mission teams, etc.

Closing Camps

- To close a camp, begin by verifying all information on the registration form is accurately recorded in Scout. This includes name spelling, birthdate, mailing address, email, phone numbers, last contact date, church, and any checkboxes that apply.
- Always enter an address in the mailing address section. If that mailing address is a street address, check mark the "Primary" box by the address. If you have a mailing and physical address, check the mailing address as "Mailing" and "Primary." Check the street address as "Physical"
- If a camper is in grades 3-12, mark them for Summer Mailing. If grade 13, mark them for Dispatch.

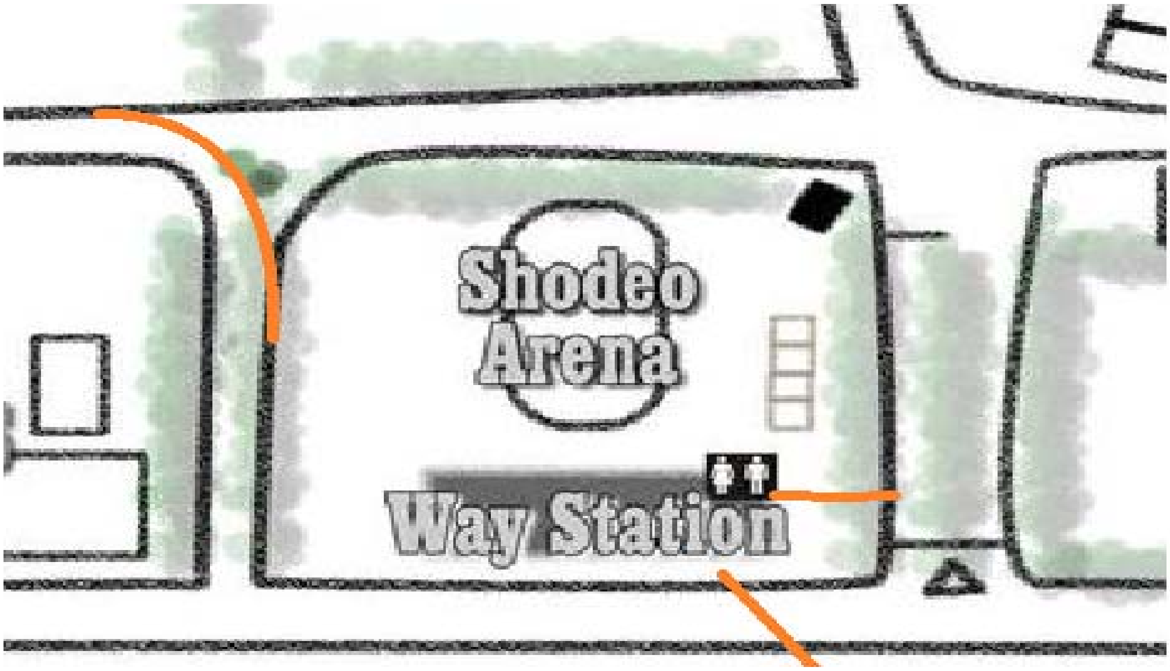
- Try to verify only one Dispatch is being sent per household. You may filter by the mailing address to check if another member of the home is already receiving Dispatch. If a whole family or couple is on Scout with the same address, mark the adult male for Dispatch. If there is no adult male at the address listed, mark the adult female.
- Alphabetize all forms/waivers and deliver them to the Retention Officer to be retained for appropriate length of time. Each set of forms must be clearly labeled with the camp name and date.
- Do not "lock" the camp.

College/Career Singles

- A single must be 18 years of age or older to attend this retreat.

Cones

- The Registration Team is responsible for placing directional cones out each Registration day. These cones are intended to be a help to our guests as well as ensure that even familiar guests stop by the front office to register upon arrival.
- The cones are kept on a dolly in the Registration storage room. They should always be returned there immediately after use.
- Cones are placed across the main road, the side road south of the WayStation, and the Tepee Road intersection as indicated by the orange lines in the following map.
- You must leave enough space for staff vehicles to have access to all "blocked" roads while making it obvious to guests that those roads are indeed blocked. The map below shows an "x" at each spot where there should be a large enough gap for staff vehicles to pass through without damaging cones.
- Cones should be put out about 2 hours before the earliest expected arrival.
- Once all campers arrive, taking down cones should be part of the office close-up process. For evening registrations when not all campers have arrived before the office shuts down at 10:00 pm, cones may be left out to help guide the latecomers. They must then be taken down first thing in the morning.



Confidentiality Policy

The Registration office is often approached by individuals needing to contact someone who is either at camp (staff or guests) or has been on staff, etc. Usually the request comes via a phone call. It is Registration's goal not to divulge any personal information of either guests or staff. Registration will not comply with any requests if the caller is not willing to divulge any of their personal information such as name, etc.

Registration does not give out information regarding which churches are attending which week of camp nor will we give out names of guests. Occasionally it is helpful to a church if they are trying to coordinate rides, etc., if they know of other churches that might be coming from their area. A church name can be given to a registration coordinator or a youth or senior pastor.

All submitted registration forms pertaining to any guest are locked up each evening. All camper information that is collected by Ironwood will only be used by Ironwood; it will not be given out, sold, or distributed in any way.

When asked for current staff information:

The guest/caller is welcome to leave a voicemail for that particular staff member.
Registration will only give out a staff member's cell phone number to a specified guest if directed to do so by the staff member.
Registration should not have to divulge information in regards to who is on staff and who isn't.
Direct inquisitive callers to the Ironwood website; most staffing questions can be answered via that method.

When asked for minor-age camper information:

- Registration's goal should be to protect the children who are in our care; know who the legal guardians are by looking it up on Scout.
- Ask who they are (if they haven't given that information already) and the reason why they need the information.
- Be wary as there are many step-parent issues that may be relevant that we are unaware of.
- Questions such as "Is my child at camp this week?" should raise red flags as most parents and step-parents know when their child is at camp.
- General questions such as "Who all is there this week?" should be answered with "Who are you looking for?" and no information has been divulged.
- Children/Family Service camper information:
    - Every precaution should be taken with any CFS camper's information.
    - E-mails are often sent using a Confidentiality Notice.
    - CFS campers are not viewable on-line.
    - CFS campers contact information frequently changes; work through social workers to get updated information.

When asked for adult camper/guest information:

- Registration will not give out a guest's contact information to a caller. Get the caller's contact information; Registration can contact the guest and give them the caller's information. The guest can then choose whether to contact the caller or not.

Information available online:

- Legal guardians must be marked on Scout by the registration team in order for a parent to see information pertaining to their children.
- A church's registration coordinator must be marked as an online administrator by the registration team in order for them to see what a church member might have signed up for.
- Online administrators cannot view personal contact information of church members; just which camps they are signed up for.
- Registration requires confirmation from a pastor in order for an individual to be marked as an online administrator.
- A guest always has the option to make their information viewable only by them by choosing the privacy option. This option trumps any other requests.

If a guest pushes incessantly for information please send them to the Registration Team Leader. Our goal is not to frustrate guests that call but to protect guests that are in our care.

CONSTANT CONTACT (HISTORY)

Promo Emails

The Registration Team Leader will use Constant Contact to send out promo emails for any of Ironwood's custom camps. An email should be sent:

- 3 months prior to all sponsored camps and then again
- 2-3 weeks prior to all sponsored camps

An email should be created in Constant Contact using an Ironwood header produced by the Executive Director's office. The header will be changed on a seasonal basis.

An email should include the following:

1. Header linked to the Ironwood website.
2. Intriguing activities (try to include something unique that will grab the reader's attention. E.g. dutch oven cooking, cow tongue relay, watermelon drop, etc., as opposed to the regular activities like crafts, canoeing, etc.).
3. Basic information like arrival time, camp dates, cost per person, departure date and time, etc.
4. Speaker information; usually a picture with their names. Link it to a website if the speaker has a website that is tied to them such as a pastor.
5. MINIMAL VERBIAGE! It shouldn't be more than just a paragraph of information with a couple of other text boxes that include bullet points or a link, video, picture, etc. Readers often open an email and if it looks like there is more than three sentences they'll just delete the information.
   ** It is better to include links and keep the email less detailed!*
6. Payment method, if applicable. If you're able to include a picture with a link to on-line registration.
7. Office contact information: phone number, mailing address, fax number, email address.
8. Ironwood video; oftentimes readers really enjoy watching an Ironwood video that they otherwise wouldn't see. Video links will always get the highest percentages of people clicking on them.

Registration should send the promo emails to distribution lists and individuals with roles as per the Director's input (e.g. pastors, youth pastors, registration coordinators, women's registration coordinators, etc.). Ironwood will default to sending all promo emails to all of the senior pastors on the distribution list.

Registration should also send the promo email to current and former campers by exporting email addresses from Scout and importing them into Constant Contact. Update various distribution lists within Constant Contact accordingly. It is important to note that occasionally, importing contact information lists too frequently may cause a website (e.g. MailChimp) to terminate your account thinking you are purchasing distribution lists from other sources and are not importing them with legal authority. Importing people's information onto a distribution list should be done carefully and deliberately, making sure the Ironwood ministry is not violating any protection or permission privileges of our guests.

CONTACTING STAFF/TEAMS

- There are several ways staff members and teams can be contacted when needed. Phones/Voicemail, cell phones, emails, and mailboxes are all great communication tools, but in most cases there is a method or two that are more appropriate than others.
- If you need to communicate something that is not pertinent for the next 24 hours, you may email, as staff members are expected to check email once a day.
- If you need to communicate something that has to be known or dealt with in the next 24 hours, a phone call is necessary. Voicemail is not as reliable as some folks do not go to their workstations more than once a day.
- If you need to communicate something that needs to be known or dealt with immediately and phone does not work, you may also try cell phones, and may in some cases need to physically track someone down. Texting is also preferred by some directors.

COUNSELING, GUEST/CALLER

Does Ironwood provide counseling? Are there any staff members that can help me?

If a guest calls asking if there is anyone at Ironwood that could counsel them or an individual, we do not provide those services. We would prefer that a local church be involved in the counseling so we should direct that individual back to that resource. No staff member is legally licensed to counsel.

Occasionally a pastor's wife will call seeking counseling because she is not comfortable talking with anyone else in their church. In a case such as this, Ironwood can recommend that she attend Women Counseling Women seminars. This will help her learn how to counsel, topics and issues, meet other women who may be in the same position as she is, and a chance to talk to Debi who is licensed.

Cowboy History Camp

- Cowboy history camps are designed for children grades 3-4 to experience the heritage of heroes in the old west.
- Classes and activities may include western skills, history of the cowboy and cattle drive, history and science of horses and cattle, and hands-on crafts/activities dealing with roping, cattle brands, cowboy gear, etc.

Credit Card Transactions, Maximum Limit

Ironwood incurs fees with every credit card transaction; therefore, Ironwood has set a $3000 credit card limit per event. If a guest would like to run a transaction for more than the $3,000 limit the registration office will accommodate that request by charging a 2.5% service fee for any amount exceeding $3,000. A church/group cannot make multiple $3,000 payments towards a balance due (running multiple transactions on different days, using multiple credit cards) without incurring the 2.5% service fee.

- *To determine what 2.5% of a dollar amount is, multiply the amount exceeding $3,000 by 0.025.*
- *Service fees will be entered as a separate fee in Scout as "Service Fee."*
- *Service fees will be entered in the register as "Bank Fees" so that the cash reconciliation will still be able to balance.*

When taking a credit card payment merchants are within their rights to ask a guest if they can SEE their personal ID. It is worth noting that in California, it is illegal to write any of the guest's personal information such as license number, expiration date, zip code, or even their phone number on your copy of the receipt. (http://consumerist.com/2014/07/19/10-answers-to-credit-card-questions-we-get-asked-all-the-time/)

Custom Camps

- Custom camps include anything that is a contracted camp, retreat, mission team, or banquet.
- The Director's secretary is in charge of all custom camp contacts (except for mission teams) and contracts. Pre-contract, the registration team should send any questions and calls regarding custom groups to the Director's secretary. After the contract is done and contract information listed on Scout, the registration team can feel free to answer basic questions based on the information listed in the Camp Details.
- If a group is requesting a change to their existing contract, either the Director's secretary or the Registration Team Leader can handle those requests.
- Contact information for each camp's contact/coordinator is listed in Camp Details under Contract.

- Registration will call each contracted camp 4 weeks before the camp start and attempt to get an expected number of campers. We do not require final numbers, names, or cabin assignments until 1-2 weeks prior to the camp, but an updated guess is very helpful 4 weeks before.
- If Registration has not received camper names 2 weeks before the camp start, they will call and request that information. Communicate to the coordinator that we understand there will be additions and changes. The list they give does not have to be the absolute final list, but will give us a great start on data input, which will in turn help other teams prepare well for the group.
- If cabin assignments are not received 1 week before the camp start, Registration will call and request them.
- We recommend that no children or babies, except for those who are nursing, come to Custom Couples' or Women's retreats. However, if a custom group's coordinator allows and they pay the appropriate camp cost, they may attend.
- Custom camp groups that have not sent in a signed contract and deposit will be white on the Master Calendar, and the dates are still tentative. Once the signed contract and deposit have been received, the camp will be changed to the appropriate facility color on the Master Calendar and they are officially scheduled for those dates. Before calling groups regarding registration details, be sure to note if they are officially scheduled.

Finances

1. Custom camp finances are usually handled as one big account and not as individual fees and payments.
2. When each camp is contracted and pays their deposit, the Director's Secretary enters a Deposit Fee and applies the deposit payment to it under Camp Finances.
3. When the final number of campers is known, Registration applies a one-time fee of the camp cost (cost per person x number of people). Registration will also transfer the deposit payment onto the new camp cost fee and will delete the deposit fee.
4. Registration then enters any discounts or additional fees. This may include, but is not limited to free leaders, free babies, half cost sponsor's children, half cost counselors, partial camper pro-rating, and additional non-contracted cabins.
5. Some groups will want to pay in full before arrival, but most will choose to pay upon arrival. There are some groups who do not come prepared with payment and will send in payment after, but that is a huge exception. We really need to set the expectation of receiving payment upon arrival at the latest.
6. If a group is over their contracted minimum number of campers, finances are straightforward. If they are under their contracted minimum, then consult with the Registration Team Leader who may then consult with the Director. Depending on the group and situation, they may decide to require complete or partial payment for the contracted minimum or to waive the extra amount and only require payment for those attending.
7. If a group has met their contracted minimum number of campers and overpays, they will be refunded completely for the amount of an overpayment. If a group does not meet their contracted minimum and overpays, find out from the Registration Team Leader if the complete overpayment will be refunded or a certain amount will be withheld.\

CUSTOM CAMP PACKETS PROCEDURES

Registration will no longer send out actual packets of information in an effort to reduce camp expenses. In place of the packets, registration will e-mail information to the groups. <u>No information will be sent to any custom group that has not met all the requirements of paying the deposit and returning a signed contract</u>, which means if a camp is still gray on the master calendar, nothing will be sent to them. The custom camp MUST be on the master calendar in a facility color.

Since registration initiates the process, the goal is that we are contacting custom camp groups 3 months in advance. We are asking, as is stated in the contract, that they have camper names and numbers to us two weeks prior to their camp dates. *It is also a goal that when a camp falls within the weekly or 2-month timeframes that registration will inquire about the camps that are in gray… not just skip over them. It is our responsibility to apply pressure in getting whatever information is missing, whether it's a returned and signed contract, or whether it's the deposit.*

Registration will have a separate template for the introduction letter as well as the follow-up letter for
1. adults, 2. youth, and 3. family camps.

Two e-mails will be sent to each group:

Information Relayed	Deadline	Information included	Sent from:
1. Initial letter	3 months prior to camp dates	Link to registration form Link to the Toolbox	info@ironwood.org but include Shelley's personal e-mail address
2. Follow-up letter	4 weeks prior to camp dates	Link to What to Bring Sponsor agreement attached	info@ironwood.org

I believe that after these two pieces of communication have been sent that most of the communication will be directly with a team member as the office fine-tunes the information that is both required and received. The need for any further official communication is no longer needed at this point.

Custom camp e-mails should be sent on Monday or Tuesday of each week. By doing this more frequently than just once a month, the hope is that we don't miss as many tentative camps that meet their guidelines and confirm a facility in the meantime (turns from gray on the calendar to a facility color). Another goal is that it will keep custom camps in the forefront of our minds, helping us send information in a timely fashion.

1. Email should be sent without any signatures or background.

2. Email must be sent from the info@ironwood.org account. Shelley's personal e-mail is also given in the body of the letter if they so choose.
3. The template has been edited and should be copied into the body of the e-mail. It should not be altered in any way.
4. The sponsor agreement should be the only attachment that needs to be sent and should be sent in a .pdf file.
5. The subject line should be specific. Our info@ironwood.org can easily be considered spam by many filters since a fair amount of e-mails go out with this address.
6. Carbon copy either the registration team leader or the registration team director on all outgoing custom camp e-mails.

**It should be noted that the office will never send a copy of a map to a guest and cabin assignments will not be given out prior to arrival. Guests often look at a map and wonder why cabins aren't available to them and will request a cabin that is closer to their meeting room and not realize that we have pulled that cabin from the list of useable cabins due to lack of upgrades or services.*

Also see "Cabin Assignments."

Who can officially approve/make changes to a custom camp contract once it's been signed and returned?

1. The Registration Team Leader (Shelley)
2. The Director's Assistant (Beth)

DATA ENTRY, SUMMER

- Summer registrations are processed as received, and any personal information is entered on Scout at that time.
- Any registration forms, address updates, or further personal/contact information that is received on the day of registration, needs to be updated on Scout that day or by lunch the next day. Program needs to print follow-up reports on Tuesday and it is vital for each camper's Person Details to be accurate.
- If while entering forms on Monday evening or Tuesday afternoons, we come across a camper who we do not have all necessary information and/or paperwork for, we must contact the registration coordinator or the parents and attempt to obtain that information by the end of the day.

DAY-USE POLICY

- Custom camps will often request to have visitors (pastors, teachers, parents) come to spend a day or part of a day with their group. For sponsored camps, we would call all such visitors "partial campers" and charge them as such. See "Partial Campers." For custom camps, however, we have a separate day-use arrangement.

- The day-use policy is included in each custom camp contract.
- The cost will be $11/person plus the cost of meals eaten. Guests do have the option of not purchasing a meal even if they are on property during a meal time. No lesser fee is available. Even if someone is on property for 30 minutes, they must pay the $11 day-use fee.
- No fees would apply if the guest chooses to stay at the Way Station and meet with a camper there to say hi, drop off items, etc.
- Day-use campers must have a different nametag, indicating them as a day-use camper and signifying whether or not they have paid for meals.

Dealing with Angry/Frustrated Callers

- When you are on the phone with an individual who seems upset with Ironwood in any way, make sure to remain calm and keep a few things in mind. The individual is likely a Christian and at some point will probably be embarrassed of responding inappropriately. Also, they sometimes have information or have been given communication that we are unaware of that may affect or even justify their response. Everyone, including a Christian registration coordinator with the best of intentions has a breaking point. Keep in mind that the individual may be going through a hard time.
- Ironwood has established policies and procedures after much deliberation and for a reason. No policy is made with the intention of making things difficult for any guest. Ironwood may or may not be at fault, but policy won't be changed without the Director's approval. Registration policies are in place to protect the customer!
- Report all "unhappy camper calls" to the Registration Team Leader.
- When you are on the receiving end of an angry caller…

1. Be loyal to Ironwood.
2. Policies and procedures are in place to better serve campers and not make things difficult. Therefore, if a caller is calling a policy senseless, do not agree with them as that will make matters worse.
3. Don't argue! You can be loyal to Ironwood without verbally defending a policy. This will no doubt come across as arguing.
4. Let the caller talk. If they ramble for 20 minutes, you may find they've diffused the anger themselves and have come around to a calmer self! Don't perceive yourself as the "mat that is being walked over." Perceive yourself as turning the other cheek, responding in a godly and kind manner, and diffusing a situation that could potentially damage both the caller's testimony and Ironwood's. In a round-about way you are protecting them; it's okay for them to "vent" to us over the phone if that is the best way that we can serve them.
5. Put yourself in the caller's position; view the problem from their perspective. Now the problem takes on a new vantage point and you'll find yourself responding favorably to the caller without even trying.
6. Be truly sympathetic about their problem, no matter how big or small. When an angry caller feels that you're sympathetic to their situation, they won't be as defensive. For example, you could say something like "Yes ma'am. I truly understand the need for your ladies to have a cabin to themselves."

7. Ask questions. With the initial call, the information that you're given may be muddled. Play the sleuth and attempt to find out the facts. A problem cannot be resolved without getting the full story. For example, you could ask questions like "Who did you talk to?" "When did you pay?" or "What did our staff say?"
8. Take the "high road." If you truly don't see that Ironwood is in any way at fault, by apologizing for a minuscule error the caller is humbled and is usually quick to apologize for their own errors. For example, you could say "I'm so sorry for calling the youth registration coordinator that your church listed instead of calling you. I didn't understand that I couldn't rely on the information we have on the computer."
9. Offer to have someone else who may be better able to resolve their problem call them back and give a time-frame in which the follow-up call will be made. The time period away from confrontation gives the caller time to reflect on the initial situation and sometimes come around to Ironwood's vantage point. Remember that the initial call may not be resolved right away and will probably require a follow-up call. For example, you could say "May I have our team leader call you back this afternoon?" Refrain from saying "supervisor" as it sometimes makes a guest feel intimidated or threatened.
10. Always end the call on a positive note. For example, you could say "Again, I'm sorry for the miscommunication. If there is any other way that we can better serve you, please do not hesitate to call me!"

DENOMINATION?

Guests will sometimes inquire what denomination that Ironwood is…

We are a non-denominational organization, but our staff attend a variety of independent Baptist, Bible, or community churches in the area. Many, but not all churches that send campers to Ironwood are independent Baptist churches. Our Executive Director, Walt Brock, is an ordained Baptist minister, but the best thing you can do to understand us is to check out our web site, under "About" and read our doctrinal statement, core values, and mission statement.

DIRECTING PHONE CALLS

- Registration – Registration office
- Insurance – Mark
- Billing – Mark
- Government Agencies – Mark, Betty
- Custom Camps – Beth
- General Business – Mark
- ISI Book Orders – Laura L.
- Mission teams/Speakers – Beth for speakers?

DISCOUNTS/REDUCED FEES

Type of Discount/Reduced Fee	Description	How Covered
Administrative (per Sam)	"Happy Camper" discount used at Director's discretion	Promotional expense
Campership	Campership funds provided by donations each year	Campership fund
Custom Camp Sponsor	Half price discount given for 1 counselor per cabin for Custom Camps bringing more than 40 campers	Discount
Early Registration	Designated amounts determined by one or more deadlines	Promotional expense
Experience Ironwood Free	First time (in 3+ years) for leaders or decision-makers at a church, school, etc.; 2 people may come to a camp at no cost	Promotional expense
Horsemanship Bring a Friend	$50 off for each first time camper brought, no limit to how many	Promotional expense

Horsemanship Multi-week	After attending once in a summer, $100 off for each additional week attended	Promotional expense
Invitation Trip Tickets	Given out by traveling promo teams. Generally, each ticket covers one full camp cost for one person.	Campership Fund
Moving/Transferring	Sometimes offered for groups willing to move weeks; given when funds are available, the move is requested by Ironwood, and the move helps in our goal to fill camps	Campership fund
Pastor's Kid	$50 off given to children of any full-time pastor or youth pastor (paid by church in a full-time youth pastor position)	Promotional expense
I-Bucks	Processed as a payment, given as an incentive for registration coordinators who have brought a certain number of campers to sponsored camps	I-Bucks expense

DRESS GUIDELINES

- Ladies who have desks in the front reception office must wear skirts to work on days of Registration. Skirts should come at least to the top of the knee even at the side of your leg. Be careful about crossing your legs as the skirt hems will often rise and show more than preferred.
- A western shirt will be purchased by Ironwood for anyone working as a registrar in the front office. We prefer the style of a Ryan Michaels type shirt that is more of a vintage western style than a modern, glitzy style of shirt. Check with the RTL if there are questions regarding what you can order. Can you the www.vintagewesternwear.com website if needed.
- No sleeveless western shirts should be worn.
- Jeans, dress pants, or capri pants may be worn to work when no camp is coming in. The registration team is expected to maintain a higher standard of dress than teams such as hospitality or maintenance.
- Pants should not be tight. Shirts should fully cover any midriff whether due to the make of the pant, weight of individual, style of the shirt, etc.
- Shirts must not be tight. No bra-line should be visible from the front or back and no button-up shirts should gap open in the front. Be especially careful with anything sleeveless.
- Necklines must not be low. Keep in mind that while sitting at your desk, you are lower than most people at the counter or walking by, so they are looking down towards you.

- Be careful when leaning over your desk to avoid your shirt rising in the back and showing your waistline or midriff.
- Flip-flops may be worn if feet are clean.
- Also see “Dress Code” in the Resident Staff Manual.

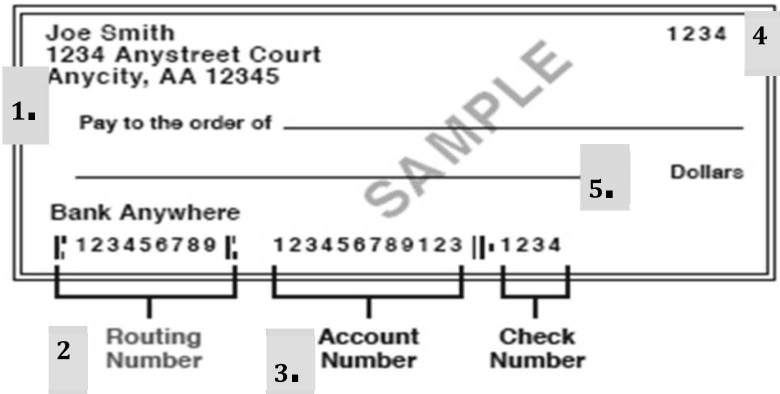
Early Arrivals (History)

- For summer camps, Ironwood allows church groups and individuals who have further than 6 hours to travel to arrive night instead of Monday morning. Check the Telegraph for the current year’s fee for early arrival. Summer early arrivals cannot arrive on camp property until between 10 pm and midnight on Sunday night as there are various team meetings and preparations happening up until that time.
- If a camper requests to arrive early to an Ironwood sponsored camp in the winter/fall/spring, Registration should find out the number of campers, desired arrival time, any meals that might be needed, and their need for arriving early and then notify the camp coordinator of the request. The camp coordinator can sometimes make a decision immediately, but may need to run the details through a calendar meeting to discuss the ramifications of the early arrival and the cost per camper before deciding if it’s something that can be allowed.
- Custom camps have contracted their desired arrival and departure times, so there are not usually early arrival requests from them, however sometimes part of a group desires to come early for prayer, planning, etc. These arrangements are often made through camp coordinators and should also be communicated to the Registration team. If they wish to come a whole part of camp early, there will likely be a fee.

E-Checks

To process an e-Check we need the following pieces of information:

1. The name and address of the check holder.
2. The 9-digit routing number. This number is sometimes listed as the second number at the bottom of the check so refrain from describing it as the “first number.”
3. The 12-15 digit account number.
4. The check number. Please note that <u>we can run an e-check WITHOUT a check number.</u> However, the guest giving a check number usually is more at ease thinking they are limiting our accessibility to their account.
5. The amount that we are processing the check for. Please make sure to confirm this amount with the card holder/guest.



E-MAIL, CAMPER REMINDERS (FROM '13…NEEDS TO BE UPDATED) (HISTORY)

1. Go to "Reports" in Scout
2. Under Office choose "Group List" (it's listed under both tabs)
3. Choose "Campers"
4. Click "Refresh" (this report pulls in ALL the campers ever entered in Scout so this report will take a while to pull up)
5. Click Refresh
6. Filter for the appropriate camp code and drag all columns out that are not pertinent. Exporting this document without reducing the number of columns will create a huge file which is unnecessary.
7. Rick click & "Export to Excel"
8. Save to computer Computer>C on *NAME1*
9. From you computer, open the file you just saved. If there are multiple duplicate e-mail addresses see steps below.
10. Open a new message in Outlook (there should be no personalized background, signatures, etc.)
11. Click on "Insert" a picture in the body of the e-mail.
12. Choose the appropriate camp file from Registration Common > Registration Reminders
13. After the picture is inserted, right-click & choose "hyperlink." Enter the hyperlink to the "What to Bring" page on our website in the box given. There is a link given in the picture… the hyperlink that you're adding should be the same only with an http:// in front of it.
14. Choose which account you are sending from … should always be info@ironwood.org.
15. Paste no more than 20 addresses in the BCC (blind carbon copy) so that guests can't retrieve any other guests' information. <u>Add both Shelley and Sam to the distribution list.</u>
16. Send the e-mail again until all campers have received a reminder from us.

