

2016 MANUAL FOR
PROGRAM DIRECTORS/FACILITY MANAGERS
ASSISTANT PROGRAM DIRECTORS/ASSISTANT FACILITY MANAGERS
SENIOR HEAD LIFEGUARDS

Welcome!



Dear Staff,

Welcome to the Middletown Recreation and Community Services Department. You have been selected for your knowledge and ability to supervise personnel and provide quality recreational opportunities to the residents of Middletown.

In general, most of the information listed in our Staff Recreation Program Manual and Swim Staff Manual also applies to you. Please review all three of these Staff Manuals and if you have questions, discuss them with your immediate supervisor.

Have a safe, 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.

SUPERVISING

As Recreation Program Director, Facility Manager, Assistant Program Director, Assistant Facility Manager and Senior Head Lifeguard you must abide by the policies of the Department and set an appropriate example for your staff. One of the most effective methods of supervising is to lead by example. Many new staff will look to you for examples of appropriate actions, attire, promptness and response to public inquiries. Remember respect is earned not demanded.

EMPLOYEE DISCIPLINE:

Along with the position of Recreation Program Director, Facility Manager, Assistant Program Director Assistant Facility Manager and Senior Head Lifeguard comes the responsibility to perform the job with all due diligence and to see that all individuals, for whom you are responsible, do the same. If any matter comes to your attention for which you suspect some form of disciplinary action may be appropriate, contact the next in line of staff above you (e.g. Recreation Supervisor, Aquatic Director) for guidance.

As first line supervisors you have the responsibility to enforce Department policies or work with your immediate supervisor to convince them a policy needs changing. **All policy changes must be approved by the Director of Recreation and Community Services before going into effect.**

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 Recreation Director.

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

The complaint must be received in writing for any official response to be given from the City. The written complaint will be held in the strictest of confidence, as well as any other meetings and discussions.

FORMS/SCHEDULES/ACCIDENT REPORTS/PAPERWORK

Your immediate supervisor will explain Department requirements for keeping records, forms, and/or paperwork pertinent to the Departments operating requirements and City Policies. Please have this information ready on the dates and times requested so as not to cause delays in our process.

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.
- Counselors are responsible for the children assigned to their group.
- Counselors are responsible for separating their group into pairs (Buddy System).
- The Program Director, or designee, will designate boundaries or limits for the Counselors to keep their children within.
- The Program Director, or designee, will call Buddy Check, as they deem necessary.
- 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 for home.**

ACCIDENTS/EMERGENCIES

- Recreation Supervisors are responsible for arranging for 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 or child 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.**

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, 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. The accident report and staff reports must be submitted to the appropriate Recreation Supervisor the same day of the accident.
- 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 staff has job descriptions. Please read your job description on our department's web site and keep one for your 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

Part of the Recreation Program Director and Facility Manager's responsibility is to fill out Evaluation Forms twice seasonally for their **entire staff**. Always be fair, consistent, and honest with your evaluations and be prepared to defend your ratings with specific incidences, if possible. It is better to bring up a problem, and/or confront an employee on the first evaluation so the employee has an opportunity to correct their behavior before the final evaluation. 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.

OPENING AND CLOSING - RECREATION OFFICE 860-638-4500/PARKS OFFICE 860-638-4520

Attached is the opening and closing procedures for Facility Managers. Camp Directors and Assistant Directors must adopt similar procedures for the opening and closing of their schools. Notify the Head Custodian, Recreation Supervisor, Aquatics Director, and/or Parks Division of problems involved with the following:

- A) Check your facility and recreation equipment for damage, vandalism, or items that potentially may harm the children and/or patrons.
- B) Check restrooms daily to make sure they are working properly, clean, and have adequate soap, toilet paper, and paper towels.
- C) Check First Aid equipment and supplies to make sure everything is working properly and adequate supplies are available. **Notify the appropriate Recreation Supervisor or Aquatics Director if additional equipment and/or supplies are needed.**
- D) Check the facility grounds for glass, garbage, broken playground equipment, and/or anything that may be hazardous to the children or participants.

PROGRAM COMPLETION (END OF DAY)

At the completion of daily programs all children must be picked up before staff may leave. **If a pickup does not occur during working hours of the employees, the Recreation Program Director, Facility Manager, and/or Assistant Recreation Program Director, Assistant Facility Manager or Senior Head Lifeguard will stay.** Due to budget constraints your immediate supervisor should be informed if it is an ongoing occurrence. The participant may be cancelled from the program, if this is a recurring problem.

MISCELLANEOUS

Program Equipment - Equipment given to each program is the responsibility of the Directors, Assistant Directors, Facility Managers and Assistant Facility Manager. Please find a safe place in the schools or elsewhere to secure your equipment.

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.

VETERANS MEMORIAL POOL

FIRE - Evacuate the pool, pool deck, wading pool area and bathhouse. Patrons should exit through the nearest gate or exit. (Call 911)

Fire Extinguisher Locations - **One (1) in garage; two (2) in basement; one (1) in bathhouse, one (1) in guardroom.**

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.

