



Dear Recreational Staff,

To our new staff, “Welcome to the Middletown Recreation and Community Services Department” and to our returning staff, “It’s good to have you back!” We look forward to another fun-filled summer of programs for our residents. You have been hired for your knowledge and ability to provide the residents of Middletown with quality recreational services. Whatever your responsibilities are within the Recreation Division, your job is important as we work together to strengthen our community. We know all of you will perform your duties to the best of your ability.

This manual has been prepared by the Recreation Administrative Staff as a guide to help you know and understand your duties and responsibilities. Every effort has been made to adopt policies and procedures that will provide maximum safety for you and the public.

If you feel a policy change is needed, you should approach your immediate supervisor. However, until your immediate supervisor has notified you that the policy has been officially changed, you must abide by the policies herein.

Questions on information in this manual should be addressed to the appropriate recreation supervisor. As circumstances and operating conditions change, the City reserves the right to change, amend or abolish any of the manual’s provisions at its sole discretion with or without prior notice.

Have a safe, enjoyable summer experience.

The Recreation Administrative Staff

MIDDLETOWN RECREATION AND COMMUNITY SERVICES DEPARTMENT
MISSION STATEMENT

The Recreation Division will enhance the quality of life for all Middletown residents. Through community partnerships, long range planning, and professional management the Division is committed to the highest level of equitable service, integrity, safety and fiscal management.

Staff and volunteers will portray a positive role model for our participants by maintaining an attitude of respect, patience, courtesy and maturity. You are expected to act in a caring, honest, respectful, and responsible manner consistent with the Mission of the Recreation Division.

EMPLOYEE DISCIPLINE

Disciplinary action may be given for just cause.

Examples of just cause are: tardiness, un-excused absence, insubordination (not obeying orders/disobedience), sleeping, stealing, use of drugs or alcohol before or during work, carrying a weapon, use of inappropriate language to fellow staff, participants and/or the public disregard for staff manual and/or City policy, incompetence or ineffectiveness in performing emergency procedure and/or daily duties. The above mentioned are examples only and are not meant to be a comprehensive list. Immediate disciplinary action may include any of the following: oral, written warning, suspension, or dismissal. All disciplinary actions will become part of the employee's permanent personnel file.

SEXUAL HARASSMENT

Sexual harassment of City of Middletown employees is prohibited by Title VII of the Civil Rights Act of 1964 and the Connecticut Discriminatory Employment Practices Law. It is the policy of the City of Middletown to comply with the requirements of state and federal law.

Sexual harassment means any unwelcome sexual advance, requests for sexual favors or other verbal or physical conduct of a sexual nature when: (a)

submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or, (c) such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Any employee who believes that he or she has been sexually harassed should immediately contact either his or her immediate supervisor or the Recreation Supervisors Dean Wilborn, or Janice Skene, or the Acting Recreation Manager Karen Nocera.

All complaints of sexual harassment will be treated confidentially. The City of Middletown will not tolerate any retaliation against any complaining employee or witness.

FIELD TRIP PROCEDURE

- A copy of the finalized attendance list (including staff) must be left at the program site.
- No field trip will be taken without the knowledge and approval of your Recreation Supervisor.
- The Program Director, or designee, will bring with them a roster of all children and staff who are participating in the field trip or off site activity.
- The Program Director, or designee, is responsible for taking a copy of each child's application on every trip.
- The Program Director, or designee, is responsible for taking the cell phone, first aid and medical box on every trip.
- Counselors should seek direction from the Program Director during inclement weather.
- The Program Director, or designee, shall assign staff coverage of participants to afford the maximum safety of the children.
- The Program Director, or designee, shall take attendance on the bus before the bus leaves the program site and again on the return back to camp.
- Counselors are responsible for the children assigned to their group.

- Counselors are responsible for separating their group into pairs, called the Buddy System. The Program Director, or designee, will call Buddy Check, as they deem necessary.
- The Program Director, or designee, will designate boundaries or limits for the Counselors to keep their children within. The Program Director, or designee, will devise a system for groups to use the lavatories on a scheduled and emergency basis.
- COUNSELORS SHALL IMMEDIATELY REPORT MISSING CHILDREN AND/OR EMERGENCIES TO THE PROGRAM DIRECTOR OR ASSISTANT DIRECTOR. THE PROGRAM DIRECTOR, OR DESIGNEE, WILL ORGANIZE THE STAFF INTO THOSE RESPONSIBLE FOR LOOKING AFTER THE REMAINING CHILDREN AND THOSE THAT WILL HELP SEARCH.
- The Program Director, or designee, MUST take attendance on the bus before the bus departs.

