Service Lodge Expectations

Lodges typically need 2 years to effectively prepare to host a conclave. If there are any concerns with being able to meet the expectations for a Service Lodge as set out below, a given lodge should begin discussing that with Section Leadership as early as possible. Section Leadership will work with a Service Lodge to help them identify ways to meet these responsibilities adequately. If a given lodge, in consultation with their Scout Executive, determines that it cannot perform these responsibilities adequately, this needs to be identified as early as possible to allow Section Leadership the opportunity to identify and prepare another lodge to assume this role.

MAIN FOCUS FOR SERVICE LODGES:

As you make your plans, always keep in mind the three things that guests remember about a given conclave. They are:

1. **Weather** – there is nothing you can do about the weather other than have a good plan for alternate locations and emergencies. Your guests will only remember the weather if it is poor.
2. **Food Service** – Bad food (or small portions, or both) is probably the most talked about item, and the memory of it lives for a VERY long time.
3. **Hospitality** – From the moment guest begin to arrive until they leave, your team needs to be friendly and helpful. Think about the best customer service experience you’ve noticed and figure out how you will provide something similar.

This last item is an absolute must. As Section Leadership, we do **NOT** want to hear the word “security” used in relation to any committee or team you create. While we have to provide a safe conclave, we have witnessed too many security teams act as though they are there to tell you what not to do, and they do so from the moment guests arrive. That is not the atmosphere we want to create. Create an atmosphere that communicates to your guests that you want them there and are happy to see them. This won’t happen just because we have the Scout Oath and Law. It is a deliberate effort and creating it starts from the first time you begin to think about what you will do to carry out the Service Lodge responsibilities. **Build hospitality into everything you do.**

General Timeline and Expectations

The following lists a general timeline as well as the expectations from Section Leadership of a Service Lodge as they prepare. This provides some structure and regular reporting to allow the Section Leadership the opportunity to identify concerns and help Service Lodges to perform their responsibilities. This is not intended to describe every detail but is hopefully detailed enough to guide Service Lodges through their planning and preparation process.

- Approximately **24 months prior** to the conclave you will host, the planned Service Lodge should:
  - Identify and appoint their Conclave Service Adviser and Conclave Service Chairman, who will become the Section Vice Chief of Conclave Service at the next conclave.
  - The Service Lodge should begin thinking on what their ideas are for serving as the Service Lodge in preparation for the first meeting, and should come prepared with any questions they may have.

- Initial conversation about expectations with the Service Lodge for a given conclave will take place with Section Leadership and lodge leadership at the August COC meeting approximately **20 months prior** to the conclave you will host. Please bring your Conclave Service Adviser and Conclave Service Chairman to this meeting. This will give them the opportunity to observe and learn.

- Have the initial plan for your service effort ready by the January event **15 months prior** to the conclave you will host:
  - As the plan is developed, at each review, the Service Lodge is expected to present the following:
    - Staffing plan – how many lodge members will you need to execute your plan? What is the recruiting plan and current status?
    - Food Service Plan
• What menu do you plan to serve? What is the cost?
• What about special needs meals?
• Does the plan include disposable dishes or will dishes be washed? If disposable, that cost **must** be included in the Food Service cost.
• What time periods will you have for meals?
• Will there be anything available in between meals?
• How will the Food Service plan be managed with hospitality in mind? Will you need to punch meal tickets?
• Will there be a need for a tent for additional dining seating (how many additional seats do you need)?
• If needed, what will that tent cost?
• Do you need to also get tables and chairs? Is there an additional cost for those or do you have them?
• What is the planned food serving line layout?
• Where are the bottlenecks in that layout and how will you mitigate them?
• How will your guests know how to line up? (remember that they don’t know what you do normally)
  ▪ **Shower/latrine plan**
    • How will the showers be managed for our guests?
      o Time slots by sex and age? How managed?
      o Designated showers (male/female, adult/youth)?
      o Can you get/make temporary showers?
    • How will the latrines be managed?
      o Designated latrines (male/female, adult/youth)?
      o Single use latrines?
      o Do you need to rent Port-A-Potties?
    • What is the cleaning/restocking plan?
  ▪ **Tenting/camping plan**
    • Do you have available camping room for 750 guests?
    • Will lodges have to bring all the tenting they will need or will all/some be provided?
    • Where do you anticipate each lodge camping?
    • How will lodges get to their campsites?
      o Can they drive their own vehicles to the campsite and drop off gear?
      o If not, will you transfer their gear to trailers?
    • If camping space is tight, how will space be managed to ensure that we all fit?
    • Will there be restrictions on tent size that can be brought?
    • Is RV parking available?
      o If so, are electrical/water hookups available?
      o If not, is use of a generator for an RV acceptable?
  ▪ **Facilities plan**
    • Will power be available at all training sites? This is not required but we need to understand what’s available so we can plan the training.
    • How will you power the arena for Shows? Do you have access to a generator or would one have to be rented?
    • Port-a-potties – how many will you need to rent, if any? What cost? Will the rental include hand washing stations? How many?
    • Where will the shows be held and will that arena seat 750 guests? If not, what’s the plan for seating?
    • What are your alternate locations for outside events in case of rain?
    • Trash Receptacles
      o How many and where do you plan to place them?
If there’s not a trash receptacle readily available, it’s an unfortunate reality that Scouts will drop trash wherever convenient.

