



Summer Staff Manual



Miracle Mountain Ranch
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SECTION ONE

OUR PURPOSE AND GOAL



WHO WE ARE

Miracle Mountain Ranch Missions Inc. is a non-profit, non-denominational Christian training center operating under the direction of an independent board of directors. MMRM is a member of Christian Camp and Conference Association. We strive to have a standard of excellence in facility, ministry, and message performance. MMRM has complied with all local, state, and federal ordinances designed to insure a safe experience for all that attend. MMRM is also a leader in the field of camp horsemanship safety and holds a membership and certification with CHA, the Association for Horsemanship Safety and Education.

STATEMENT OF FAITH

1. We believe the Scriptures, contained in the sixty-six books of the Old and New Testaments, to be the inspired word of God, without error in the original writings, our ultimate rule for faith, hope, and conduct.
2. We believe in one God, infinite in perfection, eternally existing in three persons, Father, Son, and Holy Spirit.
3. We believe God created the heavens and the earth in six literal 24-hour days and now actively sustains His creation by the word of His power.
4. We believe man was created by God in His own image, but fell into sin. Therefore, all humanity is dead in sin and abides under the just wrath of God, and only by repentance and faith in Jesus Christ by the regeneration of the Holy Spirit can men be redeemed and brought back into a right relationship with God.
5. We believe Jesus Christ, the eternal and divine Son of God, took on human nature, was conceived of the Holy Spirit, born of the virgin Mary, and henceforth exists in two natures, fully God and fully man.
6. We believe Jesus Christ lived a perfect life and died in our place and for our salvation, was buried, and physically rose to life again three days later according to the Scriptures. Only by faith in His perfect work of redemption can any man be born again to new life and the hope of resurrection from the dead.

Statement of Faith continued...

7. We believe the church is composed of all those who by faith in Christ and the regeneration of the Holy Spirit are knit together in one body, of whom Jesus Christ is the Head.
8. We believe Jesus Christ, after His resurrection and ascension into Heaven, gave gifts to the church to be used for His glory and kingdom, according to His will, until the consummation of all things.
9. We believe the duty and joy of the believer in this present age is to walk in spiritual victory, fleeing from sin, temptation, and false doctrine by the power of the Holy Spirit.
10. We believe that God wonderfully and immutably created mankind as male or female, and that these two distinct, complementary genders together reflect the image and nature of God. We believe that God created marriage to be exclusively the union of one man and one woman, and that all sexual activity is to occur exclusively within that intimate union.
11. We believe in the imminent and bodily return of Jesus Christ, the final defeat of sin, Satan, and death, and the resurrection of the righteous and the unrighteous, the righteous to eternal peace and fellowship with God, and the unrighteous to conscious eternal torment and separation from God.

OUR MISSION STATEMENT

Miracle Mountain Ranch Missions (MMRM) is a Christ-centered ministry where evangelism and discipleship are modeled through structured teaching, training, and life experiences by a qualified staff surrendered to the Lordship of Jesus Christ.

OUR PURPOSE

Our purpose is to exemplify Christ by applying the biblical truths and principles of God, and in turn, building Christ-like character in our lives. We attain our purpose by personally presenting the gospel of Jesus Christ with the desire to see salvation of each individual, and then teaching and instructing them on how to experience a deeper, richer walk with God.

OUR GOALS

- To introduce the unsaved individuals to Jesus Christ through evangelism.
- To equip and encourage Christians toward a deeper and more mature relationship with Jesus Christ.
- To become more aware of the opportunities to minister to the needs of others, and to have the courage to take advantage of those opportunities.
- To have a safe and wonderful experience through professional and personal leadership.

PHILOSOPHY OF MMRM

The concept of camping was introduced by God through using the forty-year wilderness experience that the Israelites went through in the Old Testament. This experience was followed by instituting the Feast of Booths (Leviticus 23:40-43, Nehemiah 8:14-18) and other week-long feasts of celebration (Harvest, Passover, etc.). The lives and actions of New Testament characters such as Christ, His disciples, and John the Baptist also support the goals and values of camping. Here are some of the Biblical goals of camping:

- A. To remove oneself from normal worldly influences (TV, peers, etc.) and to teach dependence on God.
- B. To read the Word of God for the purposes of:
 - 1. Being reminded of God's many commands, statutes, promises, etc. (Nehemiah 8:14).
 - 2. Recalling God's faithfulness in the past and to relate it to future generations.
 - 3. Renewing a grateful spirit (Nehemiah 8:14).
 - 4. Pledging new allegiance to God (Nehemiah 8:18).
- C. To focus on fellowship and edification toward godliness with other Christians.

