

# Volunteer Team Manual



## *Truett*

Conference Center & Camp  
 177 Truett Lane Hayesville, NC  
 828 ~ 389 ~ 8828      truettcamp.org

*Welcome to Truett Conference Center & Camp (Truett)! Thank you for joining our volunteer family! We are so grateful to have you here with us. The ministry here could not exist without your help.*

*Our mission is that Truett Conference Center & Camp exists to proclaim the Gospel of the Lord Jesus Christ to all people, by every effective means available, and to equip others to do the same.*

*The purpose of this handbook is to provide you with information concerning your volunteer service and to assist you in locating services and attractions in the area.*

## **OUR PRAYER FOR VOLUNTEERS**

In his letter to the Philippians, Paul uses very descriptive phrases that exemplified his life and his “priority”. He says in Philippians 1:21, “for to me, to live is Christ and to die is gain.” Over and over again he states: “with Christ”, “of Christ”, “in Christ”, “knowing Christ”, “gain Christ”, “faith in Christ”, and “in Christ Jesus”. He ends the book of Philippians by stating, “And my God will meet all your needs according to His glorious riches in Christ Jesus” (Phil 4:19). Our prayer for you as volunteers is that you will be “in Christ Jesus” as you serve Truett guests, and as the overflow of His love strengthens you, you will be an example and inspiration to them and will help them meet God while they are on these hallowed grounds.

**Thank you for coming to serve here in... “*God’s Country*”**

**MEDICAL EMERGENCIES:**

- Limited first aid service is provided on the property.
- **If you have an emergency please call 911**, also call 828-779-2771 from your cell phone, so Safety will know where to direct the emergency responders.
- If you call 911 for assistance the address is:  
**177 Truett Lane, Hayesville, NC 28904.** Then describe your location on the property.
- Poison Control Center: 1-800-222-1222

**Emergency Situations:**

- In regards to ANYTHING that may ever happen on Truett property with any situation that could involve emergency responders, the news or anyone else looking for a "story"...No one should ever speak on behalf of Truett. If there is EVER an incident that would constitute a news story, we will be seeking legal advice and then proceed from there. Whether the Director speaks or we have someone from our legal department to come and speak, if you are ever approached by anyone looking to ask questions regarding the views and opinions of Truett or the Baptist State Convention of NC, you will inform them they need to speak with the Director.

**Upon Arrival:**

- Please make contact with the office for room / RV assignment
- Set up and settle in room / RV
- Report to office for check in and orientation
- Receive Volunteer Hours log sheet to be turned in at time of departure

**FELLOWSHIP:**

- Volunteers are encouraged to participate in a devotion and prayer before starting the workday. This may be done individually, or it may be handled in the department before assignments begin.
- To be "above reproach", our policy is that no two individuals, of the opposite gender, are to ride together in the same vehicle without a third person in the party/vehicle.

**MEALS:**

- Volunteers will be served meals in the dining hall any time guests are being served.
- Consult the Meal Report distributed weekly for meal times

**DRESS:**

- A Camp shirt will be provided during your time here to be worn on the first and last day of a groups time with us. Other shirts, with any messages on them, worn while on the property, should reflect positive and/or Christian values.
- Appropriate pants / shorts should be worn while on duty.  
IE. No "ripped up", stained / dirty looking
- Please be modest in your clothing choices. Nothing too short, too tight or too revealing should be worn on campus.
- No stretch pants are to be worn unless as "leggings" underneath a dress that comes to just above the knee (or longer).
- No tops that would reveal any "cleavage" or bra straps.
- Work areas may request certain attire such as closed toe shoes and a hat in Food Service.

**WIRELESS INTERNET SERVICE:**

We have three networks. Each of these serve a specific purpose and are password protected. They are also monitored by the NC Baptist Headquarters in Cary, NC. Wi-Fi access is currently available in the Dining Hall, Worship Center, Conference Center, Staff Lodge & Lounge, The Lodge, RV sites and Camp Office.

1. **Truett Office:** For employees only.
2. **Truett Guests:** For guest leaders only to have. Any guests that ask for it should be directed to their group leader, especially minors. The password will be made available to you upon your arrival.
3. **Truett Presenter:** This is reserved for presenters and those running A/V equipment only. It should not be used by anyone else. Presenters can receive this password from camp management.

