

# MIDDLETOWN RECREATION AND COMMUNITY SERVICES DEPARTMENT 2019 SWIMMING STAFF MANUAL



Dear Swim Staff:

To our new staff, "Welcome to the Recreation and Community Services Department." 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 selected for your knowledge and ability to provide the residents of Middletown with quality recreational services. 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 not covered should be addressed to the Aquatic Director.

Have a safe and enjoyable summer experience.

Cordially,

*The Recreation Administrative Staff*

### **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 MANUAL AND HEADINGS**

The headings which appear in this Manual have been inserted for the purpose of convenience only and easy referencing. They are not intended to be a complete breakdown of an employee's responsibility, employment limits, or guidelines for every situation and/or scenario. The employee must recognize that he/she may be called on to use his/her maturity and judgment in situations not mentioned or fully addressed. The Aquatic Director will clarify and make decisions on an as needed basis.

## **I. WORK SCHEDULE**

- A) For the safety of the public, the Department must discourage time off, tardiness and unexcused absences. If you feel time off is unavoidable, you may request approval by submitting a Substitute Request Form to your Facility Manager. Approvals will be based on the operating requirements of the Department. Employees are responsible for finding their own replacements. Replacements must be approved by the Aquatic Director. No extended vacation requests will be approved. Time off is limited.
- B) All employees must report to work in accordance with their scheduled hours. If you are ill and can not work, notify the Aquatic Director by calling the Recreation and Community Services Department Office between 8:00 - 8:30am, at 860-638-4500 Monday through Friday **AND** your Facility Manager. If you cannot reach anyone in the office please notify the Aquatic Director on the cell phone (860) 883-3887. Do NOT just leave a message if you cannot reach anyone. Make sure you speak to someone on the phone. Please do NOT send text messages.
- \* On **weekends and holidays** call the aquatic director cell phone (860) 883-3887 and call the facility you are assigned to as soon as it opens, and notify the Facility Manager. If the Facility is short staffed the Aquatic Director will be notified.
- C) **Employees must report to work on time, be working when their schedule begins, and be in appropriate attire.** (See Work Attire pg.3). Before leaving their facility, employees should notify, and receive permission from, the Facility Manager (e.g. end of scheduled workday, emergencies, swim lessons, etc.).

## **II. STAFF WEEKLY PAYROLL SHEET/TIMECARDS**

**Daily Payroll Sheets** - Daily payroll sheets must be filled in upon arrival and departure. Each staff person is responsible to fill in **only their own times**.

**Time Cards** - Time cards are the responsibility of each employee. They must be submitted to the Facility Manager on the employee's last workday before the end of the two week payroll cycle. Hours are to match the Weekly Payroll sheets. **Employees have specific budgeted hours. They may not exceed these hours without the permission of the Aquatic Director.** Time cards that are illegible, not signed, improperly added, or late will not be processed for payment until the employee corrects the problem.

### III. LIFEGUARD AND ATTENDANT PRECAUTIONS

#### **For the health and safety of our employees we require the following:**

- All employees must wear sneakers or flat soled shoes at all times when walking to and from their swim facilities.
- The wearing of jewelry and additional clothing that may be detrimental to the wearer while on duty or during emergency rescue is prohibited. The Aquatic Director will determine what is acceptable.
- **Wearing whistles on lanyards around your neck is prohibited**
- Lifeguards must wear sunglasses if they are sensitive to the sun's effects and/or experience problems with seeing swimmers through the sun's glare. Sunglasses will be the responsibility of the employees
- Lifeguards must protect their skin against the harmful effects of the sun by using hats, tee shirts, and sunscreen. Additionally, lifeguards with sensitive skin should notify the Aquatic Director, if additional protection is required. Umbrellas should be up unless wind prevents their use.

