

# **CAMPGROUND OF THE ROCKIES ASSOCIATION, INC. (CORA)**

## **EMPLOYEE HANDBOOK**

*This Handbook is intended only to be used by employees of Campground of the Rockies Association, Inc. (hereinafter referred to as "CORA"). If you have any questions or difficulty understanding the contents of this handbook, please ask.*

## Table of Contents

INTRODUCTION.....	3
STATEMENT ON ETHICS.....	6
CONFIDENTIALITY AND NON-DISCLOSURE.....	6
NON-DISCRIMINATION.....	6
ANTI-HARASSMENT.....	7
SUBSTANCE ABUSE.....	7
ELECTRONIC AND OTHER COMMUNICATIONS.....	8
PERSONAL USE.....	9
COPYRIGHT LAWS.....	9
EMAIL AND OTHER ELECTRONIC COMMUNICATION.....	9
SECURITY.....	10
DIRECT COMPENSATION.....	10
LONGEVITY PAY.....	10
PERSONAL TIME OFF (PTO).....	10
HOLIDAYS.....	12
SICK LEAVE.....	12
TRAVEL.....	13
SAFE HARBOR.....	13
STANDARDS OF CONDUCT.....	13
CUSTOMER SERVICE.....	14
ACKNOWLEDGMENT.....	16

## INTRODUCTION

CORA was incorporated in 1979 as a non-profit corporation to operate the gated properties and common properties known as Western Union Ranch Recreational Vehicle Park. CORA sits on 640 acres in Park County, Colorado at an elevation of approximately 9,000 feet. Weather can be extreme with a low of 50- to mid-80's.

All common land, facilities, roads, and services are owned and maintained by CORA. Operating income for CORA is obtained from an annual membership assessment paid by the lot owners.

CORA is managed by a Board of Directors elected from, and by, lot owners in good standing and each Director serves two-year terms.

Permanent employees are a Caretaker couple living on site; one running Facilities and the other the Office; and a water certification inspector. Eight temporary employees are hired for the months of May through September and a relief Caretaker is on staff from September to May. Per Land Use, Water Decree, and Covenants the only full-time residents in the complex are the Caretakers.

There are 512 individual lots; which are privately owned. The lower campground, in three sections, consists of 200 lots having connections to water, sewer, and metered electric service. The upper campground, with 312 lots, has shared metered electric service only. Each owner is responsible for electric, water, and sewer lines on their property while CORA is responsible for the main service lines.

CORA operates two water pumping stations, contained sewer plant, four Service Centers, an enclosed pool, propane pumping station, maintenance barn, a clubhouse building with office, commercial kitchen, laundry, common room, equipment room, and shower/bathroom areas.

Additional owner amenities are horse corral and pasture, tennis courts, two playgrounds, volley ball court, helipad for emergency use, primitive golf course, grills, and picnic areas.

Definition of terms:

Owners own one or more private lots in Western Union Ranch Recreational Vehicle Park.

All lot owners are members of CORA per covenant.

## OUR PURPOSE

Our purpose is clearly stated in the Articles of Incorporation:

To support the community designed for safe, healthful, and harmonious living.

To promote the collective and individual property and civic interest and rights of all persons and entities owning property in Western Union Ranch Recreational Vehicle Park.

To ensure the preservation of the Western Union Ranch Recreational Vehicle Park as an outstanding recreational community and to provide services and benefits to the residents of the community.

To aid and cooperate with the members of this Association and all property owners in the enforcement of the conditions, covenants, and restrictions on and appurtenant to their property.

To care for the improvements and maintenance of the community center, gateways, public easements, parkways, grass plots, and any facilities of any kind dedicated to the community use and other open spaces and other ornamental features of the above described subdivision known as Western Union Ranch Recreational Vehicle Park, and which now exists or which may hereinafter be installed or constructed therein.

To cooperate with the owners of all vacant and unimproved units and plots now existing or that hereafter shall exist in the Community in keeping them in good condition, in preventing them from becoming a nuisance and a detriment to the beauty of the Community and to the value of the improved property therein, and to take any action with reference to such as vacant and unimproved campsites and plots as may be necessary or desirable to keep them from becoming such a nuisance and detriment.

To perform all acts and services and exercise all powers and duties in accordance with the requirements for an association of owners charged with the administration of the properties and common elements under the terms of the act and as set forth in the declaration.