Camp Website: [www.truettcamp.org](http://www.truettcamp.org)

Camp Facebook: [www.facebook.com/truettcamp.org](http://www.facebook.com/truettcamp.org)

Camp Instagram: [truett.camp](https://www.instagram.com/truett.camp)

**MAIL / MESSAGES:**

- If you have mail to be sent to camp, please use: 177 Truett Lane, Hayesville, NC 28904 and picked up in the Camp Office.
- Postage stamps may be purchased at the Office Desk and outgoing mail left there.

**CONFERENCE CENTER GUEST SEMINARS:**

- Volunteers may be allowed to attend conference sessions or worship services, if they are not scheduled to work, during that time. Please consult the front office prior to doing so to make sure the meeting is “open” to all.

**FAMILY / GUESTS:**

- Volunteers may have family or guests visit them while here; however, due to liability, all guests must be registered at the Front Desk.
- Lodging for your guests may be available. Please consult the front office for availability.
- You may reserve up to 3 rooms for your guests, depending on availability and / or anticipated event reservations. This will be upon prior approval by the front office.
- All guests are expected to abide by all rules / regulations.
- We ask that during your guests stay for you to remain mindful of your responsibilities.
- Guests attending a conference are expected to pay the rate of the conference.
- If your guests require a campsite, the charge is the normal rate.
- If your guests wish to eat in the dining hall, meals may be purchased at the front desk, at the regular rate.

**PARKING:**

- Volunteers are encouraged to park adjacent to their RVS. When parking elsewhere on camp please be mindful of where guests will park.
  - Suggested Places to Park:
    - At the dining hall please park in the upper gravel parking lot. (dumpster pickup is on Mondays we need to leave the yellow lane clear until after pickup)
    - At the office please park to the north (uphill) of the office perpendicular to the railroad ties.
    - Down by the Gym
  - Places to avoid Parking:
    - On the short east driveway directly in front of the office
    - Around the Conference Center, Worship Center, and Bunkhouses when guests are present
- Please keep in mind that Truett is not liable for any damage incurred to your personal vehicles/RV while volunteering at the camp, whether during the course of your duties or not. If you require a vehicle to accomplish a task (IE. transporting goods), you may ask a staff member to assist you with a camp vehicle.

**GENERAL INFORMATION:**

- Volunteers are asked to adhere to all rules, regulations, policies, and procedures of Truett. Failure to comply could result in volunteers being asked to vacate the premises.
- All volunteers are required to attend the “Volunteer Orientation” each “new physical year”.
- For the health and safety of all our guests, use of tobacco and vapor related products is prohibited, indoors and outdoors.
- Alcohol, firearms, and illegal drugs are prohibited.
- We ask that if any music is played, in such a way that others can hear, that it is only Christian music.
- Pets, including service animals, are expected to be maintained on a leash or inside your RV while guests are on the property. With the exception of service animals, no pets are allowed inside the buildings.
- Telephones are located in the office, conference center and dining hall
- If you have a camp related maintenance issue, please fill out a “work order request” form and submit to the office. These are found in the hall way, of the office, leading to the restrooms. Please report all emergencies to the Facilities and Maintenance Manager.
- We ask that you refrain from disciplining any “camper” or volunteer / staff worker. If you are concerned regarding an issue, please see your immediate supervisor. Although, we do encourage you to interact and encourage all staff, guests / campers.
- If you use the laundry room or kitchen, please leave it cleaner than you found it.
  - Empty the trash
  - Wash, dry and put away dishes, Etc.
  - Clean dryer lint filters each time
- Washers and dryers are provided in the basement of the office building.  
(This door is located on the west facing end of the building.)
- Our campgrounds come with one 50amp service and seven 30amp services and with Wi-Fi, water and sewer provided to all sites.
- You may dispose of your garbage in the dumpster located at the Dining Hall.

- This manual is to serve as a guide and is subject to change at which time you will be notified.
- Normal Office hours are 9am – 4pm. Necessary phone numbers are listed on the office door.
- Organizational chart:
  - Director
  - Operations and Special Events Coordinator
  - Summer Camp & Internship Coordinator
  - Guest Services, Hospitality Coordinator and Facilities & Maintenance Manager
  - Internship Participants
  - Volunteers
  - Summer Staff

Volunteers will report directly to the Director and Volunteer Coordinator unless otherwise assigned to another area.

