

J-1 WORK AND TRAVEL PROGRAM
JOB OFFER AGREEMENT FORM

Exchange Visitor ID number

HOST ENTITY INFORMATION

Host Entity Name: Great Wolf Lodge- Pocono Mountains
Site of Activity Address: 1 Great Wolf Dr, Scotrun, PA, 18355, United States

JOB INFORMATION

Job Title Lifeguard
Start date - Earliest 2025-05-15 Latest 2025-05-30
End date - Earliest 2025-09-01 Latest 2026-09-08
Guaranteed salary/wage per hour before deductions 15.00 \$ per hour
Estimated tips N/A
Average hours per week 32
Required Interviews Sponsor Interview, Host Interview

HOUSING INFORMATION

Housing Model Host company assisted

EXCHANGE VISITOR SECTION

Exchange Visitor Printed Name	Date of birth
Program Start Date	Program End Date
Signature	Date

Sponsor or agency representative name

I confirm that I have read, understood, and agreed to the conditions outlined in this job offer. I agree to adhere to all Alliance Abroad and Department of State program rules regarding employment and program participation, including the Terms and Conditions which were part of my program application. If I change jobs without receiving prior permission from Alliance Abroad, or if I violate other Alliance Abroad rules or J-1 program regulations, Alliance Abroad may end my program early, and I will be required to return home. I understand that if my program ends due to regulation violations it may have a negative impact on future U.S. visa applications.

Section 1

HOST ENTITY INFORMATION

Entity name	Great Wolf Lodge- Pocono Mountains
Web site	https://www.greatwolf.com/poconos
Primary contact name	Karen Clark
Title	Human Resources Manager

Department	Human Resources
Phone 1	570.688.9899 ext. 7706
Email	KClark2@greatwolf.com

Section 2

DETAILED JOB INFORMATION

Site of Activity address	1 Great Wolf Dr, Scotrun, PA, 18355, United States
Job Title	Lifeguard
Special requirements	<p>Participant is required to live at housing facility reserved by Great Wolf Lodge.</p> <p>Participants who are fired from this placement will need to vacate the housing as well.*</p> <p>- Please note, participants will be require to use Uber for any shifts after 9:30pm as there is no busses running after this time.*</p> <p>Will be required to stand throughout the shift. Must be able to lift up to 30 lbs.</p> <p>*MUST BE ABLE TO SWIM*</p>
Position details and description	<p>Waterpark Attendant/Lifeguard</p> <ul style="list-style-type: none"> - Interact with guests in a friendly and welcoming manner. - Provide exceptional guest service in order to enhance the guest experience in the water park. - Provide general assistance to guests, including answering questions about the resort, pools, rides and attractions. - Monitoring the well-being of guests and responding to emergency situations both in and out of water. Includes providing emergency first aid as necessary. - Enforcing established rules, complying with regulations, and maintaining professional lifeguarding practices. - Maintaining a constant alertness to what our hundreds of guests are doing, preventing accidents and assisting swimmers in distress. Should an emergency occur, Waterpark Attendants are responsible for taking quick and decisive action and providing emergency care. - Throughout their shift, Waterpark Attendants are also expected to play an important role in keeping the resort clean and comfortable. - All of these important responsibilities must be fulfilled while working either inside in a humid environment or outside in the elements – heat, humidity, rain, and wind. Long periods of standing are required. - Advises waterpark management of unsafe and unsanitary conditions. - Possesses a general knowledge of the waterpark pools and attractions. - Must read and sign skill acknowledgement and terms of agreement. <p>Please see attached.</p>
Department	Aquatics

