

THE BEAR FACTS

An Employee Handbook for

**Sequoia and Kings Canyon
Guest Services**

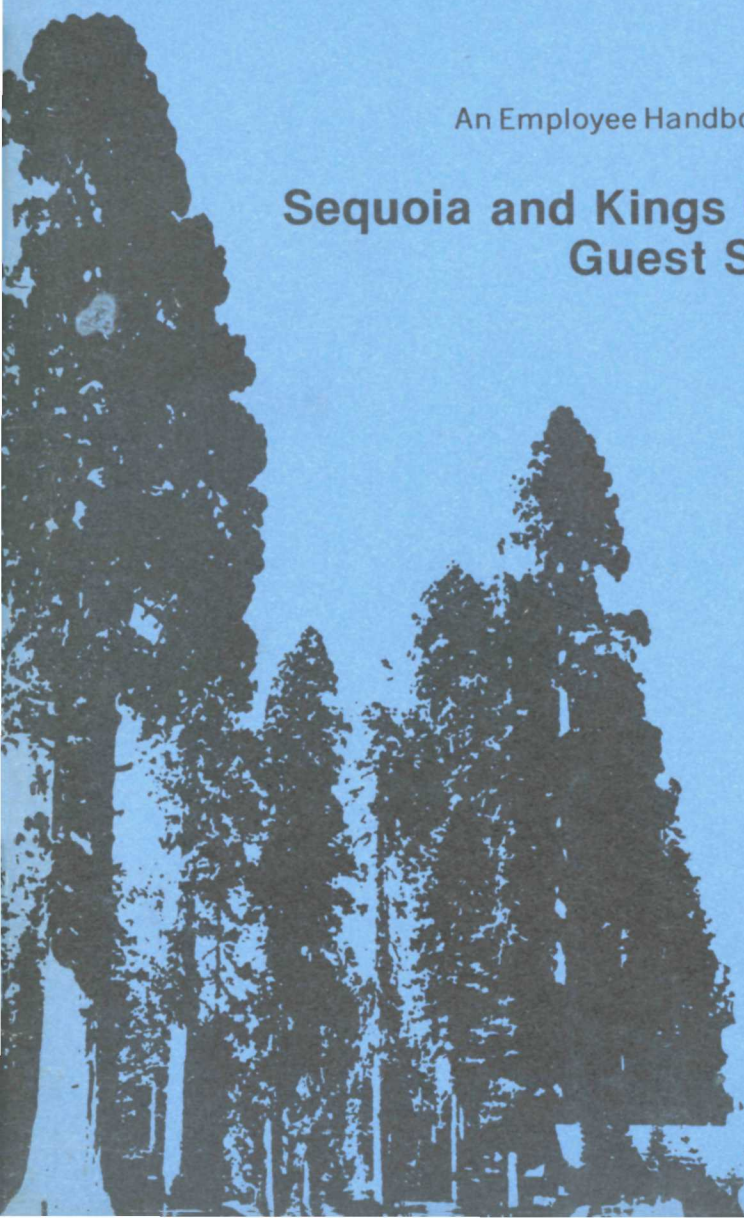


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1984
~~1983~~

SEASONAL No

675
~~528~~

SEQUOIA AND KINGS CANYON HOSPITALITY SERVICE
A UNIT OF GUEST SERVICES, INC.
Privilege Identification Card

ISSUED TO _____

ACCOUNT OF #8060 D.O.B. 3/23/65

NOT GOOD UNLESS COUNTERSIGNED BY SUBJECT TO CONDITIONS ON BACK

— JUDY M. RASMUSSEN *Judy M. Rasmussen*

WELCOME TO THE STAFF
OF
SEQUOIA AND KINGS CANYON GUEST SERVICES

You have been selected from our many applicants, not by chance, but by design. Through a process of referencing and gathering information of your past work experience and character, you have been selected to become an important part of the "Guest Services Team." Your past performance reflects an interest on your part to perform your job assignment with pride and to accept the challenge and responsibility of providing quality service to the visitors of Sequoia and Kings Canyon National Parks. "Quality Is Our Standard -- The Challenge Is Ours".

To successfully achieve our responsibility is not an easy task. On the surface, some jobs seem easier or better than others. Each job has its problems, frustrations, desirable and undesirable aspects. All jobs have a common responsibility, "Service To Our Guests". How each of us assumes and carries out this responsibility is reflected by our attitude towards the park visitor.

This booklet is a general guide which provides necessary rules, regulations and policies which are an integral part of living and working in these parks. You are encouraged to read and become familiar with the contents. Although we will cover many items in this booklet, we cannot cover all areas. We want to encourage you to use the open doors available to you including your supervisors, area management, and the Personnel Office, as we are all here to help where we can.

I am happy to welcome you and am confident you will enjoy your work, the opportunity to explore these parks and to meet new friends. We each have a responsibility to successfully provide our customers with the very best service.

General Manager

SEQUOIA & KINGS CANYON GUEST SERVICES
a Unit of
GUEST SERVICES, INC.

"QUALITY IS OUR STANDARD - THE CHALLENGE IS OURS"

Guest Services, Inc., is a private, domestic, non-profitsharing, non-membership corporation. It was incorporated under the laws of the District of Columbia on January 18, 1927. At that time the corporation was called the Welfare and Recreational Association of Public Buildings and Grounds, Inc. On July 1, 1945, the name was changed to Government Services, Inc. Again in 1981, our name was changed to Guest Services, Inc. (GSI), to present an image of our purpose in the parks which is "Service to the Guest."

During its more than 50 years of existence, GSI has served as a private contractor and concessionaire to the government. We provide food, recreational and hospitality services to employees and visitors in government buildings and lands. Under a concession's contract with the National Park Service, GSI provides a wide range of visitor services in four National Park areas: Sequoia National Park, Kings Canyon National Park, Mount Rainier National Park, and NPS units in Washington, D.C. We also operateseveral cafeterias in government buildings in the Washington, D.C. area. On Forest Service land, GSI operates visitor services at Stony Creek, Sequoia National Forest, CA. In addition, we operate a large and popular family resort complex on Tennessee Valley Authority land adjacent to Fontana Dam in Western North Carolina.