ACCIDENTS/EMERGENCIES

- Recreation Supervisors are responsible for arranging access to an emergency phone. The Program Director is responsible for notifying the appropriate Recreation Supervisor if problems occur regarding access and use of the emergency phone.
- The Program Director is responsible for instructing their staff in the following procedures regarding emergencies and for taking charge of all emergencies.

Counselors should stay with the children and if not certified in First Aid wait for the appropriate staff person.

Send a staff person to notify the Program Director and/or get help.

Depending on the nature of the emergency, the Program Director will determine if an ambulance and/or Emergency Medical Assistance is needed. If so, it is the responsibility of the Program Director to delegate someone to make the call or make the call.

Staff making the call should:

- ✓ Dial 911 - Police Emergency Line
- ✓ Request an ambulance, paramedics and Police/Fire personnel
- ✓ The call will be transferred to the appropriate line

- ✓ Give exact location of emergency
- ✓ Description of what happened and status of victim
- ✓ Age and description of victim
- ✓ Give your name, job title and work location
- ✓ Have someone meet emergency services and help direct them to victim
- ✓ Do not hang up until the Dispatcher tells you to hang up

The Program Director, or trained staff, shall perform First Aid in accordance with their training. Only those employees who have current certification in First Aid and/or CPR are to perform these procedures. First Aid Kits will be issued to each program. All Directors shall monitor and keep available sufficient First Aid supplies. Requests for additional supplies should be made to your Recreation Supervisor. The OSHA Manual for Bloodborne Pathogen Standard should be kept at the first aid station while on site and taken with you while off-site. Veteran's Pool has a manual; you only need to take it on field trips.

- The Program Director shall attempt to identify the victim and witnesses. Keep these people available to answer questions for the Emergency Medical Personnel and/or Police.
- The Program Director is responsible for making sure the appropriate Recreation Supervisor and/or Recreation and Community Services Office is notified of the emergency.
- The Program Director will attempt to contact the victim's family, advise them of the situation without causing undue alarm or discussion as to specifics. The family should be directed to proceed immediately to the hospital, NOT the recreation area, as medical personnel will need them there.
- The Program Director is responsible for submitting an accident report to the Recreation Supervisor within 24 hours. As well as, having all personnel involved or witnessing the accident, submit a report of where they were at the time of the accident, what actions they took, and/or what they witnessed.
- Recreation Supervisors will file all accident reports and forward reports of serious accidents or accidents where there may be potential litigation against the City of Middletown, to the Director of Recreation and Community Services.

FIRST AID EQUIPMENT AND RESPONSE

Recreation Program Directors, Facility Managers, and trained staff are responsible for first aid and keeping the first aid kits stocked and in order. If additional supplies are needed, request them from your immediate supervisor.

MEDICATION

If a child is taking medication and needs it to be administered during program hours, a medication form must be completed prior to the start of the program. All medication will be administered by an RN, LPN, or trained staff person on site.

NO MEDICATION CAN BE DISPENSED UNTIL A MEDICATION FORM IS COMPLETED BY A CHILD'S DOCTOR AND SIGNED BY THE PARENT/GUARDIAN.

JOB DESCRIPTIONS

All employees have job descriptions. Please read your job description on our web site www.middletonct.gov/recreation, under "Seasonal Employment" and keep one for your own information, if desired.

WORKMAN'S COMPENSATION

If an employee gets injured while at work, a Workman's Compensation Form must be filled out, within 24 hours. These are available on request from your immediate Supervisor.

EMPLOYEE EVALUATION FORMS

All seasonal staff will be evaluated twice every summer. Your evaluation will be fair, consistent, and honest. Keeping an employee in a position they are not qualified for or motivated to do a good job in, does not help the employee, participants, or program.

VETERANS MEMORIAL POOL

FIRE

Evacuate the building as quickly as possible and meet at pre-determined area outside. Program Director should bring staff & participant attendance sheets with her/him. Account for all children and staff by checking on attendance sheets. For school buildings pull the Fire Alarm and call 911. For Crystal Lake

use the bathhouse to call 911 or pull fire alarm in parking lot. Directors should hold a fire drill with Supervisors permission during the first week of camp.