PA SYSTEM - *To operate amplifier:* Put volume control to #5 level, master control to #5, push power button, and turn microphone switch on. Talk into microphone and adjust volume control. If the amplifier shuts off it is because the volume is too loud. Push the power button off and turn the microphone off. Reduce volume control, wait a few seconds, and repeat operating instructions. Do not have volume level so loud that the sound of the voice is distorted. Do not place anything on top of or near the amplifier, stretch the microphone cord, or drop the microphone.

KEYS - Facility Manager, Assistant Facility Manager and Senior Head Lifeguard will be issued keys which are your responsibility to use and keep from being duplicated. One (1) key will open everything in the bathhouse. Keys for the wading pool gate, large pool gate, and toilet paper/paper towels, will be kept in a safe place in the guardroom.

POOL DRAINS/FILTRATION SYSTEM - The Veterans Pool Facility Manager, Assistant Facility Manager, Senior Head Guard are to familiarize themselves with the Pool's emergency shut-off valve in the guard room. **In case of emergency, all should be able to shut the system down, release the pressure, and call a Parks Department Employee.**

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 (rain which hampers visibility of the bottom) at **aquatic facilities** the swimmers are to clear the pool/lake and deck/beach area for approximately 20 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.

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/or 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.

**CITY OF MIDDLETOWN
RECREATION AND COMMUNITY SERVICES DEPARTMENT
Opening and Closing - Ron McCutcheon Park 2016**

The following duties and facility checks are to be completed daily. The list does not represent a complete breakdown of all opening and closing duties only a convenient way to document employee performance. One form each day is to be given from the Aquatic Director. Additional duties may be added by the Aquatic Director, either orally or in writing, which must also be completed.

OPENING

YES	NO	
1. <input type="checkbox"/>	<input type="checkbox"/>	Checked beach, water, peninsula, and bath house for glass and/or vandalism and notified the Parks Maintenance Office (638-4520) and Aquatic Director.
2. <input type="checkbox"/>	<input type="checkbox"/>	Checked for maintenance problems and so noted, examples: bath house guard chairs, benches, picnic tables, P. A. System, cellular phones, bathrooms, sinks, emergency rescue equipment, Air Horns tested etc. If there is a problem, please note: _____
3. <input type="checkbox"/>	<input type="checkbox"/>	Unlocked appropriate bath house doors, turn on lights, set-up PA system
4. <input type="checkbox"/>	<input type="checkbox"/>	Covered over NO, on NO GUARD ON DUTY sign in place
5. <input type="checkbox"/>	<input type="checkbox"/>	Emergency rescue equipment checked and in place, First Aid Kit has sufficient required items
6. <input type="checkbox"/>	<input type="checkbox"/>	Garbage was picked up
7. <input type="checkbox"/>	<input type="checkbox"/>	Bath house cleaned
8. <input type="checkbox"/>	<input type="checkbox"/>	Assigned guard to chair
9. <input type="checkbox"/>	<input type="checkbox"/>	Signed and dated form

Signature

Date

CLOSING

YES	NO	
1. <input type="checkbox"/>	<input type="checkbox"/>	First Aid Kit was replenished with sufficient required items
2. <input type="checkbox"/>	<input type="checkbox"/>	Walked beach, checked bottom, checked peninsula and boat launch
3. <input type="checkbox"/>	<input type="checkbox"/>	Emergency Rescue equipment returned to appropriate storage area
4. <input type="checkbox"/>	<input type="checkbox"/>	Make sure water is turned off to outside shower
5. <input type="checkbox"/>	<input type="checkbox"/>	Locked all bath house doors, turned off all lights, checked and removed cover from NO GUARD ON DUTY signs
6. <input type="checkbox"/>	<input type="checkbox"/>	Checked to see if outside security lights are on
7. <input type="checkbox"/>	<input type="checkbox"/>	Attendance report, open/close form and other correspondence left on desk for Aquatic Director
8. <input type="checkbox"/>	<input type="checkbox"/>	Checked beach and bath house for any belongings and put in lost/found box
9. <input type="checkbox"/>	<input type="checkbox"/>	Left message on Parks Maintenance answering machine and called Aquatic Director regarding: (specify problem) _____
10. <input type="checkbox"/>	<input type="checkbox"/>	We need the following supplies and/or equipment: _____
11. <input type="checkbox"/>	<input type="checkbox"/>	Turn on Sonitrol Security System
12. <input type="checkbox"/>	<input type="checkbox"/>	Sign and date form

Signature

Date

**CITY OF MIDDLETOWN
RECREATION AND COMMUNITY SERVICES DEPARTMENT
Opening and Closing – VETERANS 2016**

The following duties and facility checks are to be completed daily. The list does not represent a complete breakdown of all opening and closing duties only a convenient way to document employee performance. One form each day is to be given from the Aquatic Director. Additional duties may be added by the Aquatic Director, either orally or in writing, which must also be completed.