### **Dining Hall:**

- Hospitality Coordinator will provide detailed information and training for you when / if you are assigned to this area.

### **House Keeping:**

- Hospitality Coordinator will provide detailed information and training for you when / if you are assigned to this area.

### **Maintenance:**

- Maintenance will provide detailed information and training for you when / if you are assigned to this area.

### **ASSIGNMENTS:**

- Volunteers perform services that would not normally be done because of funding or personnel limitations, and do not result in displacement of paid employees. Experienced volunteers or staff members may assist in initial training in work areas.
- Volunteers are asked to serve a minimum of 2 weeks whenever possible, with each person serving approximately 30-35 hours per week. Special circumstances may call for extended hours beyond a traditional work day / week.
- Dining Hall, House Keeping and Maintenance will be the three main areas of service while other tasks such as helping with “registration day” may be asked of you.
- Please keep track of your work hours to be submitted at the end of your time with us. A form will be provided.
- Volunteers are expected to be present for their assigned duties, or inform their supervisor if they are ill.
- Some assignments may have irregular schedules including varied early or late hours.
- Job assignments will be provided, as necessary, by the department supervisors.
- If you get dismissed early by your supervisor, contact the volunteer coordinator at **828-389-8828 ext. 5901** for other available duties.
- We strive to match volunteers to assignments appropriate to their physical and social skill levels. However, those considerations, coupled with the individual’s preferred assignments, do not take precedence over Truett’s departmental needs, as requested by supervisors and coordinators. Our goal is to serve the Lord in whatever capacity is needed.

**WILDLIFE:**

- Black bears live in this area. Bears try to avoid people, but if you do see one, make as much noise as possible and slowly back away. Do not corner a bear. If the bear feels trapped, it may act aggressively. NEVER get between a mother and her cubs.
- To avoid attracting hungry animals, keep food secured in closed containers and don't leave food in your open vehicle.

**Camp Phone Number: 828-389-8828**

(we ask that personal calls, on camp phones, be urgent in nature only)

Guest Services: ext. 5901

Operations and Special Events Coordinator: ext. 5902

Summer Camp and Internship Coordinator: ext. 5903

Director: ext. 5904

Dining Hall: ext. 5905

Conference Center: ext. 5906

### **Directory of Services on Campus**

**Hiking Trails:**

We do offer a short, but challenging (for some) hiking trail on property. Please see a staff member for details on how to access.

You may also research trails online local to the area. Some of interest may be the Appalachian Trail as well as hiking / biking trails known as Jack Rabbit trail. The Lake Chatuge dam is also a popular "flat" paved walking area.

**Recreation:** A miniature golf course, ball fields, swimming pool, volleyball court, and gymnasium, are located on property and are available to you assuming no guests have the area reserved.

**Other Recreation available in the area:** Murphy aquatics center (this facility also has pickle ball courts), Pickle Ball courts conveniently located on the way to Hiawassee. Walking trails located within the town of Hayesville (The Chatuge Dam, 388 Business Hwy. 64, Hayesville, NC 28904) and "Jack Rabbit" 465 JACKRABBIT ROAD HAYESVILLE NC 28904. Driving Directions - From Hayesville, North Carolina, take U.S. Highway 64 east for 6.2 miles. Turn right onto State Route 175 and go 2.5 miles – cont. to follow the signs.)

