



NEW BERN



PARKS & RECREATION

Family, fitness and fun come together here.

Full-Time Staff HANDBOOK

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NEW BERN

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Foster Hughes, CPRE

Director of Parks and Recreation

Hello!

I would like to welcome you to the Parks & Recreation team! The City of New Bern has many assets, they include facilities, vehicles, and equipment. But the most important asset is YOU, our employees. Without you, the services we provide to the public would not be possible. In Parks and Recreation, we have the unique opportunity to touch the lives of our citizens and visitors through parks, programs, and special events.

The purpose of this manual is to provide a basic overall understanding of how the department operates, how we do things and how you should perform your job. Depending on your work assignment, you may be issued additional policy manuals such as: Recreation Center Operations, Aquatic Center Operation, Parks & Grounds Maintenance Manual, Cemetery Operations, and more.

As you will see, our expectations are high. Not everyone is suited for this profession. For the majority of our staff, this is not an 8am – 5pm job. Night, weekend, and holiday work is required. Parks and Recreation is a thankless profession. You are here, hopefully, because you want to make an impact on the lives of others. We hope the qualities and characteristics you have will help meet the objective of providing professional, quality service to our citizens and visitors.

In order to make sure our department operates in a smooth and efficient manner; it takes employees like you. We are glad that you are a part of our team and look forward to working with you now and in the future. If you have any questions, please do not hesitate to ask. You are more than welcome to speak with me at any time.

Sincerely,

Foster Hughes, CPRE

Director of Parks and Recreation

DEPARTMENT HISTORY

New Bern has a long history of Parks and Recreation. Organized programs sanctioned by the City of New Bern date back to as early 1952. The Parks and Recreation Departments were combined in the mid 1970's. The department has a rich history of providing family friendly programs and parks. Through the services offered by our department, we continue to make a significant impact on the quality of life for our citizens and visitors.

OUR DIRECTORS

In the 68-year history, the department has had seven Directors:

William "Bill" Pierce	1952 – 1960
Bob Clark	1960 – 1964
John Howell	1964 – 1969
Frances Ferebee (<i>Interim</i>)	1970
Nancy Bottorf	1971 – 1999
Thurman Hardison	1999 – 2017
Foster Hughes, CPRE	2017 – Present

ACCREDITATION

On September 14, 2015, New Bern Parks & Recreation received the prestigious CAPRA (*Council for the Accreditation of Parks and Recreation Agencies*) Accreditation. As of this update, there are 12 agencies accredited in the state of North Carolina. Nationwide, there are 174 agencies that have reached the high level of national accreditation.

OUR MISSION

To enhance the quality of life for all citizens through the development of sustainable facilities, parks, programs, and services that promote a lifestyle of cultural arts, physical activity, and wellness for all.

OUR VISION

To become an innovative, inclusive provider of recreation services that create community through people, parks, and programs.

DEPARTMENT GOALS

Parks and Recreation is a vital to the quality of life for citizens of our community. The following goals are what we strive for daily.

- To provide excellent customer service.
- To post meaningful and timely information on social media and our website.
- To embrace technology and new trends in our field.
- To provide well maintained parks and public spaces.
- To provide unique playground opportunities for our citizens and visitors
- To remember the three pillars of recreation when planning our parks and programs – Conservation, Health and Wellness, and Social Equity.

- To provide recreation centers that offer a clean, friendly atmosphere that will offer a variety of drop in informational, cultural arts environmental, health and wellness programs aimed at youth, teens, adults, seniors.
- To partner with members of the community to improve on our parks and recreation amenities.
- To partner with community organizations and non-profits.
- To offer a well-rounded special events to citizens and visitors on a year-round basis.

THE COMMUNITY WE SERVE

New Bern is a wonderful community to live, work, play, and visit. Our current population is approximately 30,000. The City Limits is 29.79 square miles. Population per square mile is 1,045.8.