OPENING

YES	NO	
1. ___	___	Checked both pools, missing grates, and bath house for glass and/or vandalism and notified the Parks Maintenance Office (638-4520) and Aquatic Director.
2. ___	___	Checked for maintenance problems and so noted, examples: pool ladders, deck, bathhouse, guard benches, picnic tables, PA System, bathrooms, sinks, emergency rescue equipment, Air Horns tested etc. If there is a problem, please note: _____ _____
3. ___	___	Unlocked appropriate bathhouse doors, turn on lights, unlock/remove cover for guardroom window
4. ___	___	Check to make sure large pool gate is locked.
5. ___	___	Emergency rescue equipment checked and in place, First Aid Kit has sufficient required items, cover Over NO, on NO GUARD ON DUTY sign in place.
6. ___	___	Unlocked and positioned portable guard chair.
7. ___	___	Garbage was picked up.
8. ___	___	Bathhouse cleaned
9. ___	___	Unlock gate and assigned guard to wading pool.
10. ___	___	Signed and dated form

_____ Date _____ Signature

CLOSING

YES	NO	
1. ___	___	First Aid Kit replenished with sufficient required items
2. ___	___	Walked around the entire large pool checking the bottom
3. ___	___	Checked wading pool and locked wading pool gate.
4. ___	___	Emergency rescue equipment returned to appropriate storage area
5. ___	___	Make sure water is turned off, cover and lock guardroom window.
6. ___	___	Locked all bath house doors including basket room internal door, turned off all lights, checked and removed cover from NO GUARD ON DUTY signs
7. ___	___	Locked portable guard chair, checked to see if outside security lights are on
8. ___	___	Attendance report, open/close form and other correspondence left on basket room counter for early morning pickup.
9. ___	___	Checked pool deck area and bathhouse for any belongings and put into lost/found box
10. ___	___	Fees collected checked and ready to be deposited
11. ___	___	Left message on Parks Maintenance answering machine and called Aquatic Director regarding: (List the problem) _____
12. ___	___	We need the following supplies and/or equipment: _____ _____
13. ___	___	Sign and date form

_____ Signature

**CITY OF MIDDLETOWN
RECREATION AND COMMUNITY SERVICES DEPARTMENT
Opening and Closing – Youth Day Camp Sites 2016**

The following duties and facility checks are to be completed daily. The list does not represent a complete breakdown of all opening and closing duties only a convenient way to document employee performance. These forms are in the director’s book and additional duties may be added either orally or in writing, which must also be completed.

CHECK LIST
FOR SUMMER RECREATION PROGRAMS
**The following MUST be completed daily by Program Director
and then given to your site supervisor on Fridays.**

Initial Daily as site is checked	Monday	Tuesday	Wednesday	Thursday	Friday
--	--------	---------	-----------	----------	--------

- ✓ Program safe and secure
- ✓ Program areas clean ~ including floors
- ✓ All staff and junior counselors in staff shirts and sneakers
- ✓ No Flip-Flops at all
- ✓ No cell - phones in use at all
- ✓ All lunches refrigerated
- ✓ Emergency Phone posted
- ✓ Notebook with participants, junior counselor, staff emergency info accessible
- ✓ All reports and attendance up to date and turned into supervisor on Fridays
- ✓ Soap and towels in the bathroom (if not please ask your building custodian)
- ✓ All supplies neat and orderly
- ✓ Trash ready immediately after lunch for afternoon pick-up
- ✓ Medical Boxes accessible and First Aid Boxes fully stocked
- ✓ OSHA book available for staff to find near med boxes, etc.

Participants and Staff

- Children in groups, supervised and participating in scheduled activities
- Be sure participants wash hands after bathroom use, before snack and lunch
- All staff interacting with participants
- Junior Counselors either assigned to a group or doing assigned tasks

Schedules

- Weekly Cleaning Schedule posted for counselors and their groups
- Summer Field Trip Schedule posted
- Busing Supervisor Schedule posted

Director _____ Date (Friday) _____

**Middletown Recreation and Community Services Department
Attendance/Recreation Program Ability Form**

WEEK _____ NAME OF PROGRAM _____ COUNSELOR _____

PARTICIPANT	ATTENDANCE						SWIM ABILITY		
	NAME	AGE	MON	TUES	WED	THUR	FRI.	BRACELET COLOR	BUS #
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
<u>TOTALS PER DAY</u>									

COMMENTS FROM THE DIRECTOR:

BUSSING CHANGES:

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	
1) DEBBIE STANLEY, ACTING DIRECTOR	CELL	860.883.5603
2) KAREN NOCERA, RECREATION SUPERVISOR	CELL	860.883.5602
3) DEAN WILBORN, RECREATION SUPERVISOR	CELL	860.982.0738
4) ASHLEY THODY, AQUATICS DIRECTOR	CELL	860.883.3887
5) JANICE SKENE, RECREATION SUPERVISOR	CELL	860.883.5598
<u>WEEKENDS AND/OR AFTER 4:30PM</u>		
1) AQUATICS/POOL AND LAKE	CELL	860.883.3887

Karen Nocera

Sunny Time

Safety Time

Good Time

Special Needs

Junior Counselors

Meds

Nurses

Dean Wilborn

Great Time

Fun Time

Sports Camps

Bussing/Trips

Janice Skene

Playtime

Summertime

Kid Time

Ashley Thody

Aquatics



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 (2nd floor).

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

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