**Volunteers receive a 50% discount on any camps being offered during their stay when not volunteering.**

## **Information about the Area**

### **Gas Stations**

**BP:** 37 US Hwy 64 W, Hayesville

**Hot Spot:** 601 US Hwy 64 E, Hayesville

**Ingles Gas Express:** 230 US Hwy 64 E, Hayesville

### **Grocery Stores**

**Ingles:** (828-389-4460) 230 US Hwy 64, Hayesville

### **Hardware and General Stores**

**Georges Paint & Hardware:** (828) 389-1400 992 Hwy 64 Business, Hayesville

**Lowes:** (828-835-4660) 198 Bulldog Dr Murphy, NC 28906

**Mountain Building Supply ACE Hardware:** (828-389-8035) 247 HWY 64 Bypass Hayesville

**Wal-Mart Supercenter ~ Murphy:** (828-837-9184) 2330 US 19 Murphy

**Wal-Mart Supercenter ~ Blairsville:** (706-835-2881) 2257 Hwy 515 Blairsville, GA

### **Laundries / Cleaners**

**Wash Tub Coin Laundry:** (706-896-4441) 557 N Main St Hiawassee, GA

### **Propane Gas** (tanks refilled)

- **Georges Paint and Hardware:** (828) 389-1400 992 Hwy 64 Business, Hayesville, NC
- **ACE, Mountain Building Supply:** (828-389-8035) 247 Highway 64 bypass, Hayesville
- **Mountain Valley:** (828) 389-1402 Hwy 69, Hayesville, NC
- **Heritage Propane:** (828-389-3335) Murphy, NC

### **RV Service**

- **Mountain RV Service LLC** (828-557-1310) 14885 Joe Brown Hwy Murphy
- **Right Onsite Mobile RV Repair** (706-970-1854)

### **Locksmiths**

- City Lock Services  
Murphy, NC  
(828) 837-2397

### **Wrecker / Towing**

- Wood Automotive  
Hayesville, NC  
(828) 389-6360
- Rich Wrecker Services  
Murphy, NC  
(828) 837-4199

**Post Office**

136 Sanderson St Hayesville, NC 28904  
 800-275-8777  
 Open Monday to Friday 9:00 AM to 4:30 PM

**Moss Memorial Library**

26 Anderson St Hayesville, NC 28904  
 828-389-8401  
 Monday to Friday 9:00 AM-5:00 PM (except Tuesday it's open to 8:00 PM)

**Health Care Providers**

(this is for information only and does not serve as a recommendation of health care providers)

- Erlanger Express Care  
 146 Hwy 64 E.  
 Hayesville, NC 28904  
 828-389-3608
- Chatuge Family Practice  
 241 Church Street Hayesville, NC 28904  
 828-389-6383
- Hayesville Family Practice  
 450 US 62 Business #4 Hayesville, NC 28904  
 828-389-2273

**Pharmacies/Drug Stores**

- King's Pharmacy  
 16 Wayne Brooks Lane Hayesville, NC 28904  
 828-516-9950  
 Monday to Friday 8:30 AM-6:00 PM, Saturday 9:00 AM-12:00 PM
- Walgreens  
 44 US-64 Hayesville, NC 28904  
 828-389-6343  
 Monday to Friday 9:00 AM-7:00 PM, Saturday 9:00 AM-6:00 PM,  
 Sunday 12:00-6:00 PM
- Ingles  
 230 Highway 64 E, Hayesville, NC ·  
 (828) 389-2804



### **Emergency Rooms**

- Erlanger Western North Carolina Hospital (formerly Murphy Medical Center)  
3990 E. US Hwy. 64 Alt. Murphy, NC 28906  
828-837-8161  
24 hour emergency care
- Chatuge Regional Hospital Emergency Room  
110 S Main St. Hiawassee, GA 30546  
706-896-2222

### **Dentists**

- Healthy Smiles by Dr. B  
159 US 64 W, Hayesville, NC  
828-360-3999
- Dr. Julie P. Ledford, DDS  
Hayesville, NC  
(828) 389-8714

### **Optometry**

- Asheville Eye Associates  
Hayesville, NC  
(828) 258-1586

### **Recreation**

**Blue Ridge Parkway Directory & Travel Planner** (828-670-1924; [www.blueridgeparkway.org](http://www.blueridgeparkway.org)) Contains information about recreation, attractions, lodging, restaurants, shops, and more.

### **Golf**

- Chatuge Shores Golf Course  
(828) 389-8940  
260 Golf Course Rd, Hayesville, NC 28904
- Mountain Harbour Golf Club (Formerly The Ridges)  
(828) 389-9000  
Public golf course  
1665 Mountain Harbour Dr, Hayesville, NC 28904
- Brasstown Valley Golf Club  
(706) 379-4613  
6321 US-76, Young Harris, GA 30582

**Blue Ridge Digest** (828-667-1607; [www.blueridgedigest.com](http://www.blueridgedigest.com)) Published in spring, summer, and fall. Contains articles and information on attractions, events, lodging, restaurants, and more.