To Remove Duplicate Email Addresses in Excel

1. Click on any cell in the Excel document (not a header)
2. Choose "Data" in the top ribbon
3. Choose "Remove Duplicates" and a box will pop up

4. Choose only “Email” and click OK

E-MAIL, PROMO (WENT TO PROGRAM)

The Registration Team Leader will use Constant Contact to send out promo emails for any of Ironwood’s custom camps. An email should be sent:

- 3 months prior to all sponsored camps and then again
- 2-3 weeks prior to all sponsored camps

An email should be created in Constant Contact using an Ironwood header produced by the Executive Director’s office. The header will be changed on a seasonal basis.

An email should include the following:

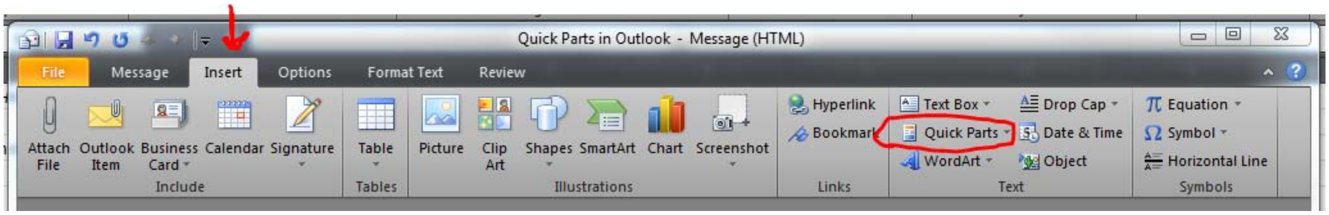
1. Header linked to the Ironwood website.
2. Intriguing activities (try to include something unique that will grab the reader’s attention. E.g. dutch oven cooking, cow tongue relay, watermelon drop, etc., as opposed to the regular activities like crafts, canoeing, etc.).
3. Basic information like arrival time, camp dates, cost per person, departure date and time, etc.
4. Speaker information; usually a picture with their names. Link it to a website if the speaker has a website that is tied to them such as a pastor.
5. MINIMAL VERBIAGE! It shouldn’t be more than just a paragraph of information with a couple of other text boxes that include bullet points or a link, video, picture, etc. Readers often open an email and if it looks like there is more than three sentences they’ll just delete the information.
   ** It is better to include links and keep the email less detailed!*
6. Payment method, if applicable. If you’re able to include a picture with a link to on-line registration.
7. Office contact information: phone number, mailing address, fax number, email address.
8. Ironwood video; oftentimes readers really enjoy watching an Ironwood video that they otherwise wouldn’t see. Video links will always get the highest percentages of people clicking on them.

Registration should send the promo emails to distribution lists and individuals with roles as per the Director’s input (e.g. pastors, youth pastors, registration coordinators, women’s registration coordinators, etc.). Ironwood will default to sending all promo emails to all of the senior pastors on the distribution list.

Registration should also send the promo email to current and former campers by exporting email addresses from Scout and importing them into Constant Contact. Update various distribution lists within Constant Contact accordingly. It is important to note that occasionally, importing contact information lists too frequently may cause a website (e.g. MailChimp) to terminate your account thinking you are purchasing distribution lists from other sources and are not importing them with legal authority. Importing people's information onto a distribution list should be done carefully and deliberately, making sure the Ironwood ministry is not violating any protection or permission privileges of our guests.

E-MAIL SET-UP, USING QUICK PARTS

When you find yourself typing something similar over and over again in an e-mail (examples that I can think of would be the Registration Sunday brochure, an e-mail response for a camper that is no longer on property, deadline reminders, etc.), rather than creating a signature you can use "Quick Parts" in Outlook. If you're already using this feature than disregard this e-mail!! ☺



1. Start a new e-mail.
2. Click in the message portion of the e-mail.
3. Type/insert whatever it is that you want to have the ability to repeat.
4. Highlight the text/picture.
5. Click on the arrow next to "Quick Parts"
6. Choose "Save Selection to Quick Part Gallery"
7. Name it whatever you'd like. You also have the ability to put a description in there if you have several that are similar.

Now when you open a new e-mail and need to send that same message again you can just click in the message of your e-mail, choose the correct selection in Quick Parts and VOILA! Done.

EXPERIENCE IRONWOOD FREE!

- Ironwood offers an Ironwood Retreat free to two individuals, providing one of one of the two is a pastor, youth pastor, Christian school teacher, or group leader who has not visited Ironwood in the past three years and is interested in sending youth or adults to a future retreat.

- The Experience Ironwood FREE discount can apply to any sponsored camp, although it is normally used for a group leader who is considering a similar retreat. For example, if a pastor is considering doing Couples' Retreat with his congregation, he and his wife may come to a Couples' Retreat.
- The two individuals attending with this discount will be scheduled for a forty-five minute grand tour of Ironwood at some point during their stay.

FACEBOOK

The RTL is required to post once a week on the Ironwood Facebook account. The Facebook posts should include camp reminders and "hype" for camp. Hype is considered anything to get the campers excited for coming to camp.

Since the team members who are required to post on the Ironwood Facebook page also have a personal Facebook account, care should be taken to keep a good testimony and not offend the many different churches that Ironwood serves.

FAMILY CAMP, IRONWOOD SPONSORED CAMP DETAILS

Family Camp, Fees

Family camp does not give discounts for various age groups like we do for sponsor kids during the summer, etc. (4 and under free, 5-8 half price, etc.). The only discounts available for family camp are the first 16 families that register getting a $10/person or a $20/person discount.

Family Camp *Thurs. D–Sat. L* *No charge for children age 4 & under*	WC AL	1st 8 fams: $95 2nd 8 fams: $105 $115	1st 8 fams: $100 2nd 8 fams: $110 $120	1st 8 fams: $105 2nd 8 fams: $115 $125

Family Camp, Camperships *(also see Campership)*

Ironwood allows the speaker to send up to two families from his church at no cost (provided that they have not been to Ironwood before). Depending on the budget, the Executive Director may also give the speaker $200 campership to use at his discretion. He can apply it to several different families, apply it to one family, may not use it at all, etc. **It is important to note that all of the early registration discounts for family camp (whether $10/person or $20/person) should also be pulled out of the campership fund in addition to any of the camperships used by the speaker.*

Family Camp, Speaker(s)

There is a speaker rotation that is used for this particular sponsored camp. Any of the speakers on the rotation are allowed to attend Ironwood's sponsored Family Camp at no cost. The Executive Director is responsible for relaying the rotation to registration so that our office team knows who they are supposed to charge for and who might come for free. Any speakers that are attending and are included on the rotation (3-4 years) should be marked as freebies. Pastor Greg Wright is currently included on this list. Each year it is the responsibility of the registration team leader to confirm with the Executive Director as to what the family camp speaker rotation is.

FAMILY FEATURE ON SCOUT

- Scout has the ability to record connections between all types of family members. The Registration Team will use this feature mostly for DCS children, to record their legal guardians, grandparents, or any other relatives that are known.
- To view or change someone's family, go into their "Person Details," and select the "Family" button at the bottom of the window. Click on the "Family" tab to view all people already marked as family members. Drag in new names from the search section and label "Relationship to Me."
- Be sure to mark the "Is my Guardian" checkbox where applicable.

FAMILY LINKS

Family links can be added by going to a person's details, clicking on the "Family" Tab at the bottom, searching for members in the search bar, and dragging them into the "My Family Members" section. Be sure to label the relationship.

<u>Check for Family Links:</u>

- Double click on the person you want to view for family links to bring up their personal details.
- Click on the family button at the bottom of their page.
- A list of family members will pop up.

<u>Linking Family Members when family is already in the database:</u>

- Open the person's family tab
- Find the family member you desire to link them to in the search bar.
- Drag the family member into the "My Family Members" section and label relation.

<u>Linking Family Members when not everyone is in the database:</u>

- If a family member is not in the database, create a new person profile for them, and then link them with directions above.

FAMILY OF CAMPS, REGISTRATION FEES

Registration fees are fully transferrable when an individual or groups are requesting a change between camps that are part of the Family of Camps. This pertains to any camp (couples' retreat, summer camp, etc.) and there is no limit as to how many transfers that will be done.

1. Campers can request to move to another camp (move from Ironwood's Junior 3 to Wolf Mountain's Junior 1) and both camps will work to accommodate the request. It is not guaranteed but rather is dependent on whether there is room available.
2. The camp where the guests are currently registered should initiate the process by communicating to the camp where the guest is requesting to move to.

3. Forms are not fully transferrable; the guest(s) will have to fill-out new waivers, etc.
4. Registration fees will be refunded on Scout. A notation should be made in the description that accurately reflects the situation. "Transferring registration fees to Wolf Mountain; guest to attending WM JR312."
5. The amount of money that needs to be transferred should be communicated to the business office in addition to the account breakdown that the fees would be pulled from. A check will be made-out to the camp where the guest intends to go.
6. As with any refund check, the check number and date should be communicated from bookkeeping and entered in Scout to zero-out the finances.
7. The receiving camp should communicate clearly with both the guest(s) (in the form of a receipt to confirm that they are registered for their newly requested camp dates) and the camp transferring the money that the money has been received.

Family of Camps, Camp Cost

Resident Staff Members

There will be times where FOC staff members will want to attend an event at a camp participating in the FOC.

- Use the $30/day/person fee as the guiding principle (breakdown: $18/camp and $12/Nehemiah Corps) making the $18/day/person as the base rate needed to cover the camp's expenses.

Bridge Students

- Includes Bridge students from WM that might want to attend the Singles' Retreat.

Family of Camps, Cabin Passes

Following the guidelines stated in the Resident Staff Manual, staff members in the Family of Camps will have 5 cabin passes that they can use at participating camps. This is kept on an honorary basis; assuming that the staff members are keeping track of their passes and being honest about it.

Staff members cannot use their cabin passes at a participating camp for their guests if they are not present (e.g. Larry Conway couldn't use two nights at Wolf Mountain for his parents if Larry or Shelley are not there as well); the staff members must be benefiting from these passes personally.

RV nights are not counted against cabin passes but may require the Executive Director's approval if the staff member is wanting to stay more than 5 nights.

Family Members of Staff Attending Camp

- Full-time Resident Staff are allowed two family members per year to attend camp at half price. Part-time staff are allowed one person per year.
- The family members must be immediate family who are not staff members. This would include parents, children, grandchildren, siblings, and siblings' spouses.
- These half-off family members can only come on a "space available" basis. This information is often not known until within 30 days of a retreat/camp.

- The staff or family members are responsible for any extra fees (equipment, resources, etc.) associated with the camp.
- The above guidelines are not for family or friends simply visiting staff members. If the primary purpose of the visit is not to attend camp, then they may use staff meal passes and cabin nights and may participate in services at no charge. A staff member must accompany them at all times.
- For family who are primarily visiting to attend camp, the camper cannot pay the reduced bunkhouse fee and then use staff member's cabin nights to upgrade their lodging.
- See "Staff Children Attending Camp" for children who are minors.
- Also see the Resident Staff Manual.

FAX

MyFax.com is the responsibility of the Registration Team Leader.

Ironwood has a MyFax account which is an electronic way to send and receive faxes through email. Our MyFax number is 760.652.4808. All registration team members should be able to send a fax for anyone. Any team member that is set-up with the info@ironwood.org account will have access to MyFax.

Sending faxes

The following e-mail addresses are listed with MyFax as accounts that can send a fax.

bethhunter@ironwood.org
info@ironwood.org
jessica@ironwood.org
lauralundy@ironwood.org

When sending a fax for someone, it is helpful to include the individual's name somewhere in the subject line. When Ironwood receives confirmation that a fax has gone through it will be forwarded to the individual that sent it. It's easiest to forward if there is a reference in the subject line as the confirmation page doesn't give you a copy of the actual fax that has been sent.

Receiving faxes:

The following e-mail addresses are listed with MyFax as accounts that can receive a fax:

info@ironwood.org
lauralundy@ironwood.org
jessica@ironwood.org

Any faxes received should immediately be forwarded to the appropriate individual. Faxes are not like the Ironwood e-mail guidelines of just checking it once a day. Info@ironwood.org should be checked frequently so faxes can be forwarded in a timely manner.

Items sent to MyFax are programmed to be received by several Registration Team members. Faxes for other staff members or departments should be forwarded immediately. Registration forms, cabin assignments, or other Registration items may be printed and put in the folders for processing.

MyFax will send a bill out at the end of each month. This should be forwarded directly to Mr. Mark as soon as received.

Filing Registrations

- Each camp, sponsored and custom, should have its own hanging file folder in the registration file drawer. All registration forms, correspondence, cabin assignment sheets, payment information, and any other notes or paperwork for that particular camp should be filed in the specific camp folder.
- Especially in the summer, keep registrations within folders grouped by church.
- It is often helpful on registration days to have the arriving camp's folder out and the forms within it alphabetized in case questions come up during registration.

Filtering in Scout

- Scout has the ability to filter by any field represented in the Attenders Tab.
- Click on the top of a Column to organize rows by early arrival, church code, gender, etc.

Finances in the Register

- Once any registration or reception payments have been applied on Scout, they need to be entered into the register.
- To enter a payment in the register, press your clerk number and then the CLK# key to sign on. Then press the numerical amount you are entering, including two zeros for the cents if it is an even dollar amount. Do not use the decimal key; the register will automatically include a decimal in your amount. Then press the appropriate account/department key. Then press the payment method (CH for credit, CHK for checks and CA for cash). The drawer will open and you can place payment in the register. If change is necessary, you can also take out change at this time.
- See "Cash Register Legend" for a list of all account numbers and names.
- If you have started typing a number and have not yet entered an account/department, you can clear your entry by pressing the C key. If you have entered an account/department but have not yet entered a payment method, you can use the RF key to clear an entry. Press RF, then the amount, then the account and the register will delete that amount from that account. If you have already entered the payment method and the transaction is complete, but you want to clear it, you must switch the register key to RF and re-enter the exact transaction. This will clear that transaction. Be sure to immediately turn the register key back to REG in order to avoid following entries being registered as refunds.
- If you forget change or need to view a payment that is in the register, you can enter your clerk number, press CLK# and then press NS. The drawer will open and you can view or retrieve what you need but no transaction will be registered.

Finances on Scout

- Each Visitor and Camper on Scout can have finances attached to them. For most sponsored camps, there will be a per camper fee entered, so any campers added will have the camp cost on them as a fee.
- Individual finances can be viewed/changed by going to “Attender Groups” and clicking on the group. All finances for the group will pop up on the left.
- Be vigilant and aware when dealing with any of the drop-down lists within finances as Scout bases many reports on these.
- Be very careful while you are entering finances. A check that is covering several different fees should all be entered at one time. Moving to another task and coming back to finances will generally increase mistakes.
- Fees with no payments applied can be deleted if necessary. Discounts, Payments, and Reduced Fees cannot be deleted, but may be voided if they have not appeared on a Z report already. This is helpful if an incorrect entry was accidentally made or a wrong discount given. Any item that is voided is recorded and available for review for the sake of accountability and accuracy.

<u>Fees (One Time)</u>

One Time fees are the most common type of fee used. They are used for airport runs, meals, linen upgrades, camp costs that were not entered as per camper fees, extra options/activity fees, equipment rentals, etc. To enter a one-time fee to a person, go to “Attender Groups”, find their group and click on the “Create Fee” button. Select the budget it goes under, type in an amount and description, and then drag their name into “Responsible to Pay” section and click submit. New fee will show to the left.

<u>Fees (Per Camper)</u>

Any fees added as per camper fees will be applied to every current and future camper in a particular camp. Per camper fees are usually only used for camp cost fees. There may be an occasion to add a book fee or some other type to each camper, but that occasion will be rare.

<u>Discounts</u>

Discounts may be applied to any fee. To apply a discount, open the camper or camp finances; select “Discount” in the payment type drop down, select correct discount, type in payment amount, and click “Enter Payment”

<u>Payments</u>

- Sometimes only one registration fee is required for multiple campers. Registration fees for couples are usually posted to the husband. Registration fees for family camps, mother/daughter, father/son, etc. are usually posted to the parent/s.
- To apply a fee, open the camper or camp finances, select the type of payment made in the “Payment Type” drop down box, type in check or last four digits of the credit card number in the “number” section, use arrows or type in the amount being paid, and click on “Enter Payment”

- The number line of a payment should include the check number or last 4 digits of a credit card number as well as the full amount in parentheses. For example check number 1233 for $300 should be recorded as "1233 (300)." A Visa card with last four digits 4444 run for $50 should be recorded as "4444 (50)." No symbols ($,#) are necessary.

Reduced Fees

Reduced fees work similar to discounts, but have to be recorded separately. They are used when a trail is needed to see what happened, when, and why. They would not be used for "freebie" campers. To apply a reduced fee, open the camper or camp finances, select "Reduced Fee …." in the payment type drop down. Apply the amount reduced and click "Enter Payment."

Deleting Fees

When entering "freebie" campers such as speakers, babies, staff children, etc., no discounts or reduced fees should be applied. Their fees may simply be deleted as no trail/record is needed. If it is important to know when and why a fee is $0, then you should use Reduced Fees instead of deleting the fees. To delete a fee, go into the Attender Group Finances, click on the Black Font description of the fee. A "Payments by Fee" box will pop up. Click on "Edit Fee" button and make adjustments as needed.

Custom Camp Finances

Custom Camp finances work differently than sponsored camp finances in that a church/school group who is doing a custom camp usually handles all the finances and they do not come from individuals. Instead of paying individual registration fees, they pay a custom camp deposit. The amount of their deposit is entered on Scout as a one-time fee and then the deposit is applied. When the camp actually arrives and camp costs, discounts, etc. are added, the deposit payment needs to be moved onto the main camp cost and the deposit fee needs to be deleted.

Refunds

Whenever a refund is necessary, send an email to the Business Office Team Leader, and carbon copy the Registration Team Leader. The email should include the amount of the refund, the account it should come from, the name of the individual or group, the address it should be sent to if applicable, and any notes that are necessary to include with the refund. Once the check is sent, the Business Office Team Leader will let Registration know the check number and amount. At that time, go into the finances in Scout where the overpayment happened. Select the fee that was overpaid, Click on the black descriptive font, click on the payment that needs to be refunded, and click on the "Refund Payment" button. If a payment needs a partial refund, you can click on the payment, split the payment, and then refund the desired amount.

Freebie Meals

- Camper meals are always designated as paid meals regardless of whether or not they are a freebie camper.
- Staff meals that are considered free include the following:
    - When someone is scheduled to work for all 3 meals in a given day, one meal is provided free for them and their family
    - When scheduled to work on both sides of the meal
    - Summer meals

    - When staff are asked to host a guest/s
    - At the request of the Director
- Also see “Homestead Guidelines: Meals Provided for Staff” in the Resident Staff Manual.

GLEANING CAMPERSHIPS, HISTORY

- This campership will be available to campers at Ironwood-sponsored camps for an amount (per qualified camper) and quantity (how many are available) determined by the Director 10-16 weeks prior to the start of the camp.
- This campership is for recipients who have a financial need, families sending multiple kids, the unsaved, and campers who will help fill camps that are low in numbers. The recipients must be registered to be eligible for the campership. Campership funds may not be used as a camper’s registration fee.
- Any requests for a gleaning campership should be funneled through the Registration Team Leader, who will keep track of how many gleaning camperships have been made available and are remaining for each particular camp.

HOLD MUSIC

- Registration is responsible for choosing and purchasing the music that is played as Ironwood’s Hold music.
- All music must be approved by the Director.
- The Registration Team Leader will work with the IT team to record the requested music.
- A separate IPod is used to store music on and is set-up in the server room with the phone system.
- The music must be changed 1-2 times per year.
- The music should not be just piano (“church”) music.
- Any requests or suggestions for a change in music should be made to the Registration Team Leader.
- Any guest complaints and/or input should be communicated to the Registration Team Leader.

I-BUCKS

- The way we think of I-bucks is important. They are not just an easy way to get a discount. They are a way for us to show appreciation to registration coordinators who have worked hard to get campers to camp.
- I-bucks are a promotion expense and not just a discount.
- When filling out I-bucks, use the exact amount, initial where indicated, fill out the registration coordinator’s name, and fill in an expiration date that is 1 year from the current date.
- To receive I-bucks, an individual must have been a registration coordinator and doing the work of a registration coordinator before arriving at camp.

- I-bucks are entered into Scout as a payment and into the register as a "check."
- For every 10 full-paying campers from a church that attend a particular camp, the coordinator will receive $100 in I-bucks. For every 20, then, a coordinator would receive $200 in I-bucks. It goes in increments of 10, so if they bring 19 campers, they get $100 in I-bucks.
- A church MUST be pre-registered to receive I-bucks. Any church group not registering within 24 hours of a particular camp is NOT eligible to receive I-bucks for that camp. If most are pre-registered and several add, they are still eligible.
- During the fall/winter/spring, I-bucks are capped off at 30 full-paying campers or $300.
- In the summer, a coordinator bringing campers to multiple camps (teen and junior camps, for example) is eligible for I-bucks for up to 60 full-paying campers $600.
- I-bucks may be used for any camp registrations and camp fees.
- Only one I-Bucks certificate is given to a coordinator. The amount cannot be split up into multiple certificates for multiple sponsors, etc.
- I-bucks should not be handed out until all expected campers for a group have arrived. If the coordinator arrives before others, he/she will have to wait to receive and/or apply I-bucks until everyone has checked in. This helps avoid too many I-bucks being given out if campers end up cancelling.

ICA Phone Calls

- If a caller asks for Shannon or the ICA office, transfer the call to Shannon. If she is not available, encourage the caller to leave a voicemail or message that you can then email to Shannon.
- If no one is available in the ICA office and it is before lunch, send an email message to the teachers or Shannon. They check email at lunch for any parent's messages or pertinent notes.
- If it is after lunch and the message requires attention immediately or before school gets out, call the teacher and relay the brief message, disrupting the class as little as possible. DO NOT transfer a parent's call to the teacher during class.
- If you cannot reach the office or teachers and the message needs immediate attention, someone will likely need to go to the ICA campus and pass along the message in person. Sometimes afternoon classes are outside or teachers are away from the classroom for various reasons.

IHop Job Expectations

An IHop is a staff member that is assigned to work during registration, making themselves available for the following possible tasks:

1. Direct parking (either buses or individual vehicles) around the WayStation
2. Greet guests and direct them to the registration area, whether the front office or the Hub.
3. Let guests know where the bathrooms are located.

4. Prepare guests for what to expect. Let them know that the Registration team is helping other folks and finishing up processing registrations but will let them know when they are ready to assist them.
5. Possibly assisting a guest with a golf cart rental that the guest has arranged with a staff member (usually Miss Carol Bond).
6. Carry on conversations and fellowship with guests as they wait to register. This helps lines seem less intimidating.
7. Crowd control: assist registered guests out the door and give directions as needed
8. Discover incorrect nametags and fix or collect information for the appointed Program team member to print new ones. Communicate when and where they can get a corrected one.
9. Assist guests to their cabins.
10. Along the way to the cabin, point out various Points of Interest (Homestead, meeting room, snack shop, etc.)
11. Help communicate the initial portion of the schedule to guests who have registered (if OW Photos are available before dinner, dinner start time, etc.)
12. Transport any leftover nametags or extra schedules to an appointed place for Program's use.

- There are several goals of an IHop:
    1. To help registrars by allowing them to sit uninterrupted at their station and avoid the slow-down of processing/registering that leaving their stations creates.
    2. To assist the camper to the best of our ability, greeting them, answering questions, striking up conversation, etc.
    3. To assist the Program team in any needs relating to registration
- We would like to avoid staff members congregating in the registration area fellowshipping while guests enter. This can feel intimidating to a guest and is not helpful.

IKE'S ROOST FACTS (HISTORY)

- Ike's Roost summer camp will be totally unique in its schedule, facility, and activities and will give campers who have been to Broken I Ranch or Rivertown a whole new camp experience.
- Some skills activities unique to Ike's Roost are wax bullet revolvers, pellet rifles with scopes, screen printing, whittling, map making, drawing, photography, and topographic map making.
- Ike's Roost Summer camp is for those going into seventh grade through those going into ninth grade. There have been some exceptions made on an individual basis due to mental or social handicaps, but exceptions are rare and must be approved through the Ike's Roost Director.
- There will be some gender-specific activities and instruction including home making, flattering clothing and hair styles, complimenting colors, and modesty for the girls and purity, personal hygiene, work ethic, etiquette, and leadership for the boys.

Immunization of Children

- Each camper's parent must sign a medical/waiver release.
- Registration will assume that a camper has been immunized unless the checkbox has been marked indicating that they are not immunized.
- If a camper is not immunized then the parent can record why they are not immunized if they so choose.

Info@ironwood.org

- The main Ironwood email address is info@ironwood.org. Whenever Registration requests camper names, custom camp cabin assignments, or any other information to be emailed, this address should be given instead of a personal email address. That way, if a staff member is sick or away, responses can still be received and processed by other team members.
- Many emails will also come through info@ironwood.org that are not related to Registration. The Registration Team is responsible for passing these along to the appropriate staff member/team.
- This account should be checked on a daily basis and all pertinent emails should receive a response of some sort within 24 hours.

Input Responsibility

People, Churches or Schools	Who Inputs Information?
Campers	Registration
Summer Staff	Registration w/info from Program
Resident Staff	Beth
Camp Speakers	Beth or Registration
Donors (Grubstakers, staff supporters, or any other financial contributor)	Beth– information will be obtained from the green slips that A/R will fill-out.
People who request Ironwood information	Registration
Someone whom the staff desires to receive Ironwood materials	Registration
Institute of Ministry Students	Spoke Ministry Secretary
Ministry Bound participants	Spoke Ministry Secretary
ICA parents and students	Spoke Ministry Secretary
Mission Teams	Registration or Shelley/Nehemiah Corps
MIM recipients	Beth
Volunteers	Registration
Churches (A Churches that have come to camp or any church we could potentially serve)	Registration, other staff member designated by the Director

Schools	Registration
Visitors	Registration or Beth will check with visitors to see if they would like to be put on the mailing list
Tours	Info not necessarily required for Scout

INTERNET ACCESS

- As part of the "away" philosophy of camp, we do not allow youth campers to have or use laptops, cell phones, or other devices that can access the internet. For adults, we strongly encourage the same philosophy, but we understand there are often ministry and personal needs that necessitate our guests and campers having internet access.
- The WayStation Hub is the preferred location for guest/camper use of the internet to take place, although anywhere they see the network "Ironwood," they are able to connect and get online with no password required.
- There are other wireless points on camp property, but passwords and the IT Team Leader's permission are necessary to gain access.

INVITATIONAL TRIP TICKETS

- Traveling promotions teams will often hand out Invitational Trip Tickets. These tickets are given out, usually 4 at a time, to pastors or other church leaders. They allow 4 people to come to Ironwood retreats or camps at no cost.
- Anyone can use the tickets for any camp. Each ticket covers the full camp cost, but does not pay for extras such as linens (if not already included in the camp), equipment rental, airport transportation, etc. For camps such as Couples' Retreat, Family Resource, etc., each ticket would cover one person's cost and not the whole group or family.
- These tickets are entered on Scout as a discount and do not need to be rung up in the register. They may be destroyed once they are redeemed and applied on Scout.
- When these tickets are used it should be communicated to the RTL.
- The full camp costs incurred should be recorded on the Program Campership worksheet.

IPOD (REGISTRATION)

- Registration has an iPod and a wireless speaker system for the main purpose of playing western music as campers arrive to register.
- The iPod may also be used to play music in the office during non-arrival work days. Music must be pre-approved and should just be instrumental.
- The iPod is the responsibility of the Registration Team Leader.

IRONWOOD-PROVIDED COUNSELORS

- It is the Registration Office's responsibility to foresee the need of using a Ministry Crew member as a counselor for camps such as Ezra Retreat, Youth Winter Rendezvous, Ironwood CEO, and any others requiring each camper to come with a sponsor/counselor or pay a fee to have one provided.
- The Registration Team Leader should be notified of any need for an Ironwood-provided Counselor. They will then check with the IIM/MB Director to see which Ministry Crew member/s are available to use. Those members will have the option to accept or decline the offer. If they accept, it is the Registration Team Leader's responsibility to give that information to the scheduler and the camp coordinator.
- Ironwood-provided counselors work a normal work day but are off the work schedule in the evening in order to fulfill counseling duties. They will receive a portion of each counselor fee paid by individuals in their cabin.
- Ironwood-provided counselors are listed in the appropriate camp on Scout, but must be marked as non-campers.
- Once a counselor has been used and the camp has occurred, it is the Registration Team Leader's responsibility to notify the Business Office of who counseled and how many campers they were responsible for.
- The fee shown on the Telegraph of $10 is only for one night. If a counselor is needed for more nights than that then the fee is $18 per person.