To act for and on behalf of the members of the Association in all matters deemed necessary and proper for the protection, maintenance, and improvement of the lands and improvements owned by the members and this Association and to act for and on behalf of the Properties and Common Elements, including without limitation , representing the Association before the County Commissioners for Park County or any other government body having jurisdiction over the Association or services provided to the Association.

To do all any and all permitted acts suitable or incidental to any of the foregoing purposes and objects to the fullest extent permitted by law, and do any and all acts that, in the opinion of the board will promote the common benefit and enjoyment of the owners of the community and to have and to exercise any and all powers, rights, and privileges which are granted under the

Colorado Common Interest Ownership Act, the Declaration, the Bylaws, and the laws applicable to a nonprofit corporation of the state of Colorado.

## **WELCOME**

You were hired because we believe your experience, ability, and attitude will contribute to CORA's continued success. You should be able to enjoy working with the people here and they with you. You can expect fair and respectful treatment from both Members and Employees at CORA. One of our goals is a work environment that fosters teamwork and mutual respect. Your positive attitude, even when things may not be perfect, will benefit everyone. We encourage you to provide and express constructive suggestions and ideas.

While we look forward to a favorable outlook for the future, there are no certain roads for CORA. No one's job is guaranteed and nothing contained in this handbook should be considered either an express or implied contract of employment.

Your employment with CORA is voluntary for both you and CORA. You or CORA may terminate your employment at any time for any reason not prohibited by law. No one, other than the Board, and then only in writing, has any authority to enter into an agreement for employment for a specific period of time or make arrangements contrary to this statement.

## **STATEMENT ON ETHICS**

We believe the greatest rewards accrue to both you and CORA when all of us work together with a constructive, devoted attitude in a positive ethical climate.

CORA is committed to honesty, integrity, dedication and loyalty. CORA expects the highest standard of ethical practice in dealing with Members, suppliers, government agencies, the general public and your fellow employees. These standards include:

- There can be no conflict of interest between your work at CORA and any activity, interest or relationship with non-CORA persons or entities that you or your family may have.
- You must comply with CORA procedures to preserve the assets of CORA, including confidential or proprietary information that belongs to CORA.
- You must comply with Covenants, By-Laws, Rules and Regulations as well as any governmental laws that affect any action you take for CORA.
- You must refer any requests for information concerning CORA and its employees by newspapers, radio, television and other news media to the CORA Board.

## **CONFIDENTIALITY AND NON-DISCLOSURE**

Employees often have access to confidential or sensitive information. You must use and/or disclose information learned or acquired through your association with CORA only for the performance of your job. Particular care must be taken to keep confidential any information potentially damaging to Members, or information received under an express or implied confidentiality obligation. You are prohibited from using, copying, or disclosing any such confidential information to any other person, employee, firm, corporation, or other entity, either during or after your employment, except as authorized by the CORA Board.

Confidential information includes, but is not limited to, data processing and computer programs and operations; financial information; lists of actual and prospective Members; lot purchase prices; Member violations except in general terms, and personnel information and data.

## **NON-DISCRIMINATION**

Every qualified person has the same opportunity for hire, assignment and advancement without regard for race, color, religion, sex, national origin, age (over 40), disability, sexual orientation, military status, or status as a Vietnam-era or special disabled veteran as these are defined by law. You, and all members of the CORA Team, are expected to work in harmony with others.

## **ANTI-HARASSMENT**

**Observance of this policy is a condition of employment.**

It is a violation of CORA policy and federal law to subject any employee to harassment. Any harassment, whether based on race, sexual orientation, gender, age (over40), religion, disability, invasion of privacy or national origin, is prohibited. Sexual harassment includes unwelcome sexual advances, requests for sexual favors and other offensive conduct that is either sexual in nature, or directed at or about someone or a group because of gender. Sexual harassment undermines the employment relationship by creating an intimidating, hostile or offensive work environment. Some examples of harassment may include:

- Verbal Conduct – such as epithets (a label used to describe someone negatively), derogatory jokes or comments, name calling, sexual innuendo, demeaning slurs, or unwanted sexual advances.
- Visual Conduct – such as leering, derogatory and/or sexually oriented posters, photography, cartoons, drawings, graffiti, electronic mail, or gestures.
- Physical Conduct – such as assault, unwanted touching, blocking of normal movement, or interfering with work.
- Threats or Demands – to submit to sexual requests as a condition of continued employment benefits.