Work schedule Shifts may vary; Hours may be reduced depending on business needs, weather, economic situations, your performance, sick time and other circumstances.	<i>Varies, can be scheduled between 6am - 11pm</i>
Average hours per week	32
Guaranteed salary/wage per hour before deductions Employers must lawfully abide by their state and local minimum wage laws for tipped and non-tipped positions. As minimum wage increases annually, even if it is in the middle of a J-1 Summer Work Travel program, employers must follow their state minimum wage laws and increase pay for any employees who's wages do not meet the new state minimum. Participants should be compensated the higher of federal, state or local minimum wage. If an employee's tips combined with their hourly wage do not meet the minimum wage requirement, the employer must make up the difference.	\$15.00
Is Overtime available	Yes
Overtime wage (if applicable)	1.5 X Normal rate. Overtime is offered but not guaranteed.
Required skills	<ul style="list-style-type: none"> - Current license in Ellis & Associates International Lifeguard Training Program including CPR, First Aid, and AED. Will receive this training upon arrival. - Swim 50 yards in 4 ft. of water and retrieve a 10 lb brick at bottom of pool. * - Must sit or stand for extended periods of time. - You will be working in a humid, warm environment and be immersed in water for extended periods of time. - Position requires the ability to lift, push, and pull at least 50 lbs and up to 100 lbs. - Climb multiple flights of stairs.
English level	Excellent
Supervisor	Emilee Wing

Section 3

POSITION REQUIREMENTS

Grooming	
Grooming standards	See attached document.
Dress code	<p>One name badge will be provided; replacement of lost badges \$5 fee *</p> <p>Additional uniform sets for optional purchase are \$39.90 for men and \$57.65 for women.</p> <p>Participant should have aquatic friendly footwear (crocs). Avg Cost if purchased in the US \$80 - \$100*</p>
Uniform provided?	Yes
Cost to Exchange Visitor	None

When is uniform fee due	N/A
Screening	
Host Entity will require a drug test	Yes
Host Entity will provide the drug test	Yes
Description of drug screening policy	Participants are required to undergo a drug test upon arrival. Dates will be confirmed by the employer. If participants fail drug test, they will no longer have a position with Great Wolf Lodge.
Will Exchange Visitors incur a cost for screening	No
Cost to Exchange Visitors (if applicable)	No cost
When is screening fee due	No cost
Payment	
Payment schedule	bi_weekly
Allowances, bonuses, and/or incentives	Free and/ or discounted use of water park and other resort amenities.
Estimated tips	N/A
Description	Please note, participants will be required to use Uber for any shifts after 9:30pm as there are no busses running after this time.*
Training / Orientation	
Host Entity provides training/orientation	Yes
Description	Full day of orientation prior to being released to working in department. Student will receive department specific training from their direct supervisor. Lifeguards will also be paid while attending the Ellis certification class (3 days).
Will Exchange Visitors be paid during training/orientation	Yes
Length of training/orientation	1 Day Orientation; Department specific training
Will Exchange Visitors incur a cost for training/orientation	No
Cost to participant	None
When is training fee due	N/A

Section 4

HOUSING INFORMATION

If company provided housing or temporary housing is not offered, Exchange Visitors will need to secure housing after they have accepted the job offer.

Does Host Entity provide temporary housing?	No
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Duration of temporary housing	N/A
Cost of temporary housing	N/A

Housing Lead 1

Housing model	Host company assisted
Gender requirement	Any
Housing type	Hotel
Housing name	Baymont by Wyndham
Contact name	Hotel Owner- Mr.Jim Ertle
Address	116 Turtle Walk Lane, Bartonsville, PA, 18321
E-mail	KClark2@greatwolf.com.com end ewing@greatwolf.com
Phone	(570) 476-1500
Web Address	https://www.wyndhamhotels.com/baymont/bartonsville-pennsylvania/baymont-inn-and-suites-bartonsville-poconos/overview
Housing cost	139.0
How often is rent due?	Per week
Is weekly cost/rent payroll deducted?	Yes
Housing deposit	250.0
Is housing deposit payroll deducted?	Yes
Housing fees - additional comments	- \$100 Admin fee, payroll deducted (from first paycheck). - There will a bus pass fee of \$100 deducted in the 2nd pay.
Is deposit refundable	Yes
Deposit refund policy	Yes
Can housing be co-ed	Yes
Is renters insurance required	No
Transportation details	- There will a bus pass fee of \$100 deducted in the 2nd pay.
Description	Enjoy hospitality in the heart of the Poconos when you stay at our 100% Non-Smoking Baymont Inn & Suites Bartonsville Poconos hotel. With easy access off I-80 and Route 33, find the area's most popular attractions nearby, including Crossings Premium Outlets, Bushkill Falls, Mount Airy Casino, and Camelback Ski Resort and Waterpark. There will be 4 beds (2 bunk beds in each room) & 4 people are to occupy each room.