### IV. WORK ATTIRE

- Lifeguard staff shirts, hats, and bathing suits are provided for easy identification by the public, (I.e. emergencies, information requests, questions, etc.) and are the only attire permitted during your scheduled hours of work. Bathing suits must be worn during your hours of work. Hats should be worn while you are guarding.
- Attendants (pool/gate) are to wear their staff shirts at all times during their scheduled work hours.
- **No other attire, with the exception of Recreation Department sweatshirts during inclement weather, is permitted during your scheduled work hours.** Additionally, staff shirts, hats, and bathing suits may not be altered or disfigured in any way during the summer.
- Lifeguards have the option to purchase additional staff bathing suits and sweatshirts from the department if the need arises. Availability is subject to the supplier and prices may vary from year to year.

### V. DEALING WITH THE PUBLIC

- The duty of all staff is to ensure that all participants have a healthy, safe, and enjoyable stay at all swimming facilities.
- 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, consistent yet firm, when enforcing the rules and regulations for your facility. Take the time to explain to people 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 the staff member 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 Facility Manager. If the Facility Manager is not available, take their name and phone number.
- If a person is physically or verbally threatening or harassing, call the police (911) immediately.

### VI. EMPLOYEE DISCIPLINE

- Disciplinary action may be given for just cause. Examples of just cause are: tardiness, unexcused absence, insubordination (not obeying orders, disobedience), sleeping, stealing, use of drugs or alcohol before or during

work, use of inappropriate language to fellow staff and/or the public, carrying weapons, continued disregard for staff manual and/or City Policy, incompetence or ineffectiveness in performing emergency procedures and/or daily duties. (The preceding are examples only and are not meant to be a complete listing).

- Immediate disciplinary action may include any of the following: Oral or written warning, suspension, dismissal. All disciplinary actions will become part of the employee's permanent personnel file.

## **VII. SEXUAL HARRASMENT**

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; the full time Recreation Supervisors, Superintendent of Recreation or Director of Recreation and Community Services.

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

## **VII. MISCELLANEOUS**

Alcoholic Beverages - The possession or use of alcoholic beverages and/or drugs by employees before and/or during working hours is prohibited.

Sleeping - Any employee found sleeping during working hours will be terminated immediately.

Smoking - Smoking is not allowed in any City-owned facility. Smoking is not allowed during scheduled working hours.

Transportation - Employees are not to use their personal vehicles to transport program participants.

Telephones - Guardroom telephones are to be used for emergencies or official use only.

### **Cell phones are not permitted during working hours.**

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 working hours is NOT permitted.

Equipment and Supplies - Staff may not purchase or order supplies without the permission of the Aquatic Director.

Handouts - All program related information (e.g. handouts to kids) prior to distribution, must be reviewed and

approved by the Aquatic Director.

Music - The use of radios and/or walkman headsets is not allowed during working hours. An AM radio may be kept in the guard room for updated weather forecasts. Use of musical instruments is not allowed during work hours.

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

Program Completion (e.g. end of day) - At the completion of a program all children must be picked up before staff may leave. If a pickup does not occur during working hours of the employees, the Facility Manager will take volunteers or assign appropriate staff to stay. Employee(s) 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 items left, stolen or vandalized.

Eating and drinking - An area at each facility will be determined by the Aquatic Director.

Participant Valuables - Pool Staff may not accept valuables or other items, from General Public for "Safekeeping".

Relatives and friends- Should not visit or call employees during working hours unless it is an emergency.

## **LIFEGUARDING**

**(I) WHILE GUARDING** - IN CONJUNCTION WITH THE SKILLS, GUIDELINES, AND TRAINING MANUALS PROVIDED BY AMERICAN RED CROSS BASIC LIFEGUARDING AND/OR LIFEGUARD TRAINING CERTIFICATION, WE WOULD LIKE TO EMPHASIZE THE FOLLOWING:

