

**Village of Royal Palm Beach
Parks and Recreation Department
Policies and Procedures**

Update: 1-4-2007

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Mission Statement

We, The Village of the Royal Palm Beach Parks and Recreation Department, are committed to improving the quality of life for the community by providing exceptional leisure opportunities through recreation, education and family services.

Department Objective

S E R V I C E

Employee Responsibilities

Customer Service

Positive public relations and exceptional customer service are the standards each employee is expected to maintain. It is required that all employees tend to the customer and/or participants needs prior to all other work requirements. Courtesy, efficiency and a positive attitude must be extended to the public at all times.

Opening, During and Closing Procedures

It is the goal of the Royal Palm Beach Parks and Recreation Department to provide recreational and leisure activities to patrons in a professional customer oriented manner. **Attachment A** is an outline of the general opening and closing procedures for the Recreation Center and surrounding facilities. Each facility may require additional specific procedures, but in general, this outline will insure proper preparation for the business day and proper closure of the business day.

Phone and Cell Phone Usage

Personal phone calls are discouraged. Long distance calls are allowed for business purposes only and must be approved by supervisor. Participants who are in need of the phone should be kindly directed to the Teen Activity Office. If the Teen Activity Room is closed, call can be made from the Administrative Office.

Cell phones may be worn on duty however the phone must be on silent. Employees should not be using their cell phones while on duty (exception: emergency situations only).

Administrative Office:

There will be times when Parks and Recreation Staff employees need to utilize the administrative office for business purposes after “posted” business hours. It is the employee’s responsibility to ensure that all duties performed in the administrative offices are professional in nature. All non-employees including contractors, volunteers and vendors are to be accompanied by a staff person in the administrative offices at all times.

Dress Code

Employees are expected to be neat and clean and must wear a department issued staff shirt while on duty. Clothes should be pressed and well fitting. Baseball caps should not be worn. Proper grooming is expected. Those who do not follow the dress code will be subject to reprimand or disciplinary measures. Staff shirts should not be worn at any time while the employee is off duty.

Punctuality

Employees are to report to work promptly at their assigned starting time. Employees are expected to devote their full energy to completing the tasks expected of them while on duty. Repeated tardiness may result in disciplinary action. In the event an employee cannot report to work, he/she is expected to inform the supervisor no less than 1 hour prior or as soon as possible to the employee’s scheduled start time. If possible the employee should attempt to find a substitute.

Job Descriptions

The Royal Palm Beach Parks and Recreation Department has prepared job descriptions for each employee classification. Job descriptions will be updated as deemed necessary. Employees hired for said positions are expected to devote their work hours to the tasks outlined in the specific position for which he or she was hired.

Personal Leave and Sick Procedure

A request for personal leave must be made in writing and submitted to your supervisor. An employee’s request for personal leave for a period of 3 days or less must be made 24 hours in advance. Employees who are requesting leave of at least 4 days or more may request in writing at least 10 working days before the leave begins. The employee will receive a written notice of approval by the supervisor. It is the responsibility of the employee to find a qualified substitute for all scheduled hours.

If an employee is unable to work his/her assigned shift due to illness it is the responsibility of the employee to notified his/her supervisor immediately. If possible the employee should attempt to find a substitute.

Registration Procedure

Class Registration

Registrations are accepted at the Royal Palm Beach Recreation Center for most classes and activities, excluding youth league baseball, youth softball and youth soccer. These youth league activity fees are collected by the approved sport provider group. Class registrations are accepted until the designated cut-off date or at the time the program is filled. Class registrations not meeting the minimum number of required participants will be cancelled. Participants who want to register for a class that has met the maximum number allowed will be placed on a waiting list and contacted by the department should an opening occur. The program supervisor will be responsible for class cancellations and dictating the need for a waiting list.

Open Gym

When the gym is not being utilized for Royal Palm Beach Recreation Department Programs, it becomes available for use by varying sectors of the public. The gym is available on an age-designated basis for "Open Gym", and times will be posted for the varying age groups to utilize the gym. This is done to protect the safety of all age groups.

