Greenheart

Work and Travel Program - Employer Information W&T-Summer 2023

Canobie Lake Park Amusement Park, Salem, NH
February 27, 2023

Employer Information

Company Name: Canobie Lake Park Amusement Park
Industry Name: Amusement Park/Theme Park/Water Park
# of Employees: 900
Primary Address: 85 North Policy St
Salem, NH 03079
Billing Address: P.O. Box 190
Salem, NH 03079
Site of Activity: Canobie Lake Park Amusement Park
85 North Policy St
Salem, NH 03079

Website: www.canobie.com
Phone Number: 603-893-3506
Fax Number: 603-890-2404
Email Address: ryan@canobielake.com
Contact Name: Ryan DeMaria
Contact Title: Operations Manager
Alternate Contact: Mark O'Reilly
Alternate Title: Personnel Manager
Alternate Phone: 603-893-3506 x4140
Hiring Manager Email: mark@canobielake.com
Participant Supervisor Email: mark@canobielake.com
FEIN: 02-0242479

Workers Comp
Policy #: WCA520299845-23
Carrier: Acadia Insurance Co.

Available Jobs

#Students:
65

Hours *Average hours/week:* 35-40
Average number of days/week: 5

Overtime *Overtime available:* Sometimes
Overtime hourly rate: Extra hours may be available, but paid at hourly rate ($15) as this is a seasonal business.

Meals *Are Meals Provided?:* Yes
Details: All team members will receive a 25% discount at all meal locations when working. One of the onsite restaurant offers a 50% discount to all team members; please see manager for details and questions.

English *Level requirement:* Great

In what month(s) can participants expect to receive the <u>most</u> hours?	June, July, August
In what month(s) can participants expect to receive the <u>least</u> hours?	September

Please Explain: Employer is open to all start and end dates during the dates listed. Business gets busy throughout the summer beginning from Memorial Day weekend through mid-September. Employer expects participants to work through their DS-2019 Form dates.

Participants will be scheduled for a minimum of 35 hours per week during the months of June, July and August. All work is weather dependent.

During busy days, participants may be scheduled up to 45-55 hours per week, depending on their arrival day during the week and depending on the weather.

The last day of employment will be October 31, 2023.

Scheduling will be reviewed in detail during orientations. The Park's Summer 2023 operating schedule will be posted online for the upcoming season by April 2023 at: http://www.canobie.com/plan/

How often do you pay employees?	Weekly	
Is job training required?	✔ **Yes**	**No**
If yes, how long is it?	Varies by job	
Are participants paid for training?	✔ **Yes**	**No**
Are you willing to hire couples?	✔ **Yes**	**No**
Are you willing to hire groups of friends?	✔ **Yes**	**No**
If yes, how many are allowed in the group?	4	
Can participants work a second job?	✔ **Yes**	**No**
Do participants complete an additional application form upon arrival?	✔ **Yes**	**No**

This position will provide you the opportunity to interact with American co-workers, customers, or members of your local community. Remember, it's up to you to make the most of your program!

Job Type: Ride Operator

Job Description: Language Level required for this position: Excellent

The Rides Operator is responsible for the safe and efficient operation of one or more of Canobie Lake Park's rides.

• This is a physical position involving bending over and occasional lifting of empty two-person water raft boats.
• Team Members must be willing to accept the responsibilities of working with the public, as they will be working directly with Park guests, including small children and their parents.
• Team Members perform all duties including:
  - o Watching the ride or activity
  - o Operating any necessary controls
  - o Assisting guests
  - o Communicating safety instructions
  - o Answering questions
  - o Assisting guests as they exit and enter the ride
  - o Cleaning the entire ride area
  - o Occasionally assisting guests off the ride using stairs and/or ladders

Internal Job Type: Rides Operator

No Students being hired: 30

Age requirement: None

Wage: 15.00/per hour

Details: Two company shirts will be provided to participants at no additional charge.
Participants will need to provide own khaki (tan colored) shorts and pants with white sneakers and white socks. A plain jacket and sweatshirt are recommended. No skirts are allowed due to safety regulations.
Participants should be neat and clean when coming to work.
Participants should ask their supervisor if they have a question about what is suitable.