- Is there available VIP sleeping space?
  - If so, how many beds are available?
  - Can that VIP sleeping accommodate male/female and adult/youth?

### Road Sign Plan
- Map out the best way(s) to get to your camp, and plan where to place signage to help your guests find their way to your camp.
- How will you ensure that your guests can see your signs at night?

### Camp layout – please lay out on a map:
- Where will 10 ceremony evaluation sites and 7 training sites be located?
- Where will quest be held?
- Where will the dance/drum area be?
- Where will the expo be held?
- Where will lodges set up lodge displays?
  - How will they get their displays to that location?
- Where will Admin events be judged?
- Where will the Shows Committee office be?
- Where will the Section Secretary’s office be?
- Where could we host a VIA luncheon to allow for the program to occur (noise)?
- Where will Tailypo occur?
  - Are there limitations in booth size that lodges can set up?
  - How will lodges get booths to that location?
  - Will electricity be available?
- Where will the section silent and live auctions take place?
- Anticipated camping locations by lodge and available beds (if any)
- Where will parking occur?
- The shower/latrine layout – where are they? (if designated for male/female, adult/youth instead of time slots, then which showers will be designated for whom and where are they on the map).

### Emergency plan
- Based on the overall planned layout, where will lodges take shelter?
- What is the planned Ambulance access to our program areas?
- How will you monitor weather during conclave?
- How will you get word out to our guests in the event of inclement weather?
- How will the Medic Hut be manned?
- What is your council’s plan for handling media requests?
- What is your council’s plan for handling tragedies?

- Have your refined plan and initial budget ready to present during the Section Officer’s Retreat in May, **11 months prior** to the conclave you will host.
  - Conclave Service Adviser and Section Vice Chief of Conclave Service are expected to attend this retreat
- Have your detailed plan and budget presented at the August COC approximately **8 months prior** to the conclave you will host.
- Any adjustments to that plan will be presented at the January event COC, **3 months prior** to the conclave you will host.
Additional items that Service Lodges need to prepare for:

- **Conclave Safety** - the Service Lodge will provide and maintain a 24-hour First Aid station and will develop and maintain plans for emergencies and natural disasters. The Service Lodge should plan to monitor overall camp safety, and monitor the main parking lot and camp setup. The Service Lodge will present an overview of their camp’s plan for emergencies and natural disasters at the January COC meeting **3 months prior** to the conclave as well as a review of the same at the COC Friday night of conclave.

- **Camp Preparation and Facilities Maintenance** - the Service Lodge will be responsible for preparing camp for the successful implementation of all Conclave program plans, including all activity areas. Each Section Conclave Committee will coordinate with the Service Lodge to ensure that their program plans take into account the infrastructure of the camp. The Service Lodge will present an overview of their camp’s infrastructure at the August Council of Chiefs meeting.

- **Schedule of Events** - the Council of Chiefs will be responsible for approving the schedule of events for the conclave, which will be accomplished no later than the January COC **3 months prior** to the conclave but preferably at the August COC **8 months prior**. The Service Lodge will be responsible to work with the Section Leadership in developing the schedule in light of the capabilities of the facilities. This work is largely done during the Section Officers’ Retreat.

