



TOWN OF WATERBURY
PARKS & RECREATION



STAFF HANDBOOK





TOWN OF WATERBURY PARKS & RECREATION



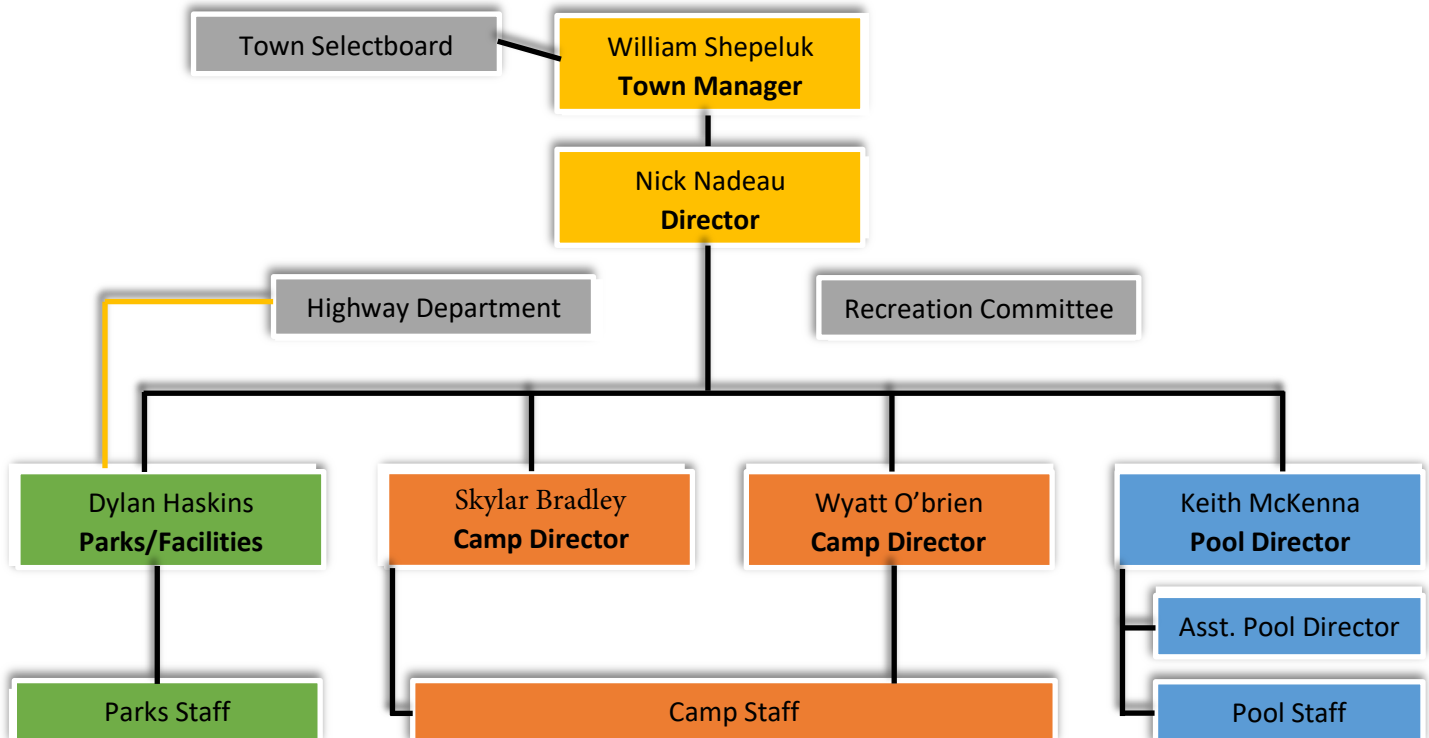
Introduction

Welcome! You are now a representative of the Town of Waterbury. We hope your time with us is rewarding and memorable. As a Parks and Recreation staff member, your actions are a reflection of this municipality while you are on the job so it is important to always be professional.

This handbook is intended to give you some reference material so that you can perform your job with confidence while understanding our policies and procedures. During your time with us, you will be given various handouts, trainings, and materials in the hopes of building your skills and knowledge. If you have a question or are confused about a policy or situation, contact your supervisor so that we can ensure everyone is on the same page.

