



TOWN OF WEST SENECA

TOWN SUPERVISOR
SHEILA M. MEEGAN
TOWN COUNCIL
EUGENE P. HART
WILLIAM P. HANLEY, JR.

TO: Honorable Town Board / Town of West Seneca
FROM: Lauren J. Masset
Recreation Supervisor
DATE: August 31, 2017
RE: Recreation Employee Handbook - Revised

Dear Honorable Town Board,

Kindly move to accept the revisions made to the Recreation Employee Handbook (attached).

The revisions include strengthening policies/procedures and combining the summer and winter handbooks to create one document.

Respectfully Submitted,

Lauren J. Masset
Recreation Supervisor

Recreation Staff Manual

West Seneca Youth &
Recreation

Revised: August 2017

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Chain of Command

Town Supervisor

Sheila M. Meegan

Town Board

Eugene Hart and William Hanley

Recreation Supervisor

Lauren J. Masset

Youth Service Coordinator

[REDACTED]

Camp Leaders. Director Aquatics Director

[REDACTED]

Recreation Attendants

Lifeguards

Important Phone Numbers

Recreation Office:

Phone: **674-6086** Fax: **675-5106**

Ebenezer Building

900 Mill Road

West Seneca, NY 14224

Email: recdept1@twсны.org

WS Police or Fire: **674-2280** or **911**

Child Abuse Hotline: **1-800-342-3720**

WS Animal Control: **823-2988**

Poison Control: **878-7654**

General Guidelines (ALL STAFF)

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 which 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.

Employment At- will

The employment relationship is "at-will employment", which means employment and compensation may be terminated at any time with or without cause, notice or liability by the employee or the Town. Moreover, regardless of anything contained in the handbook and regardless of any custom or practice, the Town makes no promises and remains free to change policies, benefits, and all other working conditions without having to consult anyone or obtain anyone's agreement. Just as any employee has the right to terminate his/her employment for any reason, the employer retains the absolute power to discharge anyone at any time, with or without cause, and without prior notice.

The policies, procedures, benefits, and information described in this handbook do not constitute, and are not intended to constitute an employment contract or to be, a promise of future or continued employment with the Town. Information in this handbook does not create a contract of employment and may be modified as needed by the Town with or without advance notice. The Town reserves the right to establish and to change an employee's wages, hours, benefits, and working conditions and to discipline or discharge any employee with or without notice. In addition, the Town reserves the right to change an employee's wages and will provide employees with advance notice of any such change in accordance with the law. No supervisor or other representative of the Town (except the Board) has the authority to enter into any agreement for employment for any specified period of time or to make any agreement contrary to the above.

Equal Employment Opportunity

It is the policy of the Town to provide equal employment opportunity in all employment practices without regard to race, color, citizenship status, religion, gender (including pregnancy), national origin, ancestry, age, physical or mental disability, domestic victim status, sexual orientation, marital status, military status, or any other characteristic protected by law,

ordinance or regulation. Harassment on the basis of any of the categories identified above or any other characteristic protected by law is strictly prohibited. Our policy not to discriminate extends to all personnel actions, including: recruiting, hiring, training, treatment on the job, performance appraisals, promotion, demotion, transfer, pay, termination, and other conditions of employment. Any decision with regard to the employment relationship shall be reached solely on the basis of an individual's ability, performance, responsibility, and other bona fide work-related criteria. These characteristics and any others protected by law will also apply to our policies on harassment and accommodation.

The Town also will not tolerate retaliation against a person because he or she complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit.

The Town also complies with the Genetic Information Non-discrimination Act of 2008 ("GINA"). GINA prohibits employers from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by this law. To comply with this law, we ask all employees not to provide any genetic information when responding to a request for medical information. "Genetic information" as defined by GINA, includes an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assisted reproductive services.

All members of management and managers are expected to support and abide by this policy without reservation.

Harassment Prevention Policy

We have a zero tolerance policy for harassment or discrimination of any employee by a manager, employee, visitor or the representatives of other businesses with whom you interact as part of your job. Again, this applies to any classifications protected by federal, state and local laws or ordinances.