**Blue Ridge Parkway Outdoor Guide** ([www.brpfoundation.org](http://www.brpfoundation.org)) Blue Ridge Parkway Foundation. Trail descriptions and maps, wildlife features and more.

**Carolina Connections: Recreation Guide to the National Forest in North Carolina** ([www.cs.unca/nfsnc](http://www.cs.unca/nfsnc)) Contains feature articles, schedule of events, and detailed information on camping and backpacking areas. Detailed trail descriptions and great color maps.

**Fun Things To Do In The Mountains** (424-832-3046; [www.funthingstodointhemountains.net](http://www.funthingstodointhemountains.net)) Published eleven times a year, the magazine contains great articles and features concerning interesting and fun things to do in North Carolina, East Tennessee, and southern Virginia.

**North Carolina Travel Guide** (800-847-4862; [www.visitnc.com](http://www.visitnc.com)) Published annually for the State of North Carolina. Contains features on recreations, attractions, events, other valuable sources, and more.

**Cherokee Indian Reservation and Museum:** 800-438-1601; [www.cherokee-nc.com](http://www.cherokee-nc.com)) In Cherokee, NC in the Great Smoky Mountains National Park.

**Biltmore Estate:** (828-255-1333; [www.biltmore.com](http://www.biltmore.com)) Take I-40 East to Exit 50. Located three blocks north on Biltmore Ave. This home of George Vanderbilt was completed in 1895. House, gardens, winery and specialty shops open every day from 8:30am-5:00pm. Admission is charged.

**Mount Mitchell State Park:** On the Blue Ridge Parkway North approximately 30 miles from Asheville. Highest peak east of the Mississippi River. Trails, restaurant and shops are at the top.

**North Carolina Arboretum:** (828-665-2492; [www.ncarboretum.org](http://www.ncarboretum.org)) Features gardens, trails, exhibits, and other special events. Take I-40 to I-26 East. Take Exit 33 and turn left onto Hwy 191. Pass Biltmore Square Mall entrance and it is on the right.

**Blue Ridge Parkway:** (828-271-4779; [www.blueridgeparkway.org](http://www.blueridgeparkway.org)) Entrances are off US-70 at Oteen in East Asheville and off I-40 West of 74. Scenic overlooks, hiking trails, parks, and other attractions.

**Carl Sandburg Home:** (828-693-4178) Take I-40 West to I-26 East. Take Exit 23 to East Flat Rock. The 240-acre estate has picnic tables, trails, and a goat farm. There are guided tours. Admission is charged.

*You may contact the Clay County Chamber of Commerce for more information on area attractions.  
828-389-3704*

## **Area Transportation**

### **Asheville Regional Airport [AVL]**

(828-209-3660; [www.flyavl.com](http://www.flyavl.com)) 708 Airport Road (near Fletcher), Asheville. Approximately 2 hrs from Truett. Take I-40E to I-26E Exit (merge left toward US-74E / Hendersonville/Spartanburg). Take Airport Exit 40 and follow the signs to Asheville Regional Airport.

### **Asheville Greyhound Bus Service**

(828-253-5353). 2 Tunnel Road, Asheville. Approximately 2hrs. Take I-40e to Exit 53 and merge onto I-240W Turn left at Chunns Cove Road. Turn right onto Tunnel Road. The bus station is on the right just before tunnel.