Dress Code: Uniform

Requirements:

Non-smoker:	☐	*Lifeguard Certified:*	☐
Ski:	☐	*CPR Certified:*	☐
Swimmer:	☐		

Job Type:	Food Service

Job Description:

Language Level required for this position: Great

Food Service Employers Summary:

Serves and replenishes food from counters and steam tables (sometimes using a conveyor food belt), and breaks down stations at the end of meal periods.
● Cleans and sanitizes workstations, counters, steam tables and other equipment following all Sodexo, client and regulatory rules and procedures. (Participants will use cleaning chemicals)
● Sets up stations with condiments and utensils.
● Brews coffee and tea.
● Interacts with Guest when serving food.
● Provides excellent Guest Service to all Guests.
● Reads recipes and/or product directions
● Estimates food requirements.
● Operates a variety of kitchen utensils to weigh, measure, mix, wash, peel, cut, grind, stir, strain, season and knead foodstuffs for cooking, serving and storing.
● Assists in the preparation of foods, and properly stores food, utilizing knowledge of temperature requirements and spoilage.
● Inspects workstations for compliance with service standards.
● Keeps records and requisition for supplies/equipment as needed.
● Operates a cash register (or equivalent), receives payments of cash, checks and charges from customers or employees for goods or services, making change and issuing receipts or tickets to customers.

Work is performed in an area that is adequately lighted and ventilated. This position requires working outdoors in various weather conditions and/or working in hot kitchens.

This position requires the ability to work long periods of time standing up, walking, and bending. This position requires the ability to lift, and carry supplies and equipment weighing up to 25 pounds.

Internal Job Type: Food Service

No Students being hired: 30

Age requirement: None

Wage: 15.00/per hour

Details: Employers will be provided two uniform shirts, name tag, apron and a hat or visor. Employers will also be required to wear khaki pants or shorts, sneakers and socks. Jewelry is not allowed to be worn due to health and safety requirements.

Dress Code: Uniform

Requirements:

Non-smoker:	☐	*Lifeguard Certified:*	☐
Ski:	☐	*CPR Certified:*	☐
Swimmer:	☐		

Job Type: Cleaning Staff

Job Description: Language Level required for this position: Great

Roles and Responsibilities:

• Team Members must be willing to accept the responsibilities of working directly with the public (our Guests),
• including small children and their parents.
• Team Members perform all custodial duties including:
• Maintaining cleanliness of restroom facility
• Maintaining a safe restroom facility
• Cleaning and sanitizing floors, toilets, urinals, sinks, stalls, sink faucets, paper towel dispensers, counter tops, hand
• dryers, door handles, mirrors, windows and soap dispensers
• Emptying and replacing trash liners in and immediately around restroom facility
• Maintaining a stock of paper towels, soap, and cleaning supplies
• Clearing pieces of trash and debris from park midways, paths, grass, shrubs, mulch beds, or anywhere trash
• could be located other than in restricted access areas
• Empty full trash receptacles and replacing the liners
• Occasionally performing biohazard cleanup (vomit)
• Collecting food service trays and returning them to the closest food stand
• Answering guest's questions and providing them with correct information while being polite and personable
Participants will use cleaning chemicals.

Additional Tasks of Ride Operator is required as well:

o Adhering to Standard Operating Procedures
o Monitoring the ride or activity
o Operating ride controls to power their respective machinery safely
o Assisting guests on or off an attraction which occasionally may involve the use of stairs or ladders
o Safely securing riders in a carrier or vehicle
o Communicating safety instructions
o Cleaning the entire ride area
o Answering questions and interacting with guests to provide outstanding service

Internal Job Type: Park Services

No Students being hired: 5

Age requirement: None

Wage: 15.00/per hour

Details: Employers are provided two uniform shirts and a name tag. Employers are also required to wear khaki pants or shorts, sneakers and socks

Dress Code: Uniform

Requirements:

Non-smoker:	☐	*Lifeguard Certified:*	☐
Ski:	☐	*CPR Certified:*	☐
Swimmer:	☐		

Job Benefits (bonuses, incentives):

Free Access to the Park with Employee ID (Weekdays Only & No Holidays)
NEAAPA Pass, which provides free entry to many amusement parks and attractions in the New England area, is given to all Team Members.
25% off of food while working.
Team Member parties in the park and cultural activities, including Vegas Night, Awards Night, Minute to Win It/game show night.

Weekly transportation for shopping and other amenities is provided for free. Details to be provided by manager, based on availability and feedback of participants.