GSI has operated as the concessionaire in Sequoia and Kings Canyon National Parks since 1972 and at Stony Creek Village since 1974. Our main offices for these areas are located at Giant Forest in Sequoia National Park. Our corporate offices are located in Fairfax, Virginia.

Our Visitors/Guests

These Parks are scenes and settings of outstanding natural beauty which attract people from all over the world and from all walks of life. They are visitors to these parks and guests when we serve them in our facilities. We treat visitors and guests with respect and a smile. Each guest should receive honest, friendly and sincere service. We try to give direction and aid to our visitors during their time in the parks.

Supervision

During our peak season, we have a staff of over three hundred throughout the parks under the supervision of Sequoia and Kings Canyon Guest Services. To coordinate this complex human effort requires the individual dedication of every person plus cooperation and direction by unit managers and supervisors.

A supervisor's job is not an easy one. He/She is held responsible for everyone's job performance, training, scheduling and for consistent application of policy. These people do their jobs our way. You will make their job easier and yours as well, if you do your job in the manner you are instructed.

Other Concessions

Our guests cannot be expected to understand all the working relationships which make their visit to these or other National Parks a quality experience. To them, the National Park Service, GSI, pack stations, the Sequoia Natural History Association, and other concessionaires are all one in the same company. How we present ourselves as one or as a whole is a reflection on all of us who represent these parks.

SEQUOIA & KINGS CANYON GUEST SERVICES

RULES & REGULATIONS

APPEARANCE AND DRESS CODE

We are subject to high standards of dress and appearance. We recognize that clothes and grooming are just an outside covering, and we feel that your personality will prevail no matter how you dress. But to create a good impression, we ask you to conform to some very simple yet necessary standards. It is our feeling that if you look your best, you will have a better chance of feeling and doing your best.

Uniforms - You will be provided with uniforms for your specific job. However, you will also be held responsible for all uniforms and other property which is assigned to you. Check with your supervisor as to where to pick up and drop off your uniforms for cleaning. Wear the uniform and your nametag **ONLY WHEN ON DUTY**. Your uniform is an extension of yourself. Your wardrobe and how you wear it is important. Please keep your uniform both neat and clean. You will be charged for any missing uniforms that were checked out to you. For those positions which do not require a uniform, check with your supervisor for appropriate clothing standards for your position.

Shoes - Shoes are important from both a safety and comfort standpoint. OSHA regulations require a shoe that "fully encloses and firmly supports the foot." This is a practical requirement and a necessary one. Many positions require that you stand for eight or more hours a day. Therefore, please select a shoe that is not only comfortable, but also gives your foot support and protection. Your shoes should also be kept neat and in good repair. Your entire appearance is a reflection of yourself and of Sequoia and Kings Canyon Guest Services.

Simple Cleanliness - We ask you to practice the normal rule of good hygiene. It is not only important to you as a health standard, but also to our guests and your fellow workers.

General Appearance - Your general appearance should be one within the extremes of dress in all areas including makeup, jewelry, and clothing. Hairstyles should be moderate in appearance and kept neatly combed. Beards and mustaches must be short and neatly trimmed. Beards cannot be grown during the summer season. If your beard looks scraggly or unkempt, you will be asked to shave. In certain positions, hair restraints are required by Public Health Service regulations. Guidelines and interpretation for neatness and good grooming will be the responsibility and in the judgement of the management.

SAFETY

A safety program is a basic part of our management policy and will guide our judgement on matters of operation equally with consideration of quality, service, personnel relations, etc. As an employee, you are an integral part of the effectiveness of this program. There are safety rules that apply to the area where you work. You are required to read these rules upon reporting to work your first day, and sign a statement to that effect. Please become familiar with and abide by these rules. Periodically; films, discussions, and other means will be utilized to familiarize you with various safety concerns in your work area. Please take the safety program seriously. We want you to help make your place of work a safe place to be. We encourage your suggestions for better safety for both the employee and the guest. There are suggestions boxes available in various locations throughout the parks. You may also submit any suggestions to the main office or your area manager.

Accidents - You are required to report to your supervisor ALL on-the-job injuries immediately. It does not matter how minor it may seem at the time. Your supervisor will then report it to the nurse, if necessary. First aid kits are available in all facilities for self treatment of minor injuries. Your supervisor or the nurse will prepare an accident report for each incident. Remember - it is YOUR responsibility to report any on-the-job accident to your supervisor immediately.

Hiking Safety - Day hikes and overnight backpacking trips are a favorite activity of many park employees. Please use common sense and follow some basic safety rules while you are hiking.

Use only established trails. Follow the switchbacks. Cutting across them increases erosion and ruins the trail. DO NOT HIKE ALONE, especially on a trail that is new to you. Any strange or unfamiliar situation can be hazardous if proper precautions are not taken. Always let someone know where you are going and when you plan to return. There are over 1,000 miles of trails, and we would need to know where to begin looking if something were to go wrong. Always wear good, BROKEN-IN, sturdy hiking boots. Use caution when making stream crossings, and on cliff-side trails. Avoid areas where loose gravel or moss are covering smooth rocks.

Anyone taking an overnight hike is required to obtain a wilderness permit from the Ranger Station nearest the trailhead where s/he plans to begin the hike. The Park Service will also be able to inform you of recent safety concerns in the area where you will be hiking (i.e. excessive bear activity, high water, etc.). These wilderness permits are free of charge, but must be obtained. They are not required for day hikes.

Roadways can be dangerous for pedestrians. When possible use the walking trails in your area. The

personnel office and NPS Visitor Centers have maps and information on local trails.

Driving Safety - Please have respect for the winding and hilly roads in the parks. Be alert for the visitor who stops suddenly to enjoy the scenery or wildlife, and to take pictures. Watch for NPS maintenance and emergency vehicles. Allow ample time for travel; hurrying on these roads could be a fatal mistake. Follow all posted speed limits. As a resident of the park, you are expected to know and abide by the regulations of it. Be certain your vehicle is in good mechanical condition.