- **Registration** – the section website will be the preferred registration method. The Service Lodge will closely monitor pre-registration in conjunction with the appropriate Section support staff to coordinate the online registration efforts. On-site registration will be handled by the Service Lodge, using the following guidelines:
  - All participants who are not pre-registered will register individually
  - The Service Lodge should provide an efficient process for contingent and individual check-in
  - The Service Lodge will maintain ongoing accurate records of registration and visitors throughout the weekend, and will provide this information to the Section Adviser at the close of Heartland Gathering. *This information will include the numbers of youth and adults by lodge.*

- **Finances** - as per the Field Operations Guide, the Service Lodge will maintain a separate account within their council account for all conclave related expenditures.
  - As currently operated, funds for registration fees and memorabilia pre-orders placed through the section website are deposited in the Section’s previously established Operating Account.
  - If the Service Lodge deems it necessary, a limited advance of funds to the Service Lodge from the Section’s account *may* be made after discussion with their Scout Executive, Lodge Adviser, Section Adviser and Section Staff Adviser.
  - All Service Lodge expense reimbursements must be declared by the end of Conclave by using the “SR-9 *Section Conclave Committee Expense Report*” form, and the receipts must accompany this form.
  - Normally, all conclave related expenses will be reimbursed within 30 days of the close of the conclave with appropriate documentation of the costs.
  - Final closure of the Service Lodge’s account will be within 45 days of the end of Conclave, and a transmittal of the income and expense log for this account will be forwarded to the Section Adviser and Staff Adviser at that time.

- **Budget** - the Conclave Budget will be prepared by the Service Lodge under the advice and consent of the Section Leadership, and presented at the August Council of Chiefs **8 months prior** to the conclave. A Conclave Budget Template of the items necessary for preparing this part of the Section Budget is provided for the Service Lodge’s use. Once approved, the Conclave budget will be incorporated into the overall Section Budget.

- **Food Service** - the Service Lodge will provide 4 meals and 2 cracker barrels to all participants. The budget for food will be presented and reviewed at the Fall COC where the overall budget is approved. The menu and meal service schedule will be reviewed and approved by the Council of Chiefs. All food receipts will be required for reimbursement and should be included in the income/expense log to be transmitted at the close of the Service Lodge’s Conclave custodial account. Any food items ordered for sale in the Trading Post by the Service Lodge are at your own expense and should be on a separate receipt.
• **Awards** – the Service Lodge will be provided a list of awards to make and preferred style. To maintain consistency from year-to-year, the Section will provide guidelines for these awards. All awards on that list will require a “brass plate” engraved for that award, which the service lodge will need to procure or make. All Ceremony Competition Awards will be made by that committee.

• **Newsletter printing** – the Service Lodge *may* be called upon to provide a means of printing an approximate total of 2500 newsletters throughout the weekend. If needed, the Service Lodge will provide a photocopier and paper for production of the section newsletter during the weekend. This photocopier will be adequate to support the plans of the Section Secretary, who will direct the newsletter’s production and will coordinate his plans with the Service Lodge. If an existing camp photocopier is not adequate for the production plans, the Service Lodge *may* be required to procure a copier for the weekend. All expected expenses for the newsletter and other publications should be listed in the Conclave budget prepared for the COC.

• **Publications & Artwork** - the Service Lodge will be responsible for producing and distributing all participant publications needed for the weekend, including the participant guidebook, schedule, maps, training schedule, and other items as directed by the Council of Chiefs.
  - The Service Lodge will create all necessary signs or posters as needed for decoration of the dining hall or other needs.
  - Each conclave committee and the COC should prepare a list of needed signage prior to the conclave, and preferably by the January COC. Even so, the Service Lodge should have poster board (or other similar material) and the necessary supplies available for last-minute needed signs or posters.
  - **Participant Guides** – the preferred method is the lanyard based guidebook. Such a guidebook would serve as the meal ticket and ready identification of registered attendees. This guidebook would ideally include the schedule, training matrix, map of camp, and code of conduct at a minimum. Please discuss with Section Leadership the options should the lanyard method prove to be too expensive or otherwise infeasible.
  - These expenses should be included in the Conclave budget.