Is there a Social Security Admin office nearby: Yes **Are you willing to take student to the SSA office?** Yes

SSA Office details: Employer arranges free transportation to and from the Social Security Administration office for participants approximately 10 days after their DS-2019 Start Date and they are Active in SEVIS. For scheduling details and questions, please contact Mark O'Reilly, mark@canobielake.com.

175 Amherst St Suite 2
Nashua, New Hampshire 03064

Social Security Office Phone Number
1-877-444-0134 or TTY: 1-800-325-0778

Social Security Office Hours
Monday 9:00am - 4:00pm
Tuesday 9:00am - 4:00pm
Wednesday 9:00am - 12:00pm
Thursday 9:00am - 4:00pm
Friday 9:00am - 4:00pm
Saturday Closed
Sunday Closed
Except On Federal Holidays

Participant Requirements

What are the 3 most important qualities you look for in an employee:

Team Player
Conscientious
Friendly
Motivated

Please list any special instructions or hiring restrictions by your company (if any):

PLEASE NOTE: Friends and couples are welcome to apply, but should not expect to have the same shifts or days off. Further, housing is assigned based on availability at the discretion of manager; friends and couples should not expect to live together as housing is divided strictly by gender.

Canobie Lake Park conducts background checks on all employees; no fee is charged for this service. Details will be reviewed at orientation. Participants are encourage to bring all questions to their manager.

Possession of alcohol or being under the influence of alcohol, or the possession of drugs or being under the influence of drugs while on duty is not tolerated. Canobie Lake Park is a drug-free work place. Testing for illegal drugs or alcohol may be conducted randomly during employment at no charge to the employee.

Orientations are paid and must be completed prior to beginning training or work. As orientations are paid, participants cannot attend orientation prior to their DS-2019 start date. Participants are asked to please remember to bring their passports and DS-2019 form to the orientation. If participants have a Social Security card, they need to bring this document as well.

Completion of orientation upon arrival and documents including necessary US tax forms and the I-9 are required prior to being scheduled for shifts.

Are you interested in being a Greenheart Employer? ✔ **Yes** ☐ **No**

This business has elected to be a member of Greenheart Club. We encourage all participants placed here to join the Greenheart Club, as well. This can be done via the Greenheart application system. You may be expected to participate in an environmental initiative or event, while employed by this business. Don't worry, it will be fun!

Login

Housing Options

This employer provides housing

Sex:

Is the participant required to sign a separate housing contract? ✔ **Yes** ☐ **No**

Is housing provided for the students? Yes

What type of housing is available? ☐ **Dormitory** ✔ **Shared Apartments** ☐ **Other**

Brief description of housing: Participants will share park-owned, fully-furnished housing units adjacent to the Park. Each participant will share a room, up to 2 people per room, with separate beds.

PLEASE NOTE: Housing is to be assigned based on availability at the discretion of the manager. Friends and couples should not expect to live together as housing is divided strictly by gender.

The first house has 1 bathroom and 2 bedrooms, a shared common room (with TV and cable) and a shared kitchen. The second house is split into 2 apartments. Each housing unit (house or apartment) will house a single gender. The larger apartment houses 5, the smaller apartment 4. Each apartment has 1 bathroom and 2 bedrooms, a shared common room (with TV and cable) and a shared kitchen. There are 7 additional house as options listed in "Additional Comments."

Laundry is included for free in each housing unit.

Participants are required to vacate the housing within 4 days of employment termination or ending employment.

Address: 85 North Policy Street **City, State, Zip:** Salem, NH 03079

Please check amenities/services provided with the housing, if applicable include additional costs:

✔ Linens	✔ Telephone	✔ Furniture	✔ Cooking	✔ Kitchenware	✔ Microwave	✔ AC / Heat	
✔ Bed	Air Mattress	Computer	✔ Internet	✔ WiFi	Private Bathroom		

Rent of this housing (per participant)? $75.00 per week

Are housing costs automatically deducted from participants' paychecks? ✔ Yes No

Are utilities included? ✔ Yes No **Approx. cost of utilities (per participant)?**

Is a housing deposit required upon arrival? Yes (upon arrival)

Security deposit of $500 is required upon arrival; details to be provided directly to participants upon being hired.

Deposit is fully refunded if housing is left in the condition it was given and participants works through contracted date; an inspection is to be scheduled before departure.

PLEASE NOTE: Housing leases are secured for a period of time that matches each participant's program dates; participants are expected to stay in the housing for the duration of their program dates. Deposit may be forfeited if participants leave without the notice listed in the Housing Contract. Participants are required to vacate the housing within 4 days of employment termination or ending employment (quitting). Please see manager with any questions.