Bicycle Safety - Employees are permitted to have bicycles in the parks. However, the company bus is not equipped to carry them. Transportation of bikes to the park is the sole responsibility of the owner. Use of bicycles is governed by applicable state laws. Be sure you are aware of them. Respect the terrain and be sure your bicycle is in good repair. DO NOT RIDE BICYCLES ON TRAILS OR PATHWAYS.

USE OF FOOD SERVICE FACILITIES

In the next few pages you will find some general rules and regulations for employee use of all food service facilities in the parks. Please remember that the people who work in each food service facility are your fellow workers, and give them the same respect you would like to receive. If they ask to see your privilege card, they are only doing their job.

Employee Cafeterias and Dining Rooms - There are requirements which must be applied to operate an effective food service for the employees. These include:

1. Meals must be taken at assigned food service facilities and at the hours set forth by the area management.

2. No guests are permitted in employee cafeterias.
3. Food and beverages are not to be taken out of the food service facility. This is considered theft and is just cause for immediate dismissal.

Employees in each area take their meals in their respective employee dining facility. Giant Forest employee cafeteria hours are posted in the personnel office and at the cafeteria. Employees in outlying areas should check with their respective area manager for meal times and place.

Because of limited space and the number of employees off duty each day, employees working in Giant Forest ARE NOT allowed to take meals in employee cafeterias at other locations. Employees at Stony Creek, Grant Grove, and Cedar Grove are allowed to take meals at the Giant Forest employee cafeteria ONLY WITH A MEAL PASS signed by the Area Manager of their work place.

A box lunch is available to you on your day off. You must turn your request in to the employee cafeteria (in Giant Forest) or your Area Manager (in outlying areas) by 2:00 pm the day before the box lunch is needed. Box lunch request forms are available from your supervisor, and must be signed by him/her before you turn them in. You should pick up your box lunch before 11:00 am on the day you requested it to be ready. You may not pick up more than one box lunch per day. This is to prevent food spoilage resulting from improper refrigeration.

Each box lunch you receive will be prepared according to these specifications, or proper substitutes when necessary:

- 2 sandwiches
- 1 relish packet (carrot/celery sticks)
- 1 packet of raisins
- 1 piece of fresh fruit or dessert
- Condiment packets

Public Food Service Facilities - Your privilege and identification card entitles you to a 25% discount at the Lodge Dining Room and the Village Cafeteria in Giant Forest, the Grant Grove Coffee Shop, the Stony Creek Restaurant, and the Cedar Grove Snack Bar. Your purchase must be over one dollar for the discount to apply. There are no discounts on alcoholic beverages. Immediate family members of permanent and winter seasonal employees are eligible for these same discounts only when accompanied by the employee. For summer seasonal employees, these discounts apply only to the employee. If you have any questions concerning these policies, please contact the personnel office.

LIVING QUARTERS

Living quarters are regulated by GSI and the NPS. Your cooperation with housing supervisors, security personnel, the NPS, and respect for your fellow employees will be necessary for a smooth and enjoyable season. Your housing supervisor will have rules and regulations that pertain to your housing area. Please read, understand and follow these rules completely.

Quiet - For the convenience of guests and those employees who may have an early work schedule, quiet must be maintained in all housing areas between the hours of 11:00 pm and 8:00 am. We ask that parties and gatherings start quieting down by 10:30 pm, ensuring reasonable quiet between 11:00 and 8:00.

Visitors - Visitors are allowed in seasonal housing areas only between the hours of 8:00 am and 7:00 pm. All visitors must register with the respective housing supervisor prior to visiting. No overnight guests are allowed in seasonal housing areas.

Employees shall not leave visitors at housing areas in their absence. You are responsible for your guests at all times during their visit.

Permanent employees are allowed to have overnight guests after proper permission has been obtained from the Personnel Manager.

Inspections - Your quarters are subject to inspection at any time for cleanliness, safety, and housing rule compliance. They may be inspected by the NPS, U.S. Public Health officials, housing supervisors, and the management of Sequoia & Kings Canyon Guest Services.

Pets - Employees are not permitted to have pets of any kind. This includes dogs, cats, birds, mice, snakes, etc.

Cooking - Cooking is not permitted in any employee or guest housing which is not properly equipped. This includes all dormitories, Pinewood, Wormewood, and trailers or cabins without kitchen facilities. Serious sanitation, safety, and health hazards result when makeshift means are used to prepare food.

Changing of Assigned Quarters - Prior authorization by your housing supervisor or area manager must be given before any change in your living quarters is made. In the Giant Forest Lodge Area and dormitories, the Personnel Manager serves as the housing supervisor and must approve any such changes. This approval becomes a very important issue if you need to be reached in case of an emergency or when someone needs to get a message to you on your time off.

Use of Wood Stoves - If you have a wood burning stove in your cabin, wood is available from the wood shed or wood pile in your area. Do not store wood, paper, trash, plastic, or any other flammable substance under or near your stove. This is a serious fire hazard. Please use caution when using your wood stove and when cutting wood with an ax. If assistance is needed in learning how to operate your stove, see your housing supervisor.

Linens - You can exchange your sheets and towels once a week. Check with your housing supervisor as to the correct procedure and time of week for this exchange. Blankets are not provided.

Laundry Facilities - Each employee housing area is equipped with laundry facilities for your personal use. Please take care to use the machines properly. There are no dry cleaning facilities anywhere in the parks.

Keys - All keys, including housing keys, which belong to GSI are checked out and signed for. Any lost keys should be reported immediately. They will be replaced at a nominal charge.

Conservation - We ask that you be "ecology conscious" as you live in this natural environment. Please conserve where you can. Though in recent years it has not been a major problem, our water supply is limited. Please be sure that faucets are turned off tightly when you are through. When showering, you may want to consider lessening the pressure from what you are used to at home. These are simple ways to conserve. You can surely come up with many more.

All of our natural resources are important and limited. Please conserve in your use of wood, oil and electricity also.

