



**CITY OF ROCKY RIVER
RECREATION DEPARTMENT
PART-TIME & SEASONAL
EMPLOYEE MANUAL**



It is nothing less than an honor that I have the privilege to serve the City of Rocky River and the Recreation Department alongside a team of enthusiastic administrators and leaders in each of you.

Our role as part of this team is to serve our members, residents and guests as they visit our parks & facilities, participate in our programs and engage in our services. The residents of our community deserve the highest quality of service and we, as the recreation team, have the opportunity to make each interaction a special one. I encourage you to take full advantage of your role in working with one another to ensure that our visitors feel at home with Rocky River Recreation.

Whether this is your very first job or your very last one, my goal is that it is your absolute favorite one. In recreation, we have an obligation to our participants that they enjoy themselves in the weight room, on the field or in the pool; we also have an obligation to ourselves in that we walk into our role each day looking to make it great. It is a rare opportunity that you will find a job that allows you to 'have fun' and expects you to do so each and every shift.

As you review this manual, please do so with the understanding that our goal in the Recreation Department is to offer a consistent message to our participants as well as our staff. Our hope is that our team feels supported and has the knowledge, training and skills to be successful in whatever role you play on behalf of the department.

I speak for our entire administrative team when I offer that each of our doors is open for questions, comments, concerns – or just to say hello.

I wish you all the best as a member of the Recreation Department team and look forward to working with each and every one of you!

In good health,

A handwritten signature in black ink that reads 'Bob Holub'.

Bob Holub
Recreation Director



Purpose

The purpose of this manual is to enhance the Recreation Department's ability to provide exceptional service to our employees and members. To help us focus on customer service, all employees need to be aware of the policies, procedures, appropriate behavior, general work guidelines, and emergencies that may impact our efforts in providing outstanding service. All staff are expected to be fully knowledgeable about all content in this manual as well as the Risk Management and Policy and Procedure Manuals.

Recreation Overview

The Recreation Department's Mission Statement

The Mission of The Rocky River Recreation Department is to provide quality programs & services for our community in safe, well maintained parks & facilities.

Recreation Facilities

Don Umerley Civic Center

The Umerley Civic Center is home to the City of Rocky River's Recreation Center. The center is open to residents and their guests through annual memberships and daily guest passes. The facility boasts two full size basketball courts, an indoor aquatic center, the Kids Cove & indoor playground, a 1/12 mile track, two group fitness studios as well as a complex cardio and strength training space.

Hamilton Ice Arena

The Hamilton Ice Arena houses the City's Ice Rink through the fall and winter months while serving as an indoor turf training facility in the spring and summer. The Ice Arena is the home office of the Recreation Department.

Outdoor Municipal Pool/Water Zone

Water Zone is the City's outdoor aquatic center, located at the Hamilton Ice Arena. The pool includes three slide features, lap swimming, a toddler space and splash pad. Water Zone is open in accordance with the school district schedule.

Recreation Park Facilities

- Bates Road Tot Lot
- Bradstreet's Landing
- City Hall Park
- Elmwood Park & Cabin
- Linden Park
- Martin Park
- Middle School/Library Tot Lot



- Morley Park
- Rocky River Park
- Tri-City Park

Facility Information

Hours of Operation

Spring/Summer Hours of Operation (April –September)			
Monday-Thursday	Friday	Saturday	Sunday
<i>Civic Center</i>			
5:30a – 9:00p <i>(pool closes 60 mins. Before facility)</i>	5:30a – 8:00p <i>(pool closes 30 mins. Before facility)</i>	7a-5p <i>(pool closes 30 mins. Before facility)</i>	10a-4p <i>(pool closes 30 mins. Before facility)</i>
<i>Water Zone Open Swim</i>			
12- 8:30p	12- 8:30p	11a- 8:30p	12- 8:30p
<i>Administrative Offices</i>			
8:30a-4:30p	8:30a-4:30p	Closed	Closed