The purpose of this policy is not to regulate personal morality within the Town, but to ensure that all employees are free from harassment or discrimination on the basis of sex, race, gender or any other basis. For example, while it is not easy to define precisely what types of conduct could constitute sexual harassment, examples of prohibited behavior include unwelcome sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars, or posters, sending sexually explicit e-mail, text message or voice mail and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually-related comments. Depending upon the circumstances, the conduct can also include sexual joking, vulgar or offensive conversation or jokes, commenting about an employee's physical appearance, conversation about your own or someone else's sex life, teasing or other

conduct directed toward a person because of his or her gender which is sufficiently severe or pervasive to create an unprofessional and hostile work environment.

Other types of harassment are identified as verbal or physical conduct that denigrates or shows hostility toward another because of his/her race, color, religion, gender, national origin, age, marital status, sexual orientation, veteran status, military characteristic or disability or any other characteristic protected by law. As with sexual harassment, this conduct is prohibited and must be reported immediately. Because it is difficult to define harassment, employees are expected to behave at all times in a professional and respectful manner. All such conduct listed above is unacceptable in the workplace and in any work-related settings such as business trips and business related social functions, regardless of whether the conduct is engaged in by a manager, co-worker, client, customer, vendor or other third party.

We want everyone to know that submission to unwelcome sexual conduct or any form of harassment is NOT a term or condition of your employment.

Anyone who believes that he or she has been subjected to harassment from a member of management, co-worker, vendor, or other third party must bring the matter to their manager, or any other member of management.

The Town understands that these matters can be extremely sensitive, and will keep all employee complaints and communications (such as interviews or witness statements) in strict confidence to the extent possible. The Town will not tolerate retaliation (adverse actions) against any employee who complains of harassment or provides information in connection with such a complaint. Engaging in prohibited retaliation may result in discipline, up to and including immediate termination.

Accommodation Policy

It is the policy of the Town of West Seneca to comply with all the relevant and applicable provisions of the federal Americans with Disabilities Act (ADA), as well as state and local laws concerning the employment of persons with disabilities. The Town prohibits discrimination against qualified individuals with disabilities in all aspects of employment including, but not limited to, hiring, advancement, discharge, compensation, and training.

The Town's commitment to this policy includes making reasonable accommodations to persons with disabilities unless doing so would pose an undue hardship on the Town. Any employee who desires a reasonable accommodation to perform the essential functions of his or her job must notify Human Resources in writing.

Code of Ethics

The Town Code has many important aspects in addition to the Code of Ethics handout that was signed for today. The complete Town Code can be found on the Town's website. The link to access the code is notated below. <http://ecode360.com/WE0417>

Online Social Networking Policy

We are committed to maintaining a good relationship with employees and with the outside world. If the Town sustains a positive reputation and excellent image in the public eye, it directly benefits the Town as a whole. In addition to putting you in an advantageous situation as an employee, the way that the public views the Town is vital to promoting business, gaining new business, retaining first-class employees, recruiting new employees and marketing our services.

While the Town has no intention of controlling employee's actions outside of work, it is important that employees practice caution and use discretion when posting content on the internet, especially on social networking sites that could affect the Town's business operations or reputation, or employee reputations. Remember that you are held responsible for maintaining confidentiality.

Do not post any financial, confidential, sensitive or proprietary information. Speak professionally about our current and former employees. The same guidelines hold true for our business partners. You are responsible for the content you post and that information remains in cyberspace forever.

1. Personal blogs/websites should have clear disclaimers that the views expressed by the author in the blog is the author's alone and do not represent the views of the Town of West Seneca. Be clear and write in first person. Make your writing clear that you are speaking for yourself and not on behalf of the Town of West Seneca.
2. Information published by you on any blogs/forum/websites should comply with the Town of West Seneca's confidentiality and disclosure of proprietary data policies.
3. Be respectful to the Town of West Seneca, residents of the Town of West Seneca, employees of the Town of West Seneca and other partners or vendors of the Town of West Seneca.
4. Social media activities should not interfere with work commitments.
5. Your online presence reflects the Town of West Seneca. Be aware that your actions captured via images, posts, or comments can reflect upon the Town of West Seneca.
6. Respect copyright laws, and reference or cite sources appropriately. Plagiarism applies online as well.
7. Town of West Seneca logos may not be used without written consent of the Board.
8. Employees are not permitted to take and or post pictures of the children participating in any of the Youth and Recreation Programs offered through the Town of West Seneca.
9. Employees that wish to post pictures or other items to the Town of West Seneca social media sites must submit the content to their Department Head. If the content is approved, it will be posted for you. Employees are not allowed to post content on their own.