PURPOSE OF CHRISTIAN CAMPING

I. Christian camping has the purpose of:

- A. Presenting a clear salvation message.
- B. Challenging everyone to find a life of fulfillment by daily surrendering to God's will.
- C. Presenting an opportunity for everyone to experience Jesus Christ by providing:
 - 1. Daily teaching in the Word of God.
 - 2. An atmosphere free of worldly distractions.
 - 3. An atmosphere that promotes learning spiritual truths in a disciplined structure.
 - 4. A program and schedule that encourages a deeper commitment to Christ through personal application of scriptural truths and a balance of spiritual teaching, fun, and projects oriented toward character building.
 - 5. Learning how to live a Christ-centered life through the example of camp staff.

II. Using camping as a means to build up the Church of Jesus Christ.

- A. Providing a time and place for spiritual emphasis and refreshment.
- B. Teaching Godly priorities of life.
 - 1. Dedicating yourself to the Lord and His will.
 - 2. Making a commitment to building right family relationships.
 - 3. Serving Jesus Christ through involvement in a local church or another evangelistic outreach focusing on the lost.
- C. Communicating your experiences with others to further the work of God.
 - 1. Providing encouragement, strength, prayer, and vision.
 - 2. Providing finances to support other servants of God and their work.
 - 3. Training others to serve Christ more effectively in specific areas of camping interest (i.e. camping, horsemanship, etc.).

III. Building the church of Christ by discipleship.

- A. Demonstrating Godly priorities and balance within the lives of the staff, such as:
 - 1. Spiritual hunger
 - 2. Daily devotions
 - 3. In-depth study of God's Word
 - 4. Meditation of God's Word
 - 5. Application of Biblical Principles
- B. Demonstration of scriptural principles within the lives of the staff in area's like:
 - 1. Self-acceptance
 - 2. Acceptance of God ordained authority
 - 3. Awareness of personal accountability before God and man
 - 4. Exercising the process of forgiving and seeking forgiveness
 - 5. A meek and quiet spirit
 - 6. Moral purity
 - 7. Financial freedom

SECTION TWO

SUMMER STAFF RULES, PRIVILEGES, AND GENERAL INFORMATION

RANCHER- This is a term used in referencing a child attending summer camp.

Policies

A. PERSONAL HYGIENE:

1. Be attentive in maintaining personal cleanliness.
2. Be modest in dress, conduct, and manners. Exemplify Christ at all times, on and off the Ranch.
3. All summer staff are responsible for their own laundry needs and are not to ask for permission to use resident staff machines.

B. WEEKENDS AND TIME OFF:

1. Full-time summer staff will be free Saturday **AFTER** all of their responsibilities are completed.
 - a. Handing in all paperwork
 - b. Thoroughly cleaning their bunkhouse in preparation for upcoming week
 - c. Checking with your supervisor first, then the permanent staff member on weekend duty.
 - d. Counselors need to attend the required staff meetings that will be held on Friday nights.

NOTE: *If you are tired, needing additional quiet time, or not finding enough time during the week to prepare for devotionals and other responsibilities, you should plan to spend the weekend on the Ranch grounds making profitable use of your time.*

2. All staff must be back on the grounds by Sunday morning chapel at 9 a.m.
3. All weekend travel should be limited to 150 total miles unless given special permission. Sensibility should be used in getting plenty of rest.
4. Returning from weekend activities tired or unprepared in any way for a new week could mean the elimination of future weekend activities.

D. CHAPELS:

1. Attendance is required at all evening chapels unless given a night off. This happens occasionally for the purpose of extra rest, or time in the Word.
2. No counselors should be seated together during chapels, and Program Staff should be dispersed throughout the chapel for the purpose of supervision and help in finding Scripture passages.

E. MEALS:

1. Staff will attend all meals unless given special permission from the nurse and supervisor.
2. Mealtime conduct should be an example to the Ranchers from cleanliness to behavior.
3. Complaining is expressing an attitude of ungratefulness and is **very** contagious.
4. You must be able to account for all of your Ranchers at every meal.
5. When announcements are being given, make sure you are not clearing tables or talking. Encourage Ranchers to listen and use good manners.