ISI ORDERS

- If a new organization calls and is eligible to be a distributor (wholesale prices on ISI inventory) then Laura Lundy will have to get that set-up.
- All distributors will have the ability to use the website, shopironwood.org; Laura will give them a log-in where they will receive their applicable discounts.
- Registration can take payments as needed; Laura/ISI should receive a copy of the receipt.
- No ISI income should run through the registration register.

KAMP KID EXCHANGE PROGRAM

- The purpose of the Kamp Kid Exchange Program is to allow primarily staff children but also adult staff the opportunity to be a "for real" camper. Camp is just not camp if it also happens to be in your own backyard. Therefore, the participants of the Kamp Kid Exchange Program agree to make camp possible according to the following guidelines.
- The camp fee for the camper is free. Any add-on costs, such as trail rides, crafts, stores, etc. are the responsibility of the camper.
- The host camp will cover the transportation cost for airport/bus pick-ups and drop-offs, but the actual transportation costs, such as airline tickets, are the responsibility of the camper.
- The program is for campers age 13 and up.

- The program is available based on space. It is helpful if the camper can wait until after initial signups/deadlines before checking on available space.
- The program is designed for the immediate family of camp staff (working 20 hours or more per week). It is not designed for regular volunteers, extended family or friends of the staff or ministry.
- As a staff member of a participating camp, your children are allowed to go to another participating camp one time during their teen years and you (and your spouse) are allowed to go to a participating camp one time during your employment.
- When registering, write “Kamp Kid Exchange Program” in the payment section of your registration form. Each director will work with their office on how to process such registrations.

KIOSK

- There is an information kiosk outside the Registration door of the WayStation. This kiosk has a map, slots for red packets, and an “Upcoming Sponsored Camps” board. This board should be updated every several weeks to reflect camps coming up in the next couple months.
- The key to the kiosk is on the Registration key ring.

LEADERSHIP LIVE

- The main contact person for Leadership Live is the Program Common Secretary. Many details and questions regarding acceptance, travel, accommodations, parent concerns, etc. will need to go through him/her.
- There are some answers/communications that the Registration team can give, such as the dates, fees, necessity of committing to an entire session (Session 1 or Session 2), plan for making acceptance decisions by the end of April, etc. Registration may also process registration fees and enter applicants on Scout.
- If an applicant is not accepted or decides to withdraw prior to acceptance, the Registration team is responsible to give a full refund by whatever payment method was used. If an applicant decides not to come after acceptance, regular refund/transfer policies would apply to the registration fee.
- Sometimes questions will come up regarding the required references an applicant needs.
    1. If an applicant does not have a youth pastor, they may give the reference to a Sunday school teacher, youth sponsor, or someone in a leadership position that sees them interacting with other youth.
    2. If an applicant does not have a pastor or the pastor doesn’t know them well, they may give the reference to a deacon, elder, teacher, or someone who knows the family in a church setting and knows how the applicant handles authority.

Processing a Leadership Live Application

9. Fill in all person details on Scout. See Person Details Input.
10. Add the applicant to the appropriate training session, 1 or 2.

11. Apply the fee as you would a normal registration fee.
12. Mark off any paperwork received (waiver, medical form).
13. DO NOT send a receipt. This may lead an applicant to believe they are complete with the application process, which is not the case.
14. On the application, note the amount and method of payment, the date, and your initials.
15. Turn in application and any other included forms to the Program Common Secretary.

Leadership Live: Campers or Volunteers

Leadership Live campers are considered paying campers the first week of training and teaching, which runs Monday lunch through Saturday breakfast. There should be two camps on Scout for each Leadership Live session: one week of camp for training, one camp that includes all the remaining weeks of that particular session.

After that they are considered volunteers when it comes to insurance purposes and therefore, haven't been included in Scout as a camp.

Even though we don't want to pay camper insurance for all of the Leadership Live campers registration should still include all Leadership Live campers in Scout for the sole purpose of budgeting. Several different budgets such as hospitality, kitchen, etc., rely on reimbursement from those camper days. The only way for accurate reimbursement to happen is by those campers being included in the camper day worksheet.

Bookkeeping will be responsible for adjusting any insurance reports so that the Leadership Live volunteers won't be counted as campers in addition to the volunteer capacity.

Oftentimes a Leadership Live team member will want to join camp for a week during their stay here. Any time a Leadership Live team member wants to join in a teen camp it needs to be approved by the director in charge of Leadership Live as well as the team leader responsible for that team member normally (e.g. kitchen, grounds, etc). When a LL team member joins Teen Camp then they should be entered in the appropriate week of camp as any other camper would, paying the same fees, etc. This means that Ironwood will now pay twice for this team member: as a volunteer and as a camper. Registration will not try to adjust arrival or departure times of that individual in the weeks of Leadership Live to reflect this. The amount of work far outweighs any financial benefit or gain for the ministry.

Leadership Live Guest Policy

Leadership Live are considered campers and therefore their guidelines are the same as Summer Staff Guest Policy. An additional guideline is that any guest needs to be approved by Mr. Wayne or Mr. Steve instead of a director.

Life Lessons, Registration (History)

- Dress to Express: Registration is Ironwood's first impression to any guest. The registration team should strive to dress above the Ironwood standard and exemplify godly standards for any individual or any church guest that many come through the registration doors. We need to view our dress standard as directly expressing our personal relationship with our Lord and our desire to please Him. Immodest dress will express more to the guest than a team member is usually willing or desiring to relay. Short skirts, low necklines, midriffs showing as you lean forward, & clinging fashions all express immodesty and will inevitably embarrass either a staff member or a guest. All registration team members should *strive to express our desire to please Him* by dressing in a modest fashion. Be willing to eliminate items from your wardrobe if necessary!
- Creating Reality: Any entries that the registration team make on Scout will directly affect several other teams and staff members no matter how small the data may seem. Data that is entered will be retrieved by different reports that are structured to help these different teams. The pressure to make sure our data entry is completely right is very high & should remain in the forefront of our minds. *Small mistakes have vast impacts.* In order for every team to succeed our entries must be absolutely correct and accurate. Examples of impact are listed below but this is by no means an exhaustive list.
    1. Camper names – affects the coordinating program team, kitchen, hospitality, camper day insurance worksheets, budgets
    2. Finances – affects the coordinating program income account, overall Ironwood budget, bookkeeping team
    3. Camper addresses – affects mail outs, Scout clean-up (directly impacting the registration team in time and labor), promo budgets
    4. Cabin assignments – affects hospitality, kitchen, coordinating program team, calendar meeting
    5. Best guess – affects coordinating program team, overall Ironwood budget, schedules, Next Camps
    6. Birthdates – affects coordinating program team, all camper mail-outs, First Aid, sponsor meetings, cabin assignments, scheduling if impacting a Family camp
    7. Arrival/Departure times – directly impacts camper day worksheets, overall Ironwood budget (1 minute error on either side can add up to a ¼ day error)

Registration has a place in the ministry where we are entrusted to properly handle and process 60-70% of the overall Ironwood income. All team members should realize that our errors will directly impact administration and the decisions that they make (e.g. hiring, firing) that will, in the end, directly affect us.

- Integrity/"The Hand": The symbol of the hand held up signifies "STOP!" As a registration team we are entrusted with confidential information over and over again. It may be an individual's personal contact information, credit card information, camp income amounts, etc. Registration is also in the unique position where we speak to many different people throughout the course of a day whether staff members or guests. Integrity should be something that we excel in. Each registration team member, no matter what role they play or what responsibilities that they have should know when to stop. The saying goes, "A pure hand needs no glove to cover it." Registration team members should never try to cover something where integrity was neglected. ***Integrity is a hard character trait to earn back once it's lost and could severely damage or end the Lord's ministry here.***
  II Corinthians 4:1-2 Therefore seeing we have this ministry, as we have received mercy, we faint not; But have renounced the hidden things of dishonesty, not walking in craftiness, nor handling the word of God deceitfully; but by manifestation of the truth commending ourselves to every man's conscience in the sight of God.

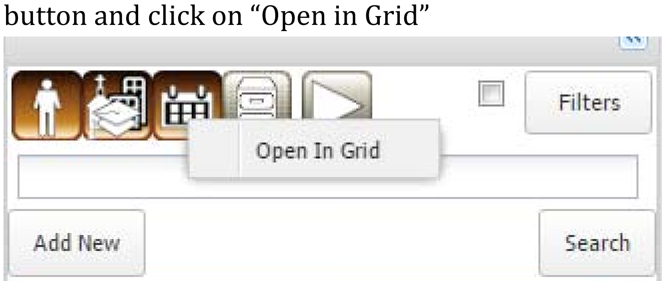
Local Guests

The guideline of no guests during the week should still be followed as much as possible. However, we will occasionally have a summer staff member or Leadership Live camper that are from the local area (within 2-3 hours). It is also assumed that a break time will at some point be communicated to the parents/friends of that individual. Guests that are within the 2-3 hour timeframe will often invite themselves out to stop by during a break time, thinking that they are not infringing on any rights. Any visitors of summer staff need to be approved by the Summer Program Director.

Also see ***Quick Tags***.

Locating a Camp in Scout

- When you open up Scout, you will see a search bar on the left. Right Click on the Calendar button and click on "Open in Grid"



- To select a camp, simply click on the camp you want and then click “Open Selected Event(s)” at the bottom. You then must exit out of that screen and the camp you selected will appear.
- You can select multiple camps to open at once.
- You can search for all past camps, or pick a specific date range that you want to look for camps. Simply click on “Future” “Past” or “Date Range” If you select “Date Range, You must choose the dates.
- You can also open up camps by searching for them in the search bar. If you type in Junior 1, all Junior 1 camps from the past year will show and you can double click on the one you desire to see.

LOST AND FOUND

- Registration often gets lost and found requests by phone or email. These are submitted to Hospitality by email.
- Procedures are as follows.
  1. Registration takes the following information of the Lost and Found item and emails lostandfound@ironwood.org:
     - Name of caller
     - Name of camper
     - Item Lost
     - Description of Item
     - Camp Attended
     - Cabin
     - Where Item was last seen
     - Phone Number
     - Address
     - Email
  2. Check email each day for new requests emailed to the Lost and Found email.
  3. On Tuesdays, and Thursdays, look for the item and if found, package and weigh it to determine the cost of shipping by checking both UPS and USPS . We currently charge a flat fee of $10.
  4. If item is found, Registration will make the returning phone call and ask for payment for the Lost and Found item.
  5. Ship package. Items waiting for payment can be kept at the office for one week. After that, label the box well, tape a hard copy of the shipping info to the box and store it in the Washboard.
  6. Records of lost and found calls, results, and actions will be kept by Hospitality. Hard copies are filed and kept for one year.

MAIL

- The Registration Team is responsible to take mail out to the main mailbox each morning (collected from mailroom and Homestead mailbox) and collect and distribute it each afternoon. They are also responsible for distributing any packages received via other delivery services (FedEx, UPS, etc.) Mail should be distributed by 4 pm each day.
- Items sent to a "General Manager" or that have a particular staff member's name and then Ironwood's name can go to that person's personal mailbox. Items made out to Ironwood Christian Academy, Ironwood Institute of Ministry, etc. that do not appear to be checks can be delivered to department mailboxes or the personal mailbox of the departments' team leaders. Items that are made out to Ironwood, FCE, Accounts Payable, etc. and do not appear to be checks can be delivered to the appropriate office staff (obvious registrations may be given to Registration, bills to the Business Office, etc.). Items that appear to be Summer Staff applications or references can be delivered to Program Common.
- Any piece of mail that appears to be a payment of some kind should be delivered in the mailroom safe. If they are for another department, the Business Office will deliver them upon opening, but we want to make sure anything that could be ministry money is protected in the safe.
- Mail not addressed to our Cherokee Road address may be put back in the outgoing mail.
- Mail for staff no longer here is delivered to the Reception box for forwarding. Catalogs and magazines cannot be forwarded so unless we are collecting mail to send/be picked up later, we can give them to someone else on staff or throw them away.
- Mail for someone you don't recognize should go to the Registration Team Leader.
- When we have long-term volunteers they may be given their own mailbox or we may use the general Volunteer mailboxes (RVICS, SOWERS, etc.). Putting a list of current volunteers by each of these boxes is helpful.
- During the summer, Registration must deliver camper mail to the designated bins in the different facilities. Summer staff mail will be delivered to the proper staff lounges.
- During the fall/winter/spring, Ministry Crew mail will need to be taken to the Ministry Shop and distributed into individual mailboxes there.
- Grocery ads and Penny Savers will not be put in individual boxes. They may be placed on the free rack and old editions not taken should be tossed.
- We should do our best to keep the package rack clear of boxes as that is where our delivery personnel will need to drop off and pick up items. Anytime possible, packages should be moved under the mailboxes or staff should be contacted and asked to pick them up (especially larger packages).
- If a staff member's mailbox gets too full to continue receiving mail due to being away or lack of upkeep, let the Registration Team Leader know.

MAIL - ADDRESS CORRECTIONS AND FORWARDING

- Registration receives returned mail from several different sources, but the main source is our mail-out returns which are usually labeled "Address Correction Requested."If a letter from a department or staff member is returned, return it to that particular department or staff member to make corrections. If it is from a mail-out or Registration, do some investigating to see if you can find the correct address. This may involve asking staff members who know the addressee, searching online, or making some phone calls.
- Whenever an updated address is found, it needs to be corrected on Scout as well as on the piece of mail if it is being re-sent.
- Someone who is familiar with Ironwood and constituents should go through the address correction mail before giving the job to someone who is not very familiar with the ministry.
- If a correct/updated address cannot be obtained, delete the incorrect address and look at what mailings they are marked for. If they are marked for any donor mail-outs, give the mail to the Registration Team Leader. If marked for Dispatch or summer mailings, simply uncheck them for those mailings.

MAIL CAR

- The Registration team is responsible for the mail vehicle's upkeep.
- No one may drive the car unless they have completed a vehicle orientation on it with someone on the Vehicle Maintenance team.
- The car should be filled with gas whenever it reaches ¼ tank or below.
- The oil and other levels need to be checked weekly.
- This vehicle should not be used for personal use (taken home at night, used for lunch break, etc.) without the RTL approval.
- Anyone using the vehicle must have a valid driver's license.
- The RTL should keep the keys in a private place (as opposed to the key cubby that is used for camp vehicles) so that the use can be regulated.

MAIL, DISTRIBUTION CHART

Flyers/Junk/Forward →

1. Replace flyers on the freebie rack.
2. Any mail that needs to be forwarded (non-WM) should go in the Reception mailbox.
3. Magazines and catalogs cannot be forwarded so put those on the freebie rack for staff to take if they like.

→ These should go in the reception mailbox or on the freebie rack.

Summer Staff Referenc →

These quite often come in a pre-printed Ironwood envelope and can easily be mistaken for income or a donation.

→ These should go in the Program mailbox.

Mail distribution can be confusing at times with all of the guidelines that need to be followed.

If you have a question or are unsure about where to place a piece of mail, set it aside & communicate all questions to the Registration Team Leader.

Questions are good!

Personal →

1. Has a specific staff member's name listed somewhere on the envelope.
2. Is not coming from Capital One.

→ These should go in the staff member's box.

Bills/Invoices →

Usually comes from a business and is addressed to:
1. Ironwood
2. Wolf Mountain

→ Sometimes bills /invoices will come addressed to:
1. Ironwood Christian Academy
2. Ironwood (Capital One) but also have a staff member's name on it.

→ These should go in the Bookkeeping box.

Income →

Comes addressed to:
1. Ironwood
2. Wolf

→ Purposes:
1. Scholarship or other fundraisers
2. Staff Support

→ These should go in the safe.

MAILBOXES

1. Top row should be left empty unless the user is over 6' tall.
2. Try not to split couples' mailboxes up; work to keep them together.
3. Husband's mailbox should be above the wife's mailbox.
4. Should be alphabetized, with rare exceptions if dealing with a single person filling an empty box that needs to be filled.
5. Volunteer mailbox labels should be updated to accommodate the appropriate volunteers (SOWRS, RVICS, etc.).
6. Try to update mailbox labels as little as possible. We will have to switch mailboxes around to accommodate new staff members, or departing staff members and we don't want to move them around anymore than necessary.
7. Use the file in Registration Common so that you use the same font, layout and font size when creating new mailboxes.

Who Gets a Mailbox?

1. Resident staff member
2. Long-term volunteer (e.g. Paul & Donna Bond)
3. Residing non-staff member (e.g. Jerry Brown)
4. Ministry crew are kept to the Ministry WayPoint unless directed otherwise by the Executive Director (exception has been an office worker that is coming on resident staff). Interns working at Faith Baptist Church of Cherokee Road should have their mailboxes set-up in the Ministry Waypoint as well.
5. Family of Camps staff (e.g. Scott Schulman – Camp Grace, Larry Conway – Nehemiah Corps) that base from Ironwood

Full Mailboxes?

1. Staff should be making plans for someone to be responsible for their mailboxes when they are going to be gone for a long period of time (e.g. sabbatical) and should communicate to the registration office what the plan is.
2. Oftentimes staff get busy and don't empty their boxes on a daily or even weekly basis and soon the mailbox is full. BEFORE the registration office takes on the responsibility of moving the contents of the staff member's box, they should communicate well in advance, to that staff member and ask them what their preference is as far as how registration should handle it. Do NOT move mail without approval from the staff member.
3. There will be occasions where a staff member will be gone for several weeks and will rely on their mailbox holding all of their mail while they are gone.

MAILOUTS

Due to the cost of postage, Ironwood has greatly reduced the number of mail-outs that is sent. Often an email will be sent out in place of USPS.

Type of Mail Out	Upkeep	Sender	How Filtered
Summer Camper	Registration	Promotion	Birthdates

Christmas List	Registration/Carol	Registration/Carol	Marked Christmas List
Contribution Records	Mark/Donna	Mark/Donna	Sage
Dispatch	Registration	Promotion	Marked Dispatch on Person Details
Donors	Beth	Fundraising/Development	
Grubstaker	Beth	Beth	Marked Grubstaker
Registration Reminders (CFS campers)	Registration	Registration	Individuals on camp list, filtered by camp code
Development	Registration	Fundraising/Development	Marked Dispatch on Person Details
Summer A Church		Promotion	A Churches
Summer B and C Church		Promotion	B & C Churches

MASTERING THE ART OF CONVERSATION

Tips that we should all master with both guests and co-workers:

- Don't talk too long without pausing for a reaction. Don't talk over (or louder than) someone else so you can make your point. Be aware of when the other person wants to talk and don't interrupt.
- Contradicting or flatly disagreeing with another person can easily be implied as an insult. There might be more than one right way of doing something and be willing to accept that. If someone really is doing something wrong feel free to bring it to the RTL; it might be a misunderstanding that is affecting more than one person. In the end – respect the other person that you're dealing with and their opinions, giving them the benefit of the doubt.
- Don't be too forceful or emphatic in stating your opinions until you learn the other person's attitude. Don't jump to conclusions; work to understand the other person's frame of mind or thought process.
- Remember: there is a chance that you are wrong! Be willing to change.
- Remember that y'all are in a unique setting – you don't have an office door – so becoming a master of conversation is vital for you.
- Be able to discern when you're spending too much time discussing something personal with a staff member that should really be done on personal time.
- The registration office is not the place to delve into a potentially deep spiritual conversation nor is it the place to counsel; it's too public to expect honest feedback & you don't have the time to devote to bringing the conversation to an appropriate close.
- Become a guru of how to end a conversation with a staff member if it's taking up too much of your time or their time. "Hey, I need to get back to work. Can we talk about this tonight?"

- Believe it or not, your personal conversations can become a distraction to the rest of the team that is trying to get their work done.
- Your lack of discernment puts the RTL in the uncomfortable position of bringing your conversation to an end, putting the other individual in an equally uncomfortable position. (Husband conversations are exempt, of course!)

"Be kindly affectioned one to another with brotherly love; in honour preferring one another; not slothful in business; fervent in spirit; serving the Lord; rejoicing in hope; patient in tribulation; continuing instant in prayer; distributing to the necessity of saints; given to hospitality." Romans 12:10-13

MEDICAL FORM PROCEDURES, NON-SUMMER CAMPING SEASON

Cabin assignment list (program)

- Medical forms are not copied during the non-summer camping season due to the shorter timeframe that a camper is on property for, and also due to the counselors rarely being Ironwood-provided for minor-aged campers.
- Registration will print two copies of the camper list (cabin assignment list) for the appropriate program team the day of each camp.
- When registration is complete, an updated list will be printed and placed in the Program Common box in the mail room.
- The senior program director has access to all medical forms that are locked up each night.

MEDICAL FORM PROCEDURES, SUMMER

- The Thursday or Friday before each week of camp, any medical forms already obtained for the following week need to be copied and turned in to the First Aid Provider (FAP). Friday noon is the deadline. It is helpful for forms to be alphabetized and 3-hole-punched before giving them to the FAP.
- After registration, any more medical forms that are collected must be copied and turned into the FAP. Again, it is helpful for forms to be alphabetized and 3-hole-punched before giving them to the FAP.
- The FAP will take care of all necessary counselor communications regarding medical issues.
- If Registration receives any late forms (forms sent or faxed in after Monday), they will make a copy of each to give to the FAP.

MINIMAL MEALS, ADDING TO SCOUT

- It is the Food Services team's responsibility to add minimal meals to Scout, however to keep current with the changing camp schedule, they only do so a certain amount of time in advance. Occasionally the Registration team will need to add a visitor or volunteer to a minimal meal that has not yet been added to Scout. In these instances, Registration may add the necessary minimal meal/s.
- Minimal meals are typically any meals occurring Monday lunch through Saturday lunch when there is no camp present.
- To add a meal, go to the Setup tab in Scout, and then the Lists tab. Click on Meals. Default to WC's Café for the Dining Room selection, choose "Minimal Meal" as the meal style, choose the meal name (breakfast, lunch, or dinner) and then fill in the appropriate meal time. Breakfasts are at 7:30 AM, lunches are at 12:30 PM and dinners are at 5:30 PM. Once all information has been selected, click on the "Add" button.

MISSION TEAMS

- The Director's Assistant is responsible for contacting, organizing, and working with mission teams.
- Any requests to bring a team, information regarding a team, etc., should go through the Director's Assistant.
- Ironwood restricts the number of mission teams we allow to come because of the amount of work it requires of our staff in addition to the projects and funding that are available.
- Also see "Volunteer Groups" and "Volunteers."

MISSIONARY DISCOUNTS

- No discount is given to a missionary attending camp or sending their children to camp. Pastor's children are given a discount in the summer assuming that the pastor will at some point bring other campers and, in essence, cover any discount given to their children. Missionaries usually are just sending their children and not bringing other groups.
- Camperships may be used for missionaries' children provided the funds are available. It is usually close to the time of camp before we know if any finances are available.
- Registration can suggest that a missionary inquiring about a discount check with their supporting churches for help sending their children to camp.

MISSIONARY USE OF IRONWOOD FACILITIES

- See "Pastor/Missionary Use of Ironwood Facilities."

MONDAY AFTERNOON CHECKLIST

Program relies on Registration getting all of the camper information updated on Scout by the end of the day on Monday so that they can print camper/counselor cards, follow-up cards, frog lists, etc.

- ☑ Log off of computers, turn off hub music, lights, etc.
- ☑ Mark all campers as arrived in Scout that really are here
- ☑ Call any un-arrived campers; get a plan
- ☑ Void/archive campers that have confirmed they are not coming; communicate to program teams
- ☑ Compare cabin lists/camper numbers with program assistants to confirm #'s and housing are correct (our office or Carol's)
- ☑ Confirm all camper's cache cards were handed out.
- ☑ All camper data entered on Scout
- ☑ All waivers marked on Scout
- ☑ All medical forms copied, alphabetized, 3-hole punched, and handed to FAP
- ☑ Family links completed so program has accurate information*
- ☑ Finances zeroed out; communicate to RTL if account isn't at zero
- ☑ Red packets out for any late arrivals
- ☑ Music off
- ☑ Cones away

Be prepared to work 'til 10 pm.

If program deadline cannot be met, call Carol or Carol's assistant and give them a timeframe of when you guess it will be done (e.g. Tuesday lunch).

MONEY PROCESSING ALERTS

- Post-dated checks: These should be accepted only if approved as an exception by the Registration Team Leader. Keep them in the Pending folder until the date noted on the check. It may be helpful to add a note in Scout explaining the outstanding balance and the plan to cover it with the post-dated check. Process it as normal once it is the date noted on the check.
- Checks made out to a church, or someone other than Ironwood: Since we cannot deposit these without an endorsement on the back, we must request a replacement check from the individual/church that sent it.
- Checks with nothing in the "Pay to the order of" blank: Ask the person giving you the check to fill it in with "Ironwood." If a check like this is sent in the mail, fill in "Ironwood" using the same color ink as the rest of the check.

MOVING CAMPERS

- It is possible to move campers from one camp to another without voiding/deleting them and re-adding them. All finances and camper details transfer with the camper.

- To move a camper, find them in their attender group. Once their group is selected, you should see the group member’s names at the bottom of the page. Click on the camper you choose to move, and scroll to the right. Once you see  symbol, click on the symbol. Look up the camp you wish to switch the camper to in the search bar and drag the camp to the event section. Then choose to add them to an existing group or create a new group. Once everything is selected, click on the “Move attender” button and the camper will be removed from the old camp and placed in the new.
- If you are moving someone from a summer teen week to another summer teen week, the cost, accounts, lodging, etc. are all going to be identical, so it is an easy move. If, however, you are moving a camper to a camp with different details or finances, you will need to double-check everything carefully and make adjustments to cost, lodging, and other details as needed.
- If you accidentally add someone to the wrong camp, but have not added finances or camper details yet, it is usually better to delete them and re-add them to the correct camp than to move them and try to tweak necessary details.
- When moving campers on Scout, be sure to also move all of their paperwork to the correct file folder and make notes on forms so we know it was an intentional move. For example, if Johnny originally signed up for JR2, but is moving to JR3, his registration form needs to be moved to JR3 and because his form probably says JR2 and will confuse someone later, we should cross it out, change it to JR3, and initial and date it.

MOVING CAMPERS, GUEST’S REQUEST TO CHANGE CAMPS

- It is Ironwood’s policy that when a camper moves from one week to another (different dates) that they lose $25 of the $50 registration fee.
- By simply choosing “Move Camper” as described above it moves all of the finances leaving no record of the finances that should be lost nor of the camper history with their original week-choice. We want to avoid adding a “moving fee” that is difficult at best to explain to a guest. In an effort of leaving a “trail” rather than moving a camper Registration should follow these guidelines:
    - Re-enter the camper in the newly requested week as if they were a new registration
    - Move all of the finances (except for the $25 that they should lose) from their original week to the new week. Include a note in the internal description that will be helpful to you.
    - Make sure you also enter any applicable discounts, etc., to the new entry.
    - Archive the camper in the original week.

MULTI-USER STATION ETIQUETTE

- Registration team members are in a unique position; your office is open and it's public. You are set up at a station in order to be the best gatekeeper of the Ironwood ministry as possible. You are also the ministry's first impression for all of our guests. The responsibilities that are entrusted to you far exceed any office or desk that is assigned to you.
- Please communicate any issues of concern to the Registration Team Leader. When possible, smaller issues should be dealt with between two station users without involving the Team Leader.
- All Registration stations should operate on a "multi-user" premise. Even full-time worker's stations will be used by others when they are away. Each user should be able to feel at home at their own desk without feeling they are intruding on another's space or that their space is being infringed.
- Share the Space and Equipment
    - Get rid of clutter and excess on the desktop. Use the drawers to the fullest potential leaving the desktop clear for the next user. The less cluttered a desk is, the easier it is to keep it clean, the more professional it looks, and the more workspace you've got to work with. If an item isn't used on a daily basis, then question whether it belongs on your desk top or not.
    - One drawer should be set aside for each worker to claim as their own and to use as they wish.
    - Filing drawers should be used to their full potential. Create your own hanging files that can house your follow-up notes, procedures, etc.
    - Don't purchase personal computer items for your desk if you're not willing for more than just yourself to use them. Each registration station should be adequately stocked with the appropriate equipment; if you've purchased something and would rather not keep it in the office, please let the Registration Team Leader know so that arrangements can be made to replace that piece of equipment.
    - Accept that every station should have registration forms quickly available to all users.
    - Don't leave post-it notes on the monitor/s. Keep post-it notes in a separate folder set aside for yourself.
- Be Flexible
    - Phones will be programmed according to a registration guideline so don't assume that you can personalize and re-program them as you wish.
    - Registration décor is the responsibility of the Executive Director. Don't replace, move, rearrange, remove, or add to the items and office set-up without consulting the Team Leader first.
    - Filing cabinets and counter space may be assigned to particular individuals. Unless they are assigned, all of the drawers and counter space are accessible by every team member and shouldn't be claimed as your own.