Cell Phones & Smart Devices

The following policy outlines the use of personal cellular phones, or other internet capable electronic devices while at work. The purpose of this policy 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 you are “clocked in” you should not be using your cell phone or smart devices at anytime.

If caught using your phone the below discipline may occur.

- First Offense – Verbal reprimand
- Second offense – Written reprimand and sent home immediately
- Third offense – Discipline and can lead to termination

Certain staff will be designated to have their cell phones with them to use in case of emergencies. *Recreation Supervisor, Youth Service Coordinator, Asst. Camp Director, Camp Leaders, Pool Supervisor, Ice Rink Supervisor.* If the following are not present at a program the Recreation Supervisor may assign someone to have their phone for that shift only.

Child Protection Policy

The Recreation Department of West Seneca, in an effort to create a safe environment for its participants and employees, 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 for reporting policy and procedures. This can be found: (a) www.westseneca.net (b) Fish Bowl (Rink) (c) Recreation Office (d) At request

Discipline Policy for Participants & Staff

With the Mission in mind, the following guidelines have been developed for discipline. At no time will the department tolerate violence or inappropriate behavior towards staff or other participants. This includes, but is not limited to:

Verbal Abuse

Swearing

Inappropriate Language

Hitting

Pinching

Biting

Kicking

Spitting

Bullying

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), the individual may be terminated from the program without prior notice.

- Verbal Warning –The offender will be given a verbal warning to not continue the action initiating the situation. Parents should be made aware verbally of the issue, what was done regarding the situation and of our policy.
- Written Warning – Upon second violation, a participant and their parent will be given a written warning of the action, what was done regarding the situation and our policy. OR the offending staff 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 staff will be suspend or terminated from the program or from the recreation department for a determined length of time as to the discretion of the supervisor and Director of Recreation. No refund will be issued.

Employee Assistance Program

The Town of West Seneca has partnered with Child and Family Services to be able to offer an employee assistance program to its employees. This is a free benefit to Town employees and is offered as an option to help employees deal with personal or family problems, stress management, relationship concerns, and alcohol and drug abuse. Conversations with a representative at Child and Family Services is confidential. They can be reached at 716.681.4300

Employee Confidentiality

The Recreation Department's mission is to provide through a competent, committed staff 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.

Employees understand that in their capacity as an employee of West Seneca Recreation, they may have the opportunity to become aware of confidential information or actions concerning

the participants, staff, 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. Employees agree that they will not share protected information, nor divulge identifying information regarding the participants, staff, or operations of WSREC or relation individuals or entities with anyone other than the Director of the Recreation Department.

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

Payroll & Timesheets

- Time clocks are located at the Veterans Park Pool, West Seneca Ice Rink, Recreation Office and Town Hall. Employees must use the clock(s) which he/she is enrolled in.
- Employees 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 an employee is working more than six (6) hours, the employee is required to take a thirty (30) minute break. Employees are not permitted to work more than 7 hours in a work day.
- Employees are required to clock in and out for breaks. For Sumer Day Camp staff on field trip days, the supervisor will enter a half hour lunch, therefore employees will not need to clock out.
- Employees 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 s/he has received prior approval from the Recreation Supervisor or Program Supervisor. First offense, verbal warning. Second offense, written warning. Third offense, possible termination.
- It is the responsibility of the employee to email Lauren J. Masset, Recreation Supervisor at lmasset@twsny.org within 24 hours if the employee missed a clock in/out. If a punch is missed you must continue to use the time clock for the remainder of your shift.
- Directors and supervisors are to review the time sheets prior to turning them into Recreation Department. Timesheets should only be used if you are assigned to a location with no time clock. Timesheets are due on every Thursday by 5:00 PM. If you are assigned to a location with a time clock, timesheets will not be accepted.
- If you miss a punch in or out for your shift or break: First offense, verbal warning. Second offense, written warning. Third offense, possible termination.
- Late timesheets will delay your paycheck.
- Missing punches may delay your paycheck.
- No employee who is on the clock should leave their location/program/event. Running personal errands for yourself or a co-worker are not permitted. Any "work trips" must be approved by Lauren Masset, Recreation Supervisor at least forty-eight (48) hours in advance.
- Any employee who is not working should not be in the employee designated areas at any time, under any circumstance.
- Paychecks will be mailed on Thursdays. If so desired, direct deposit is available.