F. SPORTS AND ACTIVITIES:

1. Counselors and Program Staff are expected to show a responsible attitude toward assigned activities.
 - a. Be on time.
 - b. Show enthusiasm.
 - c. Properly care for equipment and see that it is put away.
2. Counselors are responsible for all activities assigned to them. The Programming Staff must approve substitutions in activities or staff.
3. Non-counseling staff and volunteers may be a part of the after supper activities if your responsibilities have been fulfilled and permission has been given from the leader of the activity.

G. VEHICLES:

Personal cars are the responsibility of the owner and responsibility should be assumed by the owner for all use and care of them. We strongly discourage allowing fellow staff to use your personal vehicle for any reason. Speed limits and other restrictions should be observed. Ranch vehicles, including tractors and other machinery, are strictly off limits except by special permission. Vehicles are not to be used for the transportation of Ranchers for any reason without the specific approval of the Program Director. Misuse of personal vehicles on or off the grounds may result in the loss of the privilege to keep your car at camp.

H. LOST AND FOUND:

The lost and found tables are located in the Wells Fargo Building. All items should be described in detail in the Lost and Found book. Describe what it is, what color, what size, where it was found, etc. Counselors **must** accompany Ranchers to the table to look for lost items.

I. LAUNDRY:

The laundry rooms, Abilene's for guys, Broken Straw Laundry Room for ladies, are available for Summer Staff use. No laundry baskets (belonging to MMR) are permitted to leave the laundry room. Three loads of laundry per week are permitted without cost, but you must provide your own detergent. Ranchers are not allowed to do their laundry there unless given permission from the Housekeeping or Programming department.

J. STAFF PAYROLL:

Staff will be paid at the end of the summer. Records will be kept as to your weekly status and pay scale. Social security and applicable taxes will be withheld. Cash advances must be requested through immediate supervisor at least two days prior to your need. Staff will be given a credit of \$10 per week in the Buckboard store. This \$10 has a "use it or lose it" policy, i.e., the \$10 per week will carry over from week to week, but expires after the last day of summer camp.

K. PHONE:

Phones are off-limits to Ranchers except when permission is given by the Program Director. The resident staff member on close-up may give summer staff permission to use the phone after chapel. Summer staff are not to use the phone during the day unless given special permission by the Program Director.

No rancher is to possess or have access to a cell phone while at camp. All phone calls should go through the regular land-line process.

- Summer staff, SOD students, and volunteers are to turn cell phones in to their supervisors. Cell phones may be used when not on duty (evenings, weekends, time off, etc.). After use, the cell phone should be turned back in to be put back in a safe place. No phone should be loaned out to others, especially to Ranchers. Special exceptions may be made for keeping your cell phones by your supervisor according to need.
- Miracle Mountain Ranch is not responsible for the repair or replacement of a phone or the cost of using them.
- If cell phone use is permitted by supervisor, they are to be used off of Main Street, porches, and bunkhouses during a week of camp.

L. PERMISSION TO LEAVE THE GROUNDS:

It sometimes becomes necessary for a Rancher to leave the grounds for previously arranged appointments, ball games, etc. The Program Director must be notified of the Rancher's plans for departure and return time and the Rancher must sign out with the counselor before leaving. Summer staff may not leave the grounds except by special permission from their supervisor.

M. MAINTENANCE:

- a. Repairs:** Each staff member is responsible for maintaining their own bunkhouse and surrounding areas—including clotheslines. Be alert to abuse of the facilities such as: writing on the walls, damaging bunks, mattresses, windows, etc. All damage should be reported to the Director of Operations immediately for repairs. Damage caused by horseplay, violence, or vandalism may be expected to be paid for by the person or persons responsible.
- b. Garbage:** It is everyone's responsibility to keep the grounds as clean as possible. Trash cans are located on porches and down by the drink machine, as well as at major activity areas.
- c. Housekeeping:** You are responsible for the cleanliness of your own bunkhouse and there will be daily inspection. Each bunkhouse has its own broom and dustpan. Mops and buckets are found in the closet of the Bathhouse.