All participants "Open Gym" are required to pre-register. The registration procedure for "Open Gym" differs for a resident versus non-resident. The resident will complete a registration form and will be issued a pass for a designated, (age-appropriate) time slot. All participants will be asked to present either a valid RPB School I.D. or a picture I.D. with proof of residency. Minors will be expected to have written parental permission at registration. "Open Gym" time-slots will be posted at the Recreation Center, or the participant may call the Recreation Center for the most current schedule.

Non-residents are required to present a picture I.D. and may utilize the gymnasium as a guest of a resident. All non-residents will be required to complete a registration form for "Open Gym" and pay a daily nominal fee. The Recreation Department reserves the right to limit the number of non-resident guests in order to best service the needs of its residents.

Refund Policy

Participants requesting a refund are to follow the following procedure:

All refunds must be made in writing. An administrative fee of \$10 will be charged for all participant request refunds; additional charges may apply if participant has received uniforms or supplies. No refunds will be issued after the second meeting of any activity.

If the Recreation Department cancels the activity/program the Program Supervisor will process a complete refund. The complete refund policy is available at the Parks and Recreation Department administrative office.

Pavilion and Equipment Usage

Park Pavilion Reservation Policy

Picnic pavilions are available for a nominal rental fee for residents of the Village and non-residents. Pavilions are usually located within your neighborhood parks. The complete listing of pavilions is located in the seasonal program guide or the royalpalmbeach.com website. Grills are available at the majority of the pavilions and pavilion usage is limited to 40 participants. Functions involving more than 40 participants require a Village Special Event Application and minimum of 45 days notice. Pavilion reservation procedure is as follows:

In-person registrations are accepted on a first come, first paid, at the Recreation Center between:

Monday through Friday between 8:00 am-8:00 pm.

Pavilion Hours available:

9:00 am -12noon, 1:00-4:00 pm and 5:00-8:00pm (April-August)

Recreation Center Usage

The center is available for usage during the posted hours of operation. Due to truancy guidelines school aged patrons will not be permitted to use the center when Palm Beach County Schools are in session. School aged children are welcome to use the center during posted hours on most advertised school holidays. Children under 12 must be accompanied by a parent at all times, unless participating in a “staffed” Recreation Program.

Daily Equipment Usage

All equipment available for participants use must be checked out with a valid Royal Palm Beach School ID or with a photo I.D. with proof of residency. Participants trade their I.D. in exchange for equipment use and upon completion of use, their I.D. is returned. Participants who fail to return equipment or return damaged equipment will be subject to a replacement or repair fee (**Attachment B**).

Safety Procedures

Risk Management

In order for the Parks and Recreation Department to ensure the safety of all employees and participants at the Recreation Center, the department will periodically review emergency and safety procedures. The review will ideally take place quarterly and must be attended by all Recreation Center employees. The content of the training will include but is not limited to the following topics:

- Review of emergency and first aid procedures
- Emergency Drills

Additionally, an hourly record of the participants using the center will be recorded and a visual assessment of the equipment, surroundings and environment will be recorded. Any items in need of repair should be immediately attended to or a maintenance request should be completed and submitted to the immediate supervisor.

Employee Injury or Accident

The Parks and Recreation Department is concerned with the safety and well being of each employee. Regardless if the injury requires medical attention or not, immediately report the injury to your supervisor. If your supervisor is not available on site, please call on his/her cell phone. Failure on the part of the employee to report an injury before the end of the workday may jeopardize the claim for Worker's Compensation. This may result in you having out of pocket expenses.

SERIOUS INJURIES: Meaning that the employee needs immediate attention: such as ambulance transportation, broken bones, head trauma, excessive bleeding, comes in contact with potential blood borne pathogens, etc. Employee should be immediately taken to Palms West Hospital or as directed by Emergency Medical Services Personnel.

NON-SERIOUS: Meaning small cuts, abrasions, minor sprains, etc.