Actual Hours

- In the event of inclement weather conditions or low enrollment/attendance, staff may be sent home early or called off for their shift.
- In the event of travel you are not paid to your first destination within the town for travel but if you must travel during your work day, mileage should be kept and it is considered work time.

Breaks

- If you work six (6) hours or more, you are permitted a thirty minute (30) break. For longer shifts, you may be scheduled for a one (1) hour break. This break can be divided into 2- half hours or if rotation permitting a full hour. No one is permitted to work more than 7 hours in one day. You may not leave the facility during your shift when you are "clocked in" – unless you have permission from the Recreation Supervisor.

Staff Attendance

Dependability, attendance, punctuality, and commitment are essential at all times. As such, employees 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 staffing levels.
- Staff is expected to be ready to begin working at the start of their shift, tardiness is not acceptable.
- The first time a staff person is late to work they will be given verbal warning. The second time they will receive a written warning. The third time they will receive a written reprimand and job termination may occur

Time Off

- In the event you cannot work a scheduled shift, you must (1) submit a request off form a minimum of three weeks in advance. You must also find someone to cover your shift. OR (2) provide a doctor's note excusing you from work.
- Time off requests are not guaranteed to be approved. In the event they are not approved, you are still required to show up for your shift.
- In the event you are a no call, no show: first offense: verbal warning second offense: written warning third offense: possible termination. If you signed off to cover someone's shift and you do not show up to cover that shift – you are counted as no call no show.
- There will be no excuses for not finding a replacement, and it is your responsibility.
- If a situation arises on the day of a shift which will keep you from reporting, or if coverage cannot be found, it will be handled on an individual basis with the Recreation Supervisor or Youth Service Coordinator

Paychecks

- Paychecks will be mailed on the Thursday after the payroll period closes. You should receive it on Friday. If so desired, direct deposit is available.

Public Relations

You, as a member of the Recreation staff team, are the most important public relations tool. Our entire program and the department itself, is often based on one contact with you. Please make sure when you are dealing with our participants (the public), you are professional both verbally and in written communications.

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 and run our programs.

Also, there may be times when your program is highlighted by the department for the newspaper. If you have suggestions on possible subject interest for the papers, please contact your supervisor.

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

West Seneca Recreation Concerns

If a staff member has a concern regarding a program, participant, another staff member, director, etc. and they do not feel comfortable coming to talk in person to the Director of Recreation they can use the confidential email address, recdept1@twsnny.org, to express their concern.

Lauren J. Masset, Recreation Supervisor can be reached via email (lmasset@twsnny.org), via phone (716-674-6086) or in person for a pre-scheduled meeting (900 Mill Road #211).

Code of Conduct for Employees

- At NO time during the program may a staff person be alone with a single child where others cannot observe them. Staff should space themselves in a way that other staff can see them.
- Staff shall never leave children unsupervised
- Restroom supervision
 - Staff will make sure the restroom is not occupied by suspicious or unknown person before allowing children to use the facilities.
 - Staff will stand in the doorway while children are using the restroom

- If staff are assisting young children, the door must remain open and another staff member must be present
- No child regardless of age should ever enter a bathroom, alone on a field trip.
- Always take/send children to the bathroom in pairs.

- Physical restraint is used only in pre-determined situations (necessary to protect the child or other children from harm), is only administered in a prescribed manner and must be documented in writing.