    - Listen to your desk-mate! If your Mother's Day card bothers your desk-mate then please take it down. If they would rather not have candy on display then put it in a drawer only to display when you're stationed there. Don't assume you can use the candy as your own if you haven't purchased it.
    - Assume you will have to change. You'll probably have to change the chair setting back to where you like it each day!
- Be Others-Focused
    - Personalize your desk with just one or two small items. Allow enough room that another user also has room for a picture if they'd like, etc. Be willing to stash your items at the end of your shift.
    - Don't set the desk up to your liking. Put others first. Set it up in such a way that both users will be content with both the desk top and the drawers.
    - Completely clear your desk of all items at the end of your shift. Make sure your notepad, notes, pens, etc. are put away appropriately.
    - Promptly take care of personal items. Don't leave your mail under the desk for a week until you remember to ship it. Put cups and mugs away. Don't collect treasures from the freebie rack and leave them on your desk for four days until you remember to take them home!
    - Don't let things fester. If something bothers you, mention it to your desk-mate before it grows into something bigger.

MyFax

This is now the only method by which Ironwood can fax any documents. The RTL will be the primary one responsible for checking MyFax and forwarding any received faxes to appropriate staff members. The full-time registration team member will be secondary.

<u>Those who can send:</u>

- Anyone who receives info@ironwood.org.
- Shelley
- Jessica
- Laura

<u>Those who receive:</u>

- Anyone who has access to the info@ironwood.org account
- Jessica
- Laura

All registration team members should have the knowledge and ability to send faxes for all staff members.

<u>To Send a Fax:</u>

Begin an e-mail in Outlook.
Attach the appropriate file (document that the staff member has scanned and sent to you).

In the “To” column type the number beginning with 1+area code+7 digit number. Immediately following the number (no spaces) type @myfax.com. Please be very careful to make sure you are sending it to the correct number. It’s easy to transcribe a couple of numbers when you’re in a hurry. The “From” account should be info@ironwood.org.

MyFax (comes from NoReply@myfax.com) will send a “successfully transmitted” notice. All notices should be forwarded to the staff member that the fax was sent for originally.

Name Tags

- For safety and security purposes, it is important for all adults on property to wear a nametag. There are some exceptions for custom camps that do not wish to have nametags and all know each other, however any visitors should be provided a nametag when they check in at the office. This allows our staff and guests to know who has been approved to be on property. If an adult without a nametag is noticed, staff should approach the person and ask if they have checked in at the office. The staff member can then escort them to the WayStation to check in, sign necessary forms, pay necessary fees and receive a nametag.
- Program is responsible for printing off all camper nametags.
- Registration will print off nametags for visitors on property.
- Staff nametags are made on the router and the Director is responsible to make them.

Name Tags, Printing Camper

1. Go to nametags (located in Program Common) and open up an old name tag file on publications.
2. Make changes to the publication if needed and print off nametags that are needed. Program prints off camper nametags, but if corrections need to be made, Registration make changes.

Name Tags, Printing Visitor

1. Under the Visitor Tab on Scout, export the visitors needing nametags.
2. Open the blank nametags file under the nametags folder in the Program Common folder.
3. Go to the mail merge button and click step by step.
4. On the right hand column, select open and existing list.
5. Go to the download folder and open the exported document.
6. Click next, and then click on the middle text box, and click on the “First Name”.
7. Click on the bottom text box and click on the “Last Name”.
8. Click on the top text box, and click on “Assigned Lodging”.
9. Then, click on “create next step” and click merge to a new document.
10. Print off nametags from the new document.

NEGOTIATING IN A CHRISTIAN OFFICE

- To negotiate is to "confer with another so as to arrive at the settlement of some matter" or "to deal with." Negotiation is a conversation or a process and not an event.
- A good skill to learn when called upon to negotiate is how to stay calm under pressure. There are several ways you can train yourself to do so.
    - Be prepared. Know Ironwood's policies and Registration's procedures. Be confident in your role and take charge.
    - Take slow, deep breaths. Sometimes turning around for a moment gives you the time to inhale deeply and slowly a couple of times. This helps your body control the epinephrine that's released.
    - Force yourself to speak in a calm, well-modulated voice. Calm is contagious; if you can maintain self control, chances are the guest will as well.
    - LISTEN. The time it takes to listen gives your body that much time to relax the muscles. Hear what the guest is saying.
    - Focus on the positives.
- Why would we ever need to negotiate anything in a Christian office? Any time there is a discrepancy on an issue it creates the opportunity to listen to an argument and to interact with a guest in such a way that they walk away feeling that they've been served by the ministry in a satisfactory & professional manner. At the same time, registration needs to be a good steward of the ministry and its monies that come through this office.
- How are we supposed to negotiate?
    - Your people skills make the difference. Understand how your behavior/attitude impacts others. Everyone has their own preferred way of communicating and it may not be your way. Effective negotiators alter their communication style to meet the needs of the listener.
    - Understand that men and women think differently. Women may tend to think towards getting along while men may be more determined to get what they want. Do not be confrontational; getting emotional will only make matters worse. Be calm and direct.
    - Your most powerful tool in negotiating is <u>listening.</u> Communication is 93% non-verbal!
    - Determine the guest's interests through effective questioning and write it down. We can't solve a problem if we don't know what it is. Guests feel more confident when they know we are and we're taking the time to record the details.
    - Relay the details back to the guest. The time delay between the initial reaction and the relayed summary gives both registrar and guest time to catch their breath and be less emotional. You should be able to answer the question if posed to the guest, "What were you hoping for?"
    - Understand Ironwood's policy so that in the end we're still being loyal to the ministry and not harming the ministry or testimony in any way.

    - Know who to call. It's never a bad thing to offer to have someone else, such as the Registration Team Leader, step in who might be better able to resolve an issue. Sometimes stepping into a separate office will be enough of a distraction to allow emotions to settle.
    - Offer a token of good will. A small item such as a bottle of water or a piece of candy can often initiate the compromising mindset.
- James 3:17 says "But the wisdom that is from above is first pure, then peaceable, gentle, and easy to be entreated, full of mercy and good fruits, without partiality, and without hypocrisy." Our goal in negotiating should be to maintain these characteristics and demonstrate true wisdom.

NEHEMIAH CAMPS

- Anybody coming to Nehemiah under the age of 18 needs either a legal guardian attending with them or needs to be part of a planned youth group or mission team. Any youth group or mission team would need qualified sponsors to stay in guys and girls cabins with them.

NON-PLUS EXTRA HOURS

- A normal work week consists of 40 hours for full-time workers and either 20 or 30 hours for part-time workers depending on if they work half days or ¾ days. Working wives have the option of being considered "plus" or "non-plus."
- "Plus" wives are those who work their normal work day as well as any time necessary to fulfill responsibilities or work scheduled duties and activities, etc. They are given "plus" days to use as days off throughout the year. "Non-plus" wives work only their normal hours and must be compensated for anything over those normal hours, providing the extra hours meet the following conditions.
    - Any time worked over the allotted 40/20/30 hours/week (44 hours/week in the summer for full-timers) should be pre-arranged and approved by the Registration Team Leader.
    - Any pre-approved time worked over the given allotment will be compensated to the worker; arrangements should be made through the Registration Team Leader.
    - Any comped time that is being used to make up for other days such as sick days, vacation days, etc., should go through the Registration Team Leader. The Registration Team Leader is responsible for making any changes to SoftTime.
    - All time worked should be spent working on specific tasks and projects designated by the Registration Team Leader.

OFFICE SECURITY

- Registrars should carry their cell phones whenever working registration. It allows them to contact the Registration Team Leader as needed as well as communicate to the Ironwood Security team if necessary. See "Cell Phones at Work" and "Texting."

- If there is an unruly guest (someone who is upset about their cabin assignment, finances, etc.) and you are afraid a situation is escalating, please either text the word "Office" to the Security Team members (and Registration Team Leader if possible), call the Security Team Leader's phone, or communicate to the Registration Team Leader that you would like Security to come by the office.
- If there is a guest or visitor who you feel is an immediate threat (a drunken man stumbling in, someone with a weapon, etc.) you should either text "911" to the Security Team members (and Registration Team Leader if possible), call the Security Team Leader's phone, take your station phone off the hook and press the programmed button for the Security Team Leader (he will hear what's going on), or leave your station and open an office door that's alarmed. Don't hesitate to use a back office to place a call if needed. You could say, "Let me see if there's someone in their office that could help you."
- Lock the building down every day at 5:00 pm. During registrations when the front office is open until 10 pm, the rest of the building, including the side registration door, should be locked down by 7:00.

OFFICE CELL PHONE/EMERGENCY CELL PHONE

- The Registration Team Leader cell number is also the emergency cell number.
- After office hours, the RTL will need to answer any calls made to the emergency cell number.
- If it is an emergency, contact the appropriate people.
- If it is not, then ask them to call back during regular business hours.

OFFICE CLOSE-UP CHECKLIST

- ☑ Check Scout to see if any visitors are expected after hours and prepare red packets if needed.
- ☑ Put everything from the register in the gray bank bag.
- ☑ Turn register off.
- ☑ Lock top drawer of filing cabinet under the register.
- ☑ Take gray bank bag and all registration folders to the safe, remembering to reactivate the alarm and lock the safe door behind you.
- ☑ Lock two front entrances, two rear entrances, and outside Hub door.
- ☑ Close inside Hub doors.
- ☑ Turn phone back to AUTO if the Day/Night feature has been changed (for after hours registration, Saturday, etc.).
- ☑ Put registration keys in Team Leader's top desk drawer.
- ☑ Turn off candle warmer.
- ☑ Turn off all lights.
- ☑ Make sure cones and speakers are brought in on Registration days.
- ☑ Lock Registration Team Leader's office door.

OFFICE ROTATION

Office responsibilities that need to be covered by the staff members scheduled to cover: outgoing mail, incoming mail, answering machine, answering phones while in the office, signing for packages & deliveries, etc. Registration needs to make sure to have the approval of a husband if a working wife/mother offers to work one of these rotations.

May Staff Break Expectations

- Not closed during staff break
- *Scheduled staff member would be expected to work the week of staff break* but would have the freedom to take that week elsewhere
- Can be open ½ to a full day

August Staff Break Expectation

- Shut down for one week of staff break
- *Scheduled staff member would be expected to work the week following staff break*
- Needs to be open a full day, 8:30 – 5:00

December Staff Break Expectation

- Shut down for one week of staff break
- *Scheduled staff member would be expected to work the week prior to the staff break* (through December 24 dependent on how the calendar falls that year)
- Can be open ½ to a full day

Rotation History:

December 2011	Dennis & JJ Mollet
May 2012	Mrs. Betty
August 2012	Dennis & JJ Mollet
December 2012	Beth Hunter
May 2013	Mark & Donna Asay
August 2013	Joe & Aricka Hansen
December 2013	Mark & Donna Asay
May 2014	Sarah Beth, Mark & Donna
August 2014	Beth (staff break week)
December 2014	Jennifer Magee
May 2015	Mark & Donna
August 2015	CLOSED for two weeks
December 2015	Beth
May 2016	Mark & Donna
August 2016	
December 2016	
May 2017	
August 2017	

On-Line Actions

CREATED AN ACCOUNT (one profile on database)	If there is only one profile in Scout work through Merge steps #7-11.
CREATED AN ACCOUNT (two profiles on database)	1. Are there two records in Scout database?
	2. Merging will not carry over details from any of the check boxes or text boxes on a person's profile. Therefore it needs to be manually entered. Make note of the information you need to carry over.
	3. Merging will not carry over FAMILY details. Make note of the family connections that are currently listed in Scout so that you can manually enter those details again.
	4. Once these details have been completed, follow the steps in MERGE listed below.
ACCOUNT WAS VALIDATED	This means the guest was sent an e-mail to confirm the account they set-up. There is no follow-up with these.
ACCOUNT WAS NOT VALIDATED	Follow-up with an e-mail inquiring the reason why? Did they have issues with the process?
ADDED TO ----- RETREAT	1. Go to corresponding camp in Scout.
	2. Check finances.
	3. Send receipt. Communicate any questions that we might have regarding church code, uncompleted waivers, spousal link, etc.
	4. Print some form of registration form including addy, waiver, and medical to file. (may need to snip)
ACCOUNT UPDATED	1. Open profile in Scout.
	2. Confirm the data entry is correct.
	3. Confirm mailings.
To MERGE profiles	1. Highlight the profile that the guest created FIRST. This profile can be determined either by the last contact date or the "User already has log-in" that is found in the bottom right-hand corner. Highlighting the incorrect profile first will delete log-in and password information for the guest.
	2. At the bottom of the profile click "Merge."
	3. You will be prompted by Scout to choose the record that you would like to merge with.
	4. Choose the profile that Ironwood had on the database.

	5. All of the details on the right-hand side (checkboxes, text boxes, etc.) must be manually moved over.
	6. If the second name is not deleted from the database, notify Dennis immediately.
	7. Confirm that the data is entered correctly, according to Ironwood's normal data entry procedures.
	8. Confirm the camper history.
	9. Check for mailings.
	10. Update last contact year if it wasn't already.
	11. Email guest with any inconsistencies or questions.
VERIFY	Verify an action that you have completed and dealt with immediately.
RECONCILING ON-LINE PAYMENTS	1. On-line payments are rather tricky to reconcile because they are automatically entered in Scout and nothing is entered in the register.
	2. All receipts for on-line payments should be printed at the time of the cash reconciliation (work from the Scout X report where all on-line actions are printed separately). To find a transaction in PaySimple use the "Search" feature and type in the coordinating Invoice number that is given in the online actions in Scout.
	3. All receipts should be entered in the register at the time of the cash reconciliation.
	Note: to try and process on-line payments at the time of verification makes it difficult for the one doing the reconciliation to track what's been printed and entered in the register and what hasn't when multiple users are involved.

ON-LINE REGISTRATION, CUSTOM CAMP:

It's important to remember that custom camps will not automatically show-up online with the regular sponsored camps because we do not want everyone with an account to be able to register for a custom camp. Therefore, in limiting who can sign-up for a custom camp, online registration is limited to those who receive an e-mail with a specific link in it.

1. Fill-in the camp details as indicated below.

2. Through the coordinator, decide what they would like to designate as the registration fee. Ironwood's default will be the entire camp cost.

3. Make sure the "Stop Showing Date" is accurate.
4. Make sure this camp is "Available By Link Only".
5. *Email your coordinator the link generated by Scout and instruct them that they will need to make this link available to their guests in order for them to register online.

When a custom camp guest registers:

6. They need to understand, as stated earlier, that custom camps are not automatically viewable on our "Camps Page" on-line as we work with a group to restrict who can/can't register for their custom camp.
7. They need to create an account if they haven't already done so.
8. They MUST work from the link that has been emailed to them, either by the camp or by the coordinator.
9. They MUST log-out (quite often they create an account and also want to register all in one step).
10. Working only from the link they should be able to log back in and view the custom camp that they are interested in registering for.

**The Scout-generated links that are provided are rather intimidating looking. It's recommended that camp staff use CTRL+K which allows you include the code in a given statement such as "Click here to register."*

ON-LINE SYNCHRONIZATION

- The Registration Team Leader should process online transactions at least once each day.
- To process information, go to the Setup tab and then the Lists tab
- If the Registration Team Leader is absent, then plans should be made for a substitute to be able to process online information.

ONLINE REGISTRATIONS (JOTFORM)

The team member responsible for the info@ironwood.org account will be responsible for printing off any on-line registration forms that come in for that day. The date and initials of the individual printing it should be recorded at the top of each form.

- Place the printed form in the pending file until payment is received.
- PayPal receipts will be printed and submitted to registration on a daily basis.
- Receipts should be attached to the registration form and placed in the appropriate daily folder.
- Any camper who has submitted forms but no payment should be communicated to by the registration office within a week.
- PayPal payments should be entered in Scout using the PayPal dropdown option, using the last 5 digits of the Transaction ID.
- PayPal receipts should be tri-folded to fit in the register drawer.
- The correct budget should be recorded on the top of the receipt.
- The PayPal entry should be treated as a credit card on the register as the only options are check, credit card, or cash.
- File the registration form in the correct camp.

One Touch

Adding New Scan and Send Email 9065

- Log in
- Click the tab Scan and Send
- Click Address Book
- Click the Register/Edit on the right hand side
- Click the Register New Dest.
- Click E-mail
- Click in the blank name box, type in the name and push okay at the bottom.
- Click in the blank Email box, type in the email and push okay at the bottom.
- Push the Okay to finish

Adding New Scan and Send Email 3025

- Log-in
- Click Send tab at the top
- Click the New Reg button on the bottom.
- Click Register Address
- Click Register New Address bottom on the left.
- Click E-mail
- Click in the blank name box, type in the name and push okay at the bottom.
- Click in the blank Email box, type in the email and push okay at the bottom.
- Push Okay to finish.

Parents Coming to Camp

- Registration will often receive requests of camper parents who wish to attend camp with their child. Parents may attend any summer camp as a sponsor, which involves paying the full sponsor camp cost.
- If parents inquire about volunteering for the week to avoid the cost, our standard response should be that with the number of recruited staff we have, there is no need for volunteers. In fact, we even limit the number of mission teams during the summer to insure we are not distracted. There really is no free way for them to be here.
- There are sometimes exceptions to this if a director has specifically requested or approved for a parent to be a volunteer. This would all be arranged ahead of time and work guidelines, housing expectations, and non-ability to follow camper's schedule would all be clearly defined.

- Parents will often inquire about visiting for part of a camp, usually for a meal and evening activities. For custom camps, any requests need to go through the group's coordinator who can then arrange day campers with the Registration Team. For sponsored camps, parents can come to visit for a length of camp, but will need to make arrangements with the Registration Team ahead of time, pay partial camper fees, and check in upon arrival.
- Parents wishing to visit their child/ren at no cost may do so by waiting at the WayStation. Registration will contact the Program Team who will then bring the child/ren to the WayStation.

Parking Placards

Ironwood has several different means of a guest being able to be on property for a legitimate reason; most commonly an individual is a camper. For security purposes, the registration office will be responsible for communicating to the rest of the staff when there are vehicles on property. Rather than record license plate numbers, make and models of each vehicle, the office will keep a supply of laminated placards to hand-out to guests as they check-in at the office. Parking placards should be displayed in the windshield of the vehicle; most often hung from the rear view mirror.

Parking placards do not have to be returned to the office but will be reused as we are able to. The RTL will order a different color for various seasons so that staff have a general idea of whether the guest is on property from a previous visit or if they are a new guest.

The broken I will be used and will be printed in white. A solid color background will be chosen. Placards should be printed on both sides. PSPrint should have a .jpeg file of the broken I so that the dimensions are correct. The registration office should rotate between the following three colors:

1. Brown
2. Burgundy
3. Green

An unknown vehicle on camp property without a placard will initiate staff calling both the registration office and the security team.

Partial Campers

- We will often receive requests from campers who wish to attend a retreat, but cannot attend the entire retreat. We do allow for that, and if we know of the partial attendance ahead of time, we charge a pro-rated camp cost. If someone simply arrives late or leaves early without prior notification, the full camp cost must be paid.
- Each camper day equals 4 parts
  1. Breakfast and surrounding program
  2. Lunch and surrounding program
  3. Dinner and surrounding program
  4. Overnight

- Brunch counts as 2 parts because of the meal size and extent of program before and after.
- For example, a camp going from Thursday dinner through Saturday brunch would consist of 8 parts or 2 camper days.
  1. Thursday dinner
  2. Thursday-Friday overnight
  3. Friday breakfast
  4. Friday lunch
  5. Friday dinner
  6. Friday-Saturday overnight
  7. Saturday brunch
  8. Saturday brunch
- To calculate the cost for a partial camper, take the total camp cost divided by the number of total parts to get the cost per part. Multiply that number by the number of parts being attended to get the cost due. We may charge for half parts, if someone will be here shortly after breakfast, but not for the actual meal. We will never divide parts up any further and charge for smaller than a half part at a time. For example, if someone wants to attend for 1 hour in the afternoon, the smallest fee we could charge would be half a part.

PASSES, STAFF CHILDREN CAMP

Staff pygmies, who are living with their resident staff parents, are able to attend camps throughout the year at no cost, with a few limitations such as no more than three camps each summer. They are, however, required to pay for any extra fees such as a counselor fee or books, etc.

As staff children grow and become adults, the benefit of free camp will vary based on their age and dependency. The state guidelines say that children can be declared as a dependent until they are 26 years old.

If a staff child is:

1. A dependent and living at home with their resident staff parent(s), not working independently, they can continue to attend camp at no cost.
2. A dependent in age, living on their own (working independently, not living with their resident staff parent(s)), they would either need to pay the camp fee or use the parents'/staff member's ½-off passes.
3. A dependent in age, living with their resident staff parent(s), but working independently, they would either need to pay the camp fee or use the parents'/resident staff member's ½-off pass.
4. No longer able to be claimed as a dependent then they would either need to pay the camp fee or use the parents'/resident staff member's ½-off pass.

Note: See ***Family Member of Staff Attending Camp (Staffership)***in the RS manual to see how many passes resident staff members are allowed based on full-time or part-time.

PASSES, STAFF USEAGE

Cabin Passes

(also see Staff Camp passes)

It is the responsibility of the registration office to track the staff use of their cabin passes. Every year an excel worksheet should be constructed in Registration Common where useage can be recorded. It will be the responsibility of the RTL to communicate any overages that a staff member might have incurred. Charges ($26/night) will be applied to that staff member's staff bill unless directed otherwise by that team member.

Meal Passes

Meal pass worksheets have been constructed in the past but has not been considered accurate due to staff not communicating their useage. Meal passes are on an honorary basis.

Admin passes are used frequently by the directors at Ironwood. Registration keeps track of those uses just for information/curiosity's sake, not to hold anyone accountable.

Camp Passes

The Registration office is responsible for keeping a record of the camps that a staff pygmy attends to ensure that they don't participate in more camps than what the RS manual states.

Former Staff Passes

The RTL needs to communicate with the Business Office in regards to former staff using passes or requesting information on how many camp passes they might have. (also see Staff Camp Passes)

PASTOR/MISSIONARY USE OF IRONWOOD FACILITIES

- Pastors of churches who send young people to Ironwood or support Ironwood staff or the Ironwood ministry are welcome to use western cottages that are not already in use for personal refreshment or as a personal prayer and planning retreat, with the following stipulations. Missionaries who are traveling through the area may also use western cottages or RVs with the following stipulations.
  1. The stay is free-of-charge for 7 nights or less.
  2. Ironwood would provide them with 2 free meals (providing they're already being prepared in the Homestead), and any additional meals would be at 50% of the regular meal prices. They are welcome to use the refrigerator and microwave in WC's to prepare their own meals, but may not use the camp kitchen whether camp is going on or not.
  3. Ironwood will provide bed and bath linens if needed.
  4. Cabins cannot be reserved more than 30 days in advance.
  5. They are welcome to use an Ironwood phone providing they have a calling card they are charging the calls to.
  6. Internet access is available. If requested, Registration can ask the IT team to set it up for them.
  7. The Ministry Shop and the WayStation Hub are the desired places for conducting personal business. Try to avoid guests using Ironwood offices.

   8. They should not become campers if camp is in session and must assume responsibility and supervision of their children at all times.
   9. If a local church invites a missionary and is their host, that church would then need to cover the cabin nights.

- To reserve a cabin, a pastor or missionary can make arrangements with the Registration team. Missionary use must go through the Registration Team Leader as it is only granted if the needs of camp allow. Any requests for exceptions to the listed stipulations must go through the Director.

PAYSABRES, CREDIT CARD TERMINALS

Registration owns two PaySabres and two 3G iPhones solely for this purpose. These items cannot be loaned out to any other department unless first getting consent from Registration Team Leader.

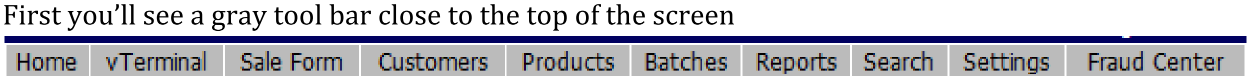
1. The 3G iPhone must be in the cradle of the PaySabre to work.
2. The lever on the right hand side allows you to unhook the iPhone.
3. Make sure the unit is turned on by holding the power button down in the lower left-hand side of the unit. The power light that is located in the bottom center of the unit will light up.
4. Make sure the iPhone is on.
5. Select the USAePay app found the on the second screen.
6. Choose “Quick Pay” Top button on the screen.
7. Under Subtotal enter the amount, in the upper right hand corner push Pay then follow the screen prompting on how to swipe the card and do so.
8. Once the card has went through it will give you two option to print receipts, print the merchant receipt and have the customer sign it and give it back to you then print the customer receipt and let them keep that one, make sure when you are tarring the receipt off to pull the paper back toward you and then to the right using the built in cutter.
9. If the receipt paper is empty change it by pulling the clear tab at the top of the unit toward you, once you’ve opened it then take a roll of paper and put it in its cradle with the paper pulling from the bottom of the roll toward you. Make sure the paper is sticking up between the two rollers and then shut the lid.

PAYSIMPLE WEBSITE

1. WWW.Paysimple.com
2. In the upper right hand side you’ll see “Client Login” click it
3. In the middle right hand side you’ll see “Username and Password” Fill them in and click login
4. You are now on PaySimple’s main terminal

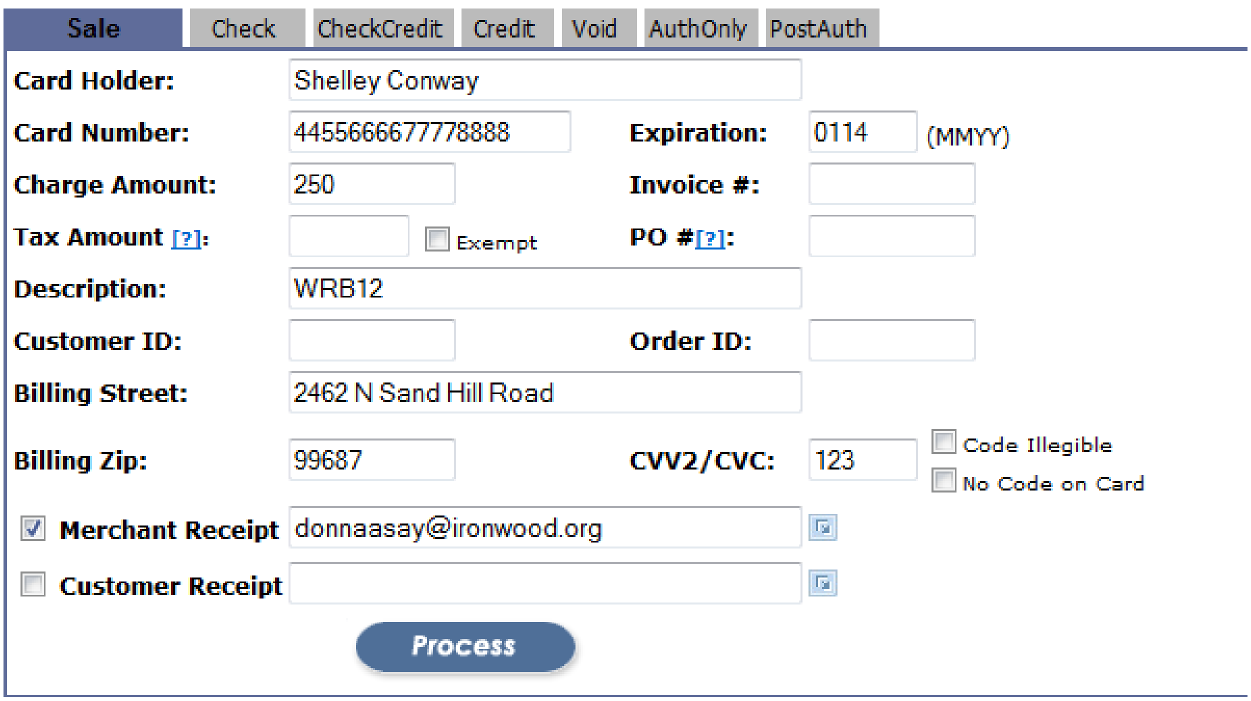
<u>How to Process and Credit Card Online</u>

1. First you’ll see a gray tool bar close to the top of the screen



2. On the left hand side of the tool bar click “vTerminal”
3. Fill this form in by:

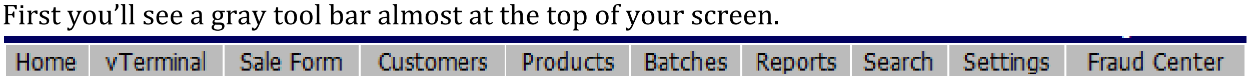
- Putting the card holders name in.
- Putting the credit card number in without any spaces.
- Putting the expiration date in two digits for the month and two digits for the year with no space or dash, 1012.
- Putting the charge amount in, Example: For two hundred and fifty put 250 not 250.00 Example: For two hundred fifty dollars and fifty cents put 250.50 not 25050. The dismal point and the zeros after that only need to be used if you need to put change in the amount.
- Do not fill in the Invoice, Tax Amount or PO #.
- Put the description in, if it's for a camp put the camp code in if its lost and found put lost and found in, etc.
- Do not fill in Customer ID or Order ID.
- Put in the Billing street just like you would on a letter.
- Put in the Billing zip.
- Put in the CVV2 /CVC: This is the three digit security code that you will find on the back of a credit card.