The Village of Royal Palm Beach is providing Worker's Compensation through Florida Municipal Insurance Trust, FMIT #514, Effective 10/1/2006 to 9/30/2007. In the event an accident should occur, the following procedure should be followed:

- 1) Record the injury (**Attachment C**)
 - 2) Report the injury to immediate supervisor in person or by phone. The supervisor will then call Human Resources for approval.
 - 3) If injury requires immediate attention proceed to an approved facility
- | | |
|------------------------------------|---|
| Coach Comp of America | Family Care Medical Center |
| 440 State Road 7, Suite 101 | 11327 Okeechobee Blvd. |
| 472-2555 | 795-4774 |
| Mon-Fri: 8am-5pm | Mon-Fri: 9am-9pm Sat-Sun:9am-6pm |

Participant Injury or Accident

The Parks and Recreation Department is concerned with the safety and well being of each and every participant. It is the responsibility of each employee to monitor equipment, programs, activities and facility in use to insure the safest possible environment. In the event an injury or accident occurs, the following procedure should be followed:

- 1) Refer to Emergency Action Plan for appropriate procedure (**Attachment E**)
- 2) Record injury/accident on the Village of Royal Palm Beach Non-Employee Form (Participant) Injury/Accident Report (**Attachment D**)
- 3) Report injury/accident to immediate supervisor

Emergency Procedures

The Emergency Action Plan has been developed to assist employees with the proper handling of an emergency situation. Although thorough, it is not all encompassing and the employee will be expected use his/her own best judgment in all emergency situations (**Attachment E**).

Rules and Policy

Specific rules have been displayed throughout the building and are to be uniformly and consistently enforced. Additionally, employees should use their best judgment and disallow behaviors that are disruptive or harmful. The following rules are posted but are to be adhered to:

General Recreation Center Rules

- Children under 12 years must be accompanied by a parent to all times, unless participating in a “staffed” Recreation Program
- Valid Royal Palm Beach School I.D. or Photo I. D. (proof of residency) are required during non-program hours
- All participants must complete a registration form before using the facility.
- Return all equipment or other material to the appropriate Recreation Department Staff Member
- Misuse or destruction of Recreation Center equipment or property is prohibited
- Shoes and Shirts must be worn at all times. Pants and shorts must be worn at the appropriate level.
- Non-marring, closed-toe athletic shoes are required in the fitness room, on the basketball court and during fitness classes
- Cleated shoes, healey (wheel shoes), skates, skateboards, scooters may not be worn/used in the building
- Running is prohibited except in the gymnasium
- Food and beverages are not permitted in the gymnasium or any other posted areas
- Ball playing permitted only in designated areas
- Bicycles should be secured in the bicycle racks and are not permitted in the building
- The Recreation Center is a smoke free facility
- Be respectful and courteous to others. Any behavior or speech that is deemed inappropriate vulgar, abusive, disrespectful, unsafe (including gambling) will not be permitted
- Illegal acts will result in Police Action
- The Village of Royal Palm Beach is not responsible for lost or stolen articles.
- Any actions deemed unsafe or inappropriate is prohibited
- Lost and Found items can be located in the wire bin located in the lobby of the Recreation Center

Gym Rules

- All participants will demonstrate good sportsmanship towards all participants and staff while present in the Recreation Center
- Shirts and non-marring, closed toe athletic shoes are required while participating in gym activities
- Food, gum or beverages are not allowed
- Radios or large CD players are not allowed
- Dunking or hanging on the rims is not permitted

Fitness Room Membership Rules

- The Fitness Room is to be used by current Fitness Room Members Only. Members are asked not to open the door for other people.
- All members must show a valid pass to the Recreation Department Staff prior to using the equipment.
- A staff person will open the door and check for valid membership.
- Misuse of equipment will not be tolerated and could result in loss of membership.
- Dumbbell usage is restricted to the west side of the room away from the mirrors.
- Be considerate of other members. There is a 20 minute maximum on equipment while others are waiting to use it.
- No children under the age of 16 years are allowed in the Fitness Room.
- No food or beverages are allowed with the EXCEPTION of water bottles.
- Please return all dumbbells to the rack immediately after use.
- No equipment is to be removed from the room.
- Lockers are available for daily use only.
- Please report all equipment problems or concerns to the Recreation Department Office or the staff member on duty.