- You are to face the water at all times, be alert, and not allow anything to obstruct your sight.
- No more than one guard in a chair or station at the same time.
- **The lounge chairs are for patrons only.** They are not for the lifeguard staff use.
- Do not allow the public or fellow staff to visit with you while you are on duty.
- Continually scan your area of responsibility for swimmers in trouble or underwater.
- **You are responsible for your area and cannot give that responsibility to a parent or any member of the public.** If for any reason you leave your chair/station make sure you have the approval of the Facility Manager and a replacement relieves you. At no other time may you leave your assigned chair/station, except for an emergency.
- An alert and conscientious guard provides a far greater service to the public by preventing accidents and injuries before they happen. Constant vigilance (alert watchfulness) and the ability to anticipate unsafe acts are important lifeguarding skills. Do not allow individuals or groups to distract your attention. At the pool, if you feel a person lacks adequate swimming ability, ask them to swim in a shallower section. At the lake, always watch for children who may wander over their heads. You are responsible for the swimmers in your area at all times. Treat everyone as a non-

swimmer.

- Friends, family, and off duty staff should not be loitering in the bathhouse, parking lot, guardroom, or pool deck.
- **City phones are to be answered and are to be used for business purposes only.**
- Patrons who are at the facility should be attended to immediately and courteously.
- There is to be no horsing around in the bathhouse, guardroom parking lot, pool deck area or beach.
- ROTATING CHAIRS

**A)** Do not get out of the chair until the relieving guard is standing next to the chair and watching the pool/lake. After getting down from the chair, watch the pool/lake while the other guard climbs into the chair. The Emergency Air Horn is always in the hand of one of the guards.

**B)** Make sure the pool/lake is being watched during guard changes. Brief the new guard of any situation that requires attention, but do not use the change for lengthy conversations.

**Inclement Weather** - All staff scheduled to work must report regardless of the weather unless otherwise notified by the Facility Manager or Aquatic Director.

- In cases of thunder, lightning, and/or rain (rain which hampers visibility of the bottom) 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 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 guardroom and surrounding areas, 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, will be assigned to stay at the pool/lake to answer the phone and inform people that the facility is closed. Guards will be paid for hours worked.

## **(II) VETERANS MEMORIAL POOL RECREATION DAY CAMP PROGRAM SWIMMING GUIDELINES**

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

**CANCELLATIONS** - will be determined by the Facility Manager and appropriate Recreation Program Director. If a

Recreation Program misses a swim day, it cannot be made up.

**RECREATION PROGRAM ARRIVALS** - To avoid overcrowding and congestion in the Pool entrance, changing rooms, and basket room, each Recreation Program will devise a system to regulate the amount of program participants entering the lobby, changing rooms, and pool.

**POOL BASKETS** - Basket pickup, changing of clothes, and bringing the baskets to the basket room windows will be under the direction of the Recreation Program Staff.

## **SWIMMING ABILITY TEST FOR PROGRAM PARTICIPANTS:**

**ALL PROGRAM 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 Recreation Program Swim days, Recreation Program Directors should bring the Attendance/Swim Test Form, with the program participant's name and age information filled in, and corresponding identification bracelets.

Each program participant and/or volunteer will be tested on their first day at the pool. Program participants who register after the first week, or program participants who are swimming for the first time, will be tested **before they are allowed to enter the water**. Program participants should be seated on the grassy areas.

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

### **FREE SWIM:**

The Facility Manager and Recreation Program Director will review the rules and regulations of the Pool with all program 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 Recreation Program Staff away from the sides of the Pool.

### **BUDDY SYSTEM:**

Each child has a buddy, who if possible, should swim in the same area. Program participants will swim in three (3) predetermined areas according to their swimming ability. Lifeguards and Recreation Program Staff (Observers) will be stationed along the Pool by the Facility Manager and Recreation Program Director at a ratio of one (1) staff to ten (15) program participants and so all have a clear view of the program participants in their section.

**While on duty** assigned Recreation Program Staff (Observer) are to face the water at all times, constantly scan your area for swimmers in trouble or 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 members 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.

Sunglasses, skin protection and hats are recommended for employees sensitive to the sun's effects or who experience problems seeing swimmers through the sun's glare. Recreation Program Staff with sensitive skin should notify their immediate supervisor if additional protection is required.