Any employee who experiences or observes conduct believed to constitute harassment should tell the harasser that the behavior is offensive and that you want it to stop. If you are unable to confront the harasser or are unsuccessful in convincing him or her to stop, immediately report the incident to CORA Board so the incident may be fairly investigated and any prompt remedial action taken. There will be no retaliation against any employee who reports a complaint or who provides a witness statement during the investigation. Reports of alleged harassment will be treated as discreetly and confidentially as possible. No employee will be retaliated against for lodging a good faith complaint with management under this policy. Any employee who believes he or she is being subjected to retaliation should promptly report this to one of the individuals listed above.

## **SUBSTANCE ABUSE**

CORA is committed to a safe, productive, and drug-free work environment. We are also committed to promoting the general health and well-being of all employees.

Work at CORA requires the use of equipment and work conditions that may be harmful to yourself and others if operated, or performed, under the influence of alcohol or drugs.

Violation of any of the following is grounds for termination.

- Employees must not use, manufacture, possess, sell, store, trade, or offer for sale illegal drugs.
- Employees must not use, manufacture, possess, sell, or consume alcohol on the job.
- Employees reporting to work under the influence of illegal drugs or alcohol will be terminated.
- Employees must not use prescription drugs illegally.
- Employees arrested for using, possessing or trafficking drugs may be suspended pending CORA investigation of facts and circumstances or in a court judgment.
- Employees convicted of possessing or trafficking drugs will be terminated.

## **ELECTRONIC AND OTHER COMMUNICATIONS**

Our computers, computer networks, software, telephone systems, fax machines, internet access, data stored on personal devices and other information technology (together, the “IT Systems”) are CORA property and are provided to assist you to be used for business purposes in fulfilling your duties and in the course of normal operations.

CORA expects you to use the IT Systems responsibly and in compliance with all applicable laws, and normal standards of professional and personal courtesy and conduct. In short, we expect you to use good judgment in the use of any IT systems.

Using an IT Systems inappropriately exposes both you and CORA to significant risks, including virus attacks, compromises of IT Systems, services and records, inappropriate disclosure of CORA and personal information, and significant legal issues.

This policy applies to you and all CORA employees. This includes all permanent full time and part time employees, as well as any temporary staff contracted by CORA, consultants, interns and employees hired through a temporary agency.



## **PERSONAL USE**

You may use CORA's IT Systems for limited, occasional personal purposes. However, your personal use must not interfere with or conflict with your or others' assigned work duties, disrupt the work of co-workers, or violate CORA policy (including CORA's anti-discrimination and anti-harassment policies).

CORA reserves the right to monitor your use of the IT Systems and to access any file or record (including deleted, archived and encrypted files, emails, text messages and voicemails) in the IT Systems.

You may not use any of CORA's IT Systems (including but not limited to Internet access) to access, transmit, store, print, display or request offensive material. Offensive materials are anything that could be considered obscene, pornographic, erotic, profane, racist or sexist or other offensive material, including images, messages, video or sound, material that violates CORA's anti-discrimination and anti-harassment policies, and material that creates an intimidating, offensive or hostile work environment

## **COPYRIGHT LAWS**

CORA's policy is to honor all copyrights and obey copyright laws.

Do not use CORA's IT Systems to violate any copyright laws, including copying, ripping, downloading, uploading, storing, transmitting or making available any unauthorized copies of copyrighted materials, including text, photographs, music, movies, videos or other media. Do not copy, scan or digitize photographs, illustrations or text from books, magazines, periodicals or other copyrighted sources.

## **EMAIL AND OTHER ELECTRONIC COMMUNICATION**

CORA uses an email service to publish 'Information Only' emails, commonly known as News Blasts, to registered Members. Only Board approved messages may be sent. Violation of this policy may result in termination.

CORA holds all communications using the IT Systems, whether by voice, fax, e-mail or any other means, to the same standards as any other business communication, including compliance with CORA's confidentiality, anti-discrimination, and anti-harassment policies. Please take care when using email, as it can easily be printed, forwarded to others, intercepted or even altered by third parties.

Incoming email can introduce viruses and malicious programs and code. Do not open an email attachment if you do not know the nature of the attachment or the sender. Simply viewing some Internet sites can also introduce viruses and malicious programs and code. Be careful which

sites you access. Do not disable firewalls or antivirus programs. You should keep logon IDs and passwords secure. Do not share accounts or divulge Internet addresses, telephone dial-up numbers, logins or passwords to anyone, including family members. You should keep all CORA data stored on any media or device secure from possible theft or damage. Take special care with portable or laptop computers, smartphones or other handheld devices, as they are especially vulnerable to theft.