### **Car Rentals**

**Avis:** 828-684-7144 [www.avis.com](http://www.avis.com)

**Alamo:** 828-684-8572 [www.alamo.com](http://www.alamo.com)

**Budget:** 828-684-2272 [www.budget.com](http://www.budget.com)

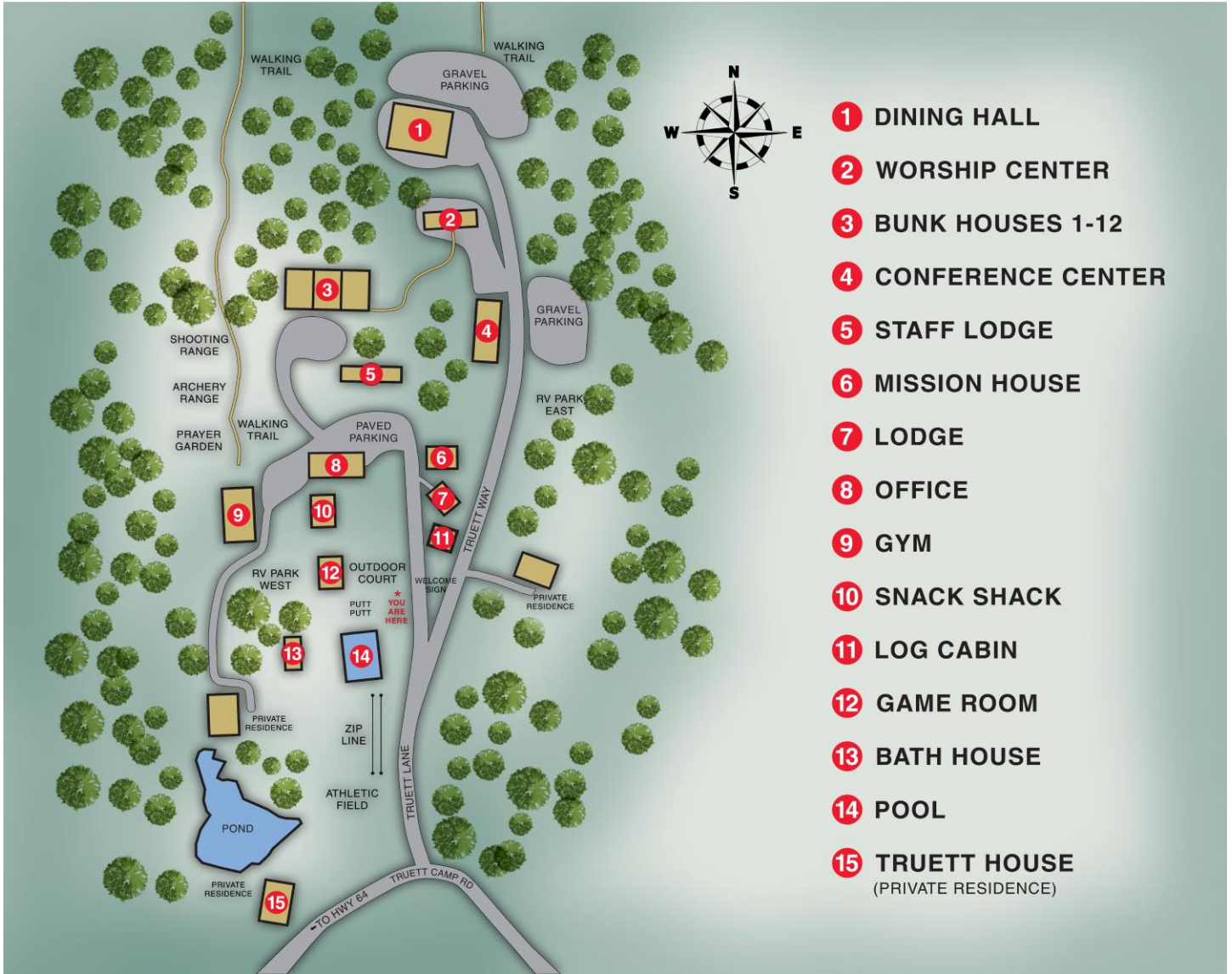
**Dollar:** 828-423-1023 [www.dollar.com](http://www.dollar.com)

**Enterprise:** 828-684-3607 [www.enterprise.com](http://www.enterprise.com)

**Hertz:** 828-684-6455 [www.hertz.com](http://www.hertz.com)

**National:** 828-684-8572 [www.national.com](http://www.national.com)

**Thrifty** (off site): 828-423-1023 [www.thrifty.com](http://www.thrifty.com)



# Volunteer Manual Signature Page

(Please sign, scan and submit with your Volunteer Team Application)

By my signature below I acknowledge I have read the Truett Conference Center & Camp Volunteer Handbook and will do my best to abide by all expectations, guidelines, policies and procedures. I understand that if I choose not to abide by these guidelines, I may be asked to vacate the premises immediately without advanced notification and will agree to do so.

Printed Name: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

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