- Age make-up: Age 5 and younger – 6.3%; Age 6 to 17 – 21.9%; Age 18 to 64 – 52.2%; and age 65 and over – 19.8%.
- Sex Breakdown: Females - 51.9%; Males - 48.1%.
- Race & Hispanic Origin: White – 57.1%; Black or African American – 32.3%; American Indian - .5%; Asian – 5.9%; Two or more races – 1.8%; Hispanic or Latino – 6.8%.
- Housing: Owner-Occupied – 51.9%
- computer/internet: Households with access - 87.9%
- Education: High School graduate or higher – 86.2%; Bachelor’s degree or higher – 27.7%.
- Health: With disabilities (under age 65) – 10.6%
- Income & Poverty: Median household income - \$42,222; Per capita income - \$27,224; Person’s in poverty – 18.5%.

Source: US Census

KEY STAFF & RESPONSIBILITIES

The department has 29 full time employees and a variety of seasonal employees throughout the year.

Director of Parks and Recreation

Sets the overall Direction and administration and final say on all matters dealing with the Department.

Administrative Support Services Supervisor

Responsible for processing payroll, A/P, cemetery activities and special event applications.

Parks Superintendent

Is responsible for completing special projects as assigned by the Director, Turf Management, Landscaping and general upkeep of all parks, Public spaces, and Right of Ways.

Facilities & Grounds Maintenance Superintendent

Is responsible for completing special projects as assigned by the Director, Building & Grounds Maintenance, Department Construction and Remodeling projects.

Supervisor of Recreation Services

Oversight of Facilities Division. Coordinates operation and staff Recreation Centers.

Office Assistant III

Assists Administration staff with a variety of duties. Completes records and reports. Handles Dog Park, Shelter and Park Reservations.

Athletic Supervisor

Responsible for assigning and coordinating the youth and adult athletic programs.

Athletic Coordinator (2)

Responsible for managing assigned youth and adult athletic programs.

Facility Manager

Responsible for overall supervision and coordination of the West New Bern Recreation Center.

Enrichment Program Assistant

Assists with planning and coordinating a variety of programs and activities for the public.

Recreation Program Coordinator

Responsible for creating a variety of meaningful programs and activities for the public.

Special Projects Coordinator

Responsible for coordinating select special events, programs and social media and a variety of projects as assigned by the Director.

Special Programs and Events Coordinator

Responsible for coordinating select special events and programs, as well as additional duties as assigned by the Director.

Senior Maintenance Worker

Responsible for general maintenance and upkeep of parks and facilities, as assigned.

Parks Maintenance Specialist

Responsible for specific maintenance tasks.

Parks Crew Leader

Responsible for assigned projects and coordinating activities of assigned staff.

Custodian

Responsible for general sanitation and cleanliness of assigned facilities.

ADMINISTRATIVE INFORMATION

Hours of Operation

- Administration: Monday – Friday 8am – 5pm
- Parks Division: Monday – Friday 7am – 4pm
- Recreation Centers: Monday – Thursday: 8am – 9pm; Friday: 8am – 6pm; Saturday: 8am – 3pm; Sunday: Closed

Facility Addresses

- Parks & Recreation Administration
 - 1307 Country Club Road, New Bern, NC 28562
 - 252-639-2901
- Parks & Grounds Maintenance
 - 312 Glenburnie Drive, New Bern, NC 28562
 - 252-639-2929
- West New Bern Recreation Center
 - 1225 Pinetree Drive, New Bern, NC 28562
 - 252-639-2912
- New Bern Aquatic Center
 - 1155 Laura Lane, New Bern, NC 28562
 - 252-639-2980
- Sexton House (Cedar Grove Cemetery)
 - 808 George Street, New Bern, NC 28562
 - 252-639-7515

Mailing Address

- PO Box 1129, New Bern, NC 28563

Websites:

- <http://www.newbernc.gov/>

Social Media:

- Facebook @NewBernPR
- Twitter @NewBernPandR

PARKS AND RECREATION FACILITIES

Through leadership of the Director of Parks & Recreation, the department offers and maintains the following:

CEMETERIES (6)

