

Town of West Seneca Youth & Recreation Team Members Operations Manual



Town Board Approved Date	01/19/2023
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This Operations Manual outlines specific procedures for within the Recreation Department and was formulized for our various programs/activities.

This Operations Manual is supplemental to any Town policies, policy documents, or handbook/manuals and is to further explain the departmental policies.

This Operations Manual is for Recreation part-time employees only. This Operations Manual does apply to any Recreation full time employees or other Town employees outside of the Recreation department.

This Operations Manual is subject to change at the discretion of the Town Supervisor and/or Town Council.

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Organizational Structure

West Seneca Taxpayers
Town Supervisor and Council
Recreation Supervisor - Lauren J. Masset
Recreation Leader
Program Leaders / Pool Supervisor
Assistant Program Leaders / Asst Pool Supervisor
Head Lifeguards
Recreation Attendants / Clerk Typists / Lifeguards

Contact Information

- Recreation Office:
 - Phone: 674-6086
 - Fax: 675-5106
 - 1300 Union Road, West Seneca, NY 14224
- WS Police or Fire: 674-2280 or 911
- Child Abuse Hotline: 1-800-342-3720
- WS Animal Control: 823-2988
- Poison Control: 878-7654

Operating Principles

- The Department will offer integrity, honesty, mutual respect, and an absence of intimidation in all interactions.
- The Department will attempt to be insightful and focused upon the recreational needs of the community.
- The Department will continue to promote a communication flow that will permit it to make continuous upgrades as needed, based on input and feedback.
- The Department will attempt to make decisions based on the efficient use of available resources.

Cell Phones & Smart Devices

The following outlines the use of personal cellular phones, or other internet capable electronic devices while at work. The purpose of this guidance is to promote a safe and productive work environment that is not disrupted by the distraction of a cell phone or other electronic device. Personal cell phones are never to be used while working for the Recreation Department. If a team member is “clocked in” they should not be using their cell phone or smart devices at any time.

The following team members will be designated to have their cell phones with them to use in case of emergencies: Recreation Supervisor, Recreation Leader, Program Leaders, Pool Supervisor, Assistant Pool Supervisor and Head Lifeguard(s). If the following are not present at a program the Recreation Supervisor may assign a team member to have their phone for that shift only.

Aquatics team members who are on deck, on chair, working the window, teaching lessons or actively guarding are not permitted to have their cell phone or any other smart device. Aquatics team members

who are found to have their device on them can be immediately terminated. This is a distraction from guarding and could be life threatening. In addition, the Supervising Lifeguard on duty could face disciplinary action.

Radios/Music Players – At the Veterans Park Pool – Music is not permitted to be played on any or over any type of device by team members or patrons. Aquatics team members must enforce this rule. If music is found to be playing the Supervising Lifeguard on duty could face disciplinary action.

Violations to this cell phone policy may result in disciplinary action may be taken, up to and including termination (For specific steps, please see Disciplinary Policy – page 5 of Operations Manual).

Child Protection Policy

In an effort to create a safe environment for its participants and team members, the Recreation Department of West Seneca has created a child protection policy. Child Abuse and sexual misconduct are a reality. The purpose of this policy is to protect the children in our community. It is also to create an environment to deter individuals who look to do harm. Lastly, it is to protect individuals and the town from liability.

Please refer to the Veterans Park Day Camp Safety Manual:

This can be found: (a) www.westseneca.net (b) Fish Bowl (Rink) (c) Recreation Office (d) At request

Discipline Policy for Participants & Team Members

The following guidelines have been developed for discipline. At no time will the Department tolerate violence or inappropriate behavior towards team members, patrons, program participants, members of the public, other town team members, or other persons.

This includes, but is not limited to:

Verbal Abuse	Biting
Swearing	Kicking
Inappropriate Language	Spitting
Hitting	Bullying
Pinching	

Bullying is defined as aggressive behavior that is intentional and that involves an imbalance of power. Bullying can be direct (i.e. name calling, hitting, pushing, etc.) or indirect (i.e. social exclusion, spreading of rumors, cyber bullying, etc.).

Violence, inappropriate behaviors and/or bullying will not be tolerated and may result in disciplinary action up to and including termination from the program.

In the event that a discipline situation arises with a participant, the guidelines below will be implemented. However, if at any time the safety of others (mental or physical) is in jeopardy, the individual may be terminated from the program without prior notice.