	<p>Participants may need to use off site Laundry*</p> <p>The Great Wolf Lodge will assist with housing.</p> <p>NOTE: Please contact housing directly to confirm pricing; pricing listed above is subject to change without notice and cannot be guaranteed. *</p>
Number of beds per room	4
Exchange Visitors per property	4
Exchange Visitors per room	4
Bathrooms per property	1
Bedding and towels	Yes
Bedding and towel payment due	Bedding, sheets and towels provided by employer
Kitchen facilities	Kitchenette-Microwave & refrigerator in each room. Communal area provided to dine.
Additional items must bring	Participants to bring along their own personal items.
Additional comments	- Housing will be a bi-weekly payroll deducted of \$278 (\$139/week)
Included in cost	Utilities, Internet Use of washer/dryer-all on premises
Administration fee	100.0
Administration fee due	Payroll deducted Only
Housing deposit due	- \$250 deposit, will be deducted from first pay as well as the first 2 weeks rent of \$278. A total of \$628 will be deducted from the first pay. (Adjustments will be made as needed given the pay isn't large enough)
Housing deposit refundable	Yes
Further information on housing refund policy	<p>Please be advised you are personally responsible for any damages incurred during your stay at the Baymont. Great Wolf Lodge-Poconos is not responsible.</p> <p>Housing Deposit may not be refunded if there are damages during or at the conclusion of your stay. *</p>
Lease required	No
Fees additional comments	<p>- \$100 Admin fee, payroll deducted (from first paycheck).</p> <p>- There will a bus pass fee of \$100 deducted in the 2nd pay.</p>

Section 5

ARRIVAL INSTRUCTIONS

Alliance Abroad provides Orientation to all Exchange Visitors either in the Exchange Visitors home country or in the United States. If Exchange Visitors attend Orientation in their home country, they will travel directly to the Host Entity upon arrival. If Exchange Visitors attend Orientation in the U.S., they will travel to the Host Entity after Orientation is completed.

Closest port of entry airport	Wilkes-Barre Scranton International Airport
Nearest airport to site of activity	Pocono Mountains Municipal Airport
Airport/bus/train pickup provided	No
General arrival instructions	<p>Participants must upload their visa and flight arrival info directly to their AAG participants portal.</p> <p>Participants will need to contact both Karen Clark at kclark2@greatwolf.com and Emilee Wing ewing@greatwolf.com at least 2 weeks before arrival into the US with their flight details and arrival times.</p> <p>Once landed at Wilkes-Barre Scranton International Airport, you will need to take a second flight into Pocono Mountains Municipal Airport, or will need to take the ground transport from Wilkes-Barre Scranton International Airport to the Host Company/employer.</p> <p>Please be advised that the Host Company does not provide pick up from Wilkes-Barre Scranton International Airport or Pocono Mountains Municipal Airport. You are responsible for arranging your own transportation to the Host Company/employer.</p> <p>If you arrive late at night and none of the transportation options are available to you at that time, you will need to make arrangements to stay at the nearby hotel/motel until the next day.</p> <p>Hotel: (Near- Wilkes-Barre Scranton International Airport) Best Western Plus Wilkes Barre-Scranton Airport Hotel 30 Concorde Dr, Pittston, PA 18641, United States https://www.bestwestern.com/en_US/book/hotel-rooms.39147.html?iata=00171880&ssob=BLBWI0004G&cid=BLBWI0004G:google:gmb:39147 Phone: +1 570-654-3300 Avg Cost Per Night \$130(up to 2 persons sharing)*</p> <p>Taxi: CALL A CAR TAXI Phone: +1 570-565-9184</p> <p>Hotel (Near - Pocono Mountains Municipal Airport) Comfort Inn & Suites 3189 PA-940, Mt Pocono, PA 18344, United States https://www.choicehotels.com/pennsylvania/mount-pocono/comfort-inn-hotels/pa310?mc=llgoxxpx Phone: +15709722130 Avg Cost Per Night \$105 (up to 2 persons sharing)*</p> <p>Taxi Cab (Near - Pocono Mountains Municipal Airport) NEPA Transportation Phone: +1 570-866-3600</p> <p>*All costs are subject to change, Participants must call or visit website for most recent rates.</p>
Should Exchange Visitors contact Host Entity before arrival	Yes
Upon arrival, Exchange Visitors should report	Karen Clark/ Emilee Wing
Phone number	(272-201-4654) or (570) 213-6035
Preferred arrival days	2 - 3 days prior to program start date on DS Form
Preferred arrival times	8AM - 5PM