N. SMOKING, DRINKING, AND DRUGS:

Smoking, drinking, and using drugs are not permitted on or off the grounds while serving on the staff of Miracle Mountain Ranch for reasons of health, safety, and Christian witness.

O. STAFF GUESTS:

The entertaining of guests will at no time interfere with your assigned responsibilities and work schedule. Visitors shall observe all ground rules. Staff who desire to entertain guests overnight need to make such arrangements well in advance with the proper authorities. In entertaining guests for meals, please make arrangements with the Food Service Director so that they can plan for extra food and seating. Prices for meals and overnight accommodations, when space is available, are listed in the brochure and payable at the Ranch office.

P. DRESS AND PERSONAL APPEARANCE:

Dress is casual for the most part at Miracle Mountain Ranch. This includes pants, shorts, and shirts that are clean, in good repair, not tight fitting, and without holes. As staff, you are to draw attention to the Lord Jesus Christ, not to your own physical beauty and form.

- **Shorts:** Must be knee length but will not be worn on Sundays, for Chapel, or on Friday when parents come to pick up their kids.
- **Chapel Dress:** Girls should wear dresses, skirts, or dress slacks with a nice shirt and guys should wear clean pants and nice shirts for evening chapel.
- **Other:** Seeking to minister effectively and inoffensively to all, we desire to maintain a high degree of modesty in dress. Mini-skirts, skinny jeans, yoga pants, leggings, revealing or two piece swimsuits, tube tops, halter tops, low cut dresses or shirts, clothing advertising liquor or rock groups, clothing that is patched in areas where attention should not be drawn, are all undesirable. Attention should be given to the fit and style of clothes.
- **Hairstyles:** Should be practical and moderate in style. Hair should not hang in your eyes -- guys and girls. Guys, plan to be clean-shaven, trimmed, and have a well-kept appearance.

Please be aware that the matter of personal appearance is one of several areas in which staff members will be expected to subject themselves to standards, which may differ from their own.

Q. MMR MUSIC POLICY:

As summer staff participating with us in ministry, you should be aware of our conservative music standards.

Recognizing that music has been changing since its origin, we aim to discover the best in new Christian music as well as promote the fine Christian music of the past, knowing that God's Word encourages us to praise Him with psalms, hymns, and spiritual songs.

Music affects people spiritually, emotionally, and physically through its melody, harmony, and rhythm respectively. Music is a powerful influence (though often subconsciously) for good or evil, and therefore all of its principle parts must be in balance.

For this reason, it is our desire, while allowing room for personal tastes, to encourage the use of music that will uplift and strengthen while discouraging music that will weaken or hinder growth in the Christian's life. Music, which could be classified as "Christian rock," will not be acceptable. MMR music staff must approve any Christian contemporary music that is in question. During the work hours, music is not permitted.

R. MMR MOVIE POLICY:

What we visually take in greatly affects our thought life. Television and movies are a strong influence on both youth and adults today. For this reason we ask that all television and movie viewing be kept at a G rating on or off the ranch premises while employed at MMR this summer. We are very confident that you will see benefits of a purer thought life and a greater freedom to be used as a ministering tool to the ranchers.

S. FACEBOOK/SOCIAL MEDIA POLICY:

Under no circumstance should a summer staff seek out the personal information of any of the Ranchers. This includes cell phone numbers, addresses, Facebook pages, etc. After the summer camp season is over, if a summer staff receives a Facebook friend request, email, or other social media communication, that summer staff may choose to accept or decline the invitation. Any communication should be via a public forum. Texting, personal messaging, Snapchatting, or other private communications should be avoided. Cross gender communication is prohibited (i.e. male staff to female Rancher and vice versa). Remember, your life is a testimony for or against Christ and you should always strive to glorify God in every area of your life, which includes your Facebook page!

RELATIONSHIPS

A. RELATIONSHIP TO CHRIST

The ministry here at Miracle Mountain Ranch depends greatly on the quality of the staff. Young people are greatly influenced by those who serve and lead them. It is of the greatest importance that each of us be in right standing with the Lord Jesus Christ so that all other relationships clearly reflect His attitudes and actions.

B. RELATIONSHIP TO OUR RANCHERS

You are here to serve the Ranchers. Earnestly ask God for a deep love and understanding for each child. Be alert to every opportunity to share the plan of salvation with them, as well as your personal love and acceptance of them. Show a personal interest in each one under your supervision. Also, online training and background checks must be completed prior to your summer employment.