Housekeeping - You are expected to do your part in keeping your housing area clean and safe. Be considerate of your roommate in matters of cleanliness which effect the inside of your room. It is also your responsibility to help keep the area around the outside of your housing facility clean and orderly. This includes common areas of all dormitories (hallways, lounges, toilet and shower facilities) and areas between cabins in areas such as Pinewood or Wormewood.

GENERAL POLICIES AND INFORMATION

Alcoholic Beverages, Regulations

All employees and guests are subject to California state law concerning liquor purchases. You must be at least 21 years of age to purchase same. NO ONE IN A WORK UNIFORM OR WEARING EMPLOYEE IDENTIFICATION WILL BE SERVED ANY ALCOHOLIC BEVERAGE IN DINING AREAS OR LOUNGES. NOR WILL ANYONE WEARING ANY TYPE OF EMPLOYEE IDENTIFICATION BE SOLD ANY SUCH BEVERAGE AT A MARKET. All lounges, dining facilities, and markets will receive a list of employees who are under the age of 21, and these employees will not be served or sold alcoholic beverages. Kegs are not allowed on company premises.

Banking

Check cashing is available at the Giant Forest Accounting Office or through your area manager. You may obtain money orders only from the Post Office. All other banking needs of our employees are handled by banks in the valley. Deposit envelopes are available to keep money or other small valuables in the company vault. Check with the Accounting Office in Giant Forest or your Area Manager for information about this service.

Disciplinary Action Reports

An employee disciplinary action report is used to inform you of a violation of company rules, poor work habits, or other aspects of your work or living situation. A copy will be placed in your personnel file, and you will receive a copy of you wish.

Some rule violations are grounds for immediate termination, while continued warnings will also be cause for dismissal. Violations which are cause for immediate termination include but are not limited to: theft, violation of NPS regulations and other applicable laws, unreported absence, reporting to work while intoxicated, drinking on the job, and flagrant insubordination.

Employee Evaluations

Employees are periodically evaluated by their immediate supervisor. Evaluations serve several purposes. They aid in determining promotions, merit increases, transfers, rehire status, etc. Evaluations reflect your attitude at work; toward the company, the management, and your fellow employees. You will also be rated on the quality of your work, your appearance, suggestions you may make, attendance, etc. These evaluations are an important part of your work record with Sequoia & Kings Canyon Guest Services.

Fire

Fire is the greatest danger to the parks. It is important that you follow rules of common sense concerning fires. It is important for both the employee and the guest to preserve and protect the property and beauty of the parks. It is necessary to follow set procedures of obtaining permits for fires outside established campgrounds, and that you are sure all fires are extinguished and that the surrounding area is free of litter. A permit must be obtained from the Pinewood office to have a fire in the fire circle. For fires in other areas, such as Sunset Rock, a permit must be obtained from the National Park Service.

In housing areas it is very important that the following common sense rules are followed:

- 1) No Smoking in Bed
- 2) No Kerosene or Gas to start fires
- 3) Correct storage of wood and paper for woodburning stoves
- 4) DO NOT LEAVE A CAMPFIRE OR WOOD STOVE UNATTENDED

I N C A S E O F F I R E

1. Alert all others who may be in danger.
2. Report the fire to the NPS:
Giant Forest call 565-3618
Grant Grove call 335-2511
3. Report the fire to the Area Manager.

When reporting fires give :

- location
- type of fire (electrical, grease, etc.)
- any other information requested

Wait for the other person to hang up first!

Attempt to isolate the fire with an extinguisher and hose if it is safe to do so. In a safe and orderly manner evacuate other residents, guests, and items in danger (i.e. autos, furniture, etc.). DO NOT ENDANGER YOUR PERSONAL SAFETY OR THAT OF OTHERS.

Insurance

Health, dental, and life insurance coverage are available to all permanent employees. This is a benefit provided by the company for permanent employees only. Seasonal employees are not eligible.

ALL EMPLOYEES ARE COVERED BY WORKMAN'S COMPENSATION INSURANCE DURING THE TIME THEY ARE ON DUTY. This insurance covers work-related accidents and injuries. Employees in some cases are also eligible for California Disability Insurance. Consult the personnel office for details concerning insurance related matters.

Libraries

Free Libraries are available at the Lodgepole and Grant Grove Visitor Centers. These libraries depend upon volunteers to keep them in operation. If you would be interested in helping in this area, please see the attendant at the library or check with the NPS personnel at the Visitor Center in regards to who you should contact.

Lost and Found

All money, jewelry, personal belongings, or other property that you may find are to be turned in to your unit manager immediately. Lost and Found is maintained by the general office in Giant Forest and each Area Manager in the outlying areas. The company, however, is not liable for personal property of employees that is lost.

Mail and Packages

Mail will be delivered to your area if the proper General Delivery address is used. If you would like to obtain a Post Office box, you must make the arrangements with the Post Office yourself. For General Delivery pickup instructions, check with the personnel office or your Area Manager.

Packages may be received or mailed via either the United Parcel Service (UPS) or the U.S. Mail. If items are to arrive by bus or air, check with the Valley Bus Driver as to space availability to pick them up in Fresno. In Giant Forest, outgoing UPS is handled through the personnel office. You may make use of this service between 3 pm and 5 pm, Tuesday through Friday ONLY.

Mailing Addresses for Each Area

GIANT FOREST:

Employee's Name
General Delivery
c/o G.S.I.
Giant Forest
Sequoia Nat. Pk, CA
93262

STONY CREEK:

Employee's Name
General Delivery
c/o G.S.I.
Stony Creek
Sequoia Nat. Pk, CA
93262

GRANT GROVE:

Employee's Name
General Delivery
c/o G.S.I.
Grant Grove
Kings Cyn. Nat. Pk, CA
93633

CEDAR GROVE:

Employee's Name
General Delivery
c/o G.S.I.
Cedar Grove
Kings Cyn. Nat. Pk, CA
93633

Medical Service

During the summer months, the company employs an industrial nurse. The dispensary in Giant Forest is the base of his/her operation, and weekly visits are made to all outlying areas. The nurse makes sure that all first aid kits are supplied properly.