- Staff 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 marks or responses will be documented.
- Staff will refrain from intimate displays of affection towards others in the presence of children, parents and staff.
- Staff must appear clean, neat, and appropriately dressed.
- Staff CAN NOT wear their staff shirts, hats, etc or ID's outside of work.
- Using, possessing, or being under the influence of alcohol, tobacco, 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.
- Staff will portray a positive role model for our participants.
- Staff is not to transport children in their own vehicles.
- Staff may not date any program participants.
- Under no circumstances should staff 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 staff is to act professionally towards one another. This means no gossiping about other staff members, participants, and the public.
- Staff are expected to follow all program and facility rules for the program/facility they are scheduled for.

I understand that any violation of this code of conduct will result in discipline, up to and including termination.

Curriculum

Program curriculum may consist of passive activities, swimming, field trips, and other various onsite activities.

Safety

The Town aims to provide a safe and healthy workplace for all employees and participants. We support a workplace that is comfortable and secure for employees as well as participants. Therefore, it is important to follow procedures for safeguarding staff and participants. Safety is everyone's responsibility.

Health forms/Registration Information

- Every participant in your program must be registered. It is your responsibility to review your roster prior to the program and be aware of any medical alerts.
- Make sure all of the staff you are working with are aware of any medical alerts.
- If you have any questions call the office for clarification.
- Incident/Accident reports must be filled out at the time of the incident/accident and turning into the office immediately.
- Day Camp Health Forms must travel with you on all field trips.

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 involved providing any type of first aid, including applying a band aid.
- NOTE – the form for accident/incident is the same.
- Dealing with the public – It is imperative that you 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 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 Lauren J. Masset, Recreation Supervisor within one (1) business day.
- In the event of serious accident, injury or an event where 911 needs to be called Lauren J. Masset, Recreation Supervisor must be notified via her cell phone immediately after calling 911.
- In the event you fail to fill out an Incident/Accident Report in full, you will be give a verbal warning on your first offense, a written warning on your second and your third offense could lead to termination.

Hand Washing

- All staff 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

Violent Weather

Lightning Storm

- In the event of a lightning storm staff 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 you are caught in an open area and you see lightning/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 you 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 your head.

Program Standards

Attendance

- All staff should have an attendance form for each program
- Accurate attendance should be taken each class
- Only registered and paid participants may participate

- Contact the office with any questions regarding to registration
- Staff will be held accountable if participants are found in the program and were not registered

Facility Space & Maintenance

- Contact the recreation office if there are any maintenance issues with the facility space of your program
- Make sure your program is in a safe area (do your 360).
- Survey the space every class 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 you each day
- No participants should enter the program area until a staff person is there. Participants should not be dropped off outside, but must escorted in by parents.
- 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 supervisor should call the parents immediately.
- 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 your supervisor and the emergency contact on the participant's roster, and the police if the situation escalates or you feel threatened.

Orientation for Program Participants

- Introduction- of staff and relevant experience
- Welcome parents
- Go over Emergency Procedure (exits, phone, bathrooms)
- Describe program (go over dates, times, content, goals)
- Describe behavior standards expected of participants
- Take any questions

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 weather. (i.e. heat, etc.)
- Program content should be age appropriate so children achieve success rather than frustration.

Program Equipment

- Staff is 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 staff who signed the equipment out.

Staff Standards

Staff Dismissal Policy

The following generally may be used when evaluating employee performance that would lead to dismissal. However, all employment with the Recreation Department is employment-at-will. This Handbook is not a contract and should not be construed as such.

****The Town may terminate this employment at any time and for any reason, with or without cause.***

- The immediate supervisor shall observe performance
 - A –If there is a question regarding the employee’s performance the immediate supervisor will discuss with the employee the deficiency and suggest what can be done to improve.
 - B – This employee shall be informed of the steps of the policy at this point
- The employee’s performance does not improve:
 - A –Immediate supervisor will notify the next level of supervision, which would then begin directly supervising of that individual.
 - B – That supervisor shall meet with the employee. At this meeting the supervisor will discuss ways of improving.
- The employee’s performance still does not meet standard expected:
 - A – The Recreation Director will meet with employee
 - B – The Director will discuss the shortcomings and methods to improve
- The employee’s performance still does not meet standard expected:
 - A – The employee shall be dismissed Staff will be issued a discipline form & it will be placed in their file.