LIGHTING

For general area lighting (lobby, bathrooms, guardroom, and basket room) the circuit breaker panel is located in the basket room near the boys' pass through window. The lights to be turned off or on daily are listed on the panel door. Security lights are labeled Outside Lights and should be left on when you leave. Basement lights are controlled from a panel on the right side of the entrance doors.

VETERANS MEMORIAL POOL PROGRAM SWIMMING GUIDELINES

GENERAL INFORMATION – In case of emergency, the Programs must have pertinent medical release information for participants and staff with them at all times including at the pool and riding to and from. After being tested, participants should wear their specified bracelets to the pool. Participants and Staff should not wear or bring valuables to the pool. Staff should monitor the shower area and assure the showers are turned off.

CANCELLATIONS- will be determined by the Aquatics Director, Facility Manager or Recreation Supervisor. If a program misses a swim day, it cannot be made up.

PROGRAM ARRIVALS – Groups must arrive by 12:00 pm. To avoid overcrowding and congestion in the pool entrance, changing rooms, and basket room, each Program Director will devise a system to regulate the number of participants entering the lobby, changing rooms, and pool.

SUMMER YOUTH DAY – The Pool Attendants will provide one basket room shelf solely for use of the camps. These baskets will be stacked outside of the changing rooms. Basket pick-up, changing of clothes, and bringing the baskets to the basket room windows will be under the direction of the Program Staff.

SWIMMING ABILITY TEST FOR PARTICIPANTS – ALL PARTICIPANTS MUST BE TESTED BEFORE THEY ARE ALLOWED TO ENTER THE WATER!

To facilitate an efficient and effective swim test we will need the help and cooperation of all staff. On Program swim days, Program Directors should bring the Attendance/Swim Test Form with the participants' names and ages filled in, and corresponding identification bracelets. Each participant and/or

volunteer will be tested on his or her first day at Vet's Pool or Crystal Lake. Participants who register after the first week, or participants who are swimming for the first time, will be tested before they are allowed to enter the water. Program participants should be organized into groups by age and seated on the grassy area.

Lifeguards will test each child individually. After the child is tested, the Instructor will communicate to the recording Program Staff the child's name and appropriate bracelet, which will be secured on the child by the Program Staff. The Program Staff will keep a copy of the Attendance/Swim Test Form. The Program Director and Facility Manager must communicate when new participants need to be tested. Swim instructors should be prepared to test new participants.

FREE SWIM

The Facility Manager and Program Director will review the rules and regulations of the pool with all participants. Children who have not been tested will be tested after their review of the rules and regulations. Children that are not participating in free swim should be entertained in groups by Program Staff from the sides of the pool.

BUDDY SYSTEM

Each child has a buddy, who should swim in the same area. Participants will swim in three predetermined areas according to their swimming ability. The Facility Manager/Camp Swim Coordinator and Program Director will station lifeguards and Program Staff (Observers) along the pool at a ratio of one staff to ten participants and so all have a clear view of the participants in their section.

BUDDY CHECKS will occur every fifteen minutes as determined by the Facility Manager and Program Director and will commence with one long blast of all Lifeguards and Observers whistles. Participants will swim to their Counselor, find their buddy, and together raise hands. When the Counselors have verified all the participants are accounted for they will verbally communicate to the Program Director/Facility Manager and swimming will begin again. Participants should notify their group leader and buddy if they need to use the lavatory. The Pool Attendants will monitor the lobby for any participant with or without a bracelet who may try to wander out the front entrance.

While on duty assigned Program Staff (Observers) are to face the water at all times, constantly scan your area for swimmers in trouble underwater. Watch

for children who may wander over their heads or are in trouble. Constant vigilance, alert watchfulness and the ability to anticipate unsafe acts are important skills. Treat all children as non-swimmers. Alert staff provides a far greater service to the swimmers by preventing accidents and injuries before they happen. Do not allow individuals or groups to distract your attention. Alert the Lifeguard if you see someone in trouble. Do not attempt to make any form of aquatic rescue while serving as Observer.

Observers should wear sunglasses, skin protection, and hats. Program Staff with sensitive skin should notify their immediate supervisor if additional protection is required.

RECREATION PROGRAM DEPARTURES

Recreation Program swimming will cease at 1:55 pm. Participants and Staff should reverse the arrival procedure above, double check for items left behind and keep groups clear of the Pool's Main Entrance and Wading Pool entrance.