Game Room Usage Procedure and Guidelines

- All participants will utilize the western entrance to the game room (entrance closest to the Fitness Room) to enter and exit, so that staff may check-in all participants. Present a valid RPB School I.D. or Photo I.D. with proof of residency to the Recreation Leader when entering the Game Room.
- All food and drink are to remain in the vending area. No food or drink is allowed in the Game Room.
- All equipment is to be checked in/out with the Recreation Leader. All equipment is to be utilized only for its intended purpose. The participant or his /her parent/guardian are responsible for all broken and lost equipment issued with his or her I.D. **(Attachment B)** Although basketballs may be checked-out from the Game Room Staff, basketballs are to be used and bounced only in the gymnasium.
- Limit time on the PlayStation games to 20 minutes when others are waiting to use the PlayStation. If very busy, the Recreation Leader may require “rest periods” for PlayStation game usage.
- All general rules for use of the Recreation Center also apply in the Game Room. Infractions of rules will be noted in writing and the specified consequences will be enforced, when necessary.

Corrective Action Policy

The primary goal of the Royal Palm Beach Recreation Department is to ensure an environment that is safe, orderly and healthy. The Department has established standards and rules governing conduct and procedure to ensure consistent nondiscriminatory enforcement of rules for participants and employees. It may be necessary to take corrective action measures to discourage inappropriate behavior. Employees are required to record incidents on the Corrective Action Form (**Attachment F**) and submit the form to the Recreation Program Supervisor. Upon completion of the Incident Form, participants are to be dismissed from the Recreation Center and will be contacted by the Assistant Recreation Director or the Recreation Program Supervisor to discuss the incident. Employees must immediately contact the parent/guardian of a minor who is dismissed from the Recreation Center. The Corrective Action Policy outlines the actions taken after an individual is subject to disciplinary or corrective action. **It is important for the employee to evaluate the inappropriate behavior and make sure it is grounds for dismissal.**

Procedure

- I. Participants who fail to abide by established standards and rules will be subject to corrective action. The progressive steps of corrective action may vary depending upon the nature of the infraction, the circumstances surrounding the offense and the participant's record.
- II. The Recreation Center recognizes two levels of offenses identified as minor and major offenses. There are several progressive steps of corrective action for each level. Suspensions from the Recreation Center shall be from the day of the offense. Corrective Action shall proceed to but is not limited to the following guidelines.

Minor Offenses

	<u>17 & under</u>	<u>18 & over</u>
Step 1	Verbal Warning	Verbal Warning
Step 2	Written Warning	Conference with offender
Step 3	Parent Conference	3 day suspension
Step 4	3 day suspension	1 week suspension
Step 5	1 week suspension	1 month suspension
Step 6	1 month suspension	3 month suspension

Major Offenses

	<u>17& under</u>	<u>18 & over</u>
Step 1	Parent Conference	3 day suspension
Step 2	3 day suspension	1 week suspension
Step 3	1 week suspension	1 month suspension
Step 4	1 month suspension	3 month suspension
Step 5	3 month suspension	6 month suspension

Participants who commit offenses beyond the final step in each category will be subject to a hearing before the Parks and Recreation Director or his designee to determine the next corrective action that will be taken by the Department.