If you are ill and cannot report to work, NOTIFY THE PERSONNEL OFFICE BEFORE YOUR SHIFT BEGINS. We

will then notify your supervisor and the nurse. If you are scheduled to work a shift that begins before 8:00 am, notify your supervisor before your shift begins. S/he will then notify the personnel office and the nurse. You are expected to remain in your assigned housing area when you call in sick. The nurse will be there to check on you. In outlying areas, contact your area manager if you are sick.

If you require the services of a physician or prescription drugs, the nurse will assist you in making the necessary arrangements. All expenses for these items are the responsibility of the employee.

If you are off duty more than three consecutive work days due to illness, you will be asked to make arrangements for immediate transportation to your home so that you may secure additional medical attention that cannot be provided within the parks. You will be eligible for rehire if a position is open upon your recovery. A signed medical release from a physician will be required for our records.

Motor Vehicles

The NPS requires that all motor vehicles be registered with them by obtaining a permit. This permit will allow you to enter and exit the parks at no charge. You must still stop until motioned through the gate by the attendant.

A permit sticker may be obtained from your local ranger station. Your vehicle will be inspected by the issuing ranger. The vehicle should be licensed and in good condition to receive this free sticker. You may be required to present your privilege card as employee identification.

Maximum speed in the parks is 45mph, and in housing areas is 5mph. Other speed limits are posted, and as residents of the parks you are expected to know and abide by them. Speed laws and all other regulations are strictly enforced. Respect these roads and the laws which govern their use.

NO PARKING IS ALLOWED IN PUBLIC AREAS WHILE YOU ARE WORKING. NO OVERNIGHT PARKING IS ALLOWED IN THE GIANT

FOREST VILLAGE AREA. Check with your supervisor or Area Manager for correct parking locations.

During the winter months, employees are required to flag their parked cars. After each snow you must move your car to facilitate plowing of the lots. Chains are often required, so it is suggested that you carry them with you at all times.

Non-Solicitation

This policy states that employees are not to enter into transactions of any type with outside organizations while they are on duty. These outside organizations include any sales persons, charities, civic organizations, sellers of raffle tickets, and collection of donations for gifts, etc. If you are approached by any such person, please report it to the general office immediately. These outside solicitors are not allowed in housing areas, work areas, etc.

Paydays, Work Hours, Etc.

Guest Services operates under and observes all applicable state and federal laws. Pertinent rules and regulations are posted. Any questions concerning wages and hours should be directed to your department manager, the payroll clerk, or the personnel manager.

Your normal work week is approximately 40 hours, though this is not a guaranteed minimum. Only in emergency situations will overtime be authorized. Supervisors must authorize such overtime before it is worked or you will not be paid for it. During slower periods, your hours may be reduced to prevent layoff.

You are entitled to a 10-minute paid break for each four hours that you work. Meal breaks will be scheduled by your supervisor and are at least $\frac{1}{2}$ hour long. Meal breaks are not paid.

Paydays are every other Friday. Time cards must be filled out correctly everyday. At the end of the period the card will be signed by both the employee and the supervisor. Your supervisor will review time card procedures with you. If your time card is

incomplete or not filled out correctly, you will not be paid.

Paychecks will be picked up at the direction of your Area Manager. In Giant Forest, employees pick up their checks at the Accounting Office. Vault hours are 9 am - 1 pm and 2 pm - 4 pm, daily. Paychecks cannot be picked up prior to payday, nor can advances be made against them. You may be required to present your Privilege Card as identification at any time to receive your check. Paychecks may be cashed at the Accounting Office, or through your Area Manager.

Privilege and Identification Card

You will be issued a privilege and identification card shortly after your arrival in the park. This card will identify you as an employee of Sequoia & Kings Canyon Guest Services. On the back of the card an explanation of discounts and benefits available to you is given. You will be asked to present this card when purchasing items at gift shops, food service facilities, hotel accommodations, bus tours, etc.

The card includes your employee number, which you should include when signing for any discount. You will receive a 25% discount on items at any gift shop in the parks, at any GSI food service facility in the parks, and on accommodations (when you stay in the room). There is no discount at the service stations, markets, or cocktail lounges, nor when the total sale before discount is less than one dollar.

Immediate family members of permanent and winter seasonal employees are eligible for these discounts only when accompanied by the employee. All receipts must be co-signed by both the employee and the immediate family member. For summer seasonal employees, these discounts apply only to the employee and do not include immediate family members.

You may be asked to show your card as proof of age when purchasing alcoholic beverages. It may also be required when cashing or receiving your payroll or personal check.

Records Inspection

Employees are able to look at their personnel files upon request. You may make such a request at any time the personnel office is open. However, if we are very busy at the time, we reserve the right to ask you to return at a later time. Reference materials in a file cannot be inspected and must be removed by the people in the personnel office before inspection. If you have any questions, please contact the personnel office.

Security Guards

We employ security guards in the summer months to provide security, safety, and protection for our guests, employees, and property. They are authorized to carry out the policies on behalf of the management and to maintain order. Security personnel are required to notify the personnel office of any lack of cooperation by employees. Please comply with the requests of these members of the GSI staff.

Sick Leave

Seasonal employees are not eligible for paid sick leave. Permanent employees, however, earn it at the rate of one day per month. If you have any questions on the sick leave policy, consult the personnel office. ALL EMPLOYEES MUST FILL OUT AN ABSENCE REQUEST FORM IF WORK IS MISSED DUE TO ILLNESS, WHETHER OR NOT THEY ARE ELIGIBLE FOR PAY.

Suggestions and Complaints

We encourage you to make constructive suggestions in all areas of our operation. Suggestion boxes are located just outside the entrance to the Employee Cafeteria in Giant Forest and in the Giant Forest Village Cafeteria. In outlying areas, check with your Area Manager. These boxes provide you with the opportunity to make suggestions regarding safety, food, recreation, guest services, etc. Suggestions may also be made directly to your manager.

Employee complaints should be handled first by going to your supervisor. If you are unable to resolve the problem at this level, all other levels

of management are available to assure open lines of communication and helping solve the differences in job related matters. The proper chain-of-command should be followed when differences persist. After discussing the problem with your immediate supervisor, you should refer to your Unit Manager, your Department Manager, your Area Manager, the Personnel Manager, the Assistant General Manager, and then the General Manager. Hopefully somewhere in the chain the problem will be resolved. We will make every effort to see that all complaints are handled fairly.