**Buddy checks** will occur every fifteen (15) minutes as determined by the Facility Manager and Recreation Program Director and will commence with one (1) long blast of all Lifeguards' and Observers' whistles. Program participants will swim to their group leader, find their buddy, and together raise their hands. When the group leaders have verified all their Program participants are accounted for, they will verbally communicate to the Recreation Program Director/Facility Manager and swimming will begin again. Program participants should notify their Group Leader and Buddy if they need to use the lavatory. The Pool Attendants will monitor the lobby for any program participant with or without a bracelet who may try to wander out the front entrance.

#### **RECREATION PROGRAM DEPARTURES:**

At 1:55 pm Recreation Program swimming will cease. Program 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 PROGRAM PARTICIPANT RESCUE AT VETERANS POOL** - If Recreation Program Staff, program participant, or Guard notices a program participant missing, he/she should immediately notify the Facility Manager who will immediately blow the whistle for a buddy check. If the program participant is not found, the Facility Manager or designee will give the clear water signal - **1 LONG BLAST ON THE AIRHORN**. All program participants should be removed from the water by the Recreation Program Staff, and grouped on the grassy area. Recreation Program Staff should take a head count. At the discretion of the Recreation Program Director, after assessing the situation, the program 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 program participant is found in the water, the Swim Staff Water Rescue procedures will be activated. If after the water has been cleared and the program participant is not found in the water or among the public, the Recreation Program Director will determine which Recreation Program Staff are responsible for looking after the remaining children and which Recreation Program Staff will help search. The appropriate Recreation Supervisor should be contacted immediately.

**WATER EMERGENCY** - If **1 LONG AIRHORN BLAST IS BLOWN**, the Recreation Program Staff should quickly, without causing undo 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 Recreation Program Director, after assessing the situation, the program participants may be moved in groups through the basket room and onto the front lawn of the pool facility. If the victim is a program participant, the Recreation Program Director should have the child's application ready to use for Rescue Personnel. The Recreation Program Director should also contact the child's parent/guardian, as previously stated on page 5, VIII, #4 of the Recreation Program Staff Manual. The appropriate Recreation Supervisor should be contacted immediately by the Recreation Program Director or designee. **Items not covered above or needing change must be reviewed at the weekly staff meeting by all supervisors.**

### **III. CRYSTAL LAKE RECREATION PROGRAM SWIMMING GUIDELINES**

**RECREATION PROGRAM ARRIVALS** - To avoid overcrowding and congestion on the beach, the Recreation Program Staff will devise a system to regulate the amount of program participants entering the beach.

#### **ALL PROGRAM 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 Recreation Program swim days, Recreation Program directors should bring the Attendance/Swim Test Form, with the program participant's name and age information filled in, and corresponding identification bracelets.



Each program participant and/or volunteer will be tested on their first day at the camp waterfront. Program participants who register after the first week, or program 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 Program participant individually. After the child is tested the Swimming Instructor will communicate to the recording Recreation Program Staff the child's name and appropriate bracelet which will be secured on the child by the Recreation Program Staff. The Recreation Program and Swim Staff will keep a copy of the Attendance/Swim Test Form. The Recreation Program Directors and Recreation Program Swim coordinator must communicate when new program participants need to be tested. Swimming testers should be prepared to test new children.

#### **FREE SWIM:**

The Coordinator and Recreation Program Director will review the rules and regulations of the Recreation Program Waterfront with the program participants. Program participants 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 Recreation Program Staff.

#### **BUDDY SYSTEM:**

Each program participant has a buddy, who if possible, should swim in the same area. Program participants will swim in predetermined areas according to their swimming ability. When the Buddy check is called all participants will meet with their Counselor on the beach. Once group leaders have verified all their program participants are accounted for, they will verbally communicate to the Recreation Program Director/Recreation Program Swim Coordinator and swimming will begin again. Lifeguards and Recreation Program Staff (Observers) will be stationed along the Recreation Program Waterfront by the Recreation Program Swim Coordinator and Recreation Program Director at a ratio of one (1) staff to (15) program participants and so all have a clear view of the program participants in their section.