We strive to provide affordable and assessable recreation programs for all people, period.

Organizational Chart





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Parks and Recreation Supervisors

Nick Nadeau: Director of Parks and Recreation – nnadeau@waterburyvt.com – (802) 244-7174

Skylar Bradley: K-3 Camp Director – daycamp@waterburyvt.com

Wyatt O'Brien: 4-7 Camp Director – daycamp@waterburyvt.com

Keith McKenna: Pool Director – pool@waterburyvt.com

Cheyenne Shoemaker: Assistant Pool Director

Celia Clark: Highway Foreman - cclark@waterburyvt.com

Dylan Haskins: Parks Specialist II

General Policies and Procedures

Employment

At will

The Town of Waterbury is an 'at-will' employer. This means that employment and compensation may be terminated at any time with or without cause, notice, or liability by the employee or Town.

Equal Employment Opportunity

The Town of Waterbury provides equal employment opportunities in all employment practices without regard to race, color, religion, gender, national origin, age, sexual orientation, or any other characteristic protected by law.

Accommodations

The Town of Waterbury complies with all the relevant and applicable provisions of the federal Americans with Disabilities Act (ADA) as well as state and local laws concerning the employment of persons with disabilities.

Social Media

As an employee of the Town, it is important that you keep an appropriate social media presence. Posting vulgar or disseminating views that paint the Town and any of its programs or staff in a negative light is prohibited and could lead to termination. Posting photos of participants in any of the recreation programs (summer camp, pool, etc.) is also prohibited and could lead to termination.

Cell Phones

The following policy outlines the use of personal cellular phones, or other internet capable electronic devices while at work. The purpose of this policy is to promote a safe and productive work environment that is not disrupted by the distraction of a cell phone or other electronic



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device. Personal cell phones are never to be used while working for the Recreation Department. If you are “clocked in” you should not be using your cell phone or smart devices at any time.

If caught using your phone the below discipline may occur:

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

Certain staff will be designated to have their cell phones with them to use in case of emergencies. Camp Directors, Pool Directors, Parks crew. If the following are not present at a program the Program Director may assign someone to have their phone for that shift only.

Employee Confidentiality

Employees understand that in their capacity as an employee of the Town of Waterbury, they may have the opportunity to become aware of confidential information or actions concerning the participants, staff, and operations of this organization. Anything learned or experienced during interactions which may be considered private and sensitive, or privileged information must be held in strict confidence. Employees agree that they will not share protected information, nor divulge identifying information regarding the participants, staff, or operations of Town or relation individuals or entities with anyone other than the Director of the Recreation Department. Failure to comply with confidentiality expectations may result in immediate termination.

Payroll and Timesheets

We utilize a program called When I Work to schedule and track time. Each camp location has an iPad with the When I Work app on it- it will be your responsibility to sign yourself in and out each day. **No one else may sign you in or out unless it is a Director!**

Public Relations

You, as a member of the Recreation staff team, are the most important public relations tool. Our entire program and the department itself, is often based on one contact with you. Please make sure when you are dealing with our participants (the public), you are professional both verbally and in written communications. There may be times when your program is highlighted by the department for the newspaper. If you have suggestions on possible subject interest for the papers, please contact your supervisor.

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



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Any questions from media outlets in regards to rec programs related to the Town of Waterbury should be forwarded to the Director of Parks & Recreation, unless otherwise permitted.