Internet Policy

- Staff members may not take pictures of participants and post them on any social media or networking program. Staff members cannot post derogatory pictures of themselves wearing their staff shirts or nametag on any social media or networking program on the internet.
- Staff may not friend program participants on any social networking site while employed by the Town of West Seneca.
- If a staff member is caught doing any of the above it is grounds for immediate dismissal.

Dress Code

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

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

If you are not dressed appropriately you will be sent home.

Media

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

Bi-Centennial Pool – *In addition to information on previous pages*

Staff Responsibilities

Lifeguards

As a member of the Town of West Seneca Aquatic Staff for the summer of 2017, it is expected that you will bring commitment and competence to your job each and every day. Your position involves much more than just getting a paycheck. You will be counted upon to be mentally and physically prepared to do your very best at all times. By accepting this position, you are also accepting an obligation to fulfill all of the duties associated with it, and to continually update all

necessary skills and knowledge. Lifeguards must properly follow rotation and know where in the rotation they are at all times.

Lifeguards primary responsibility is the safety and wellbeing of all patrons of the facility. You are to supervise the use of the pool and guest activities in and around the pool area including the pool deck as well as, all areas enclosed by the fence. While on-duty you are to be scanning the water within your zone of surveillance quickly and effectively. At all times lifeguards must enforce all posted rules and regulations, as well as state and local health laws.

Lifeguards who are off-duty will operate the front window, utilizing the cash register as well as assist with any patron needs. While at the front window staff should act professional, courteous and attentive.

You will be expected to accept assignments willingly, and respond to all incidents promptly and effectively. You are expected to take initiative, be resourceful, and take your job seriously. Cooperation with other guards in team efforts and adherence to the rules and regulations are important to the successful operation of the facility. You are expected to be courteous and consistent. You must be kind and polite to everyone and enforce the rule firmly and uniformly. It is therefore necessary that you are familiar with each rule and regulation.

Head Guards

In addition to the above, head guards assist the pool supervisor with managing and maintaining the facility. They are to keep order of the facility with both patrons and staff, delegate duties to roving and off duty guards, ensure rotation is being followed properly, address any staffing issues, open & close the facility including closing out the register, and recording daily revenue.

Head guards are the “assistant” to the supervisor and are in charge of the facility while the supervisor is away from the pools. When the supervisor is present, they will rely on the head guards for smooth operation and report any issues or incidents to the supervisor.

Pool Supervisor:

The Pool Supervisor is in charge of all facility operation and works in collaboration with the Recreation Supervisor. You will answer and deal with all questions and concerns from both staff and patrons and refer them to the proper places to get the appropriate answer, if one cannot be given. The pool supervisor is responsible for creating and maintaining a schedule, oversee all programs including swimming lessons and open swim, delegating roles properly, ensure all staff is abiding by their responsibilities, maintain and safe or orderly environment.

Attendance

Scheduling

There will be a master schedule stating who is working what shift as well as in what pool. In addition to a master schedule, each staff member will get a copy of their shifts through the entirety of swim lessons. Once swim lessons are over, a new schedule will be generated. You are expected to show up on time and ready to work with a positive attitude. Depending on the number of guests, the supervisor or head guards may release any staff if attendance is low. This will be voluntary. If it is expected that you will be late for your shift, you must contact the pool supervisor, or head lifeguards as soon as possible. If tardiness becomes habitual, you will be written up along with being released for the day. If any further issues arise your employment can be subject to termination.

Absences

In the event you cannot work a scheduled shift, absence requests must be submitted to the pool supervisor at least five (5) days prior to the date(s) needed. The head guards or pool supervisor are the only staff who can post shifts on the dry erase board and make changes in the master schedule. Lifeguards must first submit an absence request form for approval from the pool supervisor prior to finding coverage. Once approved, your shift will be posted on the board for someone to claim IN ADDITION to you attempting to find coverage for your shift.

When coverage is found, notify the supervising staff to make the required changes to the master schedule. When you are unable to report to a scheduled shift, it is necessary that you find your own replacement.