- Verbal Warning – The offender, whether a participant or team member(s), will be given a verbal warning to not continue the action initiating the situation. Parents of the participant should be made aware verbally of the issue, what was done regarding the situation and of our policy.
- Written Warning – Upon the second violation, a participant and their parents will be given a written warning of the action, what was done regarding the situation and our policy. If applicable, the offending team member(s) will be given a written warning of the action, what was done regarding the situation and our policy.
- Suspension or Termination from program – Upon third violation, a participant or offending team member(s) will be suspended or terminated from the program or from the Recreation Department for a determined length of time as to the discretion of the Recreation Supervisor. No refund will be issued.

Team Member Confidentiality

The Recreation Department's mission is to provide through a competent, committed team members and supportive community, diversified recreational programs which will meet the needs of our residents.

Definition of Confidentiality: Trust or faith in a person. A trusting relationship. A feeling of assurance, entrust with the confidence of another.

Team members understand that in their capacity as team member of West Seneca Recreation, they may have the opportunity to become aware of confidential information or actions concerning the participants, team members, and operations of this organization. Anything learned or experienced during interactions which may be considered private and sensitive, or privileged information must be held in strict confidence. Team members agree that they will not share protected information, nor divulge identifying information regarding the participants, team members, or operations of WSREC or relation individuals or entities with anyone other than the Recreation Supervisor.

Failure to comply with confidentiality expectations may result in immediate termination of employment relationship with the Town of West Seneca Recreation Department.

Timekeeping & Payroll

- Time clocks are located at the West Seneca Ice Rink, Recreation Office, Pool and Town Hall. Team members must use the clock(s) which they are enrolled in. If assigned to a program or facility within the Veterans Park Complex and the timeclock team member is originally assigned to is out of service, team member may be assigned to another timeclock.
- Team members will be required to clock in and out at the beginning and end of shift at the time clock which they are enrolled in. For shifts when a team member is working more than six (6) hours, the team member is required to take a thirty (30) minute break. For longer shifts, team members may be scheduled for a one (1) hour break. This break can be divided into 2- half hours or one full hour, if rotation permits. No team member is permitted to work more than 7 hours in one day, not including the 2- half hour or one hour meal period. Team members may not leave the facility during their shift when they are "clocked in" – unless they have permission from the Recreation Supervisor.
- Team members are required to clock in and out for breaks. For programs where team members on field trip days, the Recreation Supervisor will enter a half hour lunch, therefore team members will not need to clock out.

- Team members should not clock in more than five (5) minutes before the start of the assigned shift or clock out more than five (5) minutes after the end of the assigned shift unless they have received prior approval from the Recreation Supervisor or Recreation Leader. Failure to adhere to this procedure could result in disciplinary action.
- It is the responsibility of the team members to email the Recreation Supervisor at lmasset@twyny.org within 24 hours if the team member missed a clock in/out. If a punch is missed, team members must continue to use the time clock for the remainder of their shift.
- Recreation Supervisor will review the time sheets prior to turning them into the Recreation Department. Timesheets should only be used if team member is assigned to a location with no time clock. Timesheets are due every Thursday by 5:00 PM. If team member is assigned to a location with a time clock, timesheets will not be accepted.
- If team member misses a punch in or out for their shift or break, disciplinary action may be initiated.
- Late timesheets will delay team member's paycheck.
- Missing punches may delay team member's paycheck.
- No team member who is on the clock should leave their location/program/event. Running personal errands for oneself or a co-worker are not permitted. Any "work trips" must be approved by Recreation Supervisor at least forty-eight (48) hours in advance.
- Any team member who is not working should not be in the team members designated areas at any time, under any circumstance.
- Paychecks will be mailed on Thursdays. Under no circumstance, for any reason or at any time will the Department hold their paycheck in the office and/or at a program site.

Team Member Attendance

Dependability, attendance, punctuality, and commitment are essential at all times. As such, team members are expected at work on all scheduled workdays and during all scheduled work hours, and to report to work on time.

- Running successful Recreation programs is dependent upon team members attendance.
- Team members is expected to be ready to begin working at the start of their shift. Tardiness is not acceptable.

Time Off

- In the event a team member cannot work a scheduled shift, they must (1) submit a request off form a minimum of three weeks in advance. Team members must also find someone to cover their shift. OR (2) provide a doctor's note excuse from work.
- Request off forms can be found at www.westsenecarecreation.com or by asking your program/facility supervisor".
- Time off requests are not guaranteed to be approved. In the event they are not approved, a team member is still required to show up for their shift.
- In the event a team member is a no call, no show: first offense: verbal warning; second offense: written warning; third offense: possible termination. If a team member signed off to cover a shift and does not show up to cover that shift – the scheduled team member will be counted as no call no show. No call no shows for three consecutive shifts it will be deemed a voluntary resignation.
- There will be no excuses for not finding a replacement, and it is a team member's responsibility.
- If a situation arises on the day of a shift which will keep team members from reporting, or if coverage cannot be found, it will be handled on an individual basis with the Recreation Supervisor.