**While on duty** assigned Recreation Program Staff (Observers) are to face the water at all times, constantly scan your area for swimmers in trouble or 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 members 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, use your whistle if necessary. Do not attempt to make any form of aquatic rescue while serving as observer.

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

**Buddy checks** will occur every fifteen (15) minutes as determined by the Recreation Program Swim Coordinator and Recreation Program Director and will commence with one (1) long blast of all Lifeguards' and Observers' whistles. Children will meet their Counselor on the beach, find their buddy, and together raise their hands. When the group leaders have verified all their Program participants are accounted for they will verbally communicate to the Recreation Program Director/Swim Coordinator. When all program participants and staff have raised their hands the Recreation Program Swim Coordinator will blow the whistle for everyone to begin swimming again. Program participants should notify their Group Leader and Buddy if they need to use the lavatory.

**MISSING PROGRAM PARTICIPANT RESCUE AT CAMP CRYSTAL** - If Recreation Program Staff, program participant, or Guard notices a program participant missing, he/she should immediately notify the Recreation Program Swim

Coordinator who will immediately blow the whistle for a buddy check. If the child is not found, the Recreation Program Swim Coordinator will give the clear water signal - 1 BLASTS ON THE AIRHORN. All program participants should be removed from the water by the Recreation Program Staff, and grouped at the back area of the Recreation Program Waterfront. Recreation Program Staff should take a head count. At the discretion of the Recreation Program Director or designee, after assessing the situation, the program participants may be moved in groups away from the Recreation Program Waterfront. After the water has been cleared and the program participant is found in the water, the Swim Staff Water Rescue will be activated. If after the water has been cleared and the program participant is not found in the water or among the public crowd, the Recreation Program Director (or designee) will determine which Recreation Program Staff is responsible for looking after the remaining program participants and which Recreation Program Staff will help search. The appropriate Recreation Supervisor should be contacted immediately.

**Water Emergency** - If 1 HORN BLASTS ARE BLOWN, the Recreation Program Staff, without causing undue alarm, should quickly clear the water of all program participants, moving them to the back of the Recreation Program Waterfront to sit down and stay quiet. A head count should be taken. At the discretion of the Recreation Program Director (or designee), after assessing the situation, the program participants may be moved in groups away from the Recreation Program Waterfront. If the victim is a program participant, the Recreation Program Director should have the program participant's application ready to use for Rescue Personnel. The Recreation Program Director should also contact the child's parent/guardian as previously stated on page 5, VIII, #4 of the Recreation Program Staff Manual. The appropriate Recreation Supervisor should be contacted immediately by the Recreation Program Director or designee.

**Items not covered above/needing change, must be reviewed at a Meeting by all Supervisors involved.**

## **ATTENDANT/CASHIER**

### **I. WHILE ON DUTY (Pool Attendant/Cashier)**

Daily admission may be paid at the door and season passes are sold at the pool or at the Recreation and Community Services Office.

#### **A) ADMISSION TO THE POOL**

1) For admission to the facility all patrons must present a season pass or pay an admission fee. Children under three (3) years of age swim free.

2) To obtain a local fee rate a person/family must show proof of residence (License or tax receipt).

All other persons/families must pay the non-local fee rate. Day Care groups or babysitters must pay the appropriate fee for themselves and each child they care for.

3) Family Pass - Includes use of pool for all occupants of a household. Passes are available at Recreation and Community Services Office and at Vet's Pool.

4) Individual Pass - use of the pool for the individual. Passes are available at Recreation Office, 61 Durant Terrace or at the pool. The annual registration fee will be waived for Middletown senior citizens 60+

#### **B) ATTENDANCE PROCEDURES**

\* Attendant/Cashiers are to count patrons as they enter the pool and record the attendance on the CASHIER/ATTENDANCE REPORT.