Termination of Employment

Termination of employment can take several forms: completion of work agreement, necessary layoff, voluntary quit, or discharge. Weather and business conditions may make changes in the number of employees needed. Conditions such as these can arise quickly and cause layoffs without much warning. We do try to give advance warning of layoffs whenever possible. Employees who are laid off must clear quarters by noon on the day following their last day of work.

If you have completed your work agreement or given at least two weeks notice, you are also expected to clear quarters by noon on the day after your last day of work. You may not continue room and board beyond this time. YOUR LAST MEAL ALLOWED IS BREAKFAST ON THIS SAME DAY.

If you quit without notice, you are required to clear quarters immediately. Your paycheck will be mailed to you within 72 hours of termination.

If you are discharged for cause, you must also clear quarters immediately. Your paycheck will be available at the personnel office as soon as you have properly checked out of your work area, housing area, and the accounting office.

A few days before your last day of work, please stop by the personnel office or your area office, and pick up an Employee Check-out Form. You will need to obtain signatures on this form from your supervisor, the housing supervisor, and the accounting office

before you are cleared through the personnel office.

Following is a checklist of items that must be completed before you will be cleared through the office and receive your final paycheck.

- 1) Your supervisor must approve and turn in your final time card.
- 2) Personal belongings must be removed from your cabin/room, including wall decorations.
- 3) All linens, uniforms, and other company property must be returned to the proper linen room or office. You will be charged for any missing or unreturned items.
- 4) Your room must pass inspection according to the specifications listed on the back of your check-out form. (Your housing supervisor will complete the inspection.)
- 5) Return your completed check-out form, your nametag, and your privilege card to the personnel office. If you do not return your nametag upon your departure, you will be charged \$1.50.

When all of the above are completed you will be able to pick up your final paycheck from the personnel office. You will need to sign for your check and leave a forwarding address with us for tax purposes and any mail that may come for you after you leave.

After your employment is terminated any correspondence for reference checks, employment verification, etc. should be addressed to: Personnel Manager, Sequoia & Kings Canyon Guest Services, Sequoia Nat'l Park, CA 93262. Calls for same can be directed to (209)565-3334.

Transfers and Promotions

Transfers are sometimes a result of a change in business levels or weather activity. Sometimes one will take place after an employee or manager has requested it. All transfers must be approved by all managers involved after a performance evaluation has been completed by the current manager. All transfers must also be approved by the Personnel Manager. If you are asked to transfer, it is usually to prevent a layoff. If you would like to transfer to a different unit, you should first talk with your unit manager, and then with your Area Manager or the Personnel Manager. If an opening should come up you will be considered, but we will not guarantee a transfer at any time.

Promotions are handled in-house whenever possible. Qualified employees will be considered for openings that may arise from time to time. Any changes in status, including promotions and transfers, are based upon a performance evaluation completed by your manager. (See Employee Evaluation section above for further information on this.)

Vacation, Excused Absences, and Holidays

Seasonal employees are not eligible for paid vacation. Permanent employees earn vacation time in accordance with the policy established by our corporate office. The personnel office will be able to explain this policy to you and let you know how much vacation you have earned, if you are eligible.

Excused absences are available to all employees if necessary. An excused absence must be approved by your unit manager, the Personnel Manager, and the General Manager. This time does not apply toward vacation accrual. Permanent employees must take all accrued vacation time before an unpaid absence will be approved.

Requests for both excused absence and paid vacation must be turned in to your manager at least 7 days prior to the first date of the requested time off. Requests for paid vacation should be in at least 3 weeks in advance, if pay is requested before you leave.

Permanent G.S.I. employees are paid for 9 holidays throughout the course of a year. They are New Year's Day, George Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving, and Christmas. Due to the nature and volume of our business most employees will not be able to have the actual holiday off. You will usually be given a paid day off in lieu of the holiday at a time determined by your manager. This is in accordance with the holiday policy set forth by our corporate office. Seasonal employees are not eligible for paid holidays. If you have any questions on any of these policies, please ask someone in the personnel office.

RECREATION AND ENTERTAINMENT

Each year the Recreation Department schedules a variety of activities for employees and guests alike. In the past these events have included square dances, exercise classes, Steak Frys, employee talent shows, etc. The Beetle Rock Rec Hall is open according to posted hours. The pool table, playing cards and table games are located there. Movies are also shown periodically throughout the year. Outlying areas are not without recreation either. Consult your Area Manager or the employee newspaper for more details.

Bearpaw Meadow High Sierra Camp

GSI operates a tent camp at Bearpaw Meadow, an eleven mile hike from Crescent Meadow. The camp is in operation from late June until sometime in September, weather permitting. You are welcome to make reservations for meals and lodging facilities, provided there is space available. NO EMPLOYEE DISCOUNTS APPLY! Check with the Giant Forest Reservations Office well in advance if you wish to take meals or rent a tent at Bearpaw.

The NPS also maintains a backcountry campground about 200 yards from our tent camp. There are established fireplaces in the campground where you may do your own cooking if you wish, and set up a tent. You must obtain a wilderness permit from the Ranger Station any time you go out overnight.

When you visit Bearpaw, please remember that you are subject to the same rules of camp as are the other guests. This camp is quiet at an early hour as the staff usually must be up around 5:30 in the morning.

Boyden and Crystal Caves

Boyden Cave is located in the Kings River Canyon within the boundaries of Sequoia National Forest. It is privately operated, and tours are conducted on a daily basis during the summer months. Check with the personnel at the cave for possible discounts for GSI employees.

Crystal Cave is located in Sequoia National Park about

8 miles south and west of Giant Forest Village. It is operated by the Sequoia Natural History Association (SNHA). See the Sequoia Bark for tour times. Again, check with cave personnel regarding possible discounts for GSI employees.