• **Conclave Patches & Memorabilia** – the Council of Chiefs will determine all memorabilia to be ordered and distributed.
  - All memorabilia (including Service Lodge or other lodge contingent items) bearing the section logo or Conclave patch design must be approved by the Council of Chiefs.
  - The patches/memorabilia that are ordered for the conclave will be delivered to the Service Lodge.
  - Safeguarding the delivered memorabilia is essential. There will be no means of replacing stolen items.
  - It is the Service Lodge’s responsibility to divide the memorabilia up by a lodge’s total order and develop a means to verify quantities with that lodge’s Contingent Leader to ensure that accuracy is achieved and each lodge gets the total items that its members ordered. Mistakes may be difficult or impossible to rectify.

• **Conclave Patch Design** – the Service Lodge *may* choose to submit designs for consideration. It is recommended that you do so by the Section Officers’ Retreat 11 months prior to the conclave you will host. The hope is to develop the patch set based off of the main patch by the August COC (along with pricing) for the COC’s consideration.

• **Service Lodge Patches** – often, Service Lodge’s choose to produce a flap set and/or other patches to help with their recruiting efforts. The Section Leadership asks that, if you choose to do so, that you show the COC all the flaps/patches you plan to produce that include references to the conclave and/or SR-9. The reason for this is transparency. Surprise patches tend to ruffle feathers, and sometimes there are private issue patches which include the section logo, which are not authorized for obvious reasons. By being up front and transparent about your plans, all of this is avoided.

• **Trading Post** – the Service Lodge will maintain sales of all Conclave and section merchandise during the Conclave weekend, under the direction of the Section Staff Adviser and assisted by the Section Secretary Adviser.
It is recommended that the Service Lodge use the “SR-9 Conclave Trading Post Reconciliation Form” to assist in keeping track of section items sold, as these items will be consigned to the Service Lodge for the weekend.

Final reconciliation of all section trading post sales will be done at the close of Conclave on Sunday, and will be directed by the Section Staff Adviser with the assistance of the Section Secretary Adviser.

The Service Lodge may also sell local items and snack items which are typically sold through their trading post during summer camp.

In accordance with the Order of the Arrow’s Field Operations Guide, the Council of Chiefs will determine what may and may not be sold by the Service Lodge at Conclave. Requests for sales of such items will be presented to the Council of Chiefs prior to the Conclave.

The Service Lodge is responsible for the petty cash necessary to operate the Trading Post.

The Trading Post needs to have the ability to accept credit/debit cards as well as cash.

The Section Shows Committee will be responsible for show content and will work with the Service Lodge to assure that the proper equipment is available.

As a rule, the Shows Committee needs an indoor office with electricity in order to prepare for the Shows. This office can be shared with the Section Secretary and can include the copier.

The Service Lodge should prepare a list of the camp’s capabilities as it relates to existing lighting, sound, electrical load capacity and etc. to discuss with the Shows Committee.

Depending on the capabilities of your camp, it may be necessary to rent additional electrical capacity (generator). If so, that cost will be budgeted under the Shows Committee’s line item of the conclave budget.

The Service Lodge may be responsible for the content of the Vigil Rededication ceremony. This will be discussed with Section Leadership during the Section Officers’ Retreat 11 months prior to determine the best path for a given conclave.

There is a budgeted line item for the Vigil Rededication memorabilia, and the Service Lodge is not expected to produce any additional item(s) to commemorate it.

The memorabilia will be sold at the conclusion of the rededication ceremony. The Service Lodge and Section Leadership need to determine the best location to sell them. The location chosen needs to be able to support credit/debit cards as well as cash.

Section Leadership will provide direction as to the sale of the memorabilia (i.e., one per person, sold until they are sold out, etc.).

The Service Lodge will provide the location for the ceremony and logistical support (transportation of frail or limited mobility guests, if needed, for instance).

Flag Ceremonies - the Service Lodge will provide a flag corps for raising and lowering the flag each day.

On-site Requests - the Service Lodge will maintain an office or tent, open round-the-clock, for emergencies and on-site requests from lodges, participants, and section staff. The Section will also provide an Experience Committee to interact directly with Lodge Advisers and participants to assist with on-site requests, directions to events and competitions, and other guest services.

Scout’s Own Service – the Service Lodge is encouraged to conduct this service in consultation with the Section Leadership. The Section can handle this if needed.

Conclave Committee Support - the Service Lodge will be prepared to support all reasonable requests of the Section Conclave Committees, as approved by the Council of Chiefs. Should there be a concern that develops concerning any requests that arise during conclave, they will be resolved by the Section Key 3.