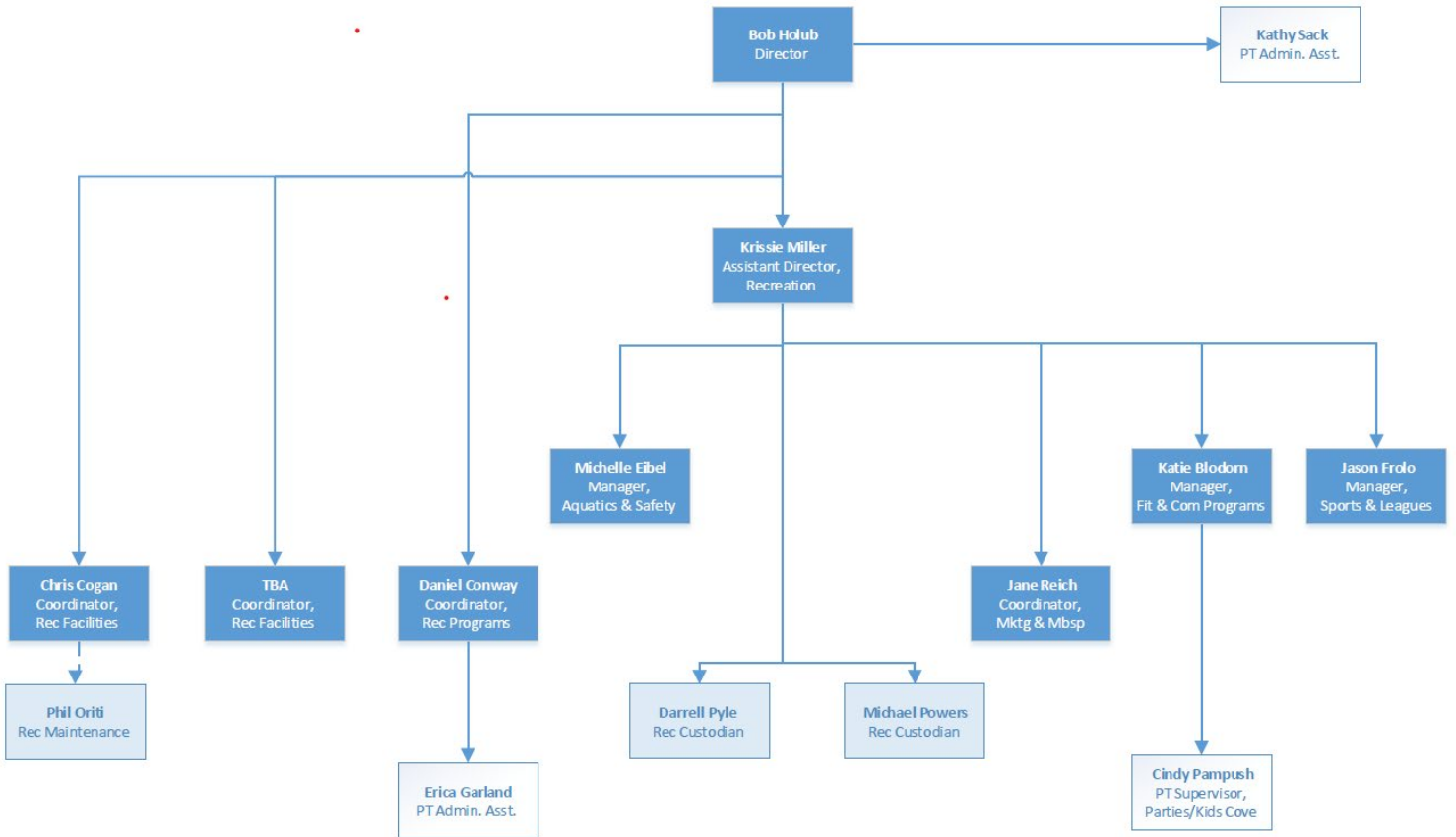


Fall/Winter Hours of Operation (October – March)			
<i>Monday-Thursday</i>	<i>Friday</i>	<i>Saturday</i>	<i>Sunday</i>
Civic Center			
5:30a – 9:30p <i>(pool closes 60 mins. Before facility)</i>	5:30a – 9:00p <i>(pool closes 30 mins. Before facility)</i>	7a-7p <i>(pool closes 30 mins. Before facility)</i>	10a-5p <i>(pool closes 30 mins. Before facility)</i>
Hamilton Ice Arena Cashier Hours			
12- 8:30p	12- 8:30p	11a- 8:30p	12- 8:30p
Administrative Offices			
8:30a-4:30p	8:30a-4:30p	Closed	Closed

Scheduled Facility Closures:	
Civic Center	<ul style="list-style-type: none"> • New Year’s Day • Memorial Day • Independence Day • Annual Maintenance Shutdown • Labor Day • Thanksgiving Day • Christmas Day
Hamilton Ice Arena	<ul style="list-style-type: none"> • Thanksgiving Day • Christmas Day



Recreation Organizational Chart:





General Policies and Procedures

New Hire Requirements

Once you have been hired as part of the Recreation Department, there are a several steps to complete before being scheduled.