MISSING PARTICIPANT RESCUE AT VETERANS POOL

If Program Staff, participant, or Lifeguard notices a participant is missing, he/she should immediately notify the Facility Manager/Program Director who will immediately blow the whistle for a buddy check. If the participant is not found, the Facility Manager or designee will give the clear water signal – 1 SHORT BLAST ON THE AIRHORN. All participants should be removed from the water by the Program Staff and grouped on the grassy area. Program Staff should take a head count. At the discretion of the Program Director, after assessing the situation, the participants may be moved in groups through the basket room exit and onto the front lawn of the pool facility. After the water has been cleared and the participant is found in the water, the Swim Staff Water Rescue procedures will be activated. If after the water has been cleared the participant is not found in the water or among the public, the Program Director will determine which Program Staff are responsible for looking after the remaining children and which Staff will help search. The appropriate Recreation Supervisor should be contacted immediately.

WATER EMERGENCY

IF 1 SHORT AIRHORN BLAST IS BLOWN, the Program Staff should quickly, without causing undue alarm, clear the water of all participants, moving them to the grassy areas around the pool to sit down. A head count should be taken.

At the discretion of the Program Director, after assessing the situation, the participants may be moved in groups through the basket room and onto the front lawn of the pool facility. If the victim is a participant, the Program Director should have the child's application ready to use and must immediately call the parents. The Program Director or designee should contact the appropriate Recreation Supervisor immediately. Items not covered above or needing change should be reviewed at a staff meeting by all supervisors.

CRYSTAL LAKE PROGRAM SWIMMING GUIDELINES

VISITING PROGRAM AND CRYSTAL LAKE PROGRAM ARRIVALS

To avoid overcrowding and congestion on the beach, the Program Staff will devise a system to regulate the amount of participants entering the beach.

SWIMMING ABILITY TEST FOR PARTICIPANTS – ALL PARTICIPANTS MUST BE TESTED BEFORE THEY ARE ALLOWED TO ENTER THE WATER!!!

To facilitate an efficient and effective swim test we will need the help and cooperation of all staff. On Program swim days, Program Directors should bring the Attendance/Swim Test Form with the participants' names and ages filled in, and corresponding identification bracelets.

Each participant and/or volunteer will be tested on his or her first day at Crystal Lake. Participants who register after the first week, or participants who are swimming for the first time, will be tested before they are allowed to enter the water. Program participants should be organized into groups by age and seated on the beach.

Swimming staff will test each child individually. After the child is tested, the Swimming Instructor will communicate to the recording Program Staff the child's name and appropriate bracelet, which will be secured on the child by the Program Staff. The Program Staff and Pool Staff will keep a copy of the Attendance/Swim Test Form. The Program Director and Facility Manager must communicate when new participants need to be tested. Swimming testers should be prepared to test new participants.

FREE SWIM

The Facility Manager and Program Director will review the rules and regulations of the waterfront with all participants. Children who have not been tested will be tested after their review of the rules and regulations. Children that are not participating in free swim are the responsibility of the Program Staff.

BUDDY SYSTEM

Each participant is assigned to a group with a Counselor. If possible, these groups should swim in the same area. Participants will swim in predetermined areas according to their swimming ability. When the Buddy Check is called all participants will meet their Counselor on the beach. When the Counselors have verified all their children are accounted for they will verbally communicate to the Program Director/Facility Manager and swimming will begin again. Lifeguards and Program Staff (Observers) will be stationed along the waterfront by the Program Director and Facility Manager at a ratio of one staff to participants and so all have a clear view of the participants in their section.

While on duty assigned Program Staff (Observers) are to face the water at all times, constantly scan your area for swimmers in trouble underwater. Watch for children who may wander over their heads or are in trouble. Constant vigilance, alert watchfulness and the ability to anticipate unsafe acts are important skills. Treat all children as non-swimmers. Alert staff and provide a far greater service to the swimmers by preventing accidents and injuries before they happen. Do not allow individuals or groups to distract your attention. Alert the Lifeguard if you see someone in trouble. Do not attempt to make any form of aquatic rescue while serving as Observer.

Observers must bring sunglasses, skin protection, and hats. Tee shirts are recommended for employees sensitive to the effects of the sun. Those who experience problems seeing swimmers through the sun's glare should use their sunglasses. Program Staff with sensitive skin should notify their immediate supervisor if additional protection is required.

