



STAFF & VOLUNTEER FAQ – SPRING 2021

What are the HR Office hours and how do I contact the office?

The HR Office is open Monday through Friday from 8:00am-4:30pm. We have an **Emergency On-Call staff** available for **emergencies only** outside of our office hours. All non-emergency requests can be submitted electronically, [Staff & Volunteer Support Request Form](#) or by calling 1032 from a Y landline telephone. If you are calling from a cell phone, please call the Y main number: 970-586-3341 and follow the prompts to dial extension 1032.

How do I contact the Emergency On-Call Staff?

Dial 0 (zero) on any YMCA landline phone (in your room, staff housing lobby, etc.) for emergencies only. The operator will contact the Emergency On-Call Staff based on the need. Please provide your name, location and emergency.

- **Emergencies include:** major maintenance issues (no power, major water leaks, gas leaks, etc.), staff policy violations or that which cannot wait until the next day. Your help following these procedures will allow us to use our staffing resources wisely.
- **For fire/medical/physical emergency please call 911.**

What is expected of me when it comes to mask wearing and COVID-19 policies and procedures?

- Staff and volunteers are expected to wear masks at all times at work, in staff housing, in public areas on grounds and when around or with someone else.
- Staff and volunteers are expected to complete temperature and symptoms checks when reporting to work.
- Staff and volunteers are asked to report any COVID-19 like symptoms to their manager/HR so we can help ensure the safety of others and complete proper contact tracing, as well accommodate for Quarantine/Isolation needs.
- **We are operating under a 3-strike policy for mask wearing. If you are found to not be wearing a mask, you will face disciplinary action which may result in termination.**
- The only time(s) you are not expected to wear a mask is in your own room and alone or with your roommate, in your personal vehicle alone or alone outside not near staff housing or guest facilities.

What do I do if I lock myself out of my room or lose my room key?

- If you are locked out during HR Office Hours, please call x1032 and we will have you report to HR Office to check out a key.
- If you are locked out and the HR Office is not open, please dial 0 and then they will have you stop by the front desk and checkout a key for you to use.
- After you've gotten back into your room, please return the extra key to the place where you picked it up, either the HR Office during office hours or the Front Desk.
 - **Any key you check out due to a lockout must be returned within 24 hours.**

- If you have lost your key, please contact the HR Office as soon as possible during office hours to provide this information. While trying to find your key and/or waiting for a lock change, please follow the lockout process listed above.
 - **If it can't be found within 3 days you will be charged \$25 for key and lock replacement. This will ensure your safety.**
- If your key breaks, please report this to HR. You will be given a replacement key by either coming to the HR Office during regular hours or the Front Desk after hours. You won't be charged for a broken or damaged key.

Where can I park my car?

- There are two parking lots by Mt Ypsilon (Mt Y). One is a gravel lot on the west side located across from the intersection of Friendship Lane and Association Drive. The other is a paved parking lot located on the southeast side of Mt Y. An overflow parking is located west of Wind River Lodge and south of the Mt Y 3400-3500 wing.
- Hague, Howard and Halletts (The 3 H's) also have ample parking spaces in their gravel lots. If needed, overflow parking is across the road from the H's in the gravel lot. You may also use the Central Lodges lot west of The 3 H's so long as you park in the center rows furthest from the guest lodges.
- You may park (temporarily) in any of the other lots, but please be mindful of the needs of our guests.
- Please do not park in specifically marked spots such as "Host" or handicapped spaces, even with your YMCA parking permit unless you are authorized according to the denoted sign, you may be ticketed or towed.

Is there a laundromat? Where do I get new sheets, towels, shower curtains, toilet paper or facial tissues?

- For your personal laundry, there is a laundromat located on the east side of the Longhouse open 24/7 for your convenience.
- The laundromat has coin operated machines with a cost of \$2 per load to wash and .25 cents per 10 minutes to dry. A change machine is available within the laundromat facility.
- Laundry detergent and dryer sheets are available for purchase in the laundry room, or you may bring your own.
- **Linen Exchange** for new sheets, towels, shower curtains, toilet paper, facial tissues, etc. is located inside of the laundromat facility and is open Monday-Wednesday, 8:00am-4:30pm and Thursday-Sunday, 2:30pm-4:30pm. Please plan accordingly.

Where do I get a vacuum cleaner and cleaning supplies?