1. **Hiring Paperwork**

- a. All hiring paperwork must be completed before working any shift.
 - i. Paperwork can be accessed on the city's human resource's website.
- b. Background checks must be completed for all employees 18 years of age or older before being scheduled.

2. **New Hire Orientation**

- a. Orientation introduces you to the basics of Recreation – mission, vision, policies, etc.
- b. Dress code, general expectations, and risk management.
- c. Manual review, risk management and completion of necessary forms.

3. **CPR/AED & First-Aid Certification**

- a. All supervisory level staff members and first responders must be CPR/AED & First-Aid certified. Classes will be offered for Recreation staff members throughout the year. Your manager must have a copy of your certification cards on file before you begin work. You will not be paid for taking the class and may be required to cover the cost of the certification. You are not required to take the class with the City but will need to provide proof of certification.

Work Schedule

Scheduling is generally done on a monthly basis. Distribution of hours is determined by worker availability, work performance, and area specifications. Part-time employees are not permitted to work more than 25 hours per week and 50 hours for two weeks for all areas within the department or city.

If you are unable to be at work, it is your responsibility to find a suitable replacement for your shift. If you expect to arrive late for your shift, please call your supervisor on duty or the facility main line and speak with the shift supervisor:

- Civic Center: 440.895.2599
- Hamilton Ice Arena: 440.356.5656
- Water Zone: 440.356.5660/press 3

You must turn in your availability on the date requested by your supervisor or you may not be on the schedule.



Computerized Check-In/Check-Out Procedure

- Employees are to record time worked via the employee check-in stations through the various facilities.
- If you fail to clock in or out on a shift, record your time on a shift adjustment sheet. Failure to clock-in may result in postponement of pay.
- Employees **MAY NOT CLOCK-IN OR OUT** for other employees.
- Off-site staff are responsible for submitting timesheets to the appropriate supervisor upon completion of hours worked (no more than one week).

Substitution Policy

The Recreation Department will utilize facility specific substitution notebooks. The “sub books” will be kept in the following locations based on position:

- Non-Aquatic Civic Center Staff: Administrative Office near clock-in
- Aquatic Related Civic Center Staff: Lifeguard Office
- Outdoor Pool Staff: Ice Arena Clock-in station
- Concession Staff: Ice Arena Clock-in station
- Ice Arena Staff: Ice Arena Clock-in station
- Parks Crew: Ice Arena Clock-in station

It is the responsibility of the scheduled staff member to find coverage for his/her shift in the event the scheduled staff member becomes unavailable to work. In the event the staff member is unable to find coverage, s/he must give the immediate supervisor as much notice as possible in order for the supervisor to assist in finding a sub. If the staff member confirms coverage, the shift change **MUST** be personally signed off by both employees as well as an area supervisor.

If the change in shift coverage is not documented in the sub book, the scheduled employee is still held responsible for the shift.

In the event of an “emergency” substitution, the employee working the shift is responsible for adding the shift to the substitution notebook to ensure appropriate record keeping.

Recreation professional staff have the authority to decline substitutes based on position level, training, etc. but will honor ‘traditional’ shift trades to assist in the shift coverage.

Please see area specific manuals for any additional information on scheduling for your specific area.



Dress Code

All staff may wear either purchased black fleece or neutral colored long sleeves under issued polo. No outside apparel is acceptable for wear over issued staff polo.

Attendant Staff (Fitness, Welcome Desk, Kids Cove)

- Issued staff shirt
- Name tag
- Khaki, black or white colored pants, capris or shorts (shorts-must be approved by your full-time supervisor) to be worn at the waist
- Athletic, closed toe, full back shoes with a non-marking sole

Building Supervisors & Rink Supervisors

- Issued staff shirt
- Name tag
- Khaki, black or white colored pants, capris or shorts (shorts-must be approved by your full-time supervisor) to be worn at the waist
- Closed toe shoes with a non-marking sole

Lifeguards

- Issued staff shirt
- Blue swim trunks (males) /shorts (females)
- Rescue tube
- Whistle

Aquatics Supervisor

- Issued staff shirt
- Blue swim trunks (males) /shorts (females)
- Rescue tube
- Whistle

Fitness Instructor

- Plain black t-shirt or RR Rec Branded shirt
- Athletic shorts or pants
- Athletic, closed toe, full back shoes with a non-marking sole

Camp Counselors & Kids Cove Teen Staff

- Issued staff shirt
- Jeans, athletic pants or shorts, or khaki colored pants or shorts to be worn at the waist (shorts-must be approved by your full-time supervisor)
- Athletic, closed toe, full back shoes with a non-marking sole

Grounds/Park Staff

- Issued staff shirt
- Jeans or shorts be worn at the waist
- Closed toe, full back shoes



Breaks

- Please refer to City Employee Handbook

City Property for Personal Reasons

The use of City property or equipment for personal reasons is prohibited. This includes the use of computers (except those designated for employee personal use), copy machine, washer and dryer, tools, furniture, or any other City facilities or equipment for purposes unrelated to Recreation business. Inappropriate use of City property may result in disciplinary action up to and including termination.