Bryan-Fordham	1035 Queen St.	.04 acres
Cedar Grove Cemetery	808 George Street	12.6 acres
Cedar Grove Cemetery Extension	701 George St.	3.04 acres
Evergreen Cemetery	2200 East Rose Street	7.18 acres
Greenwood Cemetery	810 Cypress St.	8.61 acres
New Bern Memorial	1112 Chelsea Road	19.3 acres

GREEN SPACE (Unnamed)

Queen & Pollock (Triangle)		.07 acres
Trent & Rhem (Triangle)		.26 acres
Trent & Rhem Long Triangle)		.6 acres
Lucern Way		.6 acres
Grace Ave.		.35 acres
Cleveland Park		1.09 acres
Woodland & MLK Triangle		.71 acres
Grace & MLK		.53 acres
Meadows & MLK		.37 acres
High Street & River Drive		.23 acres

MINI/POCKET PARKS (11)

Bear Plaza	2302 Middle Street	.23 acres
Carter-Sampson Park	924 Green St.	.12 acres
Council Bluff Green	42 East Front St.	.48 acres
Donald Miller Park	100 Avenue A	.14 acres
James Reed Lane	319 Pollock St.	.09 acres
Lourenco Park	100 First St.	.3 acres
Mary White Park	610 Julia Clay St.	.24 acres
Palace Point Commons	South Front Street	.39 acres
Speight Park	2206 Center Ave.	.75 acres
United Way Park	5 Points off Broad Street	.07 acres
Walt Bellamy Park	Pollock, Jones & Liberty	.02 acres

NEIGHBORHOOD PARKS (7)

Fort Totten Park	490 Fort Totten Drive	3.96 acres
Tryon Village Park	901 Meadows St.	.9 acres
Leander Morgan Park	925 Walt Bellamy Drive	7.02 acres
Monk Mallard Park	1101 North Craven St.	1.51 acres
Pleasant Hill Park	427 NC 55 Hwy West	7.42 acres
Pierce Park	545 Neuse Ave.	3.73 acres
Union Point Park	210 East Front Street	6.84 acres

COMMUNITY PARKS (4)

D. E. Henderson Park	901 Chapman Street	11.24 acres
Glenburnie Park	340 Glenburnie Dr.	45 acres
Lawson Creek Park	1309 Country Club Rd.	55 acres
Seth West Parrott Park	1225 Pine Tree Drive	24.33 acres

REGIONAL PARK (1)

Martin Marietta Park (future)	700 S. Glenburnie Dr.	880 acres
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SPECIAL USE FACILITIES (12)

408 Hancock	408 Hancock St.	
Boat House	1307 Country Club	
Down East Dog Park	340 Glenburnie Dr.	
George Street Park - Spray ground	807 George Street	2.06 acres
Kafer Park	603 George St.	2.82 acres
New Bern Aquatics Center	1155 Laura Lane	10.17 acres
Parks & Recreation Admin	1307 Country Club	.83 acres
Parks Maintenance	312 Glenburnie Drive	
Parks Maintenance Workshop	340 Glenburnie Drive	
River Walk	210 E. Front St.	+/- 2 Miles
Stanley White Recreation Center	901 Chapman St.	2.6 acres
West New Bern Recreation Center	1225 Pine Tree Drive	

SHELTERS ARE LOCATED AT THE FOLLOWING LOCATIONS:

All shelters are available for use on a first come, first served basis. All shelters (**except for the Dog Park*) may be reserved for a fee. Shelter reservations receive priority.

- Down East Dog Park (*1)
- Glenburnie Park (4)
- Henderson Park (3)
- Lawson Creek Park (2)
- Martin Marietta Park (2 *new in 2020*)
- Pleasant Hill Park (2)

BOAT LAUNCHES

Boat launches are located at the following locations/parks:

Location	Boat Launch	Canoe/Kayak Launch
Admin		X
Glenburnie Park	X	
Lawson Creek Park	X	X
Martin Marietta Park		X
Union Point Park	X	

FISHING PIERS

Designated Fishing Piers are located at the following parks:

Leander Morgan Park (4)

Lourenco Park

Lawson Creek Park (2)

Glenburnie Park

Martin Marietta Park

PLAYGROUNDS

The following parks have playground equipment.