Section 6

ADDITIONAL INFORMATION

Social Security Information	
Address of the nearest social security office	9090 Franklin Hill Rd #101, East Stroudsburg, PA 18301, United States
Distance of SSO from SOA	16 miles
Will Host Entity provide transportation to the nearest Social Security office	Yes
Will Host Entity help Exchange Visitors make copies of the necessary documents	Yes
Other Social Security assistance provided	HC will assist in arranging transportation.

Section 7

POTENTIAL CULTURAL ACTIVITIES

Cultural activities will be provided



Job Title: Lifeguard

Position Summary

A Great Wolf, **Lifeguard** is one of the most important positions in the lodge, as they are vital to ensuring the safety of our guests, their families, and anyone that visits our waterpark attractions. No matter the situation, Great Wolf lifeguards are trained to respond and ensure all guests enjoy a safe and fun environment.

Essential Duties & Responsibilities

- Supervises and provides surveillance of swimmers and guests during park hours, special events, and training sessions
- Responds to emergency situations in assigned zone
- Assists in communicating emergency situations outside of assigned zone
- Administers and coordinates emergency first aid as necessary
- Enforces the rules and regulations of the waterpark
- Advises aquatics management of unsafe and unsanitary conditions
- Provides superior customer service to all guests by assisting all in a polite and expedient manner
- Performs daily routine chores and maintenance of waterpark to ensure neat and orderly appearance
- Performing within Ellis Certification standards

Required Qualifications & Skills

- No experience required, training provided
- Must be at least 16 years of age
- Ability and willingness to achieve Certification in First Aid, CPR and Ellis & Associates Lifeguard Training
- Must be flexible regarding scheduling as it is based on business demands to include some weekend and holiday availability
- Successful completions of criminal background check and drug screen

Desired Qualifications & Traits

- Good oral communication skills
- Prior First Aid, CPR, AED experience
- Prior lifeguard training and/or experience

Physical Requirements





- Swim 50 yards in 4 ft. of water and retrieve a 10 lb brick from the bottom of pool
- Sit or stand for extended periods of time
- Capable of prolonged exposure to hot and humid environments
- Ability to climb multiple flights of stairs

About Great Wolf

Join our Pack! Across North America, our Pack numbers in the thousands, and we are growing as we expand our paw print - adding new lodges each year. Driven by our purpose to Bring Joy to Families, Great Wolf Pack Members act as one pack to show we care, use our imaginations, and make it personal for our guests and each other every day. Great Wolf Lodge is a fun, safe and family oriented environment where Pack Members have opportunities to improve every day and grow along with us!

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin. Equal employment opportunity will be extended in all aspects of the employer-employee relationship, including, but not limited to, recruitment, hiring, training, promotion, transfer, demotion, compensation, benefits, layoff, and termination. In addition, Great Wolf Lodge will make reasonable accommodations to known physical or mental limitations of an otherwise qualified applicant with a disability, unless the accommodation would impose an undue hardship on the operation of our business.





Great Wolf Pack Member Handbook

Attendance

Good attendance is an essential part of our operation and a Pack Member's overall job performance. If a Pack Member is late or absent for his/her scheduled shift, a notation is made on his/her attendance record. Absenteeism and tardiness can cause scheduling problems for the department and can adversely affect our ability to service our guests. A poor attendance record is grounds for corrective action up to and including termination, and can affect the Pack Member's ability to be rehired. Pack Members should follow all attendance policies carefully. Great Wolf Resorts needs the whole Pack to make it a wonderful experience for our guests.