Public Relations

Being active and positive team members of the Recreation Department is the most important public relations tool. Programs and the Department itself, is often based on contact with team members. Team members are expected to conduct themselves in a professional manner when dealing with our participants (the public).

Often, we use facilities that are not Town property (i.e., schools). It is important that we operate as guests to foster the relationship to continue utilizing the facilities to run our programs.

Also, there may be times when a team member's program is highlighted by the Department for the newspaper. If a team member has suggestions on possible subject interest for local social media pages and/or newspapers, they should contact the Recreation Supervisor.

NOTE: Permission is required by parents in order to use a child's photograph. No team member should post photos of program participants on any social media platform or release those photos to any other source.

Media

Any questions by the media (newspaper, etc.) are to be directed to the Recreation Supervisor. The Recreation Supervisor is the spokesperson for the department.

West Seneca Recreation Concerns

If a team member has a concern regarding a program, participant, another team member, and they can express their concern to the Recreation Supervisor can be reached via email (lmasset@twсны.org), via phone (716-674-6086) or in person for a pre-scheduled meeting (1300 Union Road).

Code of Conduct for Team Members

- At NO time during the program may a team member be alone with a single child where others cannot observe them. Team members should space themselves in a way that other team members can see them.
- Team members shall never leave children unsupervised.
- Restroom supervision of youth program participants.
 - Team members will make sure the restroom is not occupied by suspicious or unknown person before allowing children to use the facilities.
 - Team members will stand in the doorway while children are using the restroom.
 - If team members are assisting young children, the door must remain open and another team member must be present.
 - No child regardless of age should ever enter a bathroom, alone on a field trip, at the Veterans Park Aquatics Complex or any other public restroom.
 - Always take/send children to the bathroom in pairs.
 - Physical restraint is used only in predetermined situations (necessary to protect the child or other children from harm), is only administered in a prescribed manner and must be documented in writing.
- Team members will be observant each day for any abnormal changes to appearances and behavior. Questions or comments will be addressed to the Recreation Supervisor. Any questionable remarks or responses will be documented.

- Team members will refrain from intimate displays of affection towards others in the presence of children, parents and team members.
- Team members must appear clean, neat, and appropriately dressed.
- Team members CAN NOT wear branded Recreation Department shirts, hats, etc. or ID's outside of work.
- Using, possessing, discussing, or being under the influence of alcohol, tobacco, marijuana/THC/cannabis or illegal drugs during the work hours is prohibited.
- Profanity, inappropriate jokes, sharing intimate details of one's personal life and any kind of harassment are prohibited.
- Team members must portray a positive role model for our participants.
- Team members are not to transport children in their own vehicles.
- Team members may not date any program participants.
- Under no circumstances should team members release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (written parent authorization on file).
- When registering participants, all required information, such as ID card numbers, must be obtained.
- All team members are expected to act professionally towards one another. This means no gossiping about other team members, participants, and the public.
- Team members are expected to follow all program and facility rules for the program/facility they are scheduled for.

Health and Safety

The Town aims to provide a safe and healthy workplace for all team members and participants. The Town supports a workplace that is comfortable and secure for team members as well as participants.

If a team member or program participant has a health issue such as communicable diseases or head lice, it could be required that the DOH is notified and a letter sent to all of the team members and program participants families stating this. It is required that the team member is not allowed to return without a doctor's note clearing them, and they must be free from symptoms for 24 hours.

It is important to follow procedures for safeguarding team members and participants. Safety is a priority and is everyone's responsibility.

Health Forms/Registration Information

- For programs with pre-registration every participant in the program must be registered. It is team member's responsibility to review participant roster prior to the program and be aware of any medical alerts or specific needs. If a participant is not registered, they should not be admitted into the program, for any reason, at any time.
- For programs with pre-registration make sure all of the team members are working with are aware of any medical alerts.
- If a team member has any questions, call assigned supervisor for clarification.
- Incident/Accident reports must be filled out at the time of the incident/accident and turning into the office immediately.
- For programs with pre-registration Health Forms must travel with team members on all field trips and other times when out of the building.