How will the deposit be refunded to the participant (final paycheck, etc.)? Cash if employee pays deposit with cash, otherwise in format paid.

Transportation To and From Work

How far is this housing from the job site?	Onsite	Not applicable.
How will the student get to and from work?	Walking	
What is the approximate ONE WAY travel time to work?	10 minute walk	
What is the approximate ONE WAY travel cost to work?	$0.00	

PARTICIPANT TRAVEL TO BUSINESS

Participant should contact you: **Upon boarding:** ✔ **Upon arrival:**

Employer's Emergency phone number: 603-893-3506 x4303 Security Team

☑ **PLANE (Participants should book tickets directly through an airline or travel agent.)**

Arrival to (city, airport):	Boston Logan Airport, Boston, MA (BOS)
Preferred Arrival Time:	Morning
Will participant be picked up from the airport?	☑ **Yes** ☐ **No**
If so, by who?	
How far from the airport is your place of business?	40 *miles*

Special instructions/comments regarding participant's arrival:

Employer will only pick up participants and drop participants off at Boston Logan Airport, MA (BOS).

Participants MUST contact Mark O'Reilly at 603-893-3506 x4141 or email: mark@canobielake.com with the exact arrival date, time and location; preferred arrival time is before 8:00pm. Participants must contact the employer with their travel plans 2 weeks prior to coming to the United States.

Upon arrival, participants should go outside of the baggage claim doors and meet the representative in the smaller parking lot, NOT THE PARKING GARAGE.
Participants should look for a large van with signage reading "Canobie Lake Park;" the exact sign or meeting spot will be confirmed with participants directly.

COMMUNITY PROFILE

How would you describe your area?	Small Town Touristy in the summer
Please provide a brief description of your community:	Salem, NH mixes small town, rural living with the advantages offered by a city. Salem is most well known for it's SHOPPING! New Hampshire does not have sales tax. Shopping outlets, a large mall, and other shops are within walking distance from housing. Add to that being located in "the most livable" state in the country, one of the most favorable business climates anywhere, easy access to Boston (not to mention the entire Northeast and Canada). An educated, highly motivated and dedicated workforce and participants have the ideal place to live and work.
Is there anything special that students should bring?	Participants must bring khaki (tan colored) shorts and pants with white sneakers/socks for work. A plain jacket and sweatshirt are recommended for cold days. Participants should prepare for high temperatures and bring the appropriate clothing.

What are the seasonal temperatures?

Spring: 0 - 70 degrees F **Summer:** 75 - 90 degrees F

Fall: 50 - 75 degrees F **Winter:** 0-30 degrees F

What is near work?

Transportation Depot:	☑	On foot	☐	In town / by public transport	☐	Requires a car	☐	N/A
Food/Super Market:	☑	On foot	☐	In town / by public transport	☐	Requires a car	☐	N/A
Shopping Mall:	☑	On foot	☐	In town / by public transport	☐	Requires a car	☐	N/A
Post Office:	☐	On foot	☐	In town / by public transport	☑	Requires a car	☐	N/A

Bank:		On foot		In town / by public transport	✔	Requires a car		N/A
Public Library:		On foot		In town / by public transport	✔	Requires a car		N/A
Movie Theater:		On foot		In town / by public transport	✔	Requires a car		N/A
Restaurants:	✔	On foot		In town / by public transport		Requires a car		N/A
Fitness Center/Gym:	✔	On foot		In town / by public transport		Requires a car		N/A
Sports/Recreation Facility:		On foot		In town / by public transport	✔	Requires a car		N/A
Nightlife:		On foot		In town / by public transport	✔	Requires a car		N/A
Laundromat:		On foot		In town / by public transport	✔	Requires a car		N/A
Internet Access:	✔	On foot		In town / by public transport		Requires a car		N/A

Indicate other nearby activities:

Nearby activities and attractions include Rockingham Park, Hampton Beach, America's Stonehenge, 30 minutes from Boston, 4 hour train ride to New York City, and many other East Coast destinations. Participants will be interacting with both Americans and foreign tourists on a daily basis, and will have many opportunities to make friends and improve their English skills.

Public transportation is not available locally. However, the employer will coordinate weekly transportation to amenities.

****PLEASE NOTE: The employer can only provide transportation that is coordinated with a minimum of 3 day advanced scheduling. Schedule options, details and other information to be reviewed at participant orientation.