Corrective Action

If a Pack Member is late or misses a scheduled day of work, the absence or tardy will be documented on his/her attendance record unless the absence is otherwise protected by local, state, or federal law, the date of absence is covered by a doctor's note restricting them from performing their current job duties on the date in question, and/or he/she is using an available sick or personal day. Any doctor's notes must be provided on the first shift scheduled following the absence(s). The schedule below outlines how attendance events are recorded. Attendance related infractions are accumulative such that a Pack Member may be subject to progressive corrective action each time the Pack Member is late or misses a shift. Great Wolf reserves the right to skip progressive steps depending upon the situation.

Unable to Work

If something unexpected happens to prevent a Pack Member from coming to work (such as injury or illness), the Pack Member must report the absence to his/her Director or a member

of their management team each day that they are absent (a "call out"). Pack Members are expected to call in a minimum of 2 hours in advance of their scheduled start time (unless otherwise outlined in state or local law), or sooner if at all possible. A call out counts as an infraction and in accordance with the Great Wolf attendance policy, will be factored into the corrective action process. (One exception is outlined in the "Doctor's Note" section of this policy and the second exception would be if the Pack Member has an available sick day or personal day accrued.) Failure to call in absent in the allotted timeframe will be considered an improper call out and will be addressed with appropriate corrective action as a performance violation. To call out for a shift, Pack Members must contact their department phone number and speak to a member of management on duty or utilize the messaging option in the time and attendance system to notify their manager.

Schedule Conflicts

Whenever possible, a Pack Member should schedule needed days off in advance. Requests for days off must be submitted two weeks before the schedule is published so that reasonable adjustments can be made. Remember, these are requests only and are subject to approval.

If a Pack Member needs time off after the schedule has been written or an unexpected conflict occurs, he/she must find a replacement to work their shift. The same two exceptions apply as noted in the "Unable to Work" section of this policy. A replacement is another qualified Pack Member in their department who agrees to work their shift. A shift trade request must be completed in the time and attendance system in order to approve the replacement. Once the replacement is approved the schedule will be changed in the system. Until the request is approved and the schedule is changed, the Pack Member is responsible for the shift. If a Pack Member fails to locate a replacement prior to the scheduled shift, the Pack Member is required to work the scheduled shift. Failing to do so will result in an absence on their attendance record, unless prohibited by law.

Tardiness

If a Pack Member is going to be late, the Pack Member should do his/her best to contact a leader in their department prior to the start of their shift. If a Pack Member is 6 or more minutes late for their scheduled shift, this is considered tardy. If a Pack Member is excessively

tardy (greater than two hours) without a call to his/her manager, the tardy will be treated as an absence. If a Pack Member is tardy 4 hours or more, the tardy will be treated as a No Call/No Show.

In rare circumstances, a tardy may be excused without points being issued when the GM and HR Director together determine that weather conditions are extremely severe or in circumstances where we have asked Pack Members to park off site due to limited parking based on high volumes of business.

Leave of Absence

If a Pack Member needs to miss work for more than three consecutive days due to injury, illness, or the injury or illness of a family member, he/she should contact the Human Resources office to inquire about applicable leaves of absence. Non FMLA-Leaves of Absence are approved on a case-by-case basis and/or according to applicable state or federal laws.

Doctor's Note

If a Pack Member misses a day of work due to illness or injury, a doctor's note excusing the Pack Member for that particular date will excuse the absence and the Pack Member will not receive attendance points for the date in question. The note from the treating physician must be presented on the first shift back to work and have the dates which the Pack Member was under his/her care, a valid address and phone number for the doctor, and the doctor's name/signature. The note must contain any restrictions in detail the treating physician has prescribed or a notation of a full release to return to work. The Pack Member may be sent home if they do not provide a release to return to work.

Great Wolf may request a doctor's note if the Pack Member is out due to illness for more than three consecutive days.

No Call No Show

This is defined as the failure to come in or follow proper call off procedures for one or more shifts. Two No Call/No Shows will result in termination.

Absence

Consecutive absences for the same injury or illness will be treated as one absence. All absences will accumulate points (see below for point accumulation details). Exceptions are as follows:

- When a doctor's note confirming that the Pack Member is unable to perform the essential duties of their job, therefore excusing the absence, is presented at the start of the next shift.
- When a Pack Member calls in properly and they have a sick day or personal day available to use for that day.
- When a Pack Member is on FMLA or another approved leave of absence.