- Then when you have all that filled in push the blue process button at the bottom of the form.
- To print a receipt you just have to push the print receipt button.

<u>How to Process an E-Check</u>

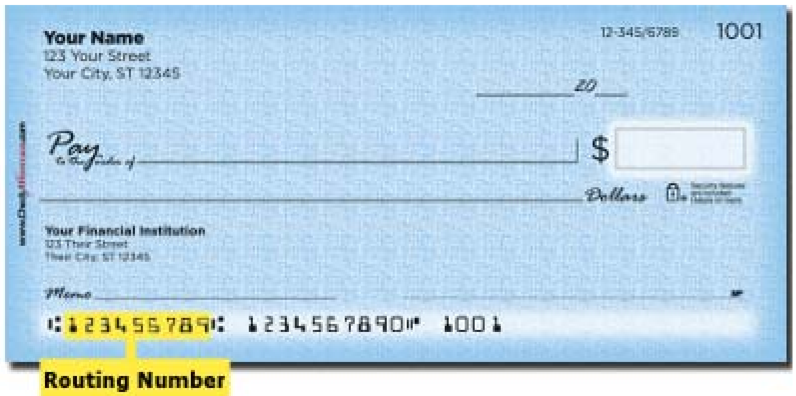
1. First you'll see a gray tool bar almost at the top of your screen.



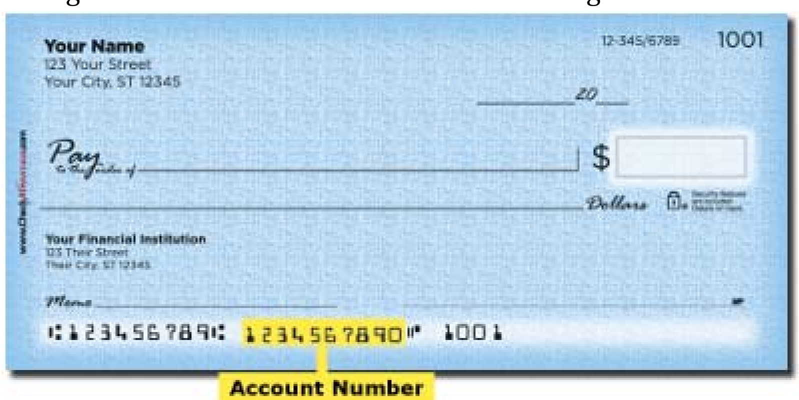
2. On the left hand side of the tool bar click "vTerminal"

3. Once you are in the vTerminal you'll see another set of tabs the second tab in say's "Checks" click it. 

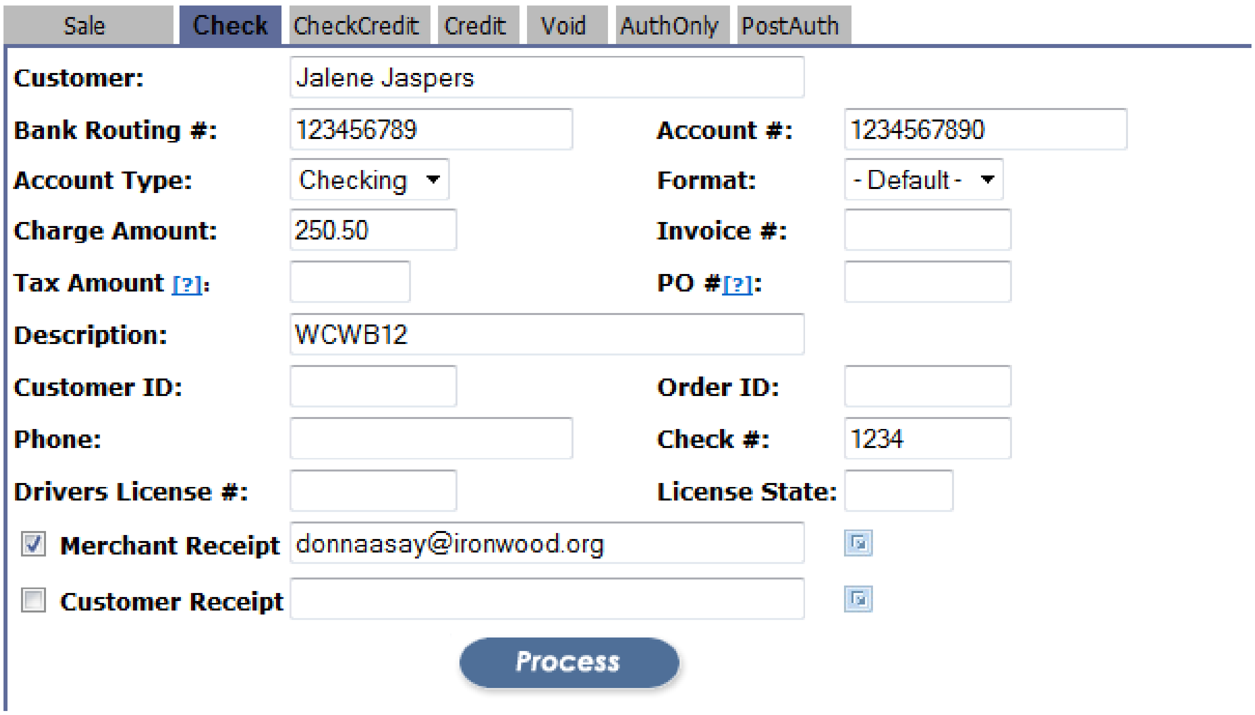
4. Then fill the form in by:
    - Filling in the name.
    - Filling in the Bank Routing Number which is a nine digit number.



    - Filling in the Account Number which Is a ten digit number.



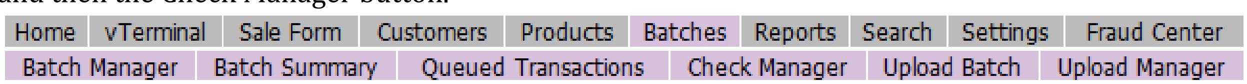
    - Filling in the Account type, this would be checking.
    - Leave Format on Default.
    - Filling in the Amount.
    - Don't fill in Invoice, Tax Amount or PO Number.
    - Filling in the description with the proper information, if it's a camp put the camp code in there if its lost and found put lost and found in there etc.
    - Don't fill in Customer ID, Order ID or Phone.
    - Filling in the check number.
    - Don't fill in the Driver's License or the License State.



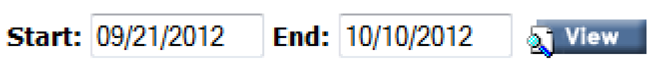
- Then when you get all that filled in push the process button.
- Then you should just be able to push print receipt.

<u>Checking the progress of a check</u>

1. Use the little gray tool bar that is at the top of your screen by pushing the batches button and then the Check Manager button.



2. You can then use the start and end dates located at the top right hand side of your screen.



All you have to do is put in the dates you think it might be in and push the view button.

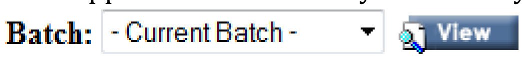
3. Then in the right hand side find the check you are looking for and follow that column over until you get to the status section and that will telling you whether y our check is pending or settled.

<u>How to Print a Receipt for any Transactions</u>

Option 1

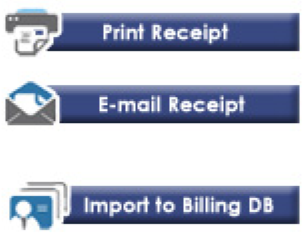
1. Use the Gray tool bar at the top of your screen and push the "Batches" button there in the middle of the tool bar.

2. In the upper left hand side of your screen you'll see Batch: Current Batch with a drop down.



Push the drop down arrow and pick what date you want then push the view button and that will give you a list of the transactions that were made that day.

3. Push the details button on the left hand side of the screen to see the transaction you are look for.
4. You will then have a page of information of that transaction to print a receipt for this transaction go to the upper right hand side there will be a few options



You then just push the print receipt button which will give you the option to pick what printer you want.

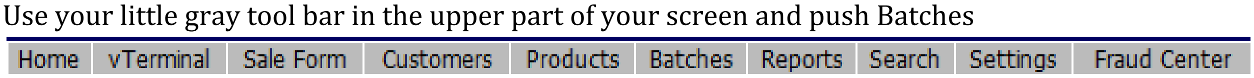
Option 2

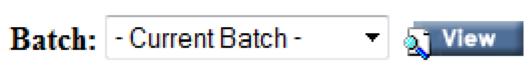
1. See how to search for a transaction, follow steps 1-3 then click on the details button on the right hand side of the screen and print from there.

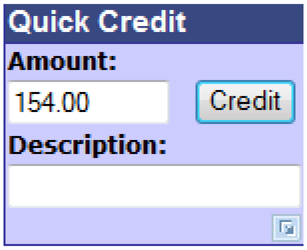
<u>How to refund a transaction</u>

Option 1

1. Use your little gray tool bar in the upper part of your screen and push Batches



2. Then in the upper left hand side you'll see  use the drop down arrow to pick the date and push view.
3. There will then be a list of all the transaction of that day pick the one you want and push the details button on the left hand side.
4. Once you've got into the transaction you were trying to refund you will see this quick credit box in the center right hand side of your screen, type in the amount that you want to refund and push the "Credit" button.



5. To print a receipt for this refund you then much go back to Batches in step one, then it will automatically show that transaction for that day. Push the details button for that transaction on the left hand side of your screen.
6. In the upper right hand side of the screen you'll see this "Print Receipt" button

push it.

7. It will then give you the option of which printer you would like to use.

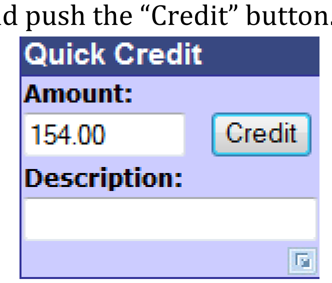
Option 2

1. Use your little gray tool bar at the top or your screen and push the search button.

2. You will then use the search database

By filling in this blank and pushing the find button

3. In reference to the receipt you can search by either Batch Number or the Reference Number or the Authorization code or by the Order Number or by the last four digits of the Credit Card Number.
4. From there find the transaction you are looking for and push the details button on the right hand side of the screen.
5. Once you've got into the transaction you were trying to refund you will see this quick credit box in the center right hand side of your screen, type in the amount that you wish to refund and push the "Credit" button.



6. To print a receipt for this refund you then must go back to Batches in step one, it will automatically show that transaction for that day. Push the details button for that transaction on the left hand side of your screen.

7. In the upper right hand side of the screen you'll see this "Print Receipt" button

push it.

8. It will then give you the option of which printer you would like to use.

<u>How to search for a Transaction</u>

1. Use the gray tool bar at the top of the screen by pushing the search button.

2. You will then use the search database

By filling in this blank and pushing the find button

3. In reference to the receipt you can search by either Batch Number or the Reference Number or the Authorization code or by the Order Number or by the last four digits of the Credit Card Number.

Person Details Input

- Search for the name in the search bar, double click on their name, and enter their data.
- If they are already in a camp, you can double click on their name in the attender's list.

First/Last Name	Enter information according to Registration form, putting any suffixes after first name. Spelling is IMPORTANT!
Spouse	First name only if last name is the same.
Maiden Name	We usually only include this information for former/current staff members.
Date of Birth	Probably the most important piece of information for all children. If no DOB is given for a child camper, but you have a grade or likely age, you may enter a "figured" DOB. Use January 1 of the "figured" year as their DOB.
Gender	Choose male or female from the dropdown list. Every person must have a gender marked!
Adult Checkbox	For all campers 18 and older, this box must be checked

Mailing Address	• Do not use punctuation for any abbreviations. For example, enter PO Box 123 instead of P.O. Box 123. • Spell out anything 4 letters or less. For example, type Road instead of Rd. • To maintain consistency throughout Scout, any abbreviations used must be according to USPS abbreviations. For address abbreviations, refer to http://www.usps.com/ncsc/lookups/abbreviations.html#suffix. For state abbreviations, refer to http://www.usps.com/ncsc/lookups/abbreviations.html#states. And for USPS acronyms, refer to http://www.usps.com/cpim/ftp/pubs/pub32/acron.htm. • Only enter a 5-digit zip code, even though there is room for the additional 4. • Spell out the town/city name if an abbreviation is given. • Always capitalize both letters of the state abbreviations, not just the first. • Only fill out Country if something other than the US. • Check mark the "Primary" box. Only mark the "Mailing" box if you have both a mailing and physical address given. You would then mark the mailing address as both primary and mailing, and you would mark the physical address as physical.
Physical Address	Enter with same guidelines as Mailing Address. If it is the same as the mailing address, Just have the "Primary" box checked.
E-mail	List a valid email address. May list multiple addresses with ";" in-between.
Flag Notes	This section is for any notes about a particular person that you want to highlight whenever that person is viewed. For example, if there is a camper with severe physical disabilities that will limit when he/she would be able to come to camp, program would note that in the flag notes and if Registration was signing him/her up, those notes would pop up.
Phone Numbers	Enter all phone numbers given, with an area code preceding each. Mark the D or N boxes next to numbers specified as Day or Night emergency contact numbers.
Last Contact	Click on this box bubble EVERY time ANY contact is had with the camper.
Memberships (Church, School, Camp, ISI Dist.)	Click on membership box and select from the list. If the individual does not currently attend a church, select "none. If the church is unknown or not one we have in the system, select "Miscellaneous."

Parent-Guardian Information	Enter parent/guardian names and all contact information given, following the format on the registration form. Name Email address Day Contact Number Night Contact Number * If Day or Night emergency contact numbers are the same as other numbers given, simply mark the D or N checkbox next to the appropriate numbers.
Internal Notes	Any helpful notes that don't necessarily need to be "Flag" notes. For example, if someone has another name they also go by, are friends/cousins of a staff member, or anything else that might be useful, but not crucial.
Special Needs	List any special needs a particular person may have that would be helpful in the future.
Prayer Letter Codes	
Check Boxes	Check all that apply. Whenever you have contact with a camper, be sure to update the checkboxes as they frequently change.
Short Text Boxes	???

PETS (DOGS, CATS, ETC.) IN CABINS

- Pets are not allowed in cabins for the following reasons.
    1. Cleanliness issues
    2. Allergic reactions of next campers in cabin
    3. Safety concerns (fighting with other pets, biting or scratching campers, etc.)
    4. Possible noise problem
    5. They tend to become a distraction, and we are making every effort to eliminate distractions.
    6. *SERVICE DOGS ARE ALLOWED as long as they are wearing the appropriate vest signifying their purpose/job.

PHONE ETIQUETTE

- If you are first on phones, you MUST find a replacement when leaving your desk/phone for any reason.
- When you are near someone who is on the phone, keep your voice down.
- Do not try to talk to a person who is already on the phone with someone else. Having to listen to two conversations at once makes it difficult for the person on the phone to concentrate on the conversation in which he is already involved.

- If you are trying to get the attention of someone who is on the phone and that person is purposefully not making eye contact with you, assume that he needs all of his concentration to talk to the person on the other end of the line, and walk away. Do not stand at his/her office door or desk. This may distract from the conversation at hand.
- There are a number of hand signals that we use in the office to help both the person on the phone and the person waiting to speak to them know what they can expect from each other.
  1. If you are on the phone and do not want to be disturbed at all, hold up your hand like a policeman's "Stop" to the person trying to get your attention. If you are the person receiving this hand signal, simply walk away. If you had someone on another line needing to speak with the person already on the phone, take a message or send them to voicemail.
  2. When you are on the phone with a caller and notice someone else at your desk waiting to talk with you that you would like to talk to or will be able to talk to in just a few minutes, wave them into your office and point to a chair for them to have a seat.
  3. If you are taking a phone call for someone who is already on another line, there are several things you can do.
     a. If you are fairly certain the caller is a telemarketer, simply ask if you can take a message.
     b. If you do not know who the caller is, you could try to catch the person's eye and signal that they have another call (by putting your hand to your ear like a phone). They can then signal "Stop" meaning they don't want the call or may hold up 1-5 fingers to let you know how many more minutes they will be on the current call. At that time you can then let the caller know how long the hold will be and let them wait or leave a message if they prefer.
     c. If you are certain that the call is one that the person on the phone will want to take, write the name of the caller and the line number on a piece of paper and put it on their desk, making sure they see it. Then walk away, but pay attention to whether or not they pick up the call. If not, then return to the caller and take a message or send them to voicemail.

PHONES, AUTO

The phone system will automatically ring 5-10 times during the office hours of 8:30 – 5:00. During non-office hours any incoming call will be sent directly to the main answering machine. Therefore, when registration is operating during a late night shift, the phones should be changed from "Auto" to "Day/Night" using the designated key on the phone module.

PHONES, EXTENSION LIST

Registration should publish an updated Excel phone extension list 1-2 times/year based on the school year and the semester change. It can be published more frequently if staff changes have been made. Staff are welcome to print their own copy; registration will just e-mail the updated list to all the staff. Registration will work with IT to make any phone extension changes as offices change, etc. Keeping the same format from year to year helps maintain a little bit of consistency and staff don't have to relearn a new form or format every time this list is sent out.

PHONES, KEY FUNCTIONS DURING VOICE MAIL MESSAGE RETRIEVAL

Key	Function Name	Description
1	Pause	Pauses for one minute or until you press **1** again.
2	Time and date/number toggle	Toggles the bottom line of the display between the message's time/date and the caller's number.
3	Reply	Replies to the originator of a message (possible only if message came from another user in the system). Record your reply at the tone and then press **1** to stop, after which the system returns you to your mailbox and the message to which you were replying.
4	Back up (rewind)	• If pressed **<u>during</u>** message playback, rewinds 4 seconds for each key-press. • If pressed **<u>after</u>** the playback has finished, returns to beginning of message.
5	Fast forward	Advances playback **4** seconds for each key-press.
6	Move	Moves a copy of the message to other users' mailboxes. You may move the copy with or without an introduction After the move, the system returns you to your mailbox and the original message.
7	Delete	Deletes the message from the mailbox (see "message recycle bin")
8	Fast forward	Fast forward to the end of the message.
9	Save	Saves the message (it will play as an old message the next time you retrieve messages)
9 9	Save as new	Skips over a new message and leaves it as a new message. You must press the **9** key twice within two seconds.
REDIAL	Auto-callback	Exits your mailbox without erasing the message, and then automatically dials the number.
ESI-DEX	Store	If Caller ID is present, saves to your Personal Dex for later use.
#	Leave a message	Lets you record a message in one or more mailboxes. At the prompt, enter the desired mailbox number. Press # and then enter up to 65 mailbox numbers, using the phones dialpad and programmable feature

		keys. Mailboxes in a department count toward the maximum of 65.
*	Check other box	Checks messages in another mailbox (may require a password).

PHONES, MODULE TEMPLATE

The RTL should keep a supply of DESI (ESI 48-Key Feature Phone) perforated templates to update staff phones. These templates shouldn't be printed more than once a year; they run approximately $1-2/template. Registration Common should have a Publisher file that allows the registration team member to customize it according to the staff member's preferences.

PHONES, PROGRAMMING KEYS

1. To program an extension key on your phone, hold that particular button down and enter the extension number that you would like it to be programmed to.
2. To program a key to an outside line:
    a. Hold the desired button down
    b. Enter 9 (this is to get an outside line)
    c. Enter "P" (stands for pause) by pushing the up arrow under your screen and then enter "#" sign
    d. Enter the coordinating number starting with 1. (e.g. 17604030777)
    e. Press the shortcut button that you've been programming once to end program mode.

PHONES, OFFICE ROTATION

It is the responsibility of the RTL to make sure that the three weeks of staff break have someone scheduled to cover office responsibilities such as phones. See "Office Rotation"

PHONES, SUMMER SCHEDULE

Phones MUST be answered during the 8:30 -5:00 work day and should not close down during lunch. The office and phones should also be open/answered on Saturday morning until 11 am. Pre-shift will be served in the summer, allowing staff to eat in shifts which gives the office the ability to allow phones to be answered all day. The RTL should plan to answer phones during lunch on Monday to maintain consistency during such a busy and demanding time, which sometimes means that they eat at their desk.

PHONE, SYSTEM TIME CHANGE

The Registration Team Leader is responsible for making sure that the time reflected on the phone screen is accurate. To change the date/time on the phone system:

1. Choose PROGRAM button under the screen, press HOLD
2. Password = 1976*
3. Time = 1 and 4
4. 1 sets time… follow prompts (enter time #, enter AM/PM #, enter date #)
5. RELEASE gets you out of the programming mode.

PICKUP TICKETS

Camper Security Minor-Aged Campers

One of Ironwood's goals is to protect the minor-aged campers that are left in our care by ensuring that the appropriate, designated authority figure picks them up when camp ends.

What is a Pick-Up Ticket?
This ticket is a method by which a legal guardian can pass on the responsibility of picking a child(ren) up from camp simply by handing a "Pick-up Ticket" to someone else that they desire to fulfill the responsibility and at the same time, communicate to Ironwood without having to call the office.

Who Needs a Pick-Up Ticket:
Any camper that does not come with an organized church group; usually an individual adult such as a parent, aunt, grandmother, etc., will drop them off.

How Do Campers Get a Pick-Up Ticket?
When a camper is dropped off Registration will fill-out a Pick-up Ticket at check-in that will be given to the adult. In order for them to pick-up their child(ren) at the end of the week a "Pick-up Ticket" must be presented to the staff member that is stationed at Ironwood's front gate.

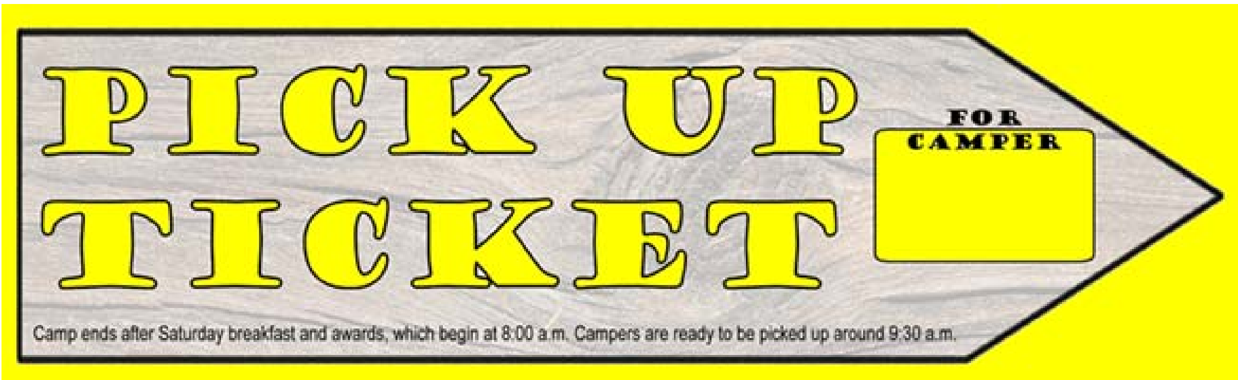
If a Pick-Up Ticket is Not Presented:
If an individual arrives to pick-up a camper and does not have a Pick-Up Ticket then the staff member at the front gate will direct them to the Way Station. Registration will ask for the I.D. of the individual and a call will be placed to the legal guardian (whose information is retrieved from the registration form). Ironwood must receive verbal approval from the legal guardian in order for an individual to pick a minor-aged camper up without a pick-up ticket.

Who Does Not Need a Pick-Up Ticket?
Organized church groups do not require a pick-up ticket for the children in their group because transportation needs have already been arranged & ensuring that children go with the correct legal guardian is something that will occur when they return to the church. Oftentimes supervisors/sponsors have spent the week at the camp and are also fulfilling the role of "bus driver."

Who is Designated to Retrieve Pick-Up Tickets?

Whenever Ironwood has 3 more Ironwood-provided counselors a staff member will be scheduled to stand at the front gate 30 minutes prior to the last meal and 1 hour following the last meal in order to retrieve pick-up tickets and direct traffic. If the Ironwood-provided counselors are less than 3 Ironwood will assume that the program team(s) can handle supervising the pick-up of children.

Example:



The color of the pick-up ticket will change from week to week.
There is a subtle background design on it hoping to make it harder to duplicate

POSTAGE, ON-LINE

1. Get contents together and weigh it in the parcel you plan to mail it in. Take note of lbs and oz. Round the oz up.
2. Do not seal the package until after you have gone through the online postage procedures.
3. Go to www.USPS.com
4. Click on **Sign in** (far right corner)
5. Username: **jessica@ironwood.org**
6. Password: **Ironwood2017**
7. Click on "Print label with shipping"
8. Follow the prompts….
9. Please save in the address book if it's too a church or someone we send mail to often.
10. You will get a screen that tells you how much it will cost to send it in each package. More often than not it's cheaper to send a **Priority Mail** package minus the **FLAT RATE** option. **Regional Rate** and **Priority** are usually the same.
11. Select your postage and go to the next screen
12. Select your payment method**. You will need to get information from Mr. Wayne to use his camp card, or ask Mr. Mark what camp card to use for postage.**
13. Print the Label with the receipt. Place the receipt in my left, top drawer and I'll file it.
14. After printing the label answer yes or no to whether or not it printed correctly.
15. Spray the back of the label with the Elmer's glue and paste it on the box or envelope. (Please spray the glue outside the office so that we don't get the floors all tacky!)

PROCESSING A REGISTRATION

The following checklist should be followed so that details are nailed with each registration.

☐ **REGISTERED?**
- is the camp full?
- do you have the right camp selected?
- run credit card—if declined don't proceed any farther

☐ **CONTACT INFO**
- update camper's address, birthday, cell phone, gender, **e-mail**, etc., in Scout
- update last contact year
- mark applicable mailings

☐ **CAMPER DETAILS**
- add individual to the camp
- update camper details (grade, lodging, arrival times, etc.)

☐ **SIGNATURES**
- waiver signed?
- medical completed and signed?
- pursue collecting what's needed

☐ **FINANCES**
- Add fees/payments in Scout — *1234(250)*
- write the budget in red on the cc slip, etc. —*RTW*
- enter monies in the register
- black-out credit card information

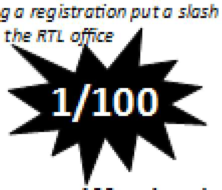
☐ **RECEIPT**
- send a receipt to the individual and/or registration coordinator
- send hard copy via USPS if e-mail is un-available

☐ **RTM**—Registration Team Member
- initial the registration form when you've completed all the steps

☐ **DATE**
- record the date the registration form was pro-cessed

☐ **FILE**
- all completed registration forms should be filed in the RTL's office for review

☐ **WE caught/THEY caught**
- *if you catch a mistake that someone has made in processing a registration put a slash mark on the appropriate tile in the RTL office*
- *if a guest catches a mistake that Ironwood has made in processing a registration put a slash mark on the appropriate tile in the RTL office*



One mistake for every 100 registrations processed!

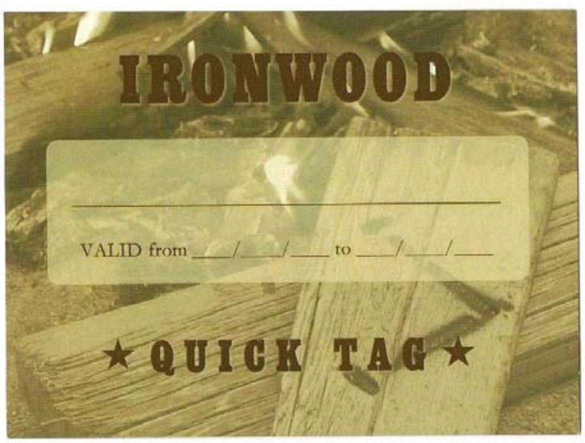
Pygmy File

- See “STAFF CHILDREN ATTENDING CAMP.”

Quick Tags (History)

- Designed for local visitors who visit frequently.
- Valid for several months; no longer than a year.
- Still must sign a waiver.
- Usually initiated by a team leader or director (e.g. Mr. Wayne would give one of these nametags out for a leadership live camper whose parent comes out frequently to pick-up laundry, etc.)
- Guest does not have to check-in at the office each time.
- Guest should inform the team leader by using the given phone number on the back of the name tag.
- All Quick Tags will have a specific badge holder and lanyard.
- Quick Tags should be worn by the guest each time they are on property.

An example of the name tag is as shown below:



Why do we have nametags? With about 5000 folks annually visiting Ironwood, we use nametags as a simple way to know that a person belongs on the property. We recognize you, but not every camper recognizes you. By wearing your Quick Tag, other guests will know you are supposed to be here.