C. RELATIONSHIP TO OTHER STAFF

We are working as co-laborers and members of the body of Christ for the glory of God. The Bible teaches that we not only need Christ, the Head, but we need each other as members to be completely functional. We are to take every opportunity to encourage and edify one another. When problems arise between you and another staff member, Matthew 18 tells us that we are to go to that one in humility and love to confront or ask forgiveness to restore the relationship. At **NO TIME** will backbiting or gossip be tolerated. If the unity of the staff is destroyed, the effectiveness of the ministry will be negatively impacted. Pray for each other, bear one another's burdens, and encourage each other.

D. RELATIONSHIPS WITH THE OPPOSITE GENDER

We encourage good, wholesome friendships with the opposite gender. Be an example of a spiritual relationship growing through God's Word, with an emphasis on developing Christ-like characteristics. We ask that any budding romance be put off until after camp when you and your parents have more time to focus on it.

Romantic relationships with the opposite gender among summer staff will not be tolerated. This could be grounds for dismissal, along with relationships that are pre-existing that interfere with your ministry here at MMR. No physical contact with the opposite gender on or off MMR grounds will be tolerated.

EMERGENCY PROCEDURES

A. POWER FAILURE:

Notify Programming Staff, Supervisor, or any Resident Staff member. The Operations department will look into it and have power restored (usually within minutes or hours). Electrical power shortage means no plumbing or lighting. Use of rest room facilities should be kept at a minimum since toilets will not flush until electricity is restored. The Program Director will instruct as to procedure, depending on time of day and program plans.

B. MISSING RANCHER/CHILD:

Always search the obvious places before you assume they are lost. These places include sleeping in their bunk, in the bathroom, buckboard, or with another group. Never panic. If you notice that you are missing a Rancher/child, notify Programming Staff or Supervisor immediately, without exception. The counselors have responsibilities with the other Ranchers/children and cannot leave their responsibilities to look for the Rancher/child. The Programming Staff or supervisor will decide what to do. Tell the Programming Staff or supervisor where you think the Rancher/child is, where they should be, their name, age, gender, race, etc. Also, tell them any relevant information before they went missing.

C. TRAUMA/MEDICAL EMERGENCY:

In the event of an accident bring the person to the nurse if they can walk. If they cannot walk themselves, bring the nurse to them. In the event of severe trauma or medical emergency, you must immediately notify the nearest Nurse, Resident Staff member, Programming Staff, or any supervisor. If you deem it necessary in any medical emergency that emergency services are required, call 9-1-1 immediately.

For severe falls or accidents:

1. Have patient lie still in the position where they fell.
2. Keep them warm.
3. Send someone for the nurse, remain with the victim.
4. Do not give fluids or medications.
5. Stay calm.

D. FIRE:

In a situation where an uncontrolled, unsupervised fire occurs, call 9-1-1 and instruct everyone away from the fire as quickly as possible. Never go into or near a building that is on fire. In the case of a building fire in the main camp area, everyone, if they can safely do so, must immediately report to either the Baseball Field by the big tree, or Dodge City (dodge ball court) behind Brokenstraw Bathhouse. All Counselors are responsible to promptly guide all Ranchers/children to the designated area that is closest and safest to access. Immediately notify Resident Staff, Programming Staff, or any supervisor about the fire. Call 9-1-1 if no Resident Staff are nearby and you deem it necessary.

E. THUNDERSTORMS:

In the event of hearing thunder, the pool, Confidence Course, vaulting, archery, fishing, and any water activities must immediately shut down for a minimum of thirty (30) minutes from the time of last heard or reported thunder. During this time, activity leaders are responsible for leading

other games and activities. Be prepared to move all activity inside if the storm worsens and stay alert for Programming Staff or supervisors to give further instruction.

F. TORNADO:

In the event of a tornado immediately report to and promptly lead all Ranchers/children to the closest basement of any of the following buildings: Ox Yoke, Livery Barn, or Brokenstraw Bathhouse. Move quickly and leave everything behind. Be sure to follow the instruction of Programming Staff, Resident Staff, and any supervisor.