## **SECURITY**

Access to CORA property is via a coded number pad on an electric gate. Entry is permitted to visitors with the approval of a Member.

As a courtesy, CORA with gate monitoring duty may permit non-Members RV's, cars with trailers, or fifth wheels to enter the property to turn around for safe entry back onto S. Hwy 285.

## **DIRECT COMPENSATION**

Direct compensation is the wages you receive for doing the basic work for which you are hired. Each employee's individual pay rate is reviewed periodically and is a product of market research and internal needs of CORA. We consider your pay confidential and believe you should too. Discussion with others concerning your pay is discouraged. Wages are paid biweekly using direct deposit of net pay into accounts in financial institutions. Pay stubs documenting gross and net pay along with other deductions are provided to each employee.

## **LONGEVITY PAY**

Some employees enjoy additional pay as they fulfill their employment longevity limits.

Longevity period for Caretakers is a contract year.

Longevity period for Workampers is the core contract period of May 15 to September 15.

## **PERSONAL TIME OFF (PTO)**

CORA's "vacation year" is based upon an anniversary year. This means that your vacation accrual begins on the date you started work with our CORA and runs until the day before that date in the next calendar year.

All regular full-time employees are eligible to accrue up to 10 paid vacation days during the first 3 years of employment. These paid vacation days are accrued on a pro rata basis – that is, you

will accumulate one paid vacation day for each 1.5 months of uninterrupted service. After that, you will accumulate vacation according to the following schedule:

- 15 days per year (1.25 days per month) of service for the 4th through 9th year of continuous employment.
- 20 days per year (1.66 days per month) of service after the 9th year of continuous employment.

New regular full-time employees will accrue vacation per the schedule above however; vacation days may not be used until after 180 days of continuous employment.

You will not accrue vacation during unpaid leaves of absence or sick leave.

Employees may be permitted to “borrow” against the vacation they expect to accrue over the course of a vacation year. You should understand, however, that if your employment with our CORA is terminated for any reason prior to the time that you have accumulated the number of vacation days taken during the vacation year, you will be responsible for reimbursing CORA for the amount of used but unaccrued vacation. At the time you “borrow” against the unaccrued vacation, you will be expected to execute a written authorization that would allow CORA to deduct the amount of used but unaccrued vacation from your final paycheck, should that be necessary.

Accrued but unused vacation time may not be carried over for more than 6 months into the next anniversary year.

Please notify CORA Board and/or your immediate supervisor as far in advance as possible of the time you wish to take your vacation. Requests for scheduled vacation must be submitted in writing. To ensure that our CORA’s staffing and operational needs are met at all times, CORA reserves the right to grant vacation requests at its discretion. PTO requests will be approved by CORA leadership based on the needs of CORA and seasonal use of the facility and is done so on a first-come, first-serve basis.

1. Requests for more than 5 days at one time must be approved 30 days in advance
2. Requests 5 days or less must be approved 7 days in advance.

Paid time off must be taken between June and September annually. The Employee must coordinate this time off with the Facilities Director and/or the Board. Any unused vacation time will be paid at the expiration date of the agreement. If emergency time exceeds the allotted paid time off, additional pay may be granted at the discretion of the Board.

## **HOLIDAYS**

All regular full-time employees are provided 7 paid holidays;

Thanksgiving Day

Christmas Day,

New Year's Day

and four (4) personal days during off-season with prior notice to the Board.

When a holiday falls on a Saturday, the preceding Friday will be observed as the holiday. When the holiday falls on a Sunday, the following Monday will be observed as the holiday.

If emergencies at CORA require that the Employee work on official holidays, the Employee will be provided paid time off on another day as soon as practicable after the scheduled holiday.

## **SICK LEAVE**

Per Colorado law SB20-205 the following Sick Leave policy will be effective beginning January 1, 2022.

All regular full-time accrue sick leave as follows:

- All regular full-time employees accrue sick leave from the date of hire, for a total of up to 6 days (48 hours) per year using the formula of 1 hour for every 30 hours of scheduled hours.

Sick leave may be used in accordance with the following provisions:

- Sick leave may not be used prior to accrual.
- If sick leave is exhausted PTO will be used in its place.
- Sick leave may be used for an employee's personal illness, well-care and medical and dental appointments. Sick leave also may be used for illness and well-care of a member of an employee's immediate family (including the employee's spouse, children, mother and father).
- An employee who has a sick leave absence in excess of three consecutive work days must present medical documentation for the absence.
- If the employee is absent unexpectedly due to personal or a family member's illness, the employee should notify his or her supervisor or the Board as soon as reasonably possible.