Please remember these five important things:

- Text your “inside man” (________________) to let him know when you will be here and for how long. If you can’t text, please stop by the office and let them know.
- Park your vehicle away from campers and activities.
- Pay for your meals.
- Don’t “visit” with a staff member while he is working; visit during his break time.
- Campers came to camp to change their routine . . . help them getaway by limiting your involvement with campers.

RADIOS

- Radios used to be the main form of communication between team members throughout camp. As the camp grew, the radios became ineffective; they didn't have the ability to travel the distances that was needed.
- Old radios are kept in the RTL's office and can be requested by various teams as needed. Oftentimes they are used in the summer for one particular team.

REACH CAMPER FORMULA

The goal of the registration office is to take as many unsaved youth as possible. However, since the campers involved with this program are unsaved it can quickly change the focus of a counselor and the flavor of the week of camp. As a result of trying to meet everyone's needs and our desire for everyone to have an enjoyable work of camp, the registration office will <u>follow the ratio of 2 REACH campers per counselor/cabin.</u>

REACH CAMPERSHIP PROGRAM

This program is designed to help churches reach unsaved youth through friends sharing the gospel at camp.

<u>FINANCES (per person) ($360/person basic summer rate in 2016):</u>
**confirm with the Executive Director prior to each summer that the costs are as listed. Sometimes Ironwood may have to increase the amount that the camper may need to pay based on the donations available that year.*
Camper (saved or unsaved) - $150/each
(Ironwood oftentimes recommends that the church pay $75 of that $150 and then the camper only has to pay $75 which most people can figure out how to pay.)
REACH - $210 (amount will vary based on discounts given and based on that year's cost)

The finances listed above will be applicable to both the church camper and the unsaved camper. If the Church Campers are already signed up in 2015, Ironwood will do whatever is needed in order to make the above financing possible. Unsaved Campers must be new sign-ups in order to redeem these finances.

REQUIREMENTS:

- The "Church Camper" can be an adult.
- Church Camper and Unsaved Camper must be of the same gender unless the Church Camper is an adult sponsor.
- Campers will be together in the cabin unless the Church Camper is an adult sponsor.
- Default cabin assignment will be that the older camper goes to the younger camper's cabin.
- No more than two years apart in age.

IRONWOOD OFFICE:

- The church camper would be expected to do cabin devotions with the unsaved camper.
- I-Bucks can be used to cover the fees.
- REACH campers would count towards a church's eligible I-Bucks.
- It does not have to be a one-on-one ratio. There can be more Unsaved Campers to the Church Camper. There canNOT be more than one Church Camper in the ratio.
- Prayer partners of the counselor will focus on any REACH campers.
- Resources (books, devotional, etc.) will be sent home with any REACH campers.
- The Registration Team Leader will keep track of the REACH campers (names, total amount of campership money used, etc.). End goal is a Scout report that prints a list of REACH campers that were served per summer.

READY SHEETS

- Ready Sheets are used to prepare for the following weeks of summer camp and are needed for the director's meeting on Friday afternoon.
- In Excel, input the breakdown of boys and girls, male and female sponsors, and the total number for each church group coming to next week's camp. An example is below.

Ready Sheet						
Junior 1,						
	Boy	**Girl**	**M Sp**	**F Sp**	**Early Arrival**	**TOTAL**
Baker Bible Church	0	2				
Barstow Baptist, Barstow	2	12				
Good News Club - Mohave Valley	7	10	1	2		
Choice Hills Baptist PAH	2	1	1	1		
First Baptist Santa Maria	9	8	2	4		
Faith Community Bible Church	2					
MISC	8	6				
Tri City Baptist, AZ	4	7	1	2		
Westside Baptist Church--St George	4	3				
	38	**49**	**5**	**9**		**101**
Teen 1 (Speaker Matt Teis)						
	Boy	**Girl**	**M Sp**	**F Sp**	**Early Arrival**	**TOTAL**
Baker Bible Church	1	1				
Barstow Baptist, Barstow	2	6	1			
Good News Club - Mohave Valley	1	1				
Choice Hills Baptist PAH	6	1	2	3		
First Baptist Santa Maria	16	16				
Grace Baptist, Farmington	6	5	1			
Good News Club - Mohave Valley	1	1				
Hillside Community	2	2		1		
Liberty Baptist Church - Quartz Hill		2				
MISC	7	3				
Newberry Community Church	1					
Reliance Church - Temecula	2	1				
Silver Valley Baptist Church	2	1				
Tabernacle Baptist - Concord	11	6	2			
Tri City Baptist, AZ	23	19	4	3		
	81	**65**	**10**	**7**		**163**

- Save the excel sheet as an excel document and as a pdf document.
- Another page of the ready sheet is the sponsor lodging.
- On a new Word document, insert a table with 3 columns, and in the first column type the names of the sponsors, in the middle column, type the church name, and the in the last column type the cabin name and number. An example is below.

Sponsors/Volunteers/ Visitors/Speaker
TN2/JR2

1. Rob & Terri Watkins	*Junior High Speaker*	B01--Anchor
2. Donna Bergman	*Visitor (6/17-6/24)*	B02 - Quarter Circle M
3. Watson Family	*Visitor (6/18 – 6/24)*	B03 – C Squared
4. Kristin Reich 5. Connie Benitez 6. Bridget Hoover	Oasis Baptist Church – Surprise, AZ (OAS SUR)	B04 – JD Connected
7. Kelley Taylor 8. Jeannie Hucko 9. Madison Shanks	Montebello Christian Fellowship –Montebello, CA (MON CF) Horizon Baptist Church – Camarillo, CA (HB CAM) Grace Baptist Church – Corona, CA (GRC COR)	B05 – Flying J
10. Jeff & Connie Benner 11. Hannah Benner	Bus Driver (OAS SUR) (6/23-6/24)	B06 – Box C
12. Ernie & Doreen Castro	Montebello Christian Fellowship –Montebello, CA (MON CF)	B07—Rocking R
13. Reuben & Carrie Wood	Palo Verde Baptist Church – Palo Verde, AZ (PV PV)	B08—Rafter S
14. Tom & Susanna Shaw	Palo Verde Baptist Church – Palo Verde, AZ (PV PV)	B09 – Diamond W
15. Manny Sanchez 16. Andrew Au 17. Zack Eckman	Bible Baptist Church – Yuma, AZ (BB YUM) First Baptist Church – Pasco, WA (FST PAS) Berean Baptist Church – Santa Ana, CA (BTH SA)	B10 – Circle M
18. Hiram Flores 19. Paul Pizano	Montebello Christian Fellowship –Montebello, CA (MON CF) Grace Baptist Church – Corona, CA (GRC COR)	B11—LVB Connected
20. Pastor TJ McCall Alethia McCall	First Baptist Church – Seaside, CA (FST SS)	B12—Double Half Circle V
21. Todd Sivnksty	*Teen 2 Speaker*	E01 – Big Jake's Hotel
22. Phil & Rachel Flaggard	Olathe View Baptist – Olathe, KS (OVB OV)	F01--Cholla
23. Louis & Melissa Forester	Olathe View Baptist – Olathe, KS (OVB OV)	F02—Cottonwood
24. Timothy & Leslie Gulick	Calvary Baptist Church – Kingman, AZ (CLV KM)	F03--Creosote
25. Pastor Rob & Stephanie Trautman	Victory Baptist Church – California City, CA (VCT CC)	F04—Guyata
26. Jason & Nicole Haney	Bible Baptist Church – Yuma, AZ (BB YUM)	F05 – Palo Verde

- Save the sponsor lodging as a word document and a pdf document.
- Print off enough ready sheets for the directors meeting. Print on bright yellow paper.
- Upload the updated ready sheets to the Ironwood group.

Receipts

The main purpose in sending a receipt is to let the guest know that they are registered for a specific camp. It should be treated as a confirmation email. Scout receipts aren't ideal (confusing to the guest, difficulties in sending them, etc.) so often times registration will find that they just need to send an individual email, creating a table-format type receipt for the guest.

- Campers/Camp Coordinators should be sent a receipt once they are officially registered for a camp with a registration fee, any time further payments/discounts/reduced fees are applied to their camp cost/s, and any other time that they request one. Scout can generate several types of receipts, and each of these receipts can be customized to meet various needs.
- Receipts can be printed and mailed (address prints on the last page) or they can be emailed.
- To email a receipt once it is generated, copy the receipt into an email and send the email from the info account.
- In the Subject line of the receipt, type in the camp name and the dates for the camp.
- Delete the rows that contain the "Upgrades" and "Data Prompts" and then send the receipt to the camper or camp coordinator.

RECEPTION – COMPUTER PROFILE

- The Reception profile on the computer is a multi-person profile. It may be used by IIM, MB, or others who are part of the team temporarily or who help out on registrations irregularly. Therefore, this profile should not be personalized at all (no pictures on the desktop, etc.).
- User name is Registration
- Password is Ironwood1

RECEPTION – MAIL BOX

- Any mail that needs to be forwarded will be put in this box.
- This box should be emptied once a week.
- Forward first class mail as necessary.
- Do not forward catalogs, magazines, or bulk mailings (credit card offers, etc).

RED PACKETS (LATE ARRIVAL PACKETS)

- Red packets should be put out each night for any guests (visitors or campers) expected to arrive after office hours. A large red envelope with the guest's last name pasted to the outside should be placed in the WayStation information kiosk.
- Red packets should include the following: a map with cabin assignment/s noted, code/s for the cabin/s, registration forms or waivers that need to be signed, nametags, camp schedules if appropriate, and a note explaining what is included, their host's name and number, and any follow-up information needed. For example, the note may need to request a guest stop by the office right after breakfast the following day to pay their balance due and turn in necessary paperwork. Or, if all we need is a signed form, the note may request the form be left in the information kiosk so no office visit is necessary the following day.
- If late arriving guests are personal guests of staff members, it is okay to give the red packet to the hosting staff member if their plan is to meet the guest upon arrival.

- If late arrivals are expected in the summer, it is helpful if the Registration Team sends an email to directors and team leaders noting any expected late arrivals, their cabin assignments, and whether or not a red packet has been placed in the kiosk. This will allow our staff to help any lost/confused guests more quickly.

Registration Coordinators

- Registration Coordinators are people who partner with Ironwood to promote and facilitate camp registration in their local church or school. They are like unpaid members of the Promotions Team.
- Some churches will have different coordinators for each camp they attend, while others may have one coordinator who handles all camps and retreats.
- To become a registration coordinator, individuals can complete a Registration Coordinator form found on the Registration Coordinator brochure, though this is not required and rarely done.
- If there is a question as to the validity of a coordinator then the registration office can call the pastor of a church and ask him to clarify who is coordinating a particular event. (e.g. a mom may be "self-appointed" for the sole purpose of her kids benefiting from the I-Bucks and complaints may come in from other parents.)

Registration Expectations

- The office will be open until all evening campers arrive or until 10:00 pm.
- We understand that friends and family will often stop by the Registration Office to say hi, to discuss something personal, to meet a guest/camper who is arriving, etc. Staff are welcome to pop in, but the following guidelines have been set in order to aid the registration process for both the worker/s and the guests arriving. Registration workers should also remember – and learn the balance – that talking with people is part of the job. All registrars need to learn to balance between excessive and rude.
- The "crunch" hours of registration are 8:30-12:30 for morning arrivals and 3:00-7:00 for evening arrivals.
    - These hours are considered "no family and friends" times, which includes kids, dogs, cats, etc. Family members and friends should not be distracting registration workers during this time.
    - These hours are also "guest first" times so non-registration staff should exit when guests enter.
    - Registration computer usage during this time is limited to those who are working registration or working with registration.
- If staff ladies are not in proper registration attire (dress or skirt), then they need to move to where they are not directly in front of arriving guests.
- IHops should **<u>always</u>** rise and walk to greet guests when they arrive.

- Staff will come in for different reasons. If it's just to talk, ask them if you can help them with something and immediately direct your attention back to registration duties. This communicates to staff members that you have other duties that are more important at that time. If it's to talk but is work-related, make sure that you stop the conversation when a guest arrives and that staff members know that guests take priority. Any staff should leave the registration office when guests arrive unless they are directly working with the arriving camp (camp coordinators, IHops, etc.).
- The following registration duties are to be completed during scheduled registration times:
    1. Campers all accounted for, missing campers accounted for
    2. Get all camper personal contact information entered/updated on Scout
    3. All campers marked for any applicable mailings
    4. All campers finances should be at zero
    5. All discounts should be accounted for
    6. All camperships and IBucks accounted for and tabulated
    7. All camperships used should be reported to Bookkeeping
    8. Any balances due should be collected or reported to the Registration Team Leader as to why it was not collected
    9. Cash Reconciliation (Register Z ready to deposit) done if time permits
    10. Preparations made for any campers arriving late (red packets, phone calls if possible, etc.)
- Ministry Crew guidelines are that after 5:00 pm, they may use their work computer for personal reasons. So, if scheduled for a registration at that time it is okay for them to be checking Facebook periodically if they like. Surfing the web, playing games, etc. is only acceptable if done on their personal time; it is never acceptable during work hours.

REGISTRATION FEES

- Registration fees are non-refundable, unless cancellation is the result of an act of God (this would include sickness, death in the family, etc.). In those instances, registration fees may be fully refunded or transferred to another registration fee.
- Registration fees cannot be applied to the balance of another camper. They may, however, be used for the registration of a new camper for the same camp (substitution).
- One-half of a registration fee may be applied to a future camp's registration fee for the cancelled camper (not someone else). If the camper chooses not to come again, then that last half is now non-refundable.
- If a church has paid registration fees, any refunds or transfers need to go through the church and not through the individual/s cancelling.

REGISTRATION, GENERAL

When Is a Person Registered?

When a registration fee is received for a particular person to attend a specified camp, then they may be registered. The fee is sometimes received over the phone or by check or credit card info that comes through the mail or by fax. Other pieces of information that are necessary to have in order to register someone are their name, gender, birthdate (summer camp), desired camp, and some kind of contact information, although all other information on the form is helpful (church code, address, spouse, etc.) If we receive registration forms, but no payment, we cannot enter them on Scout. We must contact them and request a registration fee. If someone requests to be "put on the list" without paying a registration fee, let them know that we are very thankful they are thinking of attending, but will not be able to officially plan on them, order food, prepare a cabin, etc. until they have paid the registration fee. We are not the "bad guys" in this situation; good stewardship on our part requires us to plan, buy, schedule, and assign cabins "decently and in order." We want to be very gracious and helpful, and there are times the Registration Team Leader may choose to be more flexible with an individual or group, but the expectation would be for campers to reserve spots with a registration fee.

Processing a Registration

1. Find and update or add the person. See "Find/Add a Person and Person Details."
2. Find correct camp to add person to. See "Locating a Camp in Scout."
3. If the person is adding to an existing group, find the group in "Attender's Group" and click on the Register button.
4. Drag the person(s) name into the group and continue through the process.
5. If you have payment, enter the correct way and amount
6. If you don't have payment, enter a payment of cash for $0
7. Fill in all Camper Details and save. See "Add/Change Camper Details."
8. Handle all finances. See "Finances on Scout."
9. Send a receipt. See "Receipts."
10. Make necessary notations on registration form: a Scout stamp in the top left margin once it is inputted on Scout, a checkmark and the processor's initials below the Scout stamp once processing is complete, the Office Use Only box filled in completely, and any credit card info blacked out.

Registration General Lessons

Integrity/Professional/Competent; 1 Chron. 29:17, 19. Registration is often a camper's first impression of Ironwood and often a continuing representation of the Ministry. Phone etiquette, Dress, handling of details, confidentiality, are all dealt with by this team. Handling these things with integrity in a competent, professional, manner is critical to maintaining a good testimony. We will work to teach and develop this in a team member and learning this is important to the team member remaining in this work area.

Helpful Communication; Josh. 22. We will endeavor to teach a team member to respond in a friendly and helpful manner to campers, staff, vendors, and anyone with whom we come in contact. Is it part of maintaining a proper testimony for the ministry and an atmosphere conducive to God working in hearts. Registration is a great area to learn to communicate well. Communication is a large portion of our day to day work. With other teams, clients, phone callers, through email. Learning to effectively communicate is very important to the work area and to the Ministry.

Order/Organization/Details; 1 Cor. 14:33, 40. This work area has the opportunity to teach a crew member to pay attention to details in a number of critically important areas. Recording data in Scout, relaying information from email and phone calls, answering questions regarding retreat cost, room, times are all tasks that require order and organization. A lack of care for details is easy to observe and to use as a teaching tool, often redoing tasks to teach.
Faithfulness/Responsibility; Luke 16:10, Matt. 25:21,23. We teach skills, work description, and assign responsibility after proper teaching. Then the crew member has the opportunity to prove faithfulness in the tasks. As those tasks are performed well, more teaching and an expansion of responsibilities can continue over and over again. In registration, this is important in the development of a capable team member and a very important component to the team member being productive in this area. Doing the day to day faithfully, communicating what needs to be done, keep on going when you are alone or when the work is not enjoyable, being dependable with assigned responsibilities without supervision is all part of being faithful!
Dependency on God/Prayer; Psalm 17:6. Working and serving others in or outside of ministry, should send us back to God for strength. There will always be days where we have no choice, but learning to live constantly recognizing our dependence on Him is something we will endeavor to teach. Turning to Him in prayer should be our first thought and practice!! The registration area can often be overwhelming and provides a great opportunity to press us to make this a life habit!

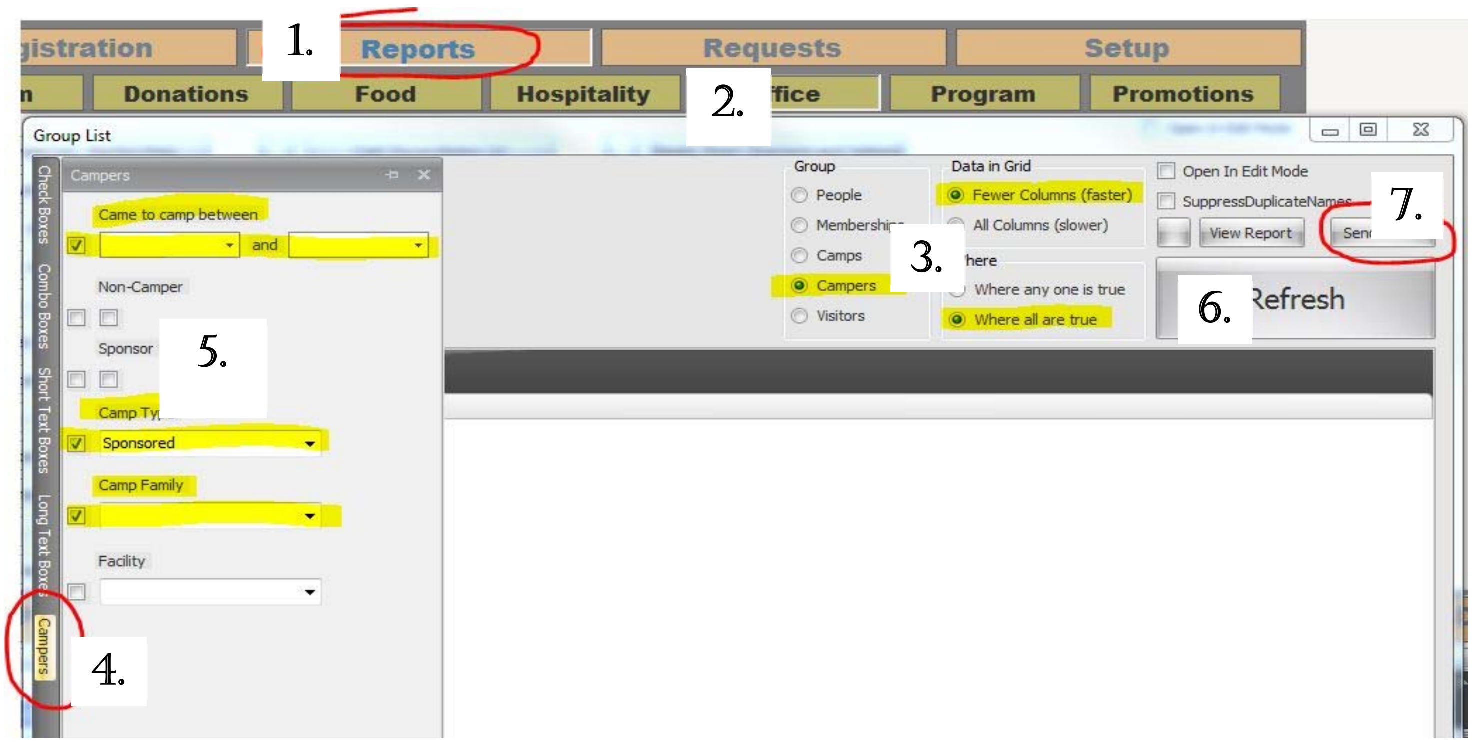
REGISTRATION PROCESSING

- Processing registrations includes money being received and noted on registration form, person and details inputted into Scout and added to the specific camp, Camper Details and Finances entered completely, receipts sent, and money deposited with Accounts Receivable.
- The goal is to have all registrations processed within 3 days of receipt.
- If we have unprocessed registrations for more than 3 days, we are behind. When we see that about to happen or it happens, communicate the need to the Registration Team Leader for additional help. That help may come in the form of additional people to input registrations or assistance in limiting interruptions and distractions.

REMINDERS (HISTORY)

- Reminders for all Sponsored Camps should be sent 3 weeks to 1 month before each camp.
- To send reminders:
    1. Go to “Reports” in Scout.
    8. Either under the Office tab or the Promotions tab, select “Group List.”
    9. Make selections in the highlighted areas: Campers under “Group,” Fewer Columns under “Data in Grid” and All true under “Where.”
    10. Click on “Campers” on the left-hand side toolbar.
    11. Make selections in the highlighted areas: Camp dates pertaining to specific retreat, Camp type (sponsored) and Camp family from drop-down list.
    12. Click “Refresh.”

13. Click "Send Email."
14. Copy all of the addresses to paste in another email.
15. Open a new message in Outlook with no personalized background or signatures.
16. Choose which account you are sending from. This should always be info@ironwood.org
17. Paste all of the email addresses into the blind carbon copy so that guests can't retrieve any other guests' information. Add both the Registration Team Leader and the Director to the distribution list.
18. Insert a picture in the body of the email.
19. Paste a picture from Registration Common>Registration Reminders>choose the appropriate sponsored camp file.
20. When the picture is selected, right click and choose "Hyperlink." Enter the hyperlink in the box given. It will be the link written in the email but http:// needs to be added to the front of the hyperlink.
21. Write "Upcoming [insert camp name] at Ironwood!" in the subject line and send the email.



Requests on Scout

- There are a number of requests and request information that can be recorded on Scout. Scout includes request forms for recording cabin requests (for volunteers, personal guests or administrative guests), communications issues, grounds needs, hospitality needs, lost and found requests, maintenance fix-its, phone and web orders, Scout issues, Town Run items, and vehicle maintenance requests. These requests allow lists to be kept orderly and all the information stored in one place rather than a staff member or team having a bunch of emails, notes, or personal conversations regarding similar items.
- Request forms can be found under the Requests Tab at the very top of the screen.
- When a request is saved, an email is sent to the staff member responsible for that particular area. For example, Lost and Found requests are sent to the Hospitality team leader, Communications requests are sent to the staff member in charge of IT.
- With each request, be sure to give required information and any extra details that might be helpful. If you desire to be notified when the request is changed, completed, etc., be sure to check the "Keep Me Updated" box on the top left of the request window.
- The Registration Team probably uses Scout the most and will notice many Scout issues. It is important to note them in detail in a "Scout Issues" request so that glitches can be fixed, even if they are minor problems.

Responsibility List

				RTL
Answering machine, daily			✓	
Answering machine, messages changed			✓	
Cabin assignments				✓
Cabin assignment list printed for PG				
Camp close-down			✓	
Camp files, created			✓	
Camp files, old files moved			✓	
Camper day worksheets	✓			✓
Camper receipts e-mailed or mailed		✓		
Camper reminders, e-mailed		✓		
Campership endowment				✓
Campership, REACH				✓
Car, mail maintenance/fuel/clean interior	✓			
Cash reconciliation	✓			✓
CFS				✓
CFS camper brochures mailed			✓	
Church assignments, summer				✓
Church calls – sponsored camps, 1 month in advance		✓		
Christmas List, coordinating/initiating				✓
Christmas List, upkeep/follow-up			✓	
Cones, afternoon/evening	✓			✓
Cones, morning	✓			✓
Custom Camp calls, 4 weeks in advance & 2 weeks in advance	✓			
info@ironwood; facility e-mails	✓			✓
iPod				✓
iTouch	✓			

iPhone (3G)				✓
Kiosk updated			✓	
Mail - incoming, pick-up & disperse	✓			
Mail - outgoing	✓			
Mail, Forward			✓	
Mail, Homestead	✓			
Mail, Ministry Crew delivered	✓			
Minimal Meals, entered on Scout	✓			✓
MyFax	✓			✓
Nametags, returned			✓	
Nehemiah Corps, fees & workers (volunteers)				✓
NSF & overdue balances				✓
Office cleanliness			✓	
Office, open/Hub door	✓			
Office, shutdown; lights & locks	✓			
Package calls & organization	✓			
PaySabres				✓
Phones, afternoon primary	✓			
Phones, morning primary			✓	
Procedures, updating manual				✓
Procedures, editing				✓
Pygmy file		✓		
Radios				✓
Red packets	✓			
Refunds or overpayments				✓
Registration buckets, HUB			✓	
Registration folders	✓	✓		
Registration schedule				✓
Registration storage		✓		
Scout clean-up, yearly				✓
Staff, former/history file				✓
Staff, summer/leadership live on Scout				✓
Summer file/cabin assignment prep	✓			
Visitor requests				✓
Volunteers,(individual) agreement forms			✓	
Volunteers,(individual) assigned housing				✓
Volunteers,(individual) on Scout			✓	
Volunteers,(long-term groups) agreement forms		✓		
Volunteers,(long-term groups) assigned housing		✓		
Volunteers,(long-term groups) on Scout		✓		
Volunteers, finances				✓
Weekly registration forms copied, summer only	✓			

RIVERTOWN FACTS

- The Rivertown facility is an Old West town with a boardwalk that gives it the flavor of walking back in time through the Old West.
- Rivertown Summer camp is for those going into seventh grade through those who have just completed twelfth grade. There have been some exceptions made on an individual basis due to mental or social handicaps, but exceptions are rare and must be approved through the Rivertown Director.

RV Guidelines

- Anyone parking a motorhome, trailer, etc. on camp property with the intent of housing campers/guests rather than using a cabin must pay the same camp cost or guest fees as anyone else attending that particular camp or visiting. These fees must be paid regardless of whether or not the RV is using a hook-up. Staff members do not need to use cabin nights to cover nights of RV stay; the length of the stay is limited. Individuals staying in RVs must also sign the same paperwork as those who stay in cabins.
- Missionaries are an exception to these policies. See "Pastor/Missionary Use of Ironwood Facilities."
- The other options for those not wanting to incur fees are to park at the KOA on the I-15 or park further down Cherokee Road by the mailboxes or by Harvard Road. We should communicate to guests that both of these areas are patrolled at night by police and sometimes police do their paperwork in those areas.

Saturday Duties, Summer

- Answer phones until 11 pm. Be sure to change phones from AUTO to DAY upon arrival and back to AUTO before leaving. Otherwise, calls are programmed to go directly to the answering machine.
- Double check registration folders and process any last minute registrations, payments, etc. for the coming week.
- Help deal with FCS (Family and Children's Services) campers, call appropriate people in charge if they are not picked up, etc.
- E-mail facility directors with the following week's expected early arrivals, contact names and cell phone numbers.

Scanning Documents to Printers

<u>Scanning to the 3025 (this will be your first choice)</u>**:**

1. Log-in
2. Click the tab at the top called "Send"
3. Choose "Email" and enter accordingly… or
4. … choose "one-touch" found at the bottom of the screen and choose a name that may already be entered there.
5. Place the item to scan in the paper feed, face up.
6. Press "Start"

<u>Scanning to the 9065:</u>

1. No need to log-in
2. Choose "Scan and Send"

3. Choose “one-touch” for e-mail addresses that are already registered. **This is also the same screen that will give you the option of choosing double-sided scanning. Choose the appropriate button on the right.** If the e-mail address you desire is not there you can choose “New Destination.”
4. New destination allows you to enter any e-mail address you wish.
5. Place your item to scan in the paper feed.
6. Press “Start”

SCHEDULE EXPECTATIONS

A registration team member will be expected to work the registration schedule as the RTL assigns them.

- Primary (afternoon/dinner check-in) – work ‘til 10 pm as needed
- Secondary (afternoon/dinner check-in) – work ‘til dinner
- Primary (morning/lunch check-in) – work ‘til 2, through lunch if needed
- Secondary (morning/lunch check-in) – work ‘til lunch or later as scheduled
- Third/Fourth/Fifth Registrars – work a 2-4 hour shift as needed

Primary is responsible for keeping the office open during the meal that is involved (dinner) which means they may be eating at their desk. Occasionally if a secondary registrar is able to stay a little later then it allows the two workers to swap off rather than needing to eat at the station.