There will be no excuses for not finding a replacement, and it is your responsibility.

If a situation arises on the day of a shift which will keep you from reporting, or if coverage cannot be found, it will be handled on an individual basis with the supervising lifeguard.

Breaks – In addition to the policy listed previously in this handbook

If you work six (6) hours or more, you are permitted a thirty minute (30) break. For longer shifts, you may be scheduled for a one (1) hour break. This break can be divided into 2- half hours or if rotation permitting a full hour. You may not leave the facility during your shift when you are “clocked in” – unless you have permission from the Recreation Supervisor. During clocked out breaks - You may not leave the facility without notifying the supervising lifeguard, and when permission is granted, no more than two people may be away from the grounds at a time. Leaving the facility is a privilege, not a right. If you do not return to the facility with the agreed upon time, this privilege can be revoked. Both your co-workers and the public need to feel they can depend on you.

Rotation

There will be two separate rotations, and you must adhere to the one in which you are scheduled. There will be no “swapping” rotations.

Main Pool

There are seven (7) positions the guards will rotate through.

- Chairs 1-5
- A roving/secondary guard
- Off-duty guard at the front window

Spray Pool

There are four (4) positions the guards will rotate through.

- Chair 1 & 2
- A roving/secondary guard
- Off-duty guard at the front window

Each position is twenty (20) minutes in length. When positioned in a lifeguard chair your attentiveness to the patrons in the water is first and foremost. The roving/secondary guard is responsible for monitoring the number of patrons, performing routine checks to make sure all patrons on/around the pool deck are abiding by all rules as well as respond to any first-aid or secondary duties. While roving you do not have to be out on the deck the entire time, however you must be ready to respond to an emergency therefore the roving guard is not permitted to be at the front window until relieved from the roving position unless you are the roving guard for the spray pool.

Operational Items

You will be required to wear the suit and staff shirt and whistle that you were issued while you are working. Shirts that have been altered will not be tolerated. If you do not have your full uniform on you will be sent home and will not be permitted to return without it. **The use of any electronics as well as anything that will distract you from your duties is strictly forbidden while on duty, this includes working the front window.**

A write-up will be issued to the offending lifeguard and head guard on duty if any on-duty lifeguard is found using a cell phone. A second offense will be termination. If you are "Clocked In" you should not be using your cell phone or smart device.

The head lifeguard will be issued a write-up if a radio is being played on the pool deck, in the pool house or in the wading pool at anytime during the pools hours of operation. A second offense will be termination.

Day to day operations is heavily dependent on weather conditions. In the event of inclement weather or if at any time conditions become unsafe for patrons and staff, the pools will be closed. If the pool becomes unclear to the point where the drains on the bottom of the deep end are not visible due to weather or pool conditions, the pool will be shut down until the weather clears, or until the problem can be addressed by Buildings & Grounds. If thunder is heard and confirmed by supervisory staff, the facility will be shut down for at least thirty (30) minutes per occurrence; if lightning is visible and confirmed by supervisory staff, the facility will be shut down for one hour per occurrence.

While working at the front window it is vital that you understand all regulations of the Town Pool, as you will be asked by the patrons what is permitted at the facility.

ALL STAFF

If at any time you are unsure of something, ask another staff member for assistance before answering the patron's questions. You 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!

Finally, it is important that you must be aware of the legal implications of your job. You and you alone are responsible for your actions and also for the failure to act properly. The Recreation Department reserves the rights to drug test any of its employees if you appear to be under the influence or suspected of being under the influence during work hours. If you have any questions regarding the operation of the facility or how to handle a certain situation, it is important that you seek out your answers from the chain of command.

Remember that you are a representative of the Town of West Seneca and a local government employee. The tax payers are who fund the operation of the pool, as well as your paycheck. Working for local government, it is essential that you maintain professionalism AT ALL TIMES WHILE ON THE CLOCK AND/OR IN UNIFORM. When you put your uniform on, you are representing the Town of West Seneca and all of its affiliates. Please do not put yourself in a position to jeopardize yourself, your fellow employees of the Town of West Seneca, or the Town of West Seneca itself.