- Employees are not paid for unused sick leave upon termination of employment.

## **TRAVEL**

CORA provides a truck for licensed and insured employees to pick up the mail or obtain supplies.

When using personal vehicles for business travel, logged miles will be reimbursed at the standard rate established by the IRS each year. This too should be recorded and calculated on the reimbursement form. This practice is discouraged as a vehicle is provided and must be approved in advance.

## **SAFE HARBOR**

CORA is committed to paying exempt employees for their performance on a salary basis in accordance with the Fair Labor Standards Act (FLSA). CORA prohibits deductions from exempt employees' pay that are barred by the FLSA. If you believe an improper deduction was made from your salary, please promptly report your concern.

## **STANDARDS OF CONDUCT**

Employees are to abide by federal, state, and county laws and regulations, as well as other commonly accepted standards of business and personal conduct while at work or engaged in activities that place you as a representative of CORA. These standards include honesty, integrity, and mutual respect for fellow employees and Members. Employees are further expected to observe and comply with all policies and performance standards that may be established by CORA.

Violation of laws, regulations, general work standards, or CORA policies may result in discipline up to and including termination, depending on the circumstances involved. Listed below are examples of the kinds of problems that may result in discipline or termination. (The examples are not all-inclusive and do not reflect every circumstance that may result in discipline or termination—they are intended as general guidance regarding CORA standards and expectations.)

### **Examples:**

- Dishonesty in any form, including falsification of documents or providing misleading information.

- Theft, unauthorized possession or use of property belonging to CORA, Members, other employees, or suppliers
- Unauthorized possession or use of CORA confidential or proprietary information.
- Damage, loss, or destruction of property belonging to CORA, Members, or other employees due to willful, reckless, careless, or negligent acts.
- Being under the influence of, possessing, or using alcohol, intoxicants, or illegal substances while at work.
- Insubordination, failure to perform assigned work, or neglect of duties.
- Poor performance of work duties, failure to meet job requirements or standards, or lack of due care when performing assigned duties.
- Unexcused or excessive absenteeism or tardiness.
- Failure to work courteously and harmoniously with other employees, Members, or persons doing business with CORA.
- Threatening, harassing, intimidating, or coercing others, or interfering with the performance of others.
- Using profane, obscene, or abusive language.
- Other conduct that may be in conflict with or adversely affect work performance, safety, business, operations, or CORA's reputation in the community.

## **CUSTOMER SERVICE**

CORA strives to consistently provide our Members with the highest level of service. In order to realize our commitment to quality customer service, we expect you to do the following:

- Provide courteous service in a prompt and efficient manner
- Establish and maintain positive relationships with our Members by gaining their trust and respect through professional, honest interaction
- Respond to complaints quickly and professionally. Never argue with a customer. If you are unable to resolve the complaint to the customer's satisfaction, review the situation with CORA leadership

- Ensure all communications with Members (whether in person, over the phone, or via e-mail) is professional and courteous

Thank you for taking the time to read and review this handbook. If you have any questions or difficulty understanding the contents, please ask for assistance immediately. You are responsible for understanding its contents. Our intention is to give you a better understanding of what to expect from us, as well as what we expect from you. We are excited to have you on board as part of the CORA team!

## ACKNOWLEDGMENT

I have received, and read, a copy of the handbook and I understand I am responsible for becoming familiar with its contents. I realize my continued employment is subject to my compliance with the policies contained in this handbook and any revisions made to it during the term of my employment. If I have a question, or if there is any policy or provision in the handbook that I do not understand, I am responsible to seek clarification. I acknowledge this handbook supersedes policies issued prior to this date.

I understand the handbook provides only an overview, that it is not all-inclusive, and that it does not necessarily contain all CORA practices and policies in force. I recognize the handbook is subject to future change and that CORA may modify, deviate from, or eliminate policies from time to time at CORA's discretion.

I acknowledge that this handbook is not a contract of employment nor is my employment for any fixed term. My employment is completely voluntary both for CORA and me, and may be terminated either by me or CORA at any time for any reason not prohibited by law. No supervisor or manager, except the Board President (who can only do so in writing and with majority Board approval) has any authority to make any promise or agreement to the contrary. A copy of this acknowledgment is kept in my employee file.

\_\_\_\_\_  
Employee Name (please print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

***Remove this sheet and place in employee's personnel file.***