Park Name	Swings	Component Structure	Sand Box	Slide (Stand-alone)	Other Features
Carter-Sampson	X		X		X
Fort Totten	X	X	X		X
Henderson	X	X			
Leander Morgan	X				
Mary White	X				
Monk Mallard	X				
Pierce		X			
Pleasant Hill	X	X			
Seth West Parrott	X	X	X		X
Tryon Village	X			X	X
Union Point	X				

BALLFIELD/FACILITY/PARK RENTALS

The following are available for rental:

- Recreation Centers and specific meeting rooms
- 408 Hancock
- Ball fields
- Shelters
- Gazebo at Union Point Park

To rent any facility, applicant must complete the appropriate application, provide the necessary documentation, and pay appropriate fees in advance. All requests must be approved by the Director of Parks and Recreation or his designee.

CEMETERIES

New Bern Parks and Recreation maintains six (6) cemeteries within the city limits. New Bern Memorial Cemetery is *the only location that has plots available*. The Administrative Support Supervisor coordinates the sale and maintains records of cemetery plots. The Parks Division maintains the cemetery grounds.

PARK HOURS OF OPERATION

Anyone who wishes to enter or stay in a city park before or after hours for any purpose other than as described herein must first obtain permission in writing from the director of parks and recreation or his or her designee. Unless a city offered or sponsored athletic program or special event is scheduled in a specific city park, park hours are dawn to dusk unless otherwise posted and approved.

Posted park information is as follows:

(1) D. E. Henderson Park	Dawn to dusk unless athletics in season (court lights out at 10:00 p.m.)
(2) Seth West Parrott Park	Dawn to dusk unless athletics in season (court lights out at 10:00 p.m.)
(3) Donald Miller Park	Dawn to dusk
(4) Fort Totten Park	Dawn to dusk unless athletics in season (field lights out at 10:00 p.m.)
(5) George Street Park	Dawn to dusk
(6) Kafer Park	Dawn to dusk unless athletics in season (field lights out at 10:00 p.m.)
(7) Leander Morgan Park	6:00 a.m. to 11:00 p.m.
(8) Mary White Park	Dawn to dusk
(9) Monk Mallard Park	Dawn to dusk
(10) Pierce Park	Dawn to dusk unless athletics in season
(11) Pleasant Hill Park	Dawn to dusk
(12) Speight Park	Dawn to dusk
(13) Council Bluff Green Park	6:00 a.m. to 11:00 p.m.
(14) Glenburnie Park	Dawn to dusk
(15) Lawson Creek Park	6:00 a.m. to 10:00 p.m.
(16) Union Point Park	6:00 a.m. to 11:00 p.m.

SPECIAL EVENTS IN THE PARK

Any groups/individuals wishing to host a special event or organized activity in any City Park or green space must complete the appropriate application, provide the necessary documentation, and pay appropriate fees in advance. All requests must be approved by the Director of Parks and Recreation. General Liability Insurance required for special events.

PROGRAMS OFFERED

Aquatic Center Programs

- Swimming Lessons
- Water Safety Programs
- Pool Parties
- Family Night Swim

Recreation Center Programs

- Trips
- Summer Camps
- After school program
- Open Pickleball
- Open Basketball
- Open Homeschool
- Open Special Needs
- Arts and Crafts
- Cooking classes
- Seminars
- Senior Programming
- Senior Games
- Summer Camps
- Youth and Family programs

Youth Athletic Programs:

The following youth athletic programs are offered (*in-house*):

- Basketball (Ages 5 – 18)
- Flag Football (Ages 5 – 8)
- Tackle Football (10U, 12U)

The following organizations provide additional youth sport opportunities on New Bern Parks and Recreation property:

- Sunday School League – Spring / Fall Baseball and softball opportunities for youth to age 12 at Seth West Parrott Park and Pearce Park.
- Babe Ruth League – Spring / Fall Baseball opportunities for youth age 13 and older at Seth West Parrott Park.