BUDDY CHECKS will occur every fifteen minutes as determined by the Facility Manager and Program Director and will commence with one long blast of all Lifeguards and Observers whistles. Children will exit the water and find their Counselor, join hands and make a circle around their Counselor. When the Counselors have verified all the participants are accounted for, they will

verbally communicate to the Program Director/ Facility Manager. Participants will be allowed to re-enter the water when the Facility Manager selects their group. Participants should notify their group leader and Buddy if they need to use the lavatory.

MISSING PARTICIPANT RESCUE AT CRYSTAL LAKE

If Program Staff, participant, or Lifeguard notices a participant is missing, he/she should immediately notify the Facility Manager who will immediately blow the whistle for a buddy check. If the participant is not found, the Facility Manager or designee will give the clear water signal – 1 SHORT BLAST ON THE AIRHORN. All participants should be removed from the water by the Program Staff and grouped at the back area of the waterfront. Program Staff should take a head count. At the discretion of the Program Director, after assessing the situation, the participants may be moved in groups away from the waterfront. After the water has been cleared and the participant is found in the water, the Swim Staff Water Rescue procedures will be activated. If after the water has been cleared the participant is not found in the water or among the public, the Program Director will determine which Program Staff are responsible for looking after the remaining children and which Staff will help search. The appropriate Recreation Supervisor should be contacted immediately.

WATER EMERGENCY

IF 1 SHORT AIRHORN BLAST IS BLOWN, the Program Staff should quickly, without causing undue alarm, clear the water of all children, moving them to the back area of the waterfront to sit down and stay quiet. A head count should be taken. At the discretion of the Program Director, after assessing the situation, the participants may be moved in groups away from the waterfront. If the victim is a participant, the Program Director should have the child's application ready to use for Rescue Personnel. The Program Director should also contact the child's parent/guardian, as previously stated. The Program Director or designee should contact the appropriate Recreation Supervisor immediately. Items not covered above or needing change must be reviewed at the weekly staff meeting by all supervisors.

INCLEMENT WEATHER - All staff scheduled to work must report regardless of the weather unless otherwise notified by a Recreation Supervisor or Facility Manager.

In cases of thunder, lightning, and/or rain which hamper visibility of the bottom of the aquatic facilities, the swimmers are to clear the pool/lake and deck/beach area for approximately 30 minutes after the last clap of thunder or sight of lightning. Until the weather improves, the pool/lake will be closed temporarily and the following will apply:

- All patrons must leave the beach, water, and/or pool deck. No patrons or participants will be allowed to remain under trees, pavilions, bathhouse porch, during an electrical storm. Encourage patrons with transportation to leave the facility as soon as possible.
- All patrons that do not have transportation (or that have bikes) should remain inside the facilities (pool lobby area) away from doorways, showers, telephones, lavatory, and anything else that conducts electricity.
- Continual observation, by staff, must be made during periods of questionable weather.
- During inclement weather, when the pool/lake is still open, but there are no swimmers, lifeguards will be expected to clean the guard room, participate in emergency drills; complete swimming lesson plans, etc.
- On days of constant rain the pool/lake will be closed. Lifeguards, on a rotating basis, may be assigned to stay at the pool/lake to answer the phone and inform people that the pool/lake is closed.

In case of rain, thunder, lightning, tornado, and/or hurricane at program sites, participants and staff must be kept inside a facility or suitable safe area. If the Program has not started, a cancellation notice if necessary should be put on the radio or TV by Rec. Supervisor. If the Program has started, call the bus company, parents who normally pick-up their children, and the Recreation and Community Services Office to coordinate the calling of parents to notify them the children will be brought home early. Children will be dropped off at Recreation and Community Services designated stops. If the Program has

ended, participants may be allowed outside until the weather has cleared or conditions are safe for the children to board the buses.

WORK SCHEDULE

The Department discourages time off, tardiness, and unexcused absences.

- All employees must report to work in accordance with their scheduled hours. If you are ill and cannot work, you **MUST** call your Program Director and the Recreation and Community Services Office between 8:00 – 8:30 am. You **MUST** speak to someone on the phone; do **NOT** leave a message. If no one answers, call again. Do **NOT** send text messages. The city cell phones do not receive them. Your Supervisor may call to obtain more information.
- Employees must report to work on time, be working when their schedule begins, and be in the appropriate attire. Before leaving their facility, employees should notify, and receive permission, from their Program Director (e.g. end of scheduled workday, emergencies, etc.) You are required to give your immediate supervisor twenty-four hours notice for permission to leave early or report late (i.e. doctor appointment, college registration, etc.)
- Staff employees may not have visitors during working hours.

