

Luther Glen Policies & Procedures

HEALTH CARE

1. The health care and concerns of retreat group members is the responsibility of the group leader.
2. Yolijsa advises you to:
 - A. Obtain health histories from all participants under the age of eighteen (18).
 - B. Gather Health & Emergency Information forms from all group members. Yolijsa will provide group leader with a form to distribute. You may use this form or one of your own that contains similar information. It is the group leader's responsibility to keep health information for the duration of the retreat.
3. Transportation of injured or sick retreat group members is the responsibility of the group leader.
 - A. In case of emergency, call 911.
 - B. Directions to medical facilities will be available to retreat groups.

SAFETY & EMERGENCY GUIDELINES

1. Upon arrival at camp, all emergency procedures will be shared with you during a welcome orientation. If you would like a copy before you arrive, please let us know.
2. Please give the Luther Glen Courtesy Line, 909-790-8781 to all group members. Anyone needing to reach group members at Luther Glen may use this phone number.

HOUSEKEEPING (Cleaning Deposit Guidelines)

1. Group members will turn off the lights when not in bedrooms/meeting room areas.
2. There is NO SMOKING in Luther Glen. Smokers may smoke outside and use receptacles placed by the doors to dispose of cigarettes/cigars.
3. If the fireplace is used, group members will extinguish the fire before retiring for the evening.
4. Food or beverages may not be stored in the bedrooms. Food and beverages will be kept in the Dining Room.
5. Before leaving, please make sure the following is complete:
 - Strip the sheets and pillowcases from the beds. Place used towels and linens in pillowcase and set in the hall outside bedroom door. Leave blankets, bedspreads, and unused towels in bedrooms.
 - Make sure all garbage is picked up and placed in a trash can and that all recyclables are placed in their designated containers.
 - All glasses and coffee mugs should be returned to the main room and placed in the dish bins.
 - All furniture should be put back the way it was when you arrived.
 - At the end of the retreat, it is the responsibility of the group leader to make sure all coffee pots are shut off, windows are closed, lights are turned off, and main doors are closed.

FOOD SERVICE

1. Meals Times: Breakfast 8:00 a.m.; Lunch 12:00 noon; Dinner 5:30 p.m.;
Continental Breakfast 7:30 a.m. to 8:30 a.m.; Brunch 10:30 a.m.
Retreat Groups must make special arrangements to alter meal times at least 30 days in advance.
2. Before each meal, group members may set the tables with napkins, silverware, and glasses.

3. After each meal, group members will place dishes and flatware in the marked dish tubs and place all napkins and leftover food in the garbage container.
4. The recycling container will be used for appropriate materials only.
5. Before retiring for the evening, group members will turn off coffee pots.
6. **The kitchen is for Employees Only as stated by the Board of Health.** There is a small refrigerator available for group members' personal food/beverages. In order to request the use of kitchen items, group members may contact the Retreat Host or kitchen staff member.

CLEANING/DAMAGE GUIDELINES

1. Upon departure of your group, the Yolijsa staff will do a walk through of the building to make sure all cleaning procedure have been followed and that there is no damage done to the facility. The group leader may request to do the walk through with a Yolijsa staff member.
2. If something is damaged during the course of your stay, please report it immediately to a staff member.
3. Any damage that is determined to be other than normal wear and tear will be deducted from the cleaning/damage deposit. The amount will be based on cost to make the repairs as well as to cover staff time. All charges are subject to the discretion of Yolijsa staff. If the cost of the repair is estimated to be more than the \$200 cleaning/damage deposit, then the group will be billed and payment must be received within 10 days.

MISCELLANEOUS

1. All equipment needs must be submitted fourteen (14) days in advance, when final numbers are called in.
2. Groups will respect Yolijsa quiet hours (10:00 p.m. to 7:30 a.m. for outdoor activities). When necessary, the group leader will work with other groups sharing Luther Glen to find a mutually agreeable lights out/quiet time schedule.
3. Groups must refrain from meeting in roadways and on neighbors property. Guests will also respect the boundaries told to them at the time of their orientation so as to respect other groups that may be onsite at that time.
4. It is not our practice to give out room keys. However if a room key is requested, only one key will be provided for each room. At the end of the retreat, the key is to be left in the door lock, or to be turned in to a Yolijsa staff member. If the key is not returned within 5 days, there will be a non-negotiable \$25 charge the change of the room lock.