G. HOSTAGE SITUATION:

In the event of a Hostage Situation, when there is a person threatening violence against others and/or demanding someone to do something against their will, immediately notify Programming Staff, any supervisor, or any Resident Staff member. Promptly instruct everyone away from the hostage taker and keep them away. If the hostage taker shoots at anyone at any time, this has now turned into an Active Shooter Situation. Action must immediately be taken as pertaining to MMR's Active Shooter Procedure. If you are being held against your will, be compliant, do not yell or make them mad, do not talk about religion or government, and be ready to escape if you can. If you can, get away, but only if it is safe. Do not try to be a hero; allow authorities to resolve the situation.

H. ACTIVE SHOOTER:

An "active shooter" is one or more individuals that are violently shooting people or shooting at people. They usually are selecting victims at random, with the end goal of taking as many lives as possible. They cannot be talked out of their rampage; they are trying to kill as many people as possible as fast as possible. This is NOT the same as a Hostage Situation. If the hostage taker starts shooting hostages, this has now turned into an Active Shooter Situation.

What to Do:

RUN: Get out and promptly direct the ranchers/guests as far away from the shooter as fast as you can. This is the most important action.

HIDE: If you cannot get away, hide yourself and the ranchers/guests so they cannot be seen (i.e. in a room/bunkhouse and lock and/or barricade the door). Always plan to run and get away if you can safely do so.

FIGHT: If you cannot get away or hide, as a last resort and if you are confronted with the shooter, fight! Do this only if your life is at risk. Tell others to help you, bring the shooter to the ground, do all you can to severely injure them, and do not stop injuring them. Use hard heavy objects to injure them as badly as possible, and get as many people as possible to help you fight them. Again this is a last resort measure to be taken.

Remember, RUN, HIDE, and FIGHT. Direct everyone away from the area of the shooter; it is your primary responsibility as MMRM Inc. staff to assure the children and guests are safely directed away from the shooter. Never go back into the area of the shooter to get others out; you must take care of yourself, the guests, and children first and foremost. Command others to stay away and direct them to a safe area. Call 9-1-1 if you can do so without entering the area of the shooter. Spread out, even if you are away from the shooter. You are required by MMRM Inc. to immediately report any suspicious conduct, conversation, or threat made by anyone. Any talk of such violence or suspicion of such violent action must be immediately communicated to the Programming Director or Executive Director. **Remember, RUN, HIDE, and FIGHT.**

I. BOMB THREAT:

Promptly instruct everyone away from suspected bomb or building. It is not up to you to decide if it is an authentic threat or not. You must immediately notify Programming Staff, any supervisor, or Resident Staff member.

J. DISRUPTIVE/AGGRESSIVE PERSONS:

Do not address the person yourself, but direct people to stay away from the area. Immediately notify a Programming Staff, any supervisor, or any Resident Staff member with the location and situation.

K. PHYSICAL, MENTAL, OR SEXUAL ABUSE:

If you are a staff member at Miracle Mountain Ranch, you are a mandated reporter as per the laws of the Commonwealth of Pennsylvania. It is your responsibility to report any reasonable suspicion that a child (under 18 years of age) has been abused. If you have questions concerning what constitutes abuse or when to report, please refer to the information online at:

www.KeepKidsSafe.pa.gov. Reporting abuse should be done online at:

<http://www.compass.state.pa.us/cwis>. Reporting is confidential and you are protected from civil and criminal liability so long as the report is made in good faith. Additionally, your employment will not be affected adversely due to any report made in good faith. If you file a report you should immediately notify the Camp Director.

L. PROCEDURE TO CALL 9-1-1:

All Resident Staff, Junior Staff, Students, Summer Staff, and Volunteers are required by MMRM Inc. to call 9-1-1 in an emergency situation when they deem it necessary. When the call is placed, state the nature of the emergency, the address (101 Rodeo Dr., Spring Creek) and the location of the emergency with the closest cross street (Eldred Hill Rd or Route 426). Give your name and telephone number (814-664-7673) and remain on the line until the dispatcher tells you to hang up. If you know of any specific hazards notify the dispatcher.

- Never be afraid to call 9-1-1. You will not be fined, billed, or receive any kind of punishment if you call 9-1-1 in good faith, trying to help a situation. If you are not sure what to do, go forward in requesting emergency assistance.
- How to use the MMR phones: Pick up the phone, press the (Line 1) or (Line 2) button, then dial 9-1-1 and stay on the line.

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