



At Headfirst, we know that the best way to set up everyone for success is to clearly communicate rules and expectations up front, and then work together to ensure those guidelines are applied consistently. You received a general guide to Headfirst's policies (our Seasonal Team Guide) as part of your offer package. The Rules of Engagement represent select highlights from the Seasonal Team Guide that we believe are especially important to your day-to-day success, as well as the success of camp as a whole. These policies, like *all* the policies contained in the Seasonal Team Guide, have been carefully considered, and we believe that each is essential to the work we do and the promises we make to camper families. For that reason, these rules are conditions of employment; please be sure to read both resources carefully and ensure that the rules and expectations we've laid out will be manageable for you before you join our team.

*As we continue to grow, the need may arise to revise, supplement, or rescind the policies in this Guide, in whole or in part, and we reserve the right to do so as we deem necessary or appropriate.*

# 2018 Rules of Engagement

## Expectations of Personal Appearance

- Tattoos and body modifications (e.g. nose piercings, earlobe expanders, tongue piercings, etc.) that would be visible while in Headfirst uniform must be removed or completely concealed while you are at camp. If applicable, when at the pool, tattoos must be covered as much as possible.
- All team members working on-site must be clean shaven (no beards, goatees, etc.)
- If you require a medical or religious exemption from some aspect of Headfirst's rules on body modification or shaving, you must contact the Human Resources Department immediately at [hr@headfirstcamps.com](mailto:hr@headfirstcamps.com); you will be asked to provide appropriate supporting documentation before your first day of work.

## Dress Code

- You will be provided with the Headfirst uniform consistent with your role. You must always be in a clean, complete uniform that matches the position-specific uniform guidelines found in the Seasonal Team Guide. You are also required to wear, or bring to camp, certain items from your everyday wardrobe (such as watches, sneakers, and shorts meeting certain specifications).

## Training

- Attendance is mandatory at all pre-season and in-season trainings necessary for your position. To ensure that you are properly prepared for your first day on-site, you will also be required to complete Headfirst's training webinar series - this series may be watched online at your convenience, but must in all cases be completed prior to your first day of work.

## Attendance & Punctuality

- For the safety of campers, and in consideration of your fellow team members, reliability and punctuality in reporting for scheduled work is critical. Being absent or tardy interferes with the time needed for preparation and communication ahead of camp, and places an undue burden on other team members. You are expected to be at your assigned workplace, ready to go, at your designated start time (found in your offer letter) each scheduled workday. You are responsible for ensuring you've been properly signed-in/clocked-in when arriving at the beginning of each scheduled workday and signed-out/clocked-out at the end of each scheduled workday.

## Cell Phones & Social Media

- You are expected to keep your cell phone put away and out of sight/immediate reach during all parts of the camp day, including pre-camp preparation. If you are using a 'smartwatch' as your required timekeeping device, it must be turned to 'Do Not Disturb' or you must ensure Bluetooth is not enabled. You are not permitted to use your cell phone or smartwatch to call or text anyone (including other Headfirst team members), or to check e-mail, use apps, or otherwise go on the internet during work hours, unless otherwise instructed by camp leadership.
- You may not take or retain on your personal device any pictures, videos, or other information/images of any camper or camper family member. Likewise, you may not take or retain on your personal devices any pictures, videos, or other information/images of any fellow Headfirst counselor, leadership team member, or business partner while at work without their express permission.
- You must follow the Social Media Code of Conduct found in the Headfirst Seasonal Team Guide regarding use of any social media platform (including but not limited to Snapchat, Twitter, Instagram, or Facebook) that is in any way related to Headfirst or any Headfirst camper, camper family, or team member.