Incident/Accident Reports

- Incident/Accident reports must be filled out at the time of the incident/ accident and turned into the office immediately.
- Incident/Accident reports must be filled out in pen neatly.
- Incidents are anything involving verbal conflict, discipline, equipment damage, etc.
- Accidents are anything that involves providing any type of first aid, including applying a band aid. Team members should refer to the certification material/guide in the first aid kit for specific instructions on how to handle the incident. When in doubt, a team members should check with the Recreation Supervisor.
- NOTE – The form for accident/incident is the same.
- Dealing with the public – It is imperative that team members in NO way tell the injured person or his family that the Town or the Town's insurance will take care of their injuries. The report is for information purposes only. The public should contact the Recreation Office for further clarification.
- Any Incident/Accident Report for an individual under 18 years of age must be signed by his/her legal parent or guardian.
- Reports must be submitted to Recreation Supervisor within one (1) business day.
- In the event of a serious accident, injury or an event where 911 needs to be called, the Recreation Supervisor must be notified via phone immediately after calling 911.
- In the event a team member fails to fill out an Incident/Accident Report in full or completely fail to complete one, the team member will be given a verbal warning on their first offense, a written warning on the second and third offense could lead to termination. Depending on the situation, the Town reserves the right to forego these steps move to immediate termination.

Hand Washing

- All team members and program participants will follow these guidelines and procedures at all times to eliminate and minimize the transmission of infectious disease and to prevent allergic reactions from occurring.
- Hands must be washed:
 - After using the bathroom.
 - Before and after meals, snacks, or preparing food.
 - After blowing nose.
 - After touching personally contaminated objects.
 - After removing disposable gloves.
 - After contact with blood or body fluids.
 - Everyone will use soap and warm water to wash their hands.

Weather

Lightning Storm

- In the event of a lightning, storm team members should be cognizant of impending weather conditions and should plan to be in a safe environment.
- Safe environments include inside a building, bus, or automobile.
- Avoid: Metal objects (fences, pipes, bicycles, etc.) Tall lone trees, open structures like picnic shelters, water, beaches, and open fields.

If caught in an open area and lightning is visible and/or you hear thunder, keep moving towards safety (building, bus, etc.) until the time when the sound of thunder and the flash of lightning is only 30 seconds apart. At this point, spread the group 50 feet apart from one another, have everyone sit with their legs crossed, and their elbows on their knees, and their chin in their hands. This is the lightning position. Everyone must stay in the position until 30 minutes have passed without any thunder and lightning. If possible, put-on insulating material just as a life jacket, rubber/foam pad, etc.

Tornadoes

Tornado warning indicates a tornado has been sighted and team members need to seek shelter immediately. Avoid windows, doors and outside walls. Find a building with a basement/lowest level of the interior. If no shelter is nearby, lie flat in the nearest lowest place such as a ditch, culver, or ravine, and cover team member's head.

Program Standards

If at any time team member is unsure of something, ask another team member for assistance before answering the patron's questions. Team members should never answer 'I don't know' to any patron, so please seek out the proper help before answering; the patron will appreciate your help!

It is important that team members must be aware of the legal implications of their job. Team members are responsible for their actions and also for the failure to act properly. The Recreation Department reserves the rights to drug test any of its team members appear to be under the influence or suspected of being under the influence during work hours. If a team member has any questions regarding the operation of the facility or how to handle a certain situation, it is important that team members seek out answers from the chain of command.

Remember that a team member is a representative of the Town of West Seneca and a local government employee. Working for the local government, it is essential that team members maintain professionalism AT ALL TIMES WHILE ON THE CLOCK AND/OR IN UNIFORM. When a team member puts their uniform on, they are representing the Town of West Seneca and all of its affiliates. Please do not put oneself in a position to jeopardize themselves, fellow team members of the Town of West Seneca, or the Town of West Seneca itself.

Attendance

- All team members should have an attendance form or sign in sheet for each program.
- Accurate attendance should be taken each class for programs which require pre-registration.
- Only registered and paid participants may participate.
- Contact the office with any questions regarding to registration.
- Team members will be held accountable if participants are found in the program and were not registered for programs which require pre-registration.
- For walk in programs this policy may vary.

Facility Space & Maintenance

- Contact the Recreation Office if there are any maintenance issues with the facility space of the program.

- Make sure the program is in a safe area (do a 360).
- Survey the space every day to evaluate conditions including broken fence, glass, sharp corners, etc. Please place any unsafe items in the proper trash receptacle.