Adult Sports Offered:

The following adult athletic programs are offered (*in-house*):

- Adult Softball
- Basketball
- Flag Football
- Kickball
- Dodgeball
- Pickle ball

- Ultimate Frisbee
- Volleyball

The following organizations provide additional adult sport opportunities on New Bern Parks and Recreation property:

- East Carolina Amateur Baseball League
- Craven Chains Disc Golf Association

Special Events Currently Offered:

- Arbor Day Celebration
- Coastal Christmas Flotilla
- Community Health Fair
- Date Night Movies in the Park
- Easter Egg Hunt
- Festival of Fun
- Halloween Carnival
- Halloween Preschool Parade
- Halloween Witches Ride
- Hurricane Preparedness
- Kids Day Out
- New Year's Eve Block Party
- Pitch, Hit & Run
- Movies in the Park
- MumFest (*in coordination with Swiss Bear*)
- MumFest 5K
- Santa's Workshop
- Senior Games Host (*partnership with Craven County Parks & Recreation*)
- Senior Health Expo
- Special Olympics Host (*partnership with Craven County Parks & Recreation*)
- Summer Day Camp
- Summer Sports Camps
- Christmas Tree Lighting (*in coordination with Beary Merry*)
- Youth Fishing Derby
- 4th of July Celebration

KEEP THE DIRECTOR INFORMED

If it involves any area of parks, recreation, tourism or beautification, the Director should always be kept informed of all situations. If you are aware of any staff issues, vandalism, complaints, accidents/incidents, etc... inform the Director immediately. To expand on this, it does not matter how insignificant you think an issue may be. What matters is how that issue could be perceived by the public. ***always Keep the Director informed.***

THE GOLDEN RULES OF THE WORKPLACE

- If you open it, close it.
- If you turn it on, turn it off.
- If you don't know, ask.
- If you unlock it, lock it up.
- If you break it, admit it.
- If you can't fix it, call in someone who can.
- If you borrow it, return it.
- If you empty it, replenish it.
- If you value it, take care of it.
- If your supervisor gives you a task, write it down and do it.
- If you make a mess, clean it up.
- If you move it, put it back.
- If it belongs to someone else, get permission to use it.
- If you don't know how to operate it, leave it alone.
- If it's none of your business, don't ask questions.
- Keep your supervisor informed.

WORKPLACE ETHICS

- Always strive for excellence; Excellence is a quality of service which is unusually good and so surpasses ordinary standards, it should be made a habit for it to make a good impression on your supervisor and colleagues.
- Be trustworthy; Trustworthiness is about fulfilling an assigned task and as an extension- not letting down expectations, it is been dependable, and reliable when called upon to deliver a service. To earn the trust of your supervisor and colleagues, worth and integrity must be proven over time.
- Be accountable; to be accountable is to stand tall and be counted for what actions you have undertaken; this is the blameworthiness and responsibility for your actions and its consequences- good or bad.
- Be courteous and respectful; courteousness is being friendly, polite, and well-mannered with a gracious consideration towards others. It makes social interactions in the workplace run smoothly, avoid conflicts, and earn respect. Respect is a positive feeling of esteem or deference for a person or organization; it is built over time and can be lost with one stupid or inconsiderate action. Continued courteous interactions are required to maintain or increase the original respect gained.

- Be honest, open and transparent; honesty is a facet of moral character that connotes positive and virtuous attributes such as truthfulness, straightforwardness of conduct, loyalty, fairness, sincerity, openness in communication and generally operating in a way for others to see what actions are being performed. This is a virtue highly prized by employers and colleagues, for it builds trust and increases your personal value to all.
- Be competent and improve continually; competence is the ability of an individual to do a job properly, it is a combination of knowledge, skills and behavior used to improve performance. Competency grows through experience and to the extent one is willing to learn and adapt. Continuous self-development is always a