Points and Corrective Action

Attendance points are accumulated over a 12-month period of time. In other words, on any given day, there is a 12-month look-back period within which attendance points are considered on a cumulative basis. Attendance points clear from the Pack Member's record 12 months after the date of the infraction.

- **Point Values**
 - Tardy = 1 Point
 - Leave Early = 1 Point
 - Absent, Call to Manager/Excessive Tardy = 2 Points
 - No Call, No Show = 6 Points
- **Point Accumulation Corrective Action**
 - 4 Points = Documented Verbal
 - 8 Points = Written Warning
 - 10 Points = Final Warning
 - 12 Points = Termination



Great Wolf Pack Member Handbook

Uniform and Appearance Standards

The appearance of Great Wolf Pack Members should always be in accordance with our family friendly atmosphere. Pack members should clean, neat, well-groomed at all times. Pack Members will be issued uniform shirts and will be expected to wear the uniform issued for their position. Additions, deletions or alterations to uniforms are prohibited. Uniforms are to be clean, pressed, and fit properly at all times. Uniforms should have an appropriate fit. The uniform should not be worn too tight or too loose.

Hats

- Hats shall be Great Wolf-issued and have the Great Wolf Lodge or branded logo.
- Hat brims of Great Wolf issued hats must always face forward.

Hair

- Hair should be clean and well groomed.

Eyewear

- Sunglasses are allowed for positions that work outdoors at the resort.
- Sunglasses may not be worn inside the resort.
- Novelty contact lenses are prohibited.

Jewelry

- Bracelets, pins or buttons or jewelry for political causes is prohibited.
- Excessive jewelry is not allowed.
- Jewelry should be neat, clean and not distracting.
- Icons and jewelry cannot contain profanity or contain words or images that are not family friendly.
- Earrings are allowed unless safety regulations require otherwise.
 - Stud earrings must be less than ¼" in size. Hoop earrings must be less than ½" in size.
 - Other piercings:
 - One nose stud piercing is allowed. Hoops or bars are not allowed. Nose piercing should be 1/8 inch in diameter or smaller.
 - Other visible body piercings are allowed but must be professional in appearance.

- Safety and health regulations/standards may prohibit certain jewelry. See your departmental training documents for specifics for your department.

Shirts and Outerwear

- Long sleeved fitted shirt under uniform shirt is allowed but should be a solid color. Color and style of shirt is at the General Manager's discretion.
- Outerwear such as sweaters, sweatshirts, coats, and jackets must be Great Wolf Lodge

Logo wear or approved non-branded outerwear.

- Non-branded outerwear is subject to approval by the Human Resources and General Manager.

Name Tags

- Great Wolf issued nametags must be worn opposite of the uniform logo of the uniform and clearly visible to our guests.
- Nametags for Aquatics must be on the whistle lanyard, visible to guests.
- Nametags are to be worn at all times while on duty.
- Nametags should be clean and in good condition.
- Nametags should be worn on the outermost layer of the uniform.
- Only Great Wolf issued pins can be worn unless otherwise approved and should be centered above the nametag.
- Stickers may not be applied to the nametag.

Pants, Shorts, Skirts and Capris

- Black pants are required for all departments with the exception of:
 - Aquatics which are required to wear issued swim shorts.
- Pants should be clean, neat, properly fitting and must be worn at the waist.
- Pants should not have ragged or frayed pant cuffs.
- Pack Members may wear shorts only in departments specified by the General Manager.
- Shorts can be no shorter than fingertip length (approximately 3-4 inches above the knee). The exception is Aquatics as shorts are issued by Great Wolf.
- Capris are allowed and must be color compliant with the department.

Tattoos

- Human Resources and the General Manager reserve the right to determine if a tattoo may be considered as offensive or not family friendly and in such cases, Pack Members may be asked to cover the tattoo while at work.

Shoes

Unless otherwise noted in departmental standards (Aquatics), uniformed pack members are required to wear black shoes that meet the following standards:

- Shoes should be clean, professional, slip-resistant and in good repair.
- Safety shoes may be required based on the scope of work or in specific departments. If job duties require specific protection of feet or toes, proper footwear must be worn.
- Open toed shoes are not allowed at resorts, with the exception of Aquatics.