Campfire Programs and Guided Walks

National Park Service Interpreters host a variety of guided nature walks and evening campfire programs throughout the parks. These can be an excellent way to get to know more about each area of the parks. Schedules for walks and programs are listed in the Sequoia Bark, which is published periodically by the National Park Service. Schedules are also posted on bulletin boards at amphitheaters and visitor centers.

Conduct at Recreational Functions

All employees are expected to observe the following rules at all recreational events:

- 1) Persons intoxicated or under the influence of drugs may not participate.
- 2) Respectable dress and conduct is required.
- 3) SMOKING AND DRINKING ALCOHOLIC BEVERAGES IS NOT PERMITTED IN RECREATION HALLS.
- 4) All Park Service rules must be observed including quiet hours, parking, etc.

First Aid/CPR Training & Blood Drives

Periodically, First Aid and CPR training sessions are held in the parks. They may be taught by rangers, our company nurse, or another certified person. Notices of such training sessions are generally posted in the employee cafeteria and other places where you will be likely to see them.

On occasion, blood drives are also held. This provides employees with an account at the Blood Bank if needed.

You are encouraged to take part in any of these types of events.

Saddle Horses

Horses may be rented from corrals at Wolverton (near Giant Forest), Grant Grove, and Cedar Grove. These concessions are not operated by Guest Services, Inc. Check with the corral personnel as to their policies and prices.

Tours

Employees are allowed to take the Giant Forest and Kings Canyon tours at no charge on a space-available basis. This is a great way to get to see the other areas of the parks and learn more about them.

Transportation

Transportation within the parks is available to employees at no charge, when space permits. Check with the registration desk to find out if there is space and for any restrictions that may apply.

Transportation to and from Fresno is available on the Valley Bus. This is at discounted rates, and reservations must be made in advance to assure a space. Check with the Giant Forest Reservations office, or your Area Manager for bus rates and reservations.

At the start of your employment you will be provided transportation, free of charge, from the Fresno area. You will also be provided with free transportation back to Fresno if you complete the work agreement which you signed. If you do not complete your work agreement, you must either provide your own way down or pay to ride the Valley Bus.

THE SEQUOIA & KINGS CANYON STORY

History and General Information

The history of the area now known as Sequoia and Kings Canyon National Parks is divided into four major periods: the Indian era, the discovery and pioneer period, the army administrations, and the present civilian administration.

The Indians in this area were the Western Mono or Monache tribes and the sub-tribes found locally were called the Potwisha and Yokut tribes. They inhabited the foothill region during the winter and moved into the forested areas of the mountains for the summer. When the early settlers came, there were about 3000 Indians in this area. As time went on the Indian population dwindled, and during the 1960's most of those remaining died from diseases such as smallpox.

The discovery and pioneer period started in 1856 when Hale Tharp, a native of Michigan, came to the area now known as the Three Rivers District and made friends with the Indians. Two years later the Indians guided Tharp to the Giant Forest area. Tharp thus became the first white man to see the large Sequoia trees of Giant Forest. For many summers he used a huge fallen Sequoia log which had been hollowed by fire as his summer home while he herded cattle in the nearby meadows. The fallen Sequoia now known as "Tharp's Log" is preserved for visitors to see. It is located about a mile from Crescent Meadow in Giant Forest.

In the years that followed, many settlers came to the Giant Forest area to hunt and trap game and to herd sheep and cattle in the meadows. A few, like John Muir, came to view the big trees. Various groups of private interests tried to file claims to the tracts of government land in the vicinity. Meanwhile, a group of San Joaquin Valley citizens, headed by George Stewart, had been seeking means to preserve the Sequoia trees from destruction and had appealed to

various government groups to have the area set aside as a National Park. In 1890 Sequoia became the second National Park to be established in the world. Yellowstone preceded Sequoia by eighteen years. General Grant National Park (which was later expanded and renamed Kings Canyon National Park) was also established in 1890.

Sequoia and General Grant National Parks were administered for many years by the United States Army since Congress first failed to grant any money to administer them. Cavalry units were stationed at Giant Forest and Grant Grove from 1891 to 1914 to protect the new parks.

The civilian administration started in 1914 with the appointment of Walter Fry to the position of Superintendent. In the years that followed, constant improvements were made. Highways were built and hiking trails constructed. Naturalist and fire protection programs were instituted. Visitor information and accommodations have been developed over the years.

The landscape of Sequoia and Kings Canyon National Parks is studded with the largest of living things, the Giant Sequoia trees (*sequoiadendron giganteum*). These trees are so large that highways have been cut through them (Tunnel Log), rooms hollowed from them (the Room Tree), and cabins built in them (Tharp's Log). The three largest trees in the world are the General Sherman (in Giant Forest), the Washington (also in Giant Forest), and the General Grant (in Grant Grove).

The highest point in the continental United States, Mount Whitney, was added to Sequoia National Park in 1926 along with the Kern Canyon area. This mountain rises 14,495 feet (4,418 m) in a region of spectacular granite mountains. Awesome river canyons, jewel-like lakes and some of the oldest forests in the world also distinguish the area of Sequoia and Kings Canyon National Parks. The Kings River Canyon is one of the

deepest canyons in the United States.

Grant Grove National Park was incorporated into Kings Canyon National Park which was established in 1940. Cedar Grove and Tehipite Valley areas were added by an Act of Congress in 1965. The Mineral King Valley was added to Sequoia National Park in 1978. The boundaries of the two parks have been altered by legislation and Presidential Proclamation to their present size.

It was the presence of the Sequoias that sparked the formation of these parks. However, magnificent forests of sugar and ponderosa pine, white and red fir, and incense cedar also exist.

Its variable climate has endowed this region with a significant variety of plants and the right conditions to provide survival for a wide variety of animal life. The lakes and streams are stocked with rainbow and golden trout.

Sequoia and Kings Canyon National Parks are joined end to end, and extend from the foothills of the San Joaquin Valley to the crest of the High Sierra. The features of these parks are so numerous and diverse, there is a wide choice of things to see and do. What you find will depend upon your interest and time. Take the time to see the grandest scenery in the world. If you wish to learn more about the area you may want to visit the Visitor Centers at Lodgepole and/or Grant Grove. The National Park Service also sponsors guided walks and evening campfire programs which are an excellent way to learn more about our parks and environment.