- III. A representative list of Minor Offenses includes, but is not limited to:
 - A. Misuse/Abuse of equipment
 - B. Smoking in the building
 - C. Failure to follow building rules
 - D. Unauthorized entry into building
 - E. Behaving or responding disrespectfully toward others
 - F. Any failure of good behavior and sportsmanship

- IV. A representative list of Major Offenses includes, but is not limited to:
 - A. Any form of physical confrontation, fighting or assault
 - B. Belligerent, defiant, abusive, vulgar, or threatening conduct or speech
 - C. Vandalism or acts that cause damage to or loss of property of the Recreation Center, its employees, participants or visitors.
 - D. Unlawful or unauthorized use, possession, sale or transfer of illegal drugs or narcotics
 - E. Possession of weapons or other unauthorized dangerous materials
 - F. Theft (attempted or accomplished), removal of, unauthorized possession of, tampering with or use of property belonging to an employee or participants
 - G. Any other serious failure of good behavior

- V. The list of offenses contained herein is meant to be illustrative and not all inclusive. Engaging in activity that is inconsistent with the ordinary, reasonable and common sense rules necessary to the mutual welfare of the Recreation Center and its participants and visitors will also subject an individual to corrective action.

All law violations will be immediately reported to local law enforcement.

Regardless of the group in which the offense is listed, a particularly flagrant violation of an otherwise less serious offense might result in a more serious level of corrective action than the one indicated for that group. Conversely, in the event of a serious offense in which mitigating circumstances appear to exist in the judgment of the Parks and Recreation Department, a less severe level of corrective action may be imposed.

A written record of all incidents of misconduct will be signed and dated by the Recreation Leader/Program Supervisor and a letter explaining the corresponding corrective action will be sent to the home of the offender by the Parks and Recreation Director. These documents will be kept on file at the Recreation Center.

Corrective Action Procedures

Take Immediate Action

Remove participants from conflict making every effort to avoid physical contact

Calm all individuals in a respective manner

Take appropriate Corrective Action

Warning

A verbal warning is administered and written documentation regarding the incident is completed and logged in the proper Corrective Action Binder (**Attachment G**)

Written warning (Minor Only)

A verbal warning is administered and written documentation is submitted to a Program Supervisor or Assistant Recreation Director for composition of written warning to be mailed to parent and kept on file in the proper Corrective Action Binder.

Conference

A verbal warning is administered and written documentation is submitted to a Program Supervisor or Assistant Recreation Director for scheduling of conference with parent/participant. Written documentation of scheduled meeting is mailed to parent/participant and kept on file. Upon completion of conference, written documentation of conference discussion is kept on file in the proper Corrective Action Binder.

Suspension

Suspension of participants begins immediately. If the participant is age 17 & under, parent is immediately informed of suspension. Documentation of incident is submitted to Program Supervisor or Assistant Recreation Director. A phone call regarding the situation is made to the minor's parent; a written notification to participant or participant's parents is composed and delivered to household. Consequences are dictated by the Corrective Action Policy. Suspended Patrons placed in Corrective Action Suspension File.

Review the Corrective Action Binder and Corrective Action Suspension Binder daily

Ask suspended participants to leave the Recreation Center.

A call is placed to the minor participant when the suspension is completed.

Recreation Center Opening/Closing Procedures

It is the goal of the Royal Palm Beach Parks and Recreation Department to provide recreational and leisure activities to patrons in a professional customer oriented manner. The following procedures have been developed to insure proper preparation for the business day and proper closure of the business day.

Opening Procedures

1. The "opening" staff shall arrive at the Recreation Center no less than 15 minutes prior to opening to the public.
2. The following items need to be completed prior to public access:
 - A. Turn on all necessary lighting and set-up proper equipment for the scheduled programs
 - B. Inspect all program areas for safety issues and cleanliness
 - C. Inspect bathrooms and replace necessary toiletries on days when custodian is not scheduled to work
 - D. Review daily schedule and check your employee mail box
 1. Prepare and post daily activities on the entry easel
 2. Make last minute preparations to meeting rooms as necessary
3. Open building for public access promptly at opening time.

During Shift

1. Enforce all rules and regulations.
2. Monitor and check all areas of the Recreation Center (enforcing rules and regulations, cleanliness of building and providing customer service). Secure meeting and other rooms as a program concludes.
3. Clean and mop any spills in the hallway and water fountain area as necessary. Remember to place Wet Floor Signs as needed (rainy days).
4. Incident and Accident reports should be filled out completely and submitted to the appropriate supervisor.
5. Always present an image that reflects positively on the Royal Palm Beach Parks and Recreation Department.
6. Be familiar with all the Recreation Department Programs and be able to respond to inquiries from the public.
7. Before completing your shift at the Recreation Center your last duty is to ensure that each area of the Center is presentable.