#### **C) CASHIER PROCEDURES**

1) Attendant/Cashiers will have patrons scan their passes as they enter. **All patrons who pay for a daily admission must receive a receipt.**

2) Each day, upon arrival, the Attendant/Cashier will count & record the money in the register.

3) Approximately 20 minutes before closing the register should be "cashed out" or reconciled and the proper paperwork should be given to the Assistant Facility Manager or Facility Manager nightly.

4) Attendant/Cashiers are responsible for the funds they receive and proper recording of the Cashier/Attendance Reports.

#### **D) SWIMMING LESSON REGISTRATION**

\* Registration for swimming lessons may be completed on line, at the Recreation and Community Services Office or at Vet's Pool.

#### **E) BASKETROOM PROCEDURES**

1) Pool attendants have the responsibility of coordinating the distribution of baskets

2) Baskets should be kept orderly.

3) During the Recreation Program Swim, the Basket Room Attendants will monitor the lobby for program participants wandering in the lobby or outside.

4) During an emergency, Basket Room Attendants are responsible for locking up money, unlocking gate and keeping people in or out of the facility.

## 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:

1. Clothing, body markings or other visible items with hateful, vulgar or profane writing or pictures is prohibited.
2. Using angry or vulgar language is prohibited.
3. Making physical contact with another person in any angry or threatening way is prohibited.
4. Engaging in sexual activity is prohibited.
5. Harassing or intimidating by words, gestures, body language or any other menacing behavior is prohibited.
6. Stealing or other behavior which results in the destruction of loss of property is prohibited.
7. Any other conduct of an inappropriate, threatening or offensive nature is prohibited.
8. 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.
9. Staff/volunteers shall never leave a child unsupervised.
10. 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.
11. 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.
12. Staff/volunteers shall not abuse children including:
  - physical abuse – strike, spank, shake, slap
  - verbal abuse – humiliate, degrade, 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 and may be cause for immediate dismissal.
13. 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.
14. Physical restraint is used only by Preventative Management Retreat trained staff.
15. 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.
16. 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.
17. Staff/volunteers will refrain from intimate displays of affection towards others in the presence of children, parents and staff.
18. Staff may not solicit members, participants or other staff for contributions or sale of products except on behalf of other non-profits.
19. Staff/volunteers must appear clean, neat and appropriately attired.

20. 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.
21. Smoking or use of tobacco is prohibited on City property and as well as during working hours.
22. 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.
23. 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.
24. Before any communication with participants outside of program hours, discuss the nature with the Program Director.

24. Staff/volunteers may not date program participants under the age of 18 years of age.
25. 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).
26. Any employee found sleeping or lying down during working hours will be terminated immediately.
27. 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.
28. 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**

**IF YOU NEED ASSISTANCE:**

If you need assistance weekdays or weekends call the Supervisory Staff listed below.

**WEEKDAYS - 8:30AM- 4:30PM                      OFFICE NUMBER: 860-638-4500**

CATHY LECHOWICZ, DIRECTOR	CELL	860.310.9932
KAREN NOCERA, ACTING RECREATION MANAGER	CELL	860.883.5602
DEAN WILBORN, RECREATION SUPERVISOR	CELL	860.982.0738
ASHLEY THODY, AQUATICS DIRECTOR	CELL	860.883.3887
JANICE SKENE, RECREATION SUPERVISOR	CELL	860.883.5598

**WEEKENDS AND/OR AFTER 4:30PM**

AQUATICS/POOL AND LAKE	CELL	860.883.3887
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## **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 (M-F, 8:30 AM – 4:30 PM), call Middlesex Hospital OCC MED (Occupational Medicine) at **860.358.2750**. Press **Option 6** to schedule to speak with a health-care provider\*\*. 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 (2<sup>nd</sup> floor).***

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

**\*\*On-call physician or nurse.**