- **You are responsible for keeping your own room clean!**
- Basic cleaning supplies and trash bags are in the cleaning supply closets located in your building (call/email the HR Office for guidance or if supplies are running low or are missing).
- Vacuums are located in these closets. Please return and sanitize the vacuums immediately after you use them so they are available for others. If a vacuum bag is full or the vacuum cleaner needs attention, please let us know right away.
- As for other supplies, we have a limited stock for emergency needs after hours. Please go to Linen Exchange, if it is open, to replace any additional supplies.
- Please do not throw away or keep cleaning supplies in your room. All dirty rags you've used from the supply closet should be taken to the Linen Exchange (when doing your laundry or exchanging your linens).

Who do I call or ask if I have a problem with my room? (i.e. leaky pipe, broken/jammed door lock, burned out lightbulb, clogged toilet* or tub, etc.)

- Report any non-emergency problems electronically on this form: [Staff Housing Maintenance Request Form](#)
- For an emergency, such as a major leak, power outage, gas leak, etc., dial 0 and let the operator know. The operator will contact the B&G Maintenance Crew or the Emergency On-Call staff.
**There are limited plungers located in the cleaning supplies closets in your building. If you've been unsuccessful plunging your toilet, please call 0 for assistance. Please rinse and return plunger after using.*

Where do I dispose of my trash?

- All rooms are equipped with small trash bins. We ask that you do your best to utilize your personal trash bins and can liners available to collect your garbage, especially your food items.
- Once your trash bin is full, **please do not discard it in the public trash bins** - utilize the dumpsters outside your building. To discourage wildlife from entering the garbage bins, please make sure the lid is completely closed.
- Please do not put your uneaten food in the common area trash bins so as to avoid creating unpleasant smells.

I want/need to change rooms. What do I do? Is this allowed?

- All room changes must be approved and follow appropriate steps.
- Please utilize the [Staff & Volunteer Support Request Form](#) to submit this request. We will do our best to meet your request.
- Decisions are based on many factors and will be specifically communicated to you in a timely manner.

Can I get a discounted price to book a room here for my family or friends?

- All staff and volunteers may redeem Discounted Nights at \$25/night per room + tax. You are allowed one night per month of your work agreement (maximum of 8 per year). Volunteers receive 1 night per 96 hours volunteered.
- To use your Discount Nights, call Reservations (x1010) to check on availability. Then please complete and submit the [Staff & Volunteer Discount Night Request Form](#).
- Discount nights for seasonal staff can be used **ONLY** for lodge rooms at either Estes Park Center (EPC) or at Snow Mountain Ranch (SMR), and are subject to availability.

How do I get personal mail?

- There are two mailing addresses for Estes Park Center Staff. If you're receiving mail through the **USPS**, use the following address:
- **YOUR NAME - STAFF**
P.O. Box 20700
Estes Park, Colorado 80511
USA

The physical address is as follows for mail that cannot be delivered to a P.O. Box, (UPS, FedEx, etc.):
YOUR NAME - STAFF
2515 Tunnel Road
Estes Park, Colorado 80511
USA

- **All packages are to be picked up at the Post Office.** For your convenience, please track the arrival of your packages to know when they have been delivered.
- The Post Office current hours are as follows:
Monday-Friday, 11:30am-3:30pm & Saturday, 11:30am-2:30pm

What are my dining options and/or food related amenities?

- All staff and volunteers who have elected to be on the meal plan have access to 3 meals a day, 7 days a week with no additional cost to the staff dining hall(Spruce Dining) with their ID Badge.
- Staff who have not elected the meal plan can purchase individual meals(\$13.33 before tax) or a 10 punch meal ticket(\$133.30 before tax) from the dining hall or front desk.
- All staff and volunteers have access to the Rustic Café for food or beverage items for purchase. We also have other snacks and beverages at the General Store.
- If you have food related allergies or dietary restrictions, please notify the food service staff who will be able to attend to your individual needs.
- We have common area refrigerators, microwaves and Keurig machines available for shared use in staff housing. Please be sure to label your food/beverage with name and date, as well clean and sanitize items after your individual use.

My last day of work is approaching, how do I check out of my room?

- As your departure date approaches you will receive an email notice. Please follow the instructions as described in the email and reach out if you have any questions.
- After the email has arrived then please complete and submit this form:
[Staff Housing Checkout and Final Room Condition Form](#)
- If your departure day plans have changed and you are leaving earlier than expected, **you must reach out to the HR Office to let us know you are departing the property early** so we can provide instructions to you in a timely manner. ***If you do not do so, you may be subject to deductions/penalties for an improper checkout.***
- Per your room and board agreement, you will have up to 48 hours after your work agreement end date to depart the property.

What do I do if I have a question or need support?

- We have a staff request webpage that contains all the links and information for the things you need while you're here: <https://ymcarockies.org/staff-email/>