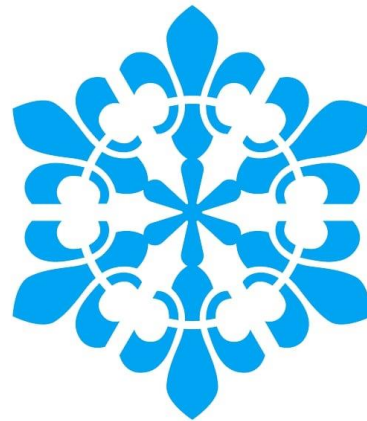


KANDERSTEG 2025 – STAFF SUPPLEMENT TO THE GROUP LEADERS’ HANDBOOK

Issue 1.0 – June 2025





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WELCOME

Thank you for volunteering your summer holidays to help with Kandersteg 2025!

Hopefully you will have some wonderful experiences and a great holiday, as well as some hard work, at the mini-Jamboree that is Kandersteg International Scout Centre (KISC).

Some of you will be returning to Kandersteg with fond memories of previous expeditions and for other this will be your first visit – in which case we are sure you will go home inspired by the magic and looking forward to the next time you can live the dream of KISC!

This document provides important information for the Kandersteg 2025 Expedition staff team, which numbers over 50 people. It includes details of where you will be sleeping, when and where meals will be served, rules for taking part in activities, etc.

It should be read together with the **Group Leaders' Handbook** – which includes general information about KISC, Kandersteg village and the Expedition.

SUNNEBLICK - EXPEDITION HQ

The HQ for the Expedition whilst we are at KISC is the Sunneblick, located between the Chalet and the Campsite. Many of the staff will be sleeping here and this is also where you will eat your meals, find our Expedition Helpdesk and office. Some of the staff team will be sleeping across the river in the Kanderlodge or camping.

Although the Sunneblick is home for the expedition it is also the first place that Group Leaders will come for help or a break from their young people! **In many cases they may be stressed or tired and need our help, so please try to help them, offer a warm drink and friendly greeting** – even if it is dinner time and you've also had a busy day. There is also a lounge area in the Kanderlodge which staff can use for meetings or just to chill out away from the action.

Contact number for Expedition Helpdesk: +44 7354 693 411



BEDROOMS

The Helpdesk will have a floor plan to show who is sleeping where, in both the Sunneblick and the Kanderlodge. There will also be name labels on each bedroom door – so hopefully you'll find your bed quickly and easily. There should be plenty of storage space in bedrooms. Bedding is provided in both the Sunneblick and in the Kanderlodge.

STAFF MEALS

Meals for the staff team will be served in the Sunneblick. The menu will be the same as that for the Groups, with a self-service breakfast and lunch.

- Breakfast will be available from 07:00 to 08:30
- Lunch will be between 12:00 and 14:00 if you are at KISC during the day - lunch ingredients will be available during breakfast to make packed lunches if you're going out
- Dinner will normally be served at 18:30, any changes to the dinner time for special events will be advertised each morning

If you are not going to be around for dinner, then please sign out on the chart near the Helpdesk before lunchtime. Although there will be no refunds for missing meals this will avoid unnecessary wasted food.

DAILY CHORES

We won't have a formal rota for chores but our staff catering teams are fairly small and will need volunteers to support with washing-up and drying-up each day. Please also:

- Keep your own bedrooms clean and tidy,
- Tidy up after you've had a shower, and mop-up any floods,
- Offer to help by sweeping and tidying the main hall and kitchen in the Sunneblick from time to time,

STAFF ACTIVITIES

A number of staff members have booked activities directly with the expedition team, and others are undertaking activities with different groups (who are arranging payment for them). If you wish to book an activity while we are at KISC then this can be done via the KISC Reception. Apart from purchasing gondola/cable car tickets you will need to open an account in your name with KISC reception, they will charge any costs to your account which you will need to settle before the end of the expedition.

There are likely to be some ad-hoc staff activities taking place and the programme team will be looking for helpers for some activities in the evenings.



GOING OFF SITE

Just like the rest of our expedition Groups, we need to look out for each other so you must "sign-out" using the magnetic whiteboard near the Expedition Helpdesk if you are going off away from the scout centre and indicate where you are going and what time you are planning to be back. Also, don't forget to mark yourself as returned off the chart when you are back! There is no need to sign out if you are walking around the KISC site.

If you are going above the valley floor in the Kandersteg valley, then you **MUST** also leave a KISC route card at KISC Reception in the Chalet and a copy with the Expedition Helpdesk – please ask at the Expedition Helpdesk if you need help filling it in. This includes just going to the top of a gondola/cable car for tea and cake. There is further information about undertaking specific activities in the **Expedition Staff and Scout Network activity rules**.

EMERGENCIES

In a serious emergency the first point of contact is the **KISC Reception** in the Chalet. The duty staff - who can be contacted 24x7 using the instructions beside the reception desk even when it is closed - will arrange an urgent doctor's visit, an ambulance or other emergency assistance.

If you are off-site and need urgent assistance, then call KISC on +41 33 675 8282 or the Emergency Services on 112.

For lesser emergencies such as a minor cut or losing something please contact the Expedition Helpdesk in the Sunneblick (you can call them on **+44 7354 693 411**). When the Helpdesk is closed there will be a First Aid Kit in the First Aid room on the 1st floor of the Sunneblick - but please remember to tell Caroline Coopey as soon as possible if you do use the First Aid kit.

Any incident that requires medical intervention (other than First Aid) or might give rise to an insurance claim **MUST** be reported to our Expedition Helpdesk – who will help you to complete a Scout Association Incident Report and/or an insurance claim.

Any incident that requires even First Aid **MUST** also be reported to KISC on their Incident Report Form, available from KISC reception.

COMMUNICATIONS

The primary method of communication for expedition operations will be by mobile phone, using the Expedition Helpdesk (**+44 7354 693 411**) as a fixed point of contact. The Expedition Helpdesk number will be answered 24 hours a day during the expedition.

Staff members may **NOT** reclaim the costs of any mobile phone calls, data or texts, unless: these were to deal with an emergency where there was a medical situation requiring urgent attention or imminent danger to life. There will be few, if any, operational issues that can be considered as emergencies (e.g. a food shortage or convening team members for an activity is not an emergency).

There will also be wireless internet access in the Sunneblick, Chalet and Kanderlodge – which can be used for web browsing, messaging and email.