As anywhere, Sequoia and Kings Canyon National Parks are always changing. Some of the changes are brought about naturally through changes in the weather and the earth's surface. Other changes are induced by man. As the years have passed, the National Park Service has studied this environment and the effects man has

had on it. In an effort to "preserve and protect the parks for the enjoyment of the people", plans are afoot to remove all facilities from the Giant Forest area. Studies have shown that the amount of human traffic on the root systems of the big trees is detrimental to their existence. The proposed move would help to lessen the impact of man on the area. If and when the move to Clover Creek is completed, another chapter in the history of Sequoia National Park will be closed.

	<u>General Sherman Tree</u> Largest Living Thing	<u>General Grant Tree</u> A National Shrine
Estimated Age	2500-3000 years	2000-2500 years
Estimated Weight of Trunk	1385 t. (1256 mt)	1251 t. (1135 mt)
Height Above Base	274.9 ft. (83.8 m)	267.4 ft. (81.5 m)
Circumference at Ground	102.6 ft. (31.3 m)	107.6 ft. (32.8 m)
Maximum Diameter at Base	36.5 ft. (11.1 m)	40.3 ft. (12.3 m)
Diameter 60' Above Ground	17.5 ft. (5.3 m)	16.3 ft. (5.0 m)
Diameter 180' Above Ground	14.0 ft. (4.3 m)	12.9 ft. (3.9 m)
Diameter of Largest Branch	6.8 ft. (2.1 m)	4.5 ft. (1.4 m)
Height of First Large Branch	130.0 ft. (39.6 m)	129.0 ft. (39.3 m)
Volume of Trunk	52, 500 cu. ft. (1,486.6 cu. m.)	47,450 cu. ft. (1,343.6 cu. m.)

THE NATIONAL PARK SERVICE

Information & Regulations

The men and women of the National Park Service are representatives of our government. The National Park Service administers the two parks jointly. Services they provide include fire protection, wildlife control, law enforcement, etc. They are all specialists in their respective areas. The National Park Service is most recognizable for the visible services they provide such as nature walks, campfires, visitor centers, exhibits, general information, and maintenance of the parks.

The NPS is very helpful in acquainting you with the parks. If you are interested in becoming involved with the administration and protection of the parks, you may want to consider the Volunteer in Park (VIP) program which is sponsored by the NPS. In any case, we encourage you to get to know the park and aid our guests in doing the same.

Campgrounds

Employees and guest are not permitted to camp on a permanent basis in campgrounds or on land assigned to Guest Services, Inc. Camping is permitted only in established campgrounds.

Firewood

Any dead or down timber other than Sequoia wood may be used as firewood. The only exception is in areas where this is prohibited by signs.

Fishing

Fishing is permitted. A California State Fishing license is required for all persons age 16 or older. These are sold at the markets in the parks. From time to time certain streams and/or areas are closed to fishing, so check with the National Park Service Ranger Station or Visitor Center for current information on this.

Law Enforcement

The National Park Service is responsible for all areas of law enforcement in the parks. It is your responsibility to comply with the laws which govern this area. All laws, both state and federal, pertain to the parks and most offenses are Federal Felonies.

Parties or Campouts in Non-Company Areas

Picnics, barbecues, parties and campouts are allowed in areas as designated by the National Park Service. A permit is required for such activities, and is available from the park rangers. Employees wishing to arrange one of these events should contact the Ranger Station in their area to find out proper procedures and pertinent requirements.

Smoking

Smoking may be prohibited along roads and trails during the dangerous fire season. During this time smoking is permitted only in designated areas. Any restriction of this type is dependent on weather conditions.

Weapons

Use or possession of loaded firearms is prohibited. This includes air and gas powered pistols, rifles, blowguns, bow and arrows, cross-bows and any other implements designed to discharge missiles into the air or under water.

Wild Life and Plant Life

These parks are sanctuaries for all living things, whether plant or animal. All should be left unmolested for those who follow to enjoy and appreciate. Picking wildflowers and any other living plant is strictly prohibited. Hunting of any kind is not allowed.

Obviously, this is not an exhaustive list of Park Service regulations. For more information on the laws that govern our park, please consult the National Park Service Ranger Station or Visitor Center. Remember: "Ignorance of the law is no excuse."

GUEST SERVICES, INC.

GIANT FOREST:

Business Offices

Beetle Rock Rec Center -----	565-3308
General Office -----	565-3381
Personnel Office -----	565-3334
Purchasing Office -----	565-3631

Gifts Department

Cafeteria Gift Shop -----	565-3648
Lodge Gift Shop -----	565-3381
Studio Gift Shop -----	565-3461
Retail Warehouse -----	565-3310

Hotel Department

Front Desk -----	565-3381
Lodge Linen Room -----	565-3360
Lower Kaweah Linen Room -----	565-3651
Reservations Office -----	565-3373
Upper Kaweah Linen Room -----	565-3372

Kaweah Dormitory

Ping Pong Room -----	565-9973
TV Room -----	565-9905

Pinewood

Office -----	565-3394
Payphones -----	565-9970
	565-9993

Markets

Giant Forest Village -----	565-3486
Lodgepole -----	565-3487

Restaurants

Lodge Dining Room -----	565-3393
Village Cafeteria -----	565-3417

Service Station

Lodgepole -----	565-3493
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Telephone Directory

GUEST SERVICES (cont.)

GRANT GROVE:

Front Desk ----- 335-2314
Service Station ----- 335-9071

STONY CREEK ----- 565-3650

CEDAR GROVE ----- 565-3617

OTHER

Boyden Cave (Kings Canyon) ----- 736-2708

Cedar Grove Pack Station ----- 565-3464

Church of the Sequoias

Resident Minister (Summer Only) ----- 565-3355

Crystal Cave (Sequoia) ----- 565-3649
(If no answer, call National Park Service)

Grant Grove Pack Station ----- 335-2374

National Park Service ----- 565-3341

Wolverton Stables (Sequoia) ----- 565-3445