Non-Work Related Activities

- Non-work related activities such as exercising, or watching television during work hours will not be tolerated.
- Playing computer games, using the internet or other inappropriate use of technology (use of tablets, cell phones, etc.) during work hours will not be tolerated.
- Visiting and socializing with friends or relatives for long periods of time is not appropriate work behavior.
- Personal phone calls are limited to emergencies and breaks. If you choose to make a phone call on your break, please use your cell phone out of patrons' view.
- Sitting on the counters or desks at any workstation is prohibited.
- Food is permitted at a workstation, out of view of members, guests or participants.

Trainings/Meetings

All Recreation employees will be required to attend scheduled (paid) staff meetings and trainings. Meetings will be scheduled as far in advance as possible.

Two-way Radios

Recreation Staff may use two-way radios during operational hours. These radios are very expensive and very fragile, so please take care of them. If you are unsure of how to operate the radios, please do not hesitate to ask for assistance.

Radio Procedures

1. Ensure radio is set on to correct channel.
2. Press and hold side button until you hear a beep.
3. After the beep, while holding button, speak into microphone.
4. Release button at conclusion of statement.

Guidelines for Use of Radios

1. Be professional when communicating. Participants can often overhear what is said.
2. Take proper care of these radios. Be sure to charge them while not in use and please make sure radios are turned off while in chargers.
3. Make sure all radios are accounted for at the end of the night.
4. Any problems or malfunctions should be reported to your supervisor
5. When communicating, use position to position language "Building Supervisor to Aquatics Supervisor" "Aquatics, go ahead".



Charging Procedures

When the radio begins to beep (signaling low battery), return it to the charger:

1. Turn radio off, and place it into the cradle charger.
2. Red light on the charger must come on to insure that the radio is placed in the charger correctly.
3. Radios must charge for 6 hours to regain a full charge – if at all possible try to leave the radios charging for at least this period of time otherwise the charge will become less effective over time.

Media Relations

Solicitations

Solicitations for any cause or organization are prohibited in or around recreation facilities. This includes seeking a sponsor for guest passes, distributing unapproved literature, etc.

Media Issues

All information requests concerning accidents, injuries or various incidents MUST always be referred to the Director or Director's designee. Staff are not to speak to the media without prior approval.

Photography & Video

Only individuals who have been granted approval and are allowed to take photographs or videotape program events or facilities.

Tours

All tours of recreation facilities (Umerley Civic Center & Water Zone) must be guided by a staff member. The Building Supervisor, a Member & Guest Services staff member or a professional staff should accompany a tour at all times. There are to be no self-guided tours of the Recreation Center or Water Zone for personal groups.

Employee Standards

Drug Testing Policy

Recreation employees are subject to drug testing post vehicle accident or due to reasonable suspicion. Please refer to the city handbook for additional information.

Recreation Discipline Scale

Primary Purpose: to assist the employee in understanding that a performance behavior problem is an opportunity for improvement

- The point accumulation is subject to change at the discretion of the supervisor.
- Once an employee receives any combination of points totaling 5 they will be placed on



probation.

- Accumulation of 7 points will result in termination of the employee.
- Disciplinary strikes will accumulate over a one quarter period and reset at the beginning of each quarter (Jan. 1, April 1, July 1 & Oct. 1).
- Employees may be subject to disciplinary action even if they are off the clock. Employee's actions as a patron affect their ability to work in our department.
- This system will be in place for all departmental program/operational areas and will be combined for employee's who cross-train. Terminated from one department = Termination from the entire department.
- All employees are considered at will employees and do not need to accumulate points to be terminated.

Disciplinary Guidelines

- Area supervisors should meet/schedule a time to meet with staff member receiving disciplinary write-up within two business days.
- Parents of employees under the age of 18 will be notified of an incident.
- Once an employee has reached 5 points, they will receive a probation letter. The probation period will last until the end of the quarter.
- Points will restart at the beginning of each quarter, but previous documentation will be retained.
- The quarters are January 1-March 31, April 1-June 30, July 1-September 30, October 1-December 31. The maximum points accumulated before termination is 7.