STAFF WEEKLY PAYROLL SHEET/TIME CARDS

- Weekly payroll sheets will be filled in daily with arrival and departure times by the Program Director or Assistant Director.
- Time card verification (signature) is the responsibility of each employee. You must check to see if your hours match the Weekly Payroll Sheet. The form includes instructions for use.
- Employees have specific budgeted hours. They may not exceed those hours without the permission of their Recreation Supervisor. Ask your Supervisor for your budgeted hours.

WORK ATTIRE

- Staff shirts are provided for easy identification by the public. (i.e. emergencies, information requests, questions, etc.) These are the only shirts permitted during your scheduled work hours with the exception of staff sweatshirts during inclement weather. Each employee will receive two (2) staff shirts. Any previously issued Recreation and Community Services staff shirt may be worn. Additionally, staff shirts may not be altered or disfigured in any way. Employees must appear clean and neat.
- All employees must wear sneakers at all times. Flip Flops may only be worn at the pool, not at your camp site.
- Two piece suit; and/or inappropriate swimwear as determined by your Recreation Supervisor are not allowed during aquatic activities. One piece suits for women and boxer style suits for men are appropriate.
- Shorts must be an appropriate length.
- Back packs may not be worn during working hours.

DEALING WITH THE PUBLIC

- The duty of all staff is to ensure that all participants have a healthy, safe, and enjoyable experience during all summer recreational programs.
- All employees must be courteous, helpful, friendly, and informative to the public. The interaction you have with the public does one of two things; it either elevates or damages the public's perception of the department you work for.
- Be tactful, fair, and consistent; yet firm when enforcing the rules and regulations for your facility. Take the time to explain the reason behind the rule/policy.
- Answer questions willingly and to the best of your ability. If you do not know the answer to a question, politely direct the person to another staff person you feel can answer the question. Never exhibit anger or belligerence (inclined to be aggressive or hostile) to the public. If the person is angry and you are not getting anywhere with them, direct them to the Program Director. If the Program Director is not available, call the Recreation Supervisor.
- If a person is verbally or physically threatening, call 911 immediately.

DISCIPLINARY PROCEDURE FOR PROGRAM PARTICIPANTS

- With the position of seasonal recreation worker comes the responsibility to discipline participants who are disobedient and/or disruptive to the groups' recreational enjoyment.
- For the benefit of the staff and participants, all participants must be informed of all rules and regulations by the Program Director, Assistant Director, and/or Counselors.
- Participants may receive written warning for any infraction of the program rules and regulations. Some examples are abusive language toward staff or other participants, leaving the Recreation Program area, fighting, spitting, etc. The Program Director or Assistant Director must approve all written warnings.
- If the Program Director, or Assistant Director, feels that an infraction is serious enough to dismiss the child immediately from the Program, they have the authority to do so with the approval of the appropriate Recreation Supervisor.

The following should be used as a guideline for disciplining participants:

- Use verbal warnings until they are no longer effective.
- Inform the Program Director or Assistant Director of your request to start written disciplinary actions.
- Complete in full the Disciplinary Action Form with assistance from the Program Director or Assistant Director.
- The Program Director or Assistant Director will inform the child of your actions and send the form home with the child to be signed by the parent/guardian and returned.

BUS AND CARRY-ALL DUTY/ BUS ACCIDENT

- Bus Supervisors are to check the children on and off the bus mornings and afternoons. Each Supervisor will have a list of Program participants who ride the bus. Unless instructed differently by the Recreation Supervisor, only children who are on your list should be allowed on the bus. Except for safety checks, Bus Supervisors should not get off the bus or leave the children unattended.

- In the event of a bus accident stay with the children. Contact the Recreation Supervisor and/or Recreation and Community Services Office, as soon as possible, with the names of the children on the bus.
- Staff is required to ride the buses with the participants to and from all field trips.

LOST PROGRAM PARTICIPANT

Determine where the child was last seen. Contact the Program Director who will organize the staff into those responsible for looking after the remaining children and those that will help search for the lost participant.

CONFRONTATIONS

Strangers observed on site by staff should be brought to the attention of the Program Director immediately.