Personal Hygiene

- Personal hygiene must be maintained on a daily basis.
- Heavy perfume, aftershave and make-up should be avoided.
- Local health codes may have specific requirements for some departments that should be followed.
- Hands and Fingernails:
 - Hands and fingernails must be clean and well groomed. Fingernails should be a reasonable length to allow for the work specific to the department.
 - Fingernail polish may not be allowed in certain departments or for certain positions as directed by local health codes.

Returning Uniforms and Other Great Wolf Property

The uniform and any other Great Wolf-issued equipment that the Pack Member received is Great Wolf property and must be returned if it needs replacement and upon termination, whether voluntary or involuntary, unless purchased by the Pack Member.



Great Wolf Pack Member Handbook

Scheduling & Timekeeping

Great Wolf uses Unifocus to schedule and track Pack Member work time and ensure payroll accuracy.

Scheduling

- Schedules start on Friday and end the following Thursday.
- Pack Members have several options for viewing their schedule:
 - On the Unifocus App
 - On any time clock at the lodge.
 - On posted schedules in their department.
- Pack Members are responsible for managing their work schedule including availability, time off requests for future schedules, and all currently scheduled shifts.
- If a Pack Member cannot work a scheduled shift, it is their responsibility to find a replacement. There are two options:
 - Talk to other qualified Pack Members and complete a one-way or two-way shift trade.
 - Post the shift on the Unifocus App.
- A Pack Member is expected to work their shift until a successful shift trade has been approved by the supervisor. A shift trade which has been submitted but not approved is still the responsibility of the scheduled Pack Member.
- Not coming in for scheduled shifts and not finding a replacement will result in corrective action according to the Great Wolf attendance policy.

Time Rules

- Great Wolf uses the following time rules to manage labor. These rules are enforced by the Unifocus system and are subject to change.
 - A Pack Member may clock in up to 5 minutes before their scheduled start time.
 - Pack Members who clock in up to 5 minutes after their scheduled start time will be paid beginning the minute of clock in, but will not receive attendance points according to the Great Wolf attendance policy.
 - Pack Members who clock in more than 5 minutes after their scheduled start time will be paid beginning the minute of clock in and will receive attendance points according to the Great Wolf attendance policy.
 - Please reference break policy for specific information regarding breaks.

Timekeeping

- Pack Members have the ability to clock in and out at the lodge using a Unifocus time clock or the Unifocus App.
- Any missed clock transactions (forgetting to clock in or out at work start/end or break) must be reported to the Manager or Director immediately so that they can be remedied.
- Passwords must be set by the Pack Member at first login and must be kept confidential.
- Pack Members can verify their clock transactions and work times at a Unifocus time clock or on the Unifocus App.
- The Pack Member is responsible for immediately reporting errors in timekeeping to the Manager or Director. This would still be considered a missed punch unless there are extenuating circumstances which can be reviewed on a case by case basis. An example of an extenuating circumstance would be Unifocus or Wifi not working correctly during the timeframe in question.
- Failure to report timekeeping errors, missed punches and/or overpayment of wages will result in corrective action up to and including termination.
- Failure to clock in or out for a shift or a break may result in corrective action as outlined in this policy.

The below chart outlines the corrective action process when a Pack Member fails to clock in or out for a shift or a meal break. Corrective action steps for missed punches must stay in the progressive order listed below without steps skipped.

Missed Punches	Timeframe	Corrective Action Step
3 or more	Per Pay Period	Record of Conversation
3 or more	Per Pay Period	Documented Verbal Warning
3 or more	Per Pay Period	Written Warning
3 or more	Per Pay Period	Final Written Warning
3 or more	Per Pay Period	Suspension, HR Review for possible termination
<p><i>Following Record of Conversation, each pay period with the the listed number of missed punches (or greater) will progress to the next step of corrective action unless it has been 4 full pay periods or more since the last missed punch. After 4 full pay periods with no missed punches, the corrective action process would begin again at a documented verbal if there are 3 or more missed punches in a pay period.</i></p>		
<p>Pattern of Missed Punches: A pattern of missed punches that is consistent or excessive that is not addressed by this policy should be discussed with Human Resources for possible further investigation of other potential policy violations.</p>		