Disciplinary Point Scale

Late for shift (up to 14 minutes)	1 point
Improper uniform	1 point
Incomplete paperwork	1 point
Reconcile of drawer was not accurate (under \$2 difference)	1 point
Not fulfilling duties as assigned	1 point
Late for a shift (15 minutes and after)	2 points
Leaving Area Unattended	2 points
Lack of Customer Service	2 points
Unauthorized use of cell phone/computer	2 points
Inappropriate Language	2 points
No Call/No Show (Shift, Meeting, Training)	4 points
Habitual Tardiness	4 points
Insubordination	4 points
Working Out/Playing on Shift	4 points
Reconcile of drawer was not accurate (<i>greater</i> than \$2 difference)	4 points
Unauthorized use of city equipment for personal use	4 points



The list above is not meant to be all-inclusive. Other write-ups outside of this list which could lead to discipline points. Points given will be based on severity of act and at the discretion of your supervisor.

Grounds for Immediate Termination

Violation, in extreme nature, of the Recreation Department or City policies and procedures will result in an immediate termination. This means that the individual who has violated the following guidelines will not be given a warning or probation notice, but will be terminated immediately, following a meeting with their direct supervisor. The list below is not meant to be inclusive.

- Smoking or using tobacco products while in or at any recreation facilities
- Consuming alcohol or non-prescriptive drugs before work or while on duty
- Stealing equipment and/or supplies belonging to City
- Verbal and/or physical abuse of others
- Verbal and/or physical harassment, including of a sexual nature
- Falsification of payroll
- A lifeguard leaving his/her area unattended.
- Presenting a poor image of the City or department (inside or outside of work)
- Defaming the City or department and/or any of the employees thru any means (including social media.)
- Any and all sections of the City's Level 7 infractions.

Hierarchal Procedures/Chain of Command

1. If the part-time employee is dissatisfied with a policy, procedure or disciplinary action taken, the employee should contact their direct professional supervisor to review the situation.
2. Should the employee still not be satisfied with the circumstance; a meeting will then be arranged following the current organizational chart for the department and the City.

Performance Reviews

Annual performance reviews will be held by each area's supervisor at the end of each season/year to provide valuable information and feedback. This will help the employee recognize his/her strengths, areas of concern and opportunities to improve. Reviews could be used for scheduling purposes, pay raises and promotion. The employee will be evaluated in the following categories:

- Job Knowledge/ Skills
- Communication
- Fulfillment of Responsibilities
- Teamwork/ Cooperation
- Initiative
- Attention to Detail



Payroll & Pay Raises

- Employees are paid bi-weekly through the City of Rocky River.
- Pay raises will be evaluated on several factors:
 - Work performance/evaluation
 - Tenure with the department
 - Ordinance maximum rates
 - Annual department budget allowance
- Pay raises ARE NOT guaranteed.



Manuals Statement *(initial here)*

I have received, read and understood the Employee Manual, Risk Management Manual, and Policies and Procedures Manuals for Rocky River Recreation. I understand non-related work is prohibited while on the clock, such as internet, homework or personal reading. I understand the break policy and if I need to take a break, I will request a break from an area Supervisor. I am aware of the food/drink policy at the desk and agree to the terms discussed.

Substitution & Employee Standards *(initial here)*

I will follow the Recreation Department's employee substitution policies as described in the employee manual presented to me upon hire. The Employee Standards and point system have been discussed and explained to me. I understand the consequences of my actions in regards to the policy implementation. In addition, if and when the time occurs for me to end my responsibilities with the Recreation Department, I will submit in writing to my employer a final two weeks' commitment to work.

Dress Code Policy *(initial here)*

The dress code policy has been discussed with me and I fully understand the necessity of upholding this policy. I understand that it is most beneficial for members and guests to recognize all Recreation Department employees. In addition, I am aware that I cannot clock in to work without my issued uniform & name tag.

Customer Service Statement *(initial here)*

At no time shall I disregard my customer service training and values practiced by the Recreation Department. This includes in person interactions, by phone, or by radio. Even when the discussion becomes unproductive, or the same answer has been given multiple times without compliance, I will hold to the Department's expectations for proper conduct.

I fully understand the responsibility I am assuming and realize that termination will result whether voluntarily or by my employer effective immediately if said expectations are not held in the highest regard.

Printed Name: _____

Employee Signature: _____

Parent/Guardian Signature: _____

Date: _____