If a staff member sees a stranger or participant holding a weapon and/or having a confrontation with another staff member, they are to remove the children they are responsible for from the area as soon as possible. Notify the Program Director and call 911 immediately. The police will ask many questions. Besides a description of the individual, they will want to know if the weapon is a pistol, rifle, assault weapon, etc.

If an individual, who is not the parent or guardian, insists upon taking a child out of the Program, try to reason with the individual. Stay calm, cool and collected and request that they sign the child out. Note the person's description and license plate for information to give the police. Do not forcibly try to stop the individual. Notify the Program Director and call 911 immediately.

Bus drivers are not allowed on site other than for pick-up and drop-off of participants.

MISCELLANEOUS

Phone Calls

Only the site directors, supervisors, nurses and office staff should be contacting and communicating with parents. If approached please direct parents to the appropriate staff.

Stray Animals – If a stray animal is observed it should immediately be brought to the attention of the Program Director. If the animal appears to be threatening to the participants, they should be removed to a different area or taken inside. Call the Animal Control Office/Police 860.638.4030 or Recreation and Community Services Office 860-638-4500 for assistance.

Telephones – Facility telephones are to be used for emergencies or official use only.

Cell Phones – Cell Phone use will not be allowed during your hours of work except as for work purposes during bus duty.

Social Media- No City of Middletown Recreation and Community Services employee may post pictures on any form of social media, including but not limited to Facebook, Snapchat, Twitter, and Instagram, of any City of Middletown Recreation and Community Services program participants under the age of 18 years old.

Reading – Reading of unrelated books, magazines or newspapers during work hours is not permitted.

Equipment and Supplies – Staff may not purchase or order supplies without the permission of the appropriate Recreation Supervisor.

Handouts – All program related information e.g. handouts to kids prior to distribution, must be reviewed and approved by the Recreation Supervisor.

Music – The use of radios, headsets, and/or musical instruments are not allowed during working hours unless prior approval is given by the appropriate Recreation Supervisor.

Card Playing – Card playing during scheduled hours is not allowed.

Program Dismissal – At the completion of the program, all children must be picked up before staff may leave. If a pick-up does not occur during working hours the Program Director will take volunteers or assign Staff to stay until all children have been picked up. Staff will be paid for staying.

Personal Belongings – Employees should not leave any personal belongings at work. The Recreation and Community Services Department is not responsible for any items left, stolen, or vandalized. This includes cell phones.

Food – Staff shall consume food only during scheduled lunch breaks and snack times or with permission from the Program Director. Employees may not leave the site to pick up food while working.

Back Packs – may not be worn during your hours of work.
Code of Conduct for Staff and Volunteers

Staff and volunteers are expected to act in a manner that upholds our principles at all times when you are in our facility or at Recreation Division sponsored activities. We expect you to behave in a way that shows respect and caring for others, which includes not using any language or engaging in any action that can hurt or frighten another person or that falls below a generally accepted standard of conduct. Specifically, action which does not show respect for others is not permitted includes:

- Clothing, body markings or other visible items with hateful, vulgar or profane writing or pictures is prohibited.
- Using angry or vulgar language is prohibited.
- Making physical contact with another person in any angry or threatening way is prohibited.
- Engaging in sexual activity is prohibited.
- Harassing or intimidating by words, gestures, body language or any other menacing behavior is prohibited.
- Stealing or other behavior which results in the destruction of loss of property is prohibited.
- Any other conduct of an inappropriate, threatening or offensive nature is prohibited.
- In order to protect staff, volunteers, and program participants – at no time during a Recreation Division program may a staff or volunteer

person be alone with a single child where they cannot be observed by others. As staff supervise children, they should space themselves in a way that other staff can see them.