The Registration Station will be open during the last meal of a sponsored camp. The office has not been open consistently on Saturdays when custom camps leave due to minimal use by those guests; most guests aren’t stopping by the office. Saturday work days should follow the normal expectations:

- Team member should be working on the tasks that they would normally work on on a Monday
- Minimum of 30 minutes prior to the last meal (or mid-day) and 30 minutes after the last meal (or mid-day).
- Minimum of 4 hrs+ in order to receive compensation time-off.
- Non-plus team members (resident staff) can keep track of any extra time they work beyond their “contracted” time of 4/6 hours.

It is normal for the office to run with just one person during the non-summer season in the afternoon when no camp is arriving.

Phones should be answered from 8:30 – 5:00 as well as the office being open for deliveries and any guests, inspectors, visitors, etc. Registration should get a director’s approval if the need arises to close the office during those normal work hours.

Schedule, Summer Weekly

- Monday
  - Check-in summer campers all morning. See MONDAY CHECKLIST for further details. Just plan now that Mondays will be super busy.
- Tuesday
  - Finalize any paperwork that didn't get processed on Monday; Tuesday lunch deadline for program to meet their deadlines of printing documents.
  - Make sure that birthdates and grades (graduation year) are all in Scout for the next week's camp.
  - Call those who are missing a birthday or grade and record it in Scout.
- Wednesday
  - Play catch-up; process waivers, family links, waivers, etc.
- Thursday
  - Alphabetize and copy medical forms/waivers for the following week, three-hole punch them. Do NOT copy any financial information.
  - Confirm early arrivals for the following week. Get a contact name of the adult/sponsor traveling with the group and a cell phone number that we can contact them at while they are on the road. Get an estimated time of arrival. Confirm the camper numbers arriving early.
- Friday
  - Cash reconciliation
  - Finish copying waivers for the following week and deliver them to the first aid provider
  - *Ready Sheet
  - Confirm everything is ready for cabin assignments to be done; give Beth a verbal hand-off ("Teen 2 is ready to go")
  - House any weekend guests and the following week's visitors.
- Saturday
  - Final prep for Monday (last minute registrations, communicating changes to Beth for adjusted cabin assignments, etc.)
  - Check-in adults who forgot their pick-up ticket
  - Make calls for campers who haven't been picked up yet
  - Close the office for lunch
  - Be willing to come back in the office if there are issues with a camper not being picked up

SCOUT CHECK BOXES

Mailings

The boxes you mark dictate the number of mailings that Ironwood sends. If you duplicate an entry then you're creating an extra mailing that Ironwood has to pay for printing and postage.

- The order of the check boxes is the responsibility of the Registration Team Leader.

Check Boxes, upper right	
Deceased	Only mark if the deceased individual has a donation or camp history. If this box is marked, all mailings in the center must be unmarked.
No Mailings	Only mark if an individual requests this but they have been a donor in the past or have a camp history. Work with bookkeeping on this. All mailings in the center must be unmarked in order for Ironwood to comply with their request.
Hide Online	Only used for CFS campers. MUST be marked for all CFS campers.
Check Boxes, center	
Dispatch	Only one per household. Either the husband OR the wife should be marked but not both. There might be occasion where more than one family resides at one address in such case two Dispatches would be going to the same address.
Former Staff	Anyone who has been on resident or summer staff in the past should have this box marked. These individuals will never be deleted from the database.
Current IIM/MB	Either the Director's office/Registration/Director of IIM/MB will mark this box.
Summer RT	Any youth camper that is eligible for Teen Camp should have this box marked.
Summer BI	Any youth campers that are eligible for Junior Camp should have this box marked.
Summer JH	Any youth camper that is eligible for attending Junior High camp should have this box marked.
Horsemanship	Any camper that has attended or is eligible for horsemanship camp should have this box marked.
Volunteer	The registration team is responsible for this.
Christmas List	Registration Team Leader is responsible for this box and will work directly with various directors. It will be assigned to one registration team member.
Grubstaker	Shelley or Donna will mark this box as needed.
ICA Newsletter	ICA is responsible for this box.
Summer Sponsors	Registration & the Director of IIM/MB is responsible for this box being marked.
Ret. Vol. Mail	This is the responsibility of Executive Director's office.
G. Fund Partner	Accounts Receivable is responsible for this box.
Donor Mailing	Either the office of the Executive Director/Director/Bookkeeping will be responsible for marking this box.
Short Text Boxes	
Horsemanship Level	Registration is responsible for updating campers' levels in Scout once a year.
Manager in Ministry	The Director's secretary is responsible for information entered in this field.
The Rib	ISI is responsible for information entered in this field.
Volunteer Agreement	Registration is responsible for updating a year that is entered in this field.

Scout Cleanup

It is Registration's desire to keep information on Scout current, so there will be regular Scout clean-ups which may involve updating addresses, deleting duplicate individuals and people we have no contact information for, etc.

- Before a cleanup, the Registration Team Leader should give guidelines for cleanup.
- If a maintenance tool has not been set up on Scout, go to Dennis for sorting.

Cannot delete an individual if…

- They are a donor
- They have a camp history
- They are current or former staff
- They are marked for a church/school/camp roll
- They are RIB/MIM recipients
- They are church/school staff or are marked for a church/school role

When to remove an individual from the list:

- By using the birthday field, a 19 or 20-year-old camper would be removed from mailings unless his/her history shows that he/she has been to adult camps (such as Women's Retreat, Men's Retreat, College/Career/Singles Retreats, paintball camps, etc.), is a donor, or is a former staff member
- People without addresses are taken off the mailing lists yearly or when mailings are returned.
- If there is a duplicate person entry and both have a camp history, substitute as necessary to combine the camp history to the most recent person details and then delete the one with no remaining camp history.

When to remove a church from the list:

- If a church's doctrinal statement is not consistent with Ironwood's own doctrinal statement.
- If a church has requested to be removed from the list.
- If a church has moved or dissolved and contact is lost.
- Inform the Registration Team Leader before deleting any churches.

Yearly Update

- Current donors should be updated yearly.
- Former junior and teen campers who are now 19-20 years and still coming to camp should be changed to "Adult."
- Former junior and teen campers who are now 19-20 years and still coming to camp should be marked to receive "Dispatch."
- To keep addresses complete and current, some detective work may need to be done by using Google, White Pages, Purple Pages, etc.

Mail-out Tips

- Dispatch—Do not mark out-of-country addresses for receiving Dispatch.
- When a person is added to Scout, they should be marked as receiving some type of mailing.
- Do not put Zip + 4; only input first 5 digits of the zip code.

- Anyone with a camper history at adult camps should be marked to receive Dispatch. The exception is if both husband and wife come, only the husband should be marked to receive Dispatch.

Scout Terms

1. Data Menu
2. Data Tasks
3. Camper Tasks Menu
4. Camp Tasks Menu
5. Camp Display Screen
6. Registration Tab, Reports Tab, Requests Tab

Search for Payment (This Feature is Not Working)

- The Search for Payment function in Scout is very helpful for finding specific payments and viewing how they were applied.
- Go to the Reports tab and then the Office tab and select "Search for Payment." You may then search by one or multiple fields. The easiest way to find a particular payment is to check the Description box, type in the check number or last 4 digits of the credit card number, follow it with a "*" and then click "Search." All payments with descriptions starting with the number you typed in will appear and you can view what you need.

SECURITY COMMUNICATIONS

- The Security team does not regularly carry radios, as they rely on cell phones for most of their communications. So, should the need arise for ICA to contact Security, they will go through the Registration office. It is then the Registration team's responsibility to relay information to the Security team.

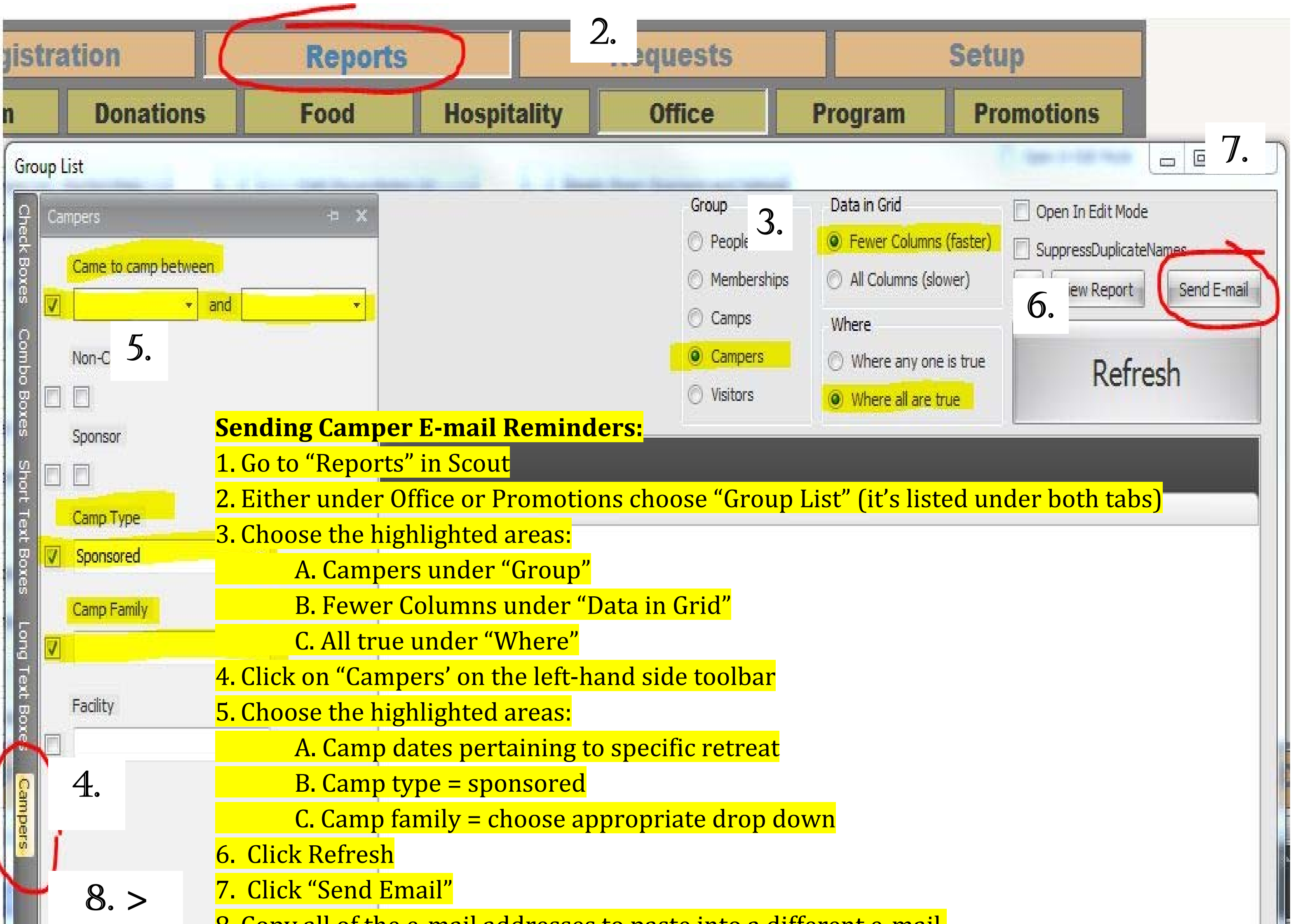
SECURITY LOCKDOWN

There are times where the ICA campus, office building, etc., needs to go into "lockdown" for security reasons. Whenever a lockdown is called, the registration staff should immediately begin locking all doors to the Way Station and closing any windows that might be open. *It's important that team members keep their cell phones with them!* All registration team members should stay in the conference room or the printer room in order to stay away from exterior windows. A "safe zone" should allow staff more than one way to exit a room; the mail room would not be a wise choice. ICA will use the Way Station as a secondary "safe zone" so a staff member will be assigned by the Security team to watch the closest door, allowing quicker access to the students and teachers.

To initiate an ICA lockdown the ICA staff members will use the phone system, relaying a message via the intercom system. Registration team members should be quick to release that intercom call so it doesn't continually tie up the phones. It's important that registration is able to resume answering the incoming calls as soon as they are able to return to their stations.

If the situation turns into an emergency response situation then a specific staff member will be assigned to speak to any media, etc. In this case, the registration team should not answer any questions pertaining to the situation unless designated by the director to do so. Procedures will be followed that are in place for such emergencies.

SENDING CAMPER E-MAIL REMINDERS (HISTORY)



Sending Camper E-mail Reminders:

1. Go to "Reports" in Scout
2. Either under Office or Promotions choose "Group List" (it's listed under both tabs)
3. Choose the highlighted areas:
   A. Campers under "Group"
   B. Fewer Columns under "Data in Grid"
   C. All true under "Where"
4. Click on "Campers' on the left-hand side toolbar
5. Choose the highlighted areas:
   A. Camp dates pertaining to specific retreat
   B. Camp type = sponsored
   C. Camp family = choose appropriate drop down
6. Click Refresh
7. Click "Send Email"

8. > is done in Outlook

8. Copy all of the e-mail addresses to paste into a different e-mail.
9. Open a new message in Outlook (there should be no personalized background, signatures, etc.).
10. Choose which account you are sending from. You should always choose info@ironwood.org.
11. Paste no more than 20 email addresses into the BCC (blind carbon copy) so that guests can't retrieve any other guests' information. Add both Shelley and Sam to the distribution list (shelleyconway@ironwood.org and sambrock@ironwood.org)
12. Click on "Insert" a picture in the body of the e-mail.
13. Choose the appropriate camp file from Registration Common > Registration Reminders.
14. After the picture is inserted right-click & choose "Hyperlink". Enter the hyperlink in the box given. It will be the link written in the e-mail but http:// needs to be added to the front of the hyperlink.
15. Write "Upcoming [insert camp name] at Ironwood!" in the subject line.

SIGNATURE FILE IN OUTLOOK

- Signatures in Outlook are often a useful tool if there is information or a statement that you need to use quite frequently. The most common use is for a name "signature" and contact information to include at the bottom of an email, but they have several other uses, as well.
- A "Phone message" Signature is helpful if you email a lot of phone messages. It could look something like this…

  From:
  With:
  Date:
  Time:
  Message:
  Contact Info:
  Taken By:

  You could plug this into an email and fill in specific information without worrying about forgetting something.
- To create/edit signatures, go into Outlook, Tools menu, Options, and then the Mail Format Tab. Select "Signatures." From the Signatures screen you can either select "New" to create a new signature or you can edit an existing signature. Use the bottom half the screen to create the signature, choosing font, size, color, and format. You can also include an image if desired.
- At the top right of the Signatures window, you have the option to choose a signature to include in all new messages and another to include in all replies/forwards. If you do not wish to automatically include a signature and would rather add it manually each time, then do not fill out these options.
- When you are done in the signature screen, press OK. Now, any signatures you have set to be automatic should show up in new messages or replies/forwards as designated. Any others will be available to add to an email message by selecting Insert, Signature, and then the specific signature you want to add to a particular message.

SIGNING

- Quite often businesses, salespersons, etc. will come to the Registration Office to get signatures. The Registration team may sign for propane deliveries, UPS packages, etc.
- The Registration Team should NEVER sign anything related to the County. If anyone is presented with a document from the County for a signature, they should contact the Director, as these documents go on Ironwood's official record. If they have done an inspection without previously notifying the Director or having him present, then they have not conducted it appropriately and nothing should be validated.

SOCIAL MEDIA

Facebook

The registration team should not be using their facebook account personally during their work hours. Personal time for facebook should be limited to non-office hours. The only exception is for the team members who are responsible for updating the Ironwood Facebook page on a weekly basis.

Twitter

Registration team members should not be using their Twitter account during office hours.

Instagram

Registration team members should not be posting or looking through their Instagram account until after office hours.

Work Time

(see Schedule Expectations)

Sound System

It is the responsibility of the RTL to sync the iPod with any updated music.

The sound system in Registration is controlled by the EOS base unit in the RTL's office. The iPod should stay on the base in order to charge.

1. Volume – controls base unit volume only.
2. iPod – shows that the iPod is connected
3. Digital wireless speakers – there are four lights signifying that up to four wireless speakers can be connected. Registration only uses these speakers in the lobby and in the Hub so only two of the four circles will be lit up.
4. The wireless button controls the ability to use the remote speakers. This button, when turned on, should allow the wireless speaker lights to light up. This should be turned on!
5. Source – we do not want "AUX" auxiliary as the source. Press Source until AUX is no longer lit up.
6. Mute – only mutes the base station.

The base unit communicates to all of the speakers via the wireless controller on the primary registrar's desk. Make sure the unit is turned on; the blue light on the antenna should be lit up. The white wireless speakers are controlled by the knob on the top of each speaker – both to turn it on and volume control. Adjust as necessary. A speaker can be plugged in a Hub outlet when running registration from that location.

The SAMSON black unit controls the outdoor speakers. Turn the power on. There are two dials; each one controls one of the outdoor speakers; adjust as necessary.

The registration iPod is pink. Pressing the "Menu" option on the pad will take you back to the original screen. Rolling your finger around the white circle will allow you to scroll through the options that might be listed on the screen. The center pink circle will allow you to select an item. There are two different **playlists** that you can choose from: 1) Office Music or 2) Western Registration.

Office Music:

1. This music should be instrumental only.
2. Must be sold in Uncle Wally's and if not, approved by the director.
3. It's always nice to have music playing quietly in the background when guests come in.
4. Anytime this music is played the outside speakers should be turned off.
5. Select this playlist by highlighting it and selecting it.

Western Music:

1. This music should be playing whenever campers are registering. Registrars should start the music early so they aren't making a wild dash to the office to turn it on as guests are arriving.
2. This is loaded onto the iPod in an already shuffled mix so that you don't have to worry about playing one album or another.

3. It is also set-up to play continuously so registrars do not have to restart the music during registration.
4. You do not have to start with the first song. You can begin playing anywhere on the play list.
5. Select this playlist by highlighting it and selecting it.

To turn the music off press the "Play/Pause" button on the white circle until the Pause icon shows in the top right-hand corner of the iPod screen. Removing it from the base unit means it won't be charged the next time you need it.

SPEAKERS

- All Ironwood Sponsored Camp speakers (both main and workshop speakers) will be upgraded to a western cottage with linens without incurring any fees.
- If a speaker brings along their spouse and/or family, we would also upgrade their housing to a western cottage with linens without incurring fees. Family Resource Retreat is an exception to this, as only the adults will receive linens at no extra cost.
- Other individuals staying with a speaker (a ladies' workshop speaker staying in a large western cottage with other women from her church, for example) would not be upgraded without incurring the coordinating fees.
- Workshop speakers' names should be given to the Registration Team Leader by the Program Team well in advance of each camp. They may be entered on Scout without registration fees. Women's Retreat workshop speakers are asked to speak twice while here and do not pay a camp fee.

SPONSORS

- Summer sponsors are recorded just like campers, except the type of camper should be switched to Sponsor in their camper details.
- Sponsor children prices are as follows.
  1. Babies under 2 – FREE
  2. Children 2-7 – ½ price
  3. Children 8 and older – full camp cost
- There are a number of Sponsored fall/spring/winter retreats that allow sponsors to attend with a group of young people. For some of these retreats (Ezra and Youth Winter Rendezvous, for example), there is actually an extra fee for anyone attending without a sponsor. In these cases, Ironwood provides an IIM student or staff member to act as a sponsor/counselor.

STAFF CHILDREN ATTENDING CAMP

- The Family Benefit Package at camp includes camp tuition for 3 weeks of summer camp for each staff child of camp age.

- Each year, one of the 3 summer camp weeks may be chosen as a “guaranteed” week. This means the staff child will not be bumped even if the camp fills and has a waiting list. The other 2 weeks will be on a space-available basis and the staff child may be bumped to another week if necessary. A staff child may not be bumped in the last 10 days before camp.
- Staff children may also attend age-appropriate camps in the fall, winter, and spring, without those camps counting toward the 3 week summer maximum. These camps are under the 10 day bump guideline, and they may be used as a guaranteed camp.
- The Registration Team will keep a “Pygmy File” with completed registration forms for staff children. A new form will need to be filled out and signed each year.
- It is the parents’ responsibility to communicate to the Registration Team which weeks they wish to sign children up for and which week, if any, should be the guaranteed week.
- The number of camps allowed does not accrue from year to year and there is no compensation for unused weeks.
- Staff and their children are responsible for any extra camp fees, such as Camper’s Cache, craft fees, spending money, etc.
- Staff children are often well-acquainted with some of Ironwood’s frequent guests, but we do not want that familiarity to lead to overlooking or underemphasizing our guests’ privileges. We want to avoid guests being in a position of supervision over staff children even if they have agreed to it. For this reason, staff children will not be allowed to stay in a cabin (or any other camp building, excluding staff residences) as a camper without either their parent or an Ironwood-provided counselor in the cabin with them. This policy applies only to cabin stays during a camp when the guest is fulfilling the role of camper and would not apply to staff children staying with visiting family members in their cabin.

Staff Guests at Sponsored Camps

- Staff members are allowed up to 2 guests each. This would mean two people can attend camps such as Men’s Retreat or Women’s Retreat, one couple for Couples’ Retreats, or one family for summer camps.
- The staff member must be with the guest the entire time. They cannot be working.
- The guest cannot attend a camp for an entire day. This policy is limited to one meal and the activities and services following the meal per guest. Special meals are included.
- The guest may use up to 2 staff meal passes to cover their guest or as many passes to cover a family as their guest.
- The guest must be entered on Scout as a visitor and added to the meal.
- If a staff member is not able to be with a guest attending camp or the staff member goes over the allotted number of guests, they must pay the partial camp rate for that guest in order for them to attend camp meals, activities, or services. Registration would then need a form and waiver.

- These same guidelines apply to staff children guests. Staff children under age 18 may invite one guest to attend a meal and service providing the staff child is not a camper and one of the staff child's parents is accompanying them at all times. If a guest is attending a sponsored camp where Ironwood counselors are provided, the guest or staff child may not tag onto program activities as it might hinder one-on-one time.
- If both a parent and staff child wish to invite a guest at the same time, fees will not be incurred for the second individual.
- The goal of these policies is to avoid the "camp tramp" mentality of staff children, allow guests and staff to benefit from messages, avoid distracting campers or hurting their camp experience in any way, give staff the opportunity to spend quality time with a guest, and avoid putting our scheduled staff in a position of supervision over someone else's guest.
- Also see the Resident Staff Manual.

Staff Members' Local Church Cabin Use

- Missionaries on deputation, college singing or drama groups, conference speakers, etc. will often visit our area's local churches and because of having members on Ironwood staff and the proximity to Ironwood, churches may wish to have those guests use Ironwood accommodations overnight.
- We desire to be a help to the local church and when cabin availability allows, these guests may use Ironwood cabins. These cabin nights must either be paid for by the church or covered by an Ironwood staff member's cabin passes.
- All guests of local churches staying overnight on Ironwood property must sign the "Participation, Release, Waiver, and Indemnity Agreement."

Staff Camp Passes, current staff

Per the RSM, full-time staff members can have 2 family members attend an Ironwood-sponsored camp for ½ price, part-time staff members can have 1 family member at ½ price pass. If a wife is not working, these passes are not part of their benefit package. Registration is responsible for keeping track of staff's passes and holding them to their limit.

Registration should use the Discount drop down for family member pass to bring the camp cost down to half price. These passes do NOT include any extras such as exclusive use, etc.

Staff Camp Passes, former staff

Per the RSM, former resident staff members are given one pass for each year that they served on resident staff. E.g. If a staff member is on resident staff for 7 years, they would be eligible for 7 camp passes. Bookkeeping (Mr. Mark) has access to the information if a former staff member wants to use a pass. Confirm with bookkeeping before agreeing to using a pass. Most of the time these passes are used rarely and there tend to be long timeframes between use so it's a strong possibility that the former staff member may not have accurate information as to how many passes they have left.

If a former staff member uses a pass, registration should use the Discount drop down for former staff to bring their balance due to zero. These passes do NOT include any extras such as exclusive use.

1. Junior, Junior High, or Teen camps for their children
2. Men's or Women's Retreats
3. Couples' Retreats (count as one free camp)
4. Family camp – parents count as one, but must cover children's camp costs or may use 1 additional free camp for each child
5. Father/Son and Mother/Daughter Camps – must cover children's camp costs or may use 1 additional free camp for each child.

STAFF REQUESTS FOR CABINS

- Staff or Ministry Crew requests for cabins for personal guests planning to visit may not be made more than 30 days in advance. Our changing camp schedule and numbers do not allow for a cabin to be guaranteed prior to that timeframe.
- Each cabin night must be covered by a staff member's cabin passes or by the individuals visiting. Current rates are located on the Camp Fees list on the Telegraph. Staff members who have no remaining passes are able to purchase more cabin nights at half the listed price. Ministry Crew members do not have cabin passes as a benefit, but do receive the half-off price for any guests using cabins.
- If there is a promotion benefit to the ministry from providing housing and/or meals, arrangements may be made with the Director, Executive Director or team directors.
- Also see "Cabin-Use Policy for Staff" in the Resident Staff Manual.

STORAGE ROOM

- Room #10 of the WayStation is where the safe room is located. There is storage in the safe room. We prefer to use that space if possible so that other team members can't access our inventory.
- The volunteer work room across from the mail room is also used for registration storage; supplies that are accessed on a more frequent basis.
- Larger items like cones, arrow signs, etc., are stored in the back of the hospitality closet.

SUBSTITUTING CAMPERS

- Campers may be substituted for one another within a camp. This means replacing someone signed up with someone else. When this is done, ALL camper details and financial information for the original camper is kept on the camper who was subbed in.

- To substitute a camper, find the group they are in and click on the "Check In" box. Select the person you wish to sub out and click on the "Substitute" button at the bottom of the box. A small box will pop up with the "Take Out" section listing the person you selected. Drag in the person you want to replace them with to the "Replace with" section. Click "Make substitution."
- When a camper cancels, their registration fee is non-refundable/non-transferable and cannot simply be moved to another camper attending. If a camper who is not currently signs up wishes to take the cancelled camper's spot, however, there is no financial penalty. We allow subbed in campers to keep all finances, including registration fees.

SUMMER CAMP FEES

<u>2017 Summer Camp Fee Changes</u>

- No more Registration Sunday discounts or Random Campers
- Registration for Summer camp starts Noverber 1
- Any completely filled out registration forms with the $50 registration payment in the office before December 1 will be entered into Camper's Christmas
- Any camper signing up before March 1 will get a $60 discount
- Any camper signing up after March 1 and before May 1 will get a $30 discount
- No-name registrations are now accepted. A No-name registration consists of a church telling us what week of camp, what facility of camp, gender of camper, and paying the $50 non-refundable registration fee.
-

<u>2016 Summer Camp Fee Changes</u>

- Two costs - $330 (before April 1) or $360 (after April 1).

<u>2015 Summer Camp Fee/HOLD Changes – applicable only to churches</u>
Churches that attended in 2012 will automatically have pre-registration spots available to them for 2016 <u>based on the number of campers that attended the summer prior</u>. Additional spots would have to be paid for through the HOLD process. Churches pre-registered spots are strictly defined by their '12 history – no more, no less.

The registration team will communicate with these churches in November as usual – offering them x spots for their chosen week of camp. Registration Sunday should also be presented at this call.
Pre-registered spots are not available to churches who did not attend the year prior.
$25 HOLD expires May 15.

<u>A completed registration is defined by Ironwood receiving:</u>

- Signed waiver
- Signed and completed medical information
- Name, address, grade, etc. (all information filled in on the registration form)
- $50 fee

Registration Sunday Requirements:

- Pick a Sunday in February or March.
- Announce Registration Sunday in three services prior to the day.
- Set up a registration table, kiosk, booth, or rotunda. Send us a picture of your set-up!
- Optional: contact Ironwood for an available camp representative to help decorate your table and answer people's questions.
- On that Sunday, collect completed registration forms and the $50 registration fee.
- Send in the results of your Registration Sunday by the end of the week or asap.

Why Do Registration Sunday?

- Help parents plan for the date and the cost.
- Snowball effect – once some campers have committed, others may join.