Closing Procedures (If Building Supervisor is on duty).

1. Announce building closing 15 minutes prior to closing and again 5 minutes prior to closing
2. Kindly escort patrons from building promptly at closing time and lock front doors.
3. The following tasks need to be completed prior to exiting the building:
 - A. Return all equipment to proper storage
 - B. Physically check inside each restroom
 1. Toilets flushed and pick up any trash on the floor
 2. No one present in stalls
 - C. Check all rooms (fitness, gym, meeting, dance/aerobic)
 1. Sweep the gym floor and remove all trash
 2. Physically check exit doors to be sure each is secure
 3. Fill maintenance request form if needed
 - D. Erase all materials from entry easel
 - F. Turn off all lights as each room or section of the building is secured
 - G. Closure
 1. Properly file all daily paperwork, i.e. daily records sheets, incident/accident reports, maintenance reports, registrations, etc.
 2. Return keys to office, engage alarm and leave building
6. Recreation Leaders and Building Supervisor are the last to leave building
7. **If the Building Supervisor is not present the following additional tasks are to be completed:**
 1. Empty bathroom and main hallway trash cans and dispose of trash in outside dumpster.
 2. Sweep main hallway (red mop)
 3. Staff should lock and secure front doors (pull)

VILLAGE OF ROYAL PALM BEACH
DEPARTMENT OF PARKS AND RECREATION

DAMAGE TO OR LOSS OF PROPERTY:	REPLACEMENT COST*
Ping Pong Paddle	\$5.00
Ping Pong Balls	\$1.00
Aluminum Pool Cue Stick	\$25.00
White Cue Ball	\$20.00
Billiard Balls (must replace the entire set)	\$70.00
Bumper Pool Ball (must replace the entire set)	\$35.00
Foosball	\$5.00
Air Hockey Paddle	\$15.00
Air Hockey Puck	\$10.00
Basketball	\$15.00
Play Station Game/Disc	TBD
Playing Cards	\$3.00

*All damage or loss property will include an additional Shipping and Handling Fee

Parent/Guardian will be contacted, after the property damage/loss report is filed. The corrective action reports will be entered in the proper Corrective Action Binder. Restitution payment, if required, is to be made to the Royal Palm Beach Recreation Center by cash, check, Visa or MasterCard.

Parental/Guardian Initials: _____

Office Use Only: Cash Check # _____ Visa/MC _____ Date: _____

ATTACHMENT B

ROYAL PALM BEACH RECREATION CENTER EMERGENCY PLAN

Categorize Emergency:

Minor Accident	Major Accident	Fire Emergency	Tornado
Staff on duty assesses injury. Other staff members assist with crowd control	Staff on duty assesses injury. Other staff members assist with crowd control	Staff on duty, with regard to personal safety and staff safety, directs participants out of Recreation Center.	Staff on duty with regard to personal safety and staff safety directs participants to appropriate area of the Recreation Center
Staff on duty provides basic first aid attention in accordance with Recreation Center Policy. Document the accident. Contact the parent or emergency number to inform the family of injury/accident	If first responder is necessary, call 911. Document the accident. Contact parent or emergency number to inform family of injury/accident	Staff on duty, with regard to personal safety, checks each area of the Recreation Center for participants prior to exiting.	Staff on duty with regards to personal safety checks each area of the Recreation Center to insure participants are away from windows.
If injury/accident involves blood or bodily fluids, wear protective barriers while attending to needs	If accident/injury involves blood or bodily fluids, wear protective barrier while attending to needs		
Exposed areas must be cleaned with bleach and water solution. Blood kits are available in the First Aid Kit	Exposed areas must be cleaned with bleach and water solution. Blood kits are available in the First Aid Kit		
Wash hands following the injury/accident	Wash hands following the injury/accident	Drills should be performed regularly	Drills should be performed regularly