Is there wireless internet available?

Yes, wireless internet is provided in the housing for free. Participants must provide their own laptops or wireless devices.

Additionally, WiFi is available at local cafes and restaurants.

Public libraries may have desktop computers for personal use. The main public library is located at:

Kelley Library
234 Main St.
Salem, NH 03079
603-898-7064
www.kelleylibrary.org

List of interesting area websites:

http://www.canobie.com
www.townofsalemnh.org
http://en.wikipedia.org/wiki/Salem,_New_Hampshire
https://www.tripadvisor.com/Tourism-g46218-Salem_New_Hampshire-Vacations.html
http://www.visitnewengland.com/all/

Additional Comments:

As housing is located onsite, the information of "What is near work?" applies to the housing.

Continued from Housing Tab:

3rd House: 113 N. Policy has 1 bathroom and 4 bedrooms, a shared common room (with TV and cable) and a shared kitchen; 5 in total.

House 4: 115 N. Policy Street, 3 rooms, room 1 has 1 queen sized bed, room 2 has 2 twin beds and room 3 has 2 twin beds, 1 full bathroom, 5 students will occupy this house

House 5: 5 W. Duston Road, 2 rooms, room 1 has 2 twin beds, room 2 has 2 twin beds, 1 full bathroom, 4 students will occupy this house

House 6: 6 McGrath, 3 rooms, room 1 has 1 twin bed, room 2 has 2 twin beds, room 3 has 2 twin beds, 1 full bathroom, 5 students will occupy this house

House 7: 11 W. Duston, 4 Rooms and a basement area, 2 twin beds per room, 2 full bathrooms. 8 students will occupy this house

House 8: 16 W. Duston, 3 rooms, 2 twin beds per room, 1 full bathroom, 5 students will occupy this house.

House 9: 71 N. Policy Street, 5 rooms, Room 1: 1 Twin Bed, Rooms 2-5: 2 Twin beds per room. 2 full bathrooms. 9 Students will occupy this house.

All houses are in walking distance to the park. All houses have a common room with a full kitchen and WiFi and Cable is included in all houses.

Housing Details:
-Housing is assigned based on availability at the discretion of manager; friends and couples should not expect to live together as housing is divided strictly by gender.
-Housing leases are secured for a period of time that matches each participant's program dates; participants are expected to stay in the housing for the duration of their program dates.
-The housing deposit may be forfeited if participants leave without the notice listed in the Housing Contract.
-Participants are required to vacate the housing within 4 days of employment termination or ending employment.
Please see manager with any questions.

Transportation to Activities:
Please ask supervisors for the schedule, which will be posted to accommodate all work schedules. As mentioned, weekly trips are scheduled to local attractions, for example the beach, Boston, the White Mountains for hiking/site seeing, and many more based on feedback of participants.

Participants will be meeting new people and interacting with Americans at work and on their time off. This area receives many tourists so participants will be able to interact with local Americans and visitors to this resort town on a daily basis. Experiencing American culture will be part of participants' lives while living in this seasonal area.

Participants whose employment is terminated (involuntarily or voluntarily) have 2 weeks from the last day of work to find a new job and to submit a valid and complete Self-Arranged Job Offer (SAJO) to Greenheart Exchange for consideration. If the participant fails to submit a SAJO within the two-week deadline, Greenheart Exchange will shorten the participant’s program.

If Greenheart Exchange rejects the SAJO, the participant has one (1) business day to resubmit a new or a revised SAJO, based on the directions received from Greenheart Exchange. Information about prohibited jobs for SWT program participants can be found at https://greenheartexchange.org/host/host-hire-seasonal-staff/#/tab/regulations.

If the participant no longer has housing, the participant must look for permanent housing immediately, and within two weeks must secure permanent housing that complies with Greenheart Exchange's Housing Guidelines. The new housing address must be submitted to Greenheart Exchange within 24 hours of any change of address.

For additional cultural opportunities, Greenheart Exchange suggests that participants join the Greenheart Club at https://greenheartclub.org. Through the Greenheart Club participants can connect with each other, ask questions, find volunteer opportunities, take courses, and access resources. Participants can also access the Greenheart Club

through the link in the lower righthand corner of their Greenheart Exchange Online (GEO) landing page at https://geo.greenheart.org/ Participants should also check out the Visit The USA website at https://www.visittheusa.com.

Please feel free to attach any other additional information.