Arrival & Dismissal

- All programs have scheduled starting and ending times. Please be sure to adhere to these.
- Any changes must go through the Recreation Department.
- Permits for facilities must be carried with each day.
- No participants should enter the program area until a team members person is there. Participants should not be dropped off outside but must be escorted in by parents for programs where this is required.
- Supervision is not available prior to or after times of the program and children should not be left waiting for parents. In the event that the parents are late, the program supervisor should call the parents immediately. This does not apply to walk in programs where parents/guardians are not required to drop off/pick up/walk in/walk out.
- Children should not be released to a parent or guardian if they appear to be intoxicated or under the influence of drugs. If this situation occurs, contact the supervisor and the emergency contact on the participant's roster, and the police if the situation escalates or team members feels threatened. This does not apply to walk in programs where parents/guardians are not required to drop off/pick up/walk in/walk out.
- At pick up, team members must check the ID of every person picking up a program participant. The adult must be on the approved pick-up list, if they are not on the list, the team member cannot release the child to them. Team members also must ensure that the child is signed out by the parent/guardian at time of pick-up. This does not apply to walk in programs where parents/guardians are not required to drop off/pick up/walk in/walk out.

Orientation for Program Participants

- Introduction- of team members and relevant experience.
- Welcome parents, youth, etc.
- Go over Emergency Procedure (exits, phone, bathrooms).
- Describe program (go over dates, times, content, goals).
- Describe behavior standards expected of participants.
- Take any questions.
- This does not apply to walk in programs where parents/guardians are not required to drop off/pick up/walk in/walk out.

Program/Activity Structure

- Participants should receive a balance of instruction (90%) and game/free time (10%), both of which should be fun for them!
- Make adjustments according to the weather. (i.e. heat, rain, etc.)
- Program content should be age appropriate, so children achieve success rather than frustration.
- This does not apply to walk in programs where parents/guardians are not required to drop off/pick up/walk in/walk out.

Program Equipment

- Team members are responsible for obtaining all necessary equipment to run the program through the Recreation Department.
- Proper maintenance, inventory and return of the equipment to the Recreation Department is the responsibility of the team members who signed the equipment out.

Dress Code

Recreation, by nature, may require team members to be dressed to fully participate or direct the program. However, we expect team members to be dressed neat to positively represent the Department. The way team members dress sends a message that is received by many including team members, supervisors, participants, parents, and the public.

- Team member shirts are required at all times. Jeans, shorts, or pants should be worn with the team members shirt. No cut offs allowed. Team member shirts should not be altered. Shorts must be an appropriate length.
- Team members must wear appropriate footwear for their program. See below for dress code requirements per program.
- Recreation Program team members are required to wear/have on their person their lanyard, with a whistle and CPR mask at all times. No exceptions.
- Office team members should dress business casual. No clothing with holes. No cut offs. No athletic clothing. No Jeans (except on Fridays).
- Recreation Program team members (Summer) – (1) Athletic shorts that are longer than a finger length or athletic pants with no holes. (2) Sneakers, tied. (3) Team member shirt, unaltered. Also, on pool and beach days (male) swim trunks (female) one-piece bathing suits.
- Recreation Program Team members (Winter) – (1) Athletic pants or jeans with no holes. (2) Sneakers, tied. (3) Ice Skates (if applicable), tied (4) Rink jacket with First Aid gloves in the pocket, if applicable (5) Lanyard w/ CPR Mask (6) Team members shift is applicable.
- Aquatics team members – Lifeguards must wear guard uniforms (shirt) regardless of the heat and (male) swim trunks (female) one-piece bathing suits plus their lanyard with whistle + CPR mask.

If a team member is not dressed appropriately, the team member will be sent home.

CCL Gym Programs

In addition to information on previous pages:

Team members must follow all CCL Youth Gym procedures and Department Safety Plan. If team members have any questions, they should speak with their supervisor and review the procedures at their location.

Veterans Park Pool

In addition to information on previous pages:

Team members must follow all policies in the programs NYSDOH/ECDOH Safety Plan.

Team members must follow all Veterans Park Aquatics Facility Rules & Policies.

Team members are expected to enforce all Veterans Park Aquatics Facility Rules, be kind to patrons and ensure the safety of the patrons at all times. Failure to do will result in disciplinary action including but not limited to verbal/written warnings and/or immediate termination.

Detach and place in employee's personnel file.

Employee Acknowledgement

I hereby acknowledge that I have received a copy of the ***Town of West Seneca Youth & Recreation Team Members Operations Manual*** outlining procedures and practices, I further acknowledge that I have read the contents of the *Operations Manual* and will contact the Recreation Supervisor if I have any questions.

I agree to follow the procedures and practices outlined in the *Operations Manual*.

I understand that the *Operations Manual* and the changes contained herein are intended to supersede all prior manuals and/or guidelines issued by the Town of West Seneca Recreation Department.

Employee Signature

Employee Name (printed)

Date