SUMMER STAFF GUEST POLICY

1. All guests must be approved by the summer staff's team leader and a director.
2. Summer staff should not have guests during the week. Any guests during their normal work day should be approved by their team leader and director.
3. Summer staff are welcome to have guests during their off-time on the weekend; assuming no earlier than Saturday at 11:00 a.m. through Sunday night 5:45 Worth-It meeting.
4. Housing can be provided (western cottage with linens) for the coordinating fee. Guests 17 or younger cannot stay in a western cottage by themselves.
5. Free housing can be provided if the guest can stay with the summer staff member in their cabin and Ironwood does not have to provide linens.
6. Summer staff do not have meal passes so a guest is expected to pay for any meals they eat at Ironwood during their stay.
7. All meals have a cost. Saturday lunch and dinner are sack lunches and are not available to guests. Sunday breakfast is $5. Sunday lunch (formerly known as "Round-out" is made-up of food that was served on the buffet and is legally able to be served again to campers. In addition to that the kitchen has to cook additional food making this meal no longer a "freebie leftover".) Sunday lunch is $3.
8. All guests are encouraged to wear name tags when they are on camp property. Name tags are the best way for the office to communicate to the kitchen that the meals have been paid for (or there is a plan for them to pay for meals eaten prior to departure).
9. The host must be a resident staff member. That resident staff member may decide to appoint another summer staff member that will be responsible for that guest.

TEAM MEMBER CHANGES

New Worker Checklist

- ☐ Computer Profile (default: Registration, password: Ironwood1)
- ☐ Access to FileshareA
- ☐ Access to Registration (common)

- ☐ Email address assigned and setup
- ☐ Receive info@ironwood.org; set-up separate folder for info mail
- ☐ Scout login setup
- ☐ Phone extension list
- ☐ Set-up voicemail at extension
- ☐ Codes for safe room and office access during off hours
- ☐ Copy of procedures manual
- ☐ Myfax access (goes with info@ironwood.org access)
- ☐ Drivers license? Getting training on the office car
- ☐ Office car – training from vehicle maintenance on fuel and fluids
- ☐ Set-up on PaySimple

Office Worker Leaving Registration

- ☐ Remove info@ironwood.org
- ☐ Remove MyFax access
- ☐ Remove UPSP online; change passwords
- ☐ Remove PaySimple privileges as needed
- ☐ Remove access to Registration common
- ☐ Scout privileges changed accordingly
- ☐ Voicemail changed
- ☐ Security codes changed (no longer need access to safe room)
- ☐ Clean-out personal items from station

TELEPHONE TIDBITS

- Don't chew gum! Don't answer the phone while eating or drinking!
- Never use speaker phone.
- Always have a pen and paper ready. Write down the caller's name and any pertinent notes as the conversation progresses.
- Answer the phone as soon as possible, preferably on the first or second ring. We'd like to avoid having the answering machine turn on.
- Smile as you answer the phone, and answer with a sincerely friendly lilt to your voice. A good attitude is relayed over the phone lines.
- When answering the phone, clearly and slowly identify yourself and Ironwood. Guests generally don't pay attention to the conversation until 5 seconds into the call; without having body language in communication it becomes vitally important that you listen and speak slowly. For example, you could say, "Good morning, Ironwood. This is _____. How may I help you?" By the time the guest hears "How may I help you?" they are now focusing on the conversation at hand.
- Try to always catch the caller's name without his having to repeat it for you. (Tip—keep scratch paper by your phone; and as you hear the caller give his name, write it down.) Then, at the end of the conversation, somehow restate the caller's name—good PR. For example, you could say, "Thanks for calling, John."
- Avoid using ministry terms or abbreviations such as "Scout" or "IIM." Use terms such as "computer" or "student workers" that will make sense to a caller.

- If you need to direct a call to someone else, give the caller the name of the person you are connecting them with or the name of who will be calling them back.
- When telemarketers call, try to handle the call yourself by asking them to just send all their information to us by mail or by telling them that we are a non-profit organization.
- Look for ways to give the caller positive alternatives. For instance, if we cannot fulfill a person's request, don't just say, "No." Instead, you might say, "We're not able to do that for you, but would you be interested in _________?" Or, if the person the caller wants to speak with is not in the office, instead of simply saying, "He's not in right now," say, "I'm sorry. He's not in right now. May I take a message or direct you to someone else?"
- A nice courtesy for our staff is to tell a caller, "I'll make sure she gets the message," instead of saying, "I'll have her give you a call."
- Make listening noises! Callers do not have the ability to see if you're writing down their information, shaking your head, agreeing, etc. Repeating information back to the caller puts the guest at ease that you're recording the information that you need to be.
- Always ask before putting a caller on hold. If they agree, only keep them on hold as long as necessary. If you sense that they will have to hold for a while, ask if our people can call him back.
- When a caller asks to speak to someone, never just say yes. Our personnel may be in a meeting, off the property, or simply may not want to take that particular call at the moment. Instead say, "Let me see if he's available. May I tell him who's calling?" NOTE: For any calls coming in for Mr. Walt, you will want to find out a bit more about the caller, if you're not familiar with his name. It may be a telemarketer who just has Mr. Walt's name because he's the executive director. One question that may help you identify the nature of the call is, "May I tell him what this is regarding?" Based on the caller's answer, give the call to the appropriate person.
- End the call with a strong closing. The last 30 seconds of a call is when the guest finalizes their opinion of you and of Ironwood. You could simply say, "Thank you for your call!"

TERMS/ABBREVIATIONS

- Laser "guns" should be referred to as "taggers"
- Paintball "guns" should be referred to as "markers."
- IIM – Ironwood Institute of Ministry
- MB – Ministry Bound
- Ministry Crew –refers to all IIM and MB members
- CEO - Christian Education Outdoors
- CHC – Cowboy History Camp
- CR – Couples' Retreat
- DC – Day Camp
- MR – Men's Retreat
- MT – Mission Team
- PL – Planning

- SE – Spiritual Emphasis
- SR – Singles' Retreat
- TB – Team Building
- WR – Women's Retreat
- ACR – Academy Conference Room
- ASC – Academy Secondary Classroom
- BIR – Broken I Rendezvous
- FA – Faith Auditorium
- FSO – Food Service Office
- IRL – Ike's Roost Lodge
- OWB – Walt Brock's Office
- OSB – Sam Brock's Office
- RTA – Rivertown Auditorium (Meetin' Hall)
- RTL – Rivertown Lodge
- B – Breakfast
- L – Lunch
- D – Dinner
- Brch – Brunch

TEXTING

- Texting is often a great way to contact staff members, so Registration team members are allowed to carry cell phones during work time. On Registration days, they are actually required to carry them so necessary communication between the registrars and the Team Leader can occur.
- Personal texting during work time is permitted if it is infrequent and minimal. Quick texts and responses are okay, but longer texting conversations need to be saved for personal time.
- Also see "Cell Phones at Work."

TOURS

People are curious and they want to know what camp is all about and what it's like. Oftentimes guests arrive unannounced or they will call the office inquiring. We are happy to do a tour for anyone! There are rare occasions where we may allow a guest to do a self-guided tour; each case should be approved by the RTL or the Registration Director. Otherwise, all guests need to have a staff member-guided tour. This helps both with our promotion (telling the stories of how God has provided, the purpose of the buildings, explain our philosophy and positional statement, etc.) as well as supervision in not allowing the guest to walk/drive in areas where they shouldn't be such as a work project or the riverbed.

There are a couple of different categories of tours that guests will fall into.

1. 15-min tour – parents, drop-in individual; usually involves looking in a cabin
2. 45-min tour – coordinator, pastor, church group; usually look at behind-the-scenes areas and meeting room

Registration should gather a few details from the guest(s) before contacting a staff member. The goal is not to drill the guest with 21 questions in order for us to do a tour. Rather, the idea is that we carry on a conversation with that individual, sincerely inquiring about them casually. We like to know:

1. Name (have they been here before? Former staff?)
2. Where are they from (are they with a church group?)
3. The size of the group (all adults? Elderly? Small children?)
4. How did they find out about Ironwood? (website? Word of mouth? Sister church?)
5. Purpose of their visit? (parents wanting to see where they are sending their child? Pastor looking for a place to take his men? Family reunion?)
6. Show them the brochure barn. See what types of camps they might be interested in.

Below is a list of staff members who can give tours:

1. Sam
2. Steve
3. Carol
4. Scott O
5. David
6. Stephen
7. Wayne
8. Craig
9. Ben

Most of the time registration can organize a tour if the guest has called in advance. When communicating with staff members it is best to include the information that you've gathered as it will help that staff member determine the length/type of tour to plan. If planned early enough we can include it on the work schedule.

TRAINING, NEW TEAM MEMBER

A general checklist to follow when working with a new team member, usually ministry crew. This is in no way a fully complete checklist.

- ☑ Phone system
- ☑ Phone etiquette
- ☑ Scout log-in
- ☑ Scout training
- ☑ Data entry; returned mail updated on database
- ☑ Registration fee; procedure
- ☑ Office shut-down
- ☑ Mail – car
- ☑ Mail – dispersement/outgoing
- ☑ Mail – packages/voxing/texting staff

- ☑ PaySimple login
- ☑ Process registration using checklist
- ☑ PaySimple tutorial
- ☑ Custom Camp emails (tutorial, procedures)
- ☑ Name tags
- ☑ Registration schedule guidelines; primary, secondary
- ☑ Financial/confidential talk

TRANSFER VS. HOLD

- Only use the transfer function for those extensions that do not have a system phone and are unable to get calls from Hold. Using the transfer function on the phone keeps the caller on the line with no hold music. A transfer should always be preceded with an introduction by the registration team and not transferred straight through. For example, you could say, "This is _____. Your husband is on the line. You'll be connected with him as soon as I hang up."
- Using the hold function allows a guest to listen to hold music while waiting. Hold should be used when the receiving staff member needs time to get to a phone, needs to collect data before answering, would like the option of declining the call, or would like time to stop multi-tasking and collect thoughts before answering.
- If you are not sure which would be best, then use the hold function. It is most often the safest way to connect a call.

VALUE THE ANSWER

When and What Types of Questions do Campers ask?

1. Upon arrival they ask *where* and *what.*
2. At announcements they ask *where, who, how long,* and *when.*
3. During activities they ask *how.*
4. During an invitation they ask *how* and *what's next.*
5. At the stores they ask *how much, what time,* and *can I…*
6. During trail rides, they ask about Ironwood's history and future.
7. At meals they ask about ingredients and refills.

How Can we Value the Answers we give?

1. Value the person asking the question.
2. Stop what you're doing when you answer the question.
3. Recognize the impact of your answer.
4. Give them the whole answer – if the answer requires action on your part, follow through!
5. Value the person's time and attention.
6. Provide clear answers ahead of time.
7. Give feedback in the process of answering questions. For example, you could say, "Maintenance will fix the problem in your cabin while you are the evening service."

8. Don't allow your situation to affect your answer; your bad day isn't an okay to give the person asking a question a bad day.
9. Follow up; the person may not ask again if his question wasn't answered.
10. Get help with answers if you need it.
11. Use a considerate, helpful tone when answering questions…even if you've answered the same question multiple times. Consider the opportunity to answer the same question multiple times the opportunity to develop a professional answer to that question.
12. Eye contact is crucial in determining if the person understands your answer and if he is asking the right question.
13. All questions are good.
14. If you have to give a hard answer, do it with compassion and give an alternative when possible.
15. Smile!

VISITORS

- Visitors on Scout may include but are not limited to family members/guests of staff, administrative guests, volunteers, college ensemble groups, pastors staying on property for renewal time, missionary stopovers, summer staff parents, folks visiting camps, and subcontracted workers staying in cabins overnight. Those here for a couple hours for a tour and/or meal do not need to be put on Scout unless there are finances involved.
- If a visitor is staying overnight, we need them to fill out a registration form and sign a waiver. This is mostly for insurance purposes, but we could also mark them for the Dispatch mailing.
- Only Registration team members and team secretaries/assistants should enter people or information in Visitors. Whoever adds individuals should also enter any details they have, including arrival time, host, cabin needs, etc.
- To add someone to visitors, simply find or add them in the people list, highlight them, and select "Add to Visitors" from the Tasks menu. Fill out any known details, including specific arrival and departure times, lodging, if forms have been filled out, etc. Everyone on visitors must have a host listed.
- Add them to Meals if they will be eating any. To do this, highlight their name and select "Meals." A window with all meals being served during their stay will appear. In this window, highlight all meals that apply and click "Add to Meals" at the right. If those meals are considered freebie meals, highlight them again and click on "Mark Meals Free" at the right. See "Freebie Meals."
- Visitors will often have finances attached for an overnight stay or meals. These finances are entered onto each of them the same as for campers. Highlight the visitor and select "Finances" in the Visitor Tasks menu to bring up all finances. Add necessary fees, discounts, payments, etc. from this screen as you would for a camper. See "Finances on Scout."
- Visitors may be substituted, voided or deleted just as campers would.

VOIDING CAMPERS VS. DELETING CAMPERS

- Do not delete campers that have any type of finances attached to them. Archive or void campers that may have specific finances attached to them.

VOLUNTEER GROUPS

- Some volunteer groups, such as RVICS, SOWERS, and MMAPers, will coordinate their groups through the Property Services team. They will give the names and dates to the Registration Team, who can then enter the information under Visitors in Scout.
- The Director's Assistant will handle initial correspondence with any other group interested in coming to volunteer. They may become an official mission team on Scout or may remain a group of volunteers depending on length of stay, purpose, etc.
- If Ironwood requests a volunteer, Ironwood will arrange and possibly pay for transportation. Any group who has requested to come volunteer must arrange and pay for their own transportation, although Ironwood may help them with coordinating rentals, drivers, etc.
- Registration should send out registration forms and volunteer agreements one month prior to the volunteer service. Cost per day should also be communicated at this time if it has not already been. (This is only applicable to mission teams and not applicable to RVICS, SOWERS, and MMAPers.)
- Registration is responsible for entering names on Scout, assigning cabins, and printing nametags.
- If a volunteer plans to arrive late, Registration will prepare a late arrival red packet for them. See "Red Packets."
- Long-term volunteers will be charged an internet service fee if they choose to use our internet service. This will be initiated by the Registration Team Leader.

VOLUNTEERS

- All volunteers must be approved by a director. Any requests to volunteer should be passed on to the Registration Team Leader who will bring them to one of the weekly meetings for director approval.
- Any volunteer for any length of time must fill out a volunteer agreement and sign a waiver. Volunteers under age 18 must also have a medical form filled out and signed by a parent.
- Once a volunteer agreement has been filed, it is good for the calendar year. For example, if someone volunteers in February and fills out the necessary paperwork, they do not need to submit any more paperwork if they volunteer again in October.
- Volunteers under 18 are not allowed to stay in cabins by themselves. There must be a group leader or other adult supervising them.

- Volunteers are typically housed in the best possible accommodations, depending on what cabins are being used for camps going on, where males and females are being housed, how many volunteers need housing, and other reasonable factors. Linens are typically provided if requested, however we may request some groups to bring their own. Camper housing will take precedence over volunteers when it comes to housing.
- Long-term volunteers will be charged an internet service fee if they choose to use our internet service. This will be initiated by the Registration Team Leader.
- Volunteers may only be on property 6 months out of each year.

VOLUNTEER DEFINITION & FEE CHART

All volunteers must sign Ironwood's waiver and sign a volunteer agreement form.
*If a volunteer is working directly with campers then we would require additional forms from them, indicated by the astericks (e.g. bringing in a counselor to help because it's a larger week of camp, etc.)

WHO?	Definition	Daily Fee	Forms Required	Insurance Coverage
Long-term, group organized	anyone staying on property for 4 weeks or more providing their own housing & food camp only provides utilities	$6/male or single female $6/couple, whichever applies	provide references Child Abuse Policy Code of Conduct Adhere to equip usage guidelines Volunteer agreement, group Ironwood waiver	Personal insurance Workers compensation volunteer coverage
Long-term, individual(s)	anyone staying on property for 4 weeks or more providing their own housing & food camp only provides utilities individuals pay for internet usage on a monthly basis. e.g. Paul & Donna Bond	$6/male or single female $6/couple, whichever applies	provide references Child Abuse Policy Code of Conduct Adhere to equip usage guidelines Volunteer agreement, group Ironwood waiver	Personal insurance Workers compensation volunteer coverage
Short-term, group organized	anyone staying on property up to 4 weeks providing their own housing & food camp only provides utilities e.g. RVICS, SOWERS, MAPPERs, etc.	$6/male or single female $6/couple, whichever applies	volunteer agreement waiver *Child Abuse Policy *Code of Conduct	Personal insurance
Short-term, individual	anyone staying on property up to 4 weeks camp provides meals, housing, & utilities	$13/person	volunteer agreement waiver	Personal insurance

	invited by Nehemiah or resident staff for a particular project or task quite often the fees are paid for from a budget		*Child Abuse Policy *Code of Conduct	Workers compensation volunteer coverage
Short-term, individual self-invited	anyone staying on property up to 4 weeks camp provides meals, housing, & utilities self-invited Ironwood finds a place for them to work, assigns a host, & works to accommodate their requested times	$30/person	volunteer agreement waiver *Child Abuse Policy *Code of Conduct	Personal insurance Workers compensation volunteer coverage
Resident volunteer	on property indefinitely & providing their own housing & utilities pay for internet usage on a monthly basis e.g. Jerry & Idasue Brown	Any fees are handled administratively	Forms are handled administratively	Personal insurance Workers compensation volunteer coverage
Nehemiah volunteer	anyone invited by Nehemiah Corps to work on a Nehemiah Corps project anyone volunteer that is assigned to a Nehemiah Corps project have the ability to fill any one of the above roles as far as length of stay is concerned camp provides meals, housing, & utilities	$13/person (if charging inter-office budgets) $30/day/person (if charging workers)	volunteer agreement waiver *Child Abuse Policy *Code of Conduct	Personal insurance Workers compensation volunteer coverage
Mission teams	an organized group; usually a church group that expressed interest in coming out to help usually request a specific timeframe in which to be here camp provides meals, housing, utilities, & some program (evening activities, fun day, etc.)	$30/person	volunteer agreement waiver *Child Abuse Policy *Code of Conduct	Camper accident when involved in camp activities Workers compensation when working

Who Needs What Information?

Who keeps track of computer entries (names, contact information)?	Registration Team – Ironwood Shelley Conway – Nehemiah Corps
Who assigns the cabins?	Registration Team Leader
Who can be the host?	Nehemiah Corps or Staff member in charge of the project
Who decides what budget will be charged and how much?	Missionary Project Leader Nehemiah Corps

	Staff member in charge of the project Camp Director
Who charges the budget?	Finances are recorded in Scout. The Registration Team Leader is responsible for processing these charges. These charges/budgets will be recorded on vouchers and are communicated to bookkeeping through the cash reconciliation process. Vouchers should not be processed until the volunteer has left to ensure accurate records/charges.
Who should be marked as a camper in Scout?	All of the options in the chart above should be marked as a camper in Scout with the exception of the Resident Volunteer. They will be included in the camper day worksheet IF you choose "Include Visitors" when setting the parameters for the report.

VOLUNTEER FEES, NEHEMIAH CORPS

1. Anytime Nehemiah Corps is running a crew/mission team/volunteers, and the guests are being charged (e.g. Faith Baptist – Taylors, SC mission team) the $30/day rate, that daily fee is divided between the host camp and Nehemiah Corps.
2. $18/day/person goes to the host camp to meet their basic utilities, food, insurance rates.
3. $12/day/person goes to Nehemiah Corps to cover fuel, time, personnel, project leader, etc.
4. Nehemiah Corps will usually bill the camp host, but registration needs to understand the process.
5. If possible the fees will run through the camp host and the camp host will reimburse Nehemiah Corps.
6. If a camp is unable to process the payments, then Nehemiah Corps will reimburse the camp host. (e.g. Camp Grace that has no office)
7. If Nehemiah Corps is not involved then the camp host receives the full $30/day/person. (e.g. a summer mission team working at Ironwood while Nehemiah Corps is at Camp Grace.)

VOLUNTEERS, SUMMER

Ironwood will now accept volunteers following a capacity of 3 people per week. The idea behind this policy is that if Ironwood can build their volunteer sources then it may be possible to reduce the number of summer staff that is needed. It is cheaper to use volunteers than it is to hire summer staff so it would benefit the ministry financially.

- The base rate of $13/day will be used.
- The volunteer will be asked to pay this rate; budgets will not cover this fee.
- They should sign both the waiver and the volunteer agreement.
- Volunteers still must be director-approved (Mr. Wayne and/or Mr. Sam).
- Volunteers can expect to work 8 hours/day.
- Room and board will be provided.
- Volunteers will have some free time that they can attend services, etc.

- Work schedule will trump personal desires.
- These guests should be entered into Scout as a camper and included in the camper day worksheet; fees will have to be adjusted accordingly.
- The volunteer should be viewed as another "sponsor" only with work requirements; they are using work to pay for a portion of their fee whereas other sponsors are just paying the full rate and will have more ability to do what they want throughout the day/week.
- All volunteers will default to working for Mr. Wayne.

**If a volunteer will be working directly with campers then Ironwood will require additional forms from them such as the Child Abuse Policy, etc. See the Volunteer Fee Chart.*

VOLUNTEER VOUCHERS

The Registration Team will submit bright orange vouchers with each cash reconciliation. This voucher is the way that bookkeeping pulls money from one account to reimburse other accounts in order to cover the volunteer's stay. For example, Andrew asks a guy to come and help with building maintenance for a couple of days. That director (Andrew, in this case) will communicate to Registration the budget that he is using to pay the fees needed to cover a volunteer's daily stay. Following the volunteer chart, the $13/day is the amount used when inter-office budgets are paying.

The orange voucher should be submitted at the end of each volunteer's stay or at the end of each month, whichever is more applicable. The orange voucher includes the budget paying for the volunteer, and the budgets that need reimbursed for the volunteer.
The old orange vouchers include the volunteer's name, the arrival and departure dates, and allows for several different budgets to be charged for that person's stay. These orange slips are good to fill out and attach to the Z Report that is filled away in the registration office.
For every meal a volunteer eats at the Homestead, $3 will be taken out of the total cost and put into the Food Services budget.

**IT IS IMPORTANT TO REALIZE THAT ANY VISITOR/VOLUNTEER THAT IS ENTERED IN SCOUT (UNDER THE VISITOR TAB) IS NOT INCLUDED IN THE CAMPER DAY WORKSHEET COUNT. One of the main questions or red flags that needs to be discussed is how a budget gets reimbursed for a volunteer that is entered in Visitors in Scout when that volunteer is not included in the camper day worksheet.*

WAITING LIST

- Once a camp is full to maximum capacity, those who call or send in registrations should be put on the Waiting List for that camp. Always communicate this to the parent/coordinator who is attempting to register. Waiting List is found in the camp's Attenders section to the left of the attender's names.

- Search for the person's name and then drag them into the "Waiting List" section.
- When spots open up, individuals on the waiting list may be contacted and registered according to who requested spots first and what gender spot is available. If 3 girls top the list, but only a boy spot has opened, we must call the first boy on the list.
- Any finances received for someone who is being added to the waiting list should be refunded or returned. Do NOT hold onto any checks or other payment for anyone being added to the waiting list. Payments can expire before someone is able to be moved from a waiting list to a camp.

WAIVERS

- The term "waiver" most commonly refers to our "Participation, Release, Waiver and Indemnity Agreement," located on all Ironwood registration forms.
- Anyone staying in non-resident staff, Ironwood-provided housing overnight, participating in any Ironwood activities as part of a camp or otherwise, or using camp tools/shops must fill out personal information on a registration form and sign the waiver. Guests staying at resident staff housing will not be required to sign the waiver, nor guests in an RV that are not using the camp tools/shop or participating in any activity.
- If guests are here for a meal and/or tour and will be on property for several hours or less, we will not require a waiver signature.
- Resident staff will be responsible for their guests signing the waiver, and making sure the completed forms are returned to the Registration office.
- Program staff will be responsible for any guests that may be using a camp activity signing the waiver and return the completed forms/waivers to the Registration office.
- Resource Services will be responsible for any guests that may be using the shops/camp tools signing the waiver and returning the completed forms/waivers to the Registration office.
- A waiver signature from a guest/camper is good for one year, and those returning as visitors or campers within the same calendar year are not required to sign the waiver again. However, waivers must be filed for each person within each particular camp, so to save digging through the Retention room for past waivers; Registration will often ask a repeating camper to sign a new waiver. If it is an inconvenience or they would rather not, we will need to locate and copy their prior waiver to include in the current camp.
- The waiver is required for ALL campers, whether adults or children. Those over 18 sign their own and those under 18 have a parent/guardian sign on their behalf. Signatures of children under 18 on their own waivers are not adequate and the parents or registration coordinator will need to be contacted to obtain the necessary signature.
- Also see the Resident Staff Manual.

WOMEN COUNSELING WOMEN

- For both Basics and Specifics retreats, women must be at least 16 years old to attend. Minors (those 16 or 17) must be attending with a legal guardian.

- The purchase of a notebook is usually required in addition to the camp cost. That cost may vary depending on what book/s will be required for a particular session.

Women Counseling Women Specifics Books

Due to the number of ladies from around the country that are requesting specifics notebooks/cds, the following guidelines/information have been implemented so that Ironwood/ISI can process their requests in a timely manner.

- Specifics notebooks and/or cds are available to those who have completed the WCW Basics class. It does not matter what camp/church they attended the seminar (Debi is doing these in several places now) She had to cancel on CoBeAc this spring because of Tom's health, so some of those ladies are wanting the material.

- Because of the fact that Laura (ISI) is not consistently at her desk, and that the notebooks are NOT offered on the website (due to restrictions mentioned), registration should take these orders when someone calls. Just give them the amount, get their payment information (you don't even have to run it if you don't have time) and either e-mail Laura the details (preferred), or place it in her inbox. If you e-mail Laura the details, she can place the order for her helpers to fill whenever she is off-property. Voice mail and notes on her desk, don't help with that.

WCW Notebook Prices:

WCW Specifics 1	$23/per notebook	$46 total
WCW Specifics 2	$23/per notebook	$46 total
WCW Specifics 3	$24/per notebook	$48 total

WCW CD Price:

CDs for each is $10 and includes all the sessions and the powerpoint slides.

WCW – Specifics 4 Notebooks

Specifics 4 notebooks are not available (no date for expected completion either)

WCW Shipping

For shipping, two notebooks and a cd will cost 9.50 to ship media mail (7-10 days shipping time, depending on where in the country it's going)

WCW-Sales Tax

If they are in CA, we need to charge 8% sales tax (on amount before shipping).

WOMEN'S RETREATS, SPONSORED

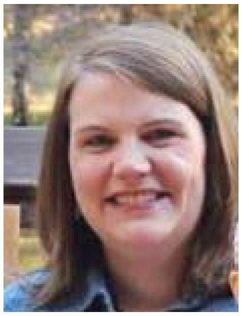
- In an effort to best serve those attending our Women's Retreats, all services and activities are tailored to meet the needs and interests of adult women. Ladies age 16 and older are welcome to attend, however minors (ages 16 and 17) must be accompanied by their mother or a responsible adult.
- We request that all children, other than nursing babies, stay at home. We ask those who bring nursing babies to be considerate of others "retreat time," especially during services and in the cabins at night. Nursery is not provided, however a cry room will be available during the main session times and we encourage its use.
- If a mother chooses to bring a babysitter to care for her baby while she attends sessions and/or activities, that babysitter will need to pay the normal camp fee.
- Workshop leaders will not be charged for the camp cost and they will be housed in a western cottage with linens. Registration will need to receive workshop leader names from the camp coordinator.

YOUTH LEADERS' RETREAT

- Workshop speakers will not be charged the camp cost. Their lodging will be whatever the standard lodging is for the retreat. Registration will need to receive workshop leader names from the camp coordinator.
- Guests can submit ideas and get discounts based on what they've submitted.
- Rather than giving out refunds based on all the ideas that a guest may have submitted, registration will just charge a $19 registration fee which is the lowest amount a person needs to pay for this camp (per person) if a guest has submitted the maximum amount of ideas that they can.

PAST TEAM MEMBERS & TEAM LEADERS

These folks spent a year or more working registration as their primary job responsibility; some were team leaders, some were team members. A LOT of questions have been answered, a LOT of campers have been registered, and a TON of data entry has been done by this team over the years! The full registration team is often made-up of cross over team members or people that work a few months or on a seasonal basis, so there are many, many more people that we could easily include in this list.



Archambeau, Erin (MB & resident staff)

Campbell, Amber (MB)

Horton, Sara (resident staff)

Benavides, Christie (MB)

Chilcote, Lynn (team leader, resident staff)

Jalene Jaspers (resident staff)

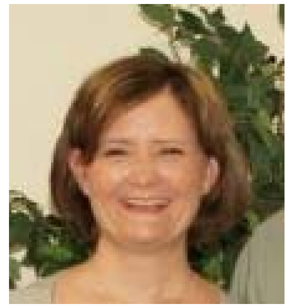
Bladine, Stephanie (MB)

Conway, Shelley (team leader, resident staff)

Lawson, Emily (MB & resident staff)


Brock, Betty (team leader, resident staff)


Hansen, Aricka (MB & resident staff, *team leader during Conway cancer)


Magee, Jennifer (resident staff)


Mollet, Dennis (resident staff)


Moore, Jon (MB)


Mix, Jalaigna (MB & resident staff)


Peterson, Sarah Beth (MB)

No Picture

Schurle, Shirley