- Staff/volunteers shall never leave a child unsupervised.
- Restroom supervision: Staff/volunteers will make sure the restroom is not occupied by suspicious or unknown individuals before allowing children to use the facilities. Staff/volunteers will stand in the doorway while children are using the restroom. This policy allows privacy for children and protection for staff (not being alone with a child). If staff assists younger children, doors to the facility must remain open. No child regardless of age should ever enter a bathroom alone on a field trip. Always send children in pairs, and whenever possible, with staff.
- Staff/volunteers should conduct or supervise private activities in pairs - diapering, putting on bathing suits, taking showers, etc. When this is not feasible, staff should be positioned so they are visible to others.
- Staff/volunteers shall not abuse children including:
 - Physical abuse – strike, spank, shake, slap
 - Verbal abuse – humiliate, degrade, and threaten
 - Sexual abuse – inappropriate touch or verbal exchange
 - Mental abuse – shaming or cruelty
 - Neglect – withholding food, water, basic care, etc.Any type of abuse will not be tolerated.
- Staff/volunteers must use positive techniques of guidance, including: Redirection, positive reinforcement and encouragement rather than competition, comparison and criticism.
Staff will have age appropriate expectations and set up guidelines and environments that minimize the need for discipline.
- Physical restraint is used only by Preventative Management Retreat trained staff.
- Staff/volunteers responds to children with respect and consideration and treats all children equally regardless of sex, race, religion, disability, color, national origin, genetics and culture.
- Staff/volunteers will respect children’s rights to not be touched in ways that make them feel uncomfortable, and their right to say no. Other than diapering, children are not to be touched in areas of their bodies that would be covered by a bathing suit.
- Staff/volunteers will refrain from intimate displays of affection towards others in the presence of children, parents and staff.

- Staff may not solicit members, participants or other staff for contributions or sale of products except on behalf of other non-profits.
- Staff/volunteers must appear clean, neat and appropriately attired.
- Using, possessing, or being under the influence of alcohol or drugs during working hours is prohibited. Drugs include the misuse of prescribed or over the counter medications.
- Smoking or use of tobacco is prohibited on City property and as well as during working hours.
- Profanity, inappropriate jokes, sharing intimate details of one's personnel life and any kind of harassment in the presence of children, parents, members or volunteers is prohibited.
- Staff/volunteers may not transport children in their own vehicles or allow youth participants old enough to drive to transport younger children in the programs.
- Before any communication with participants outside of program hours, discuss the nature with the Program Director.
- Staff/volunteers may not date program participants under the age of 18 years of age.
- Under no circumstance should staff release children to anyone other than authorized parent, guardian, or other adult authorized by the parent or guardian, written parent authorization on file with the Recreation Division.
- Any employee found sleeping or lying down during working hours will be terminated immediately.
- Staff/volunteers are to report to a supervisor any other staff or volunteer who violates any of the policies listed in the Code of Conduct.
- Staff/Volunteers limit physical contact with participants as much as possible. Do not carry or tickle or touch participants. Do not allow participants to sit on your lap.

Any violation of this Code of Conduct may result in immediate termination.

MIDDLETOWN RECREATION AND COMMUNITY SERVICES DEPARTMENT



| WEEKDAYS 8:30AM - 4:30PM | | OFFICE NUMBER: 860.638.4500 | |
|--|------|-----------------------------|--|
| CATHY LECHOWICZ DIRECTOR | CELL | 860.310.9932 | |
| KAREN NOCERA ACTING REC MANAGER | CELL | 860.883.5602 | |
| DEAN WILBORN RECREATION SUPERVISOR | CELL | 860.982.0738 | |
| ASHLEY PIETRAROIA AQUATICS DIRECTOR | CELL | 860.944.9785 | |
| JANICE SKENE RECREATION SUPERVISOR | CELL | 860.883.5598 | |
| <u>WEEKENDS AND/OR AFTER 4:30PM</u> | | | |
| AQUATICS/POOL AND LAKE AQUATICS DIRECTOR | CELL | 860.944.9785 | |

CITY OF MIDDLETOWN OCCUPATIONAL MEDICAL EXPOSURE PROTOCOL

In the event of a Bloodborne Pathogens (skin and/or mucous membrane contact with another person's blood) or other occupational medical exposure* (e.g.; scabies, lice, tuberculosis, etc.), the affected employee should:

- Follow recommended guideline for post-exposure treatment (wash exposed area with soap and warm water or flush mucous membrane)
- Immediately report the exposure incident to supervisor
- Complete any necessary reporting forms as soon as possible
- If the exposure occurs during normal business hours
Monday - Friday 8:30am – 4:30pm, call Middlesex Hospital OCC MED (Occupational Medicine) at 860. 358.2750.
- Press Option 6 to schedule to speak with a healthcare provider then instructions will follow.
- If the exposure occurs outside of normal business hours, call OCC MED at 860.358.2750. Press Option 0 and ask the operator to speak with the on-call provider. Instructions will follow.

Middlesex Hospital Occupational Medicine is located at 534 Saybrook Road on the second floor.

*If the exposure also constitutes a medical emergency, the employee should report to Middlesex Hospital Emergency Department.