Code of Conduct for Employees

- At NO time during the program may a staff person be alone with a single child where others cannot observe them.
- Staff should space themselves in a way that other staff can see them.
- Staff shall never leave children unsupervised
- Restroom supervision
 - Staff will make sure the restroom is not occupied by suspicious or unknown person before allowing children to use the facilities.
 - Staff will stand in the doorway while children are using the restroom
 - If staff are assisting young children, the door must remain open and another staff member must be present
 - No child regardless of age should ever enter a bathroom, alone on a field trip.
 - Always take/send children to the bathroom in pairs.
 - Physical restraint is used only in pre-determined situations (necessary to protect the child or other children from harm) by a Program Director, Assit. Director, or Director of Parks & Recreation and is only administered in a prescribed manner and must be documented in writing.
- Staff will be observant each day for any abnormal changes to appearances and behavior. Questions or comments will be addressed to the Recreation Supervisor. Any questionable marks or responses will be documented.
- Staff will refrain from intimate displays of affection towards others in the presence of children, parents and staff.
- Staff must appear clean, neat, and appropriately dressed.
- Staff CAN NOT wear their staff shirts, hats, etc or ID's outside of work.
- Using, possessing, or being under the influence of alcohol, tobacco, or illegal drugs during the work hours is prohibited.
- Profanity, inappropriate jokes, sharing intimate details of one's personal life and any kind of harassment are prohibited.
- Staff will portray a positive role model for our participants.
- Staff is not to transport children in their own vehicles.
- Staff may not date any program participants.
- Under no circumstances should staff release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (written parent authorization on file).



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- All staff are to act professionally towards one another. This means no gossiping about other staff members, participants, and the public.
- Staff are expected to follow all program and facility rules for the program/facility they are scheduled for.

Incident / Accident Reports

Any notable incident or accident needs to be documented. An example of a notable incident would be someone getting in a fight at the pool, discovering a fire at one of the parks, overhearing a child telling a friend that their guardian hit them, etc. A notable accident is any injury requiring first aid. When filling out one of these forms, it is important to put as much detail as possible. Both forms are located at each rec program site (pool house, rec building, Wesley church, Town Offices) and can also be obtained by asking your direct supervisor.

Emergency Action Plans

Emergency Action Plans (EAP's) exist for each rec site. Your program supervisor has posted them at your site and also carried a copy with them. You will go over your site's EAP during staff orientation and you are expected to follow the plan to the best of your ability if an emergency happens.

Attendance

It is expected that you arrive on time and ready to work your shifts. Schedules are given out in advance and time-off requests are plugged into the schedule. From there, it is expected that you either give a 2 week notice that you will need a day off OR that you find coverage for your shift. Each site has a list of employees with their contact information to help you find coverage and the When I Work app has the ability to switch, trade or drop/pickup shifts. You must let your supervisor know if you plan on having someone else cover your shift.

One missed shift will result in an immediate write up. If you miss two shifts, you will be removed from the schedule until a meeting between you and your supervisor/the Director of Parks and Recreation is setup. Any additional missed shifts will result in termination.

Program & Department Equipment

While working for the Town of Waterbury, you will be using municipal equipment. It could be anything from an iPad to a town truck. It is important that you treat these items as if they were your own. Any persons who destroy municipal equipment due to negligence are subject to a write-up or termination.



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Dress Code

Since you represent the Town of Waterbury, you will need to not only act decent, but look decent as well. Provocative/inappropriate clothing is not allowed while working. Camp staff should wear their staff shirt and pants or shorts with no holes and at least fingertip in length. Lifeguards must wear a red lifeguard swimsuit (one piece for women and shorts for men) with the word "Guard" or "Lifeguard" clearly visible. Any additional dress code policies specific to your program will be discussed during staff orientation.

Performance Reviews and Evaluations

Each supervisor will conduct an evaluation of staff throughout the summer. Typically, three evaluations are done; one in the beginning to set goals, one in the middle to discuss progress and/or improvements, and one at the end of summer to go over how the summer went. We use a 360-degree feedback evaluation system. This means that not only will a supervisor evaluate you, but you will evaluate yourself and there will be an opportunity to evaluate your supervisor during the summer.

Tobacco and Illegal Substances

Smoking, vaping and drinking are strictly prohibited on municipal property and while on the clock. If you are caught violating this policy, you will be terminated immediately.

Communication

It is expected that you will communicate with your supervisors in a timely manor. This includes emails, texts, and phone calls. If a supervisor has communicated with you via one of the channels listed about and is requesting a response, then it is your responsibility to respond. Failure to respond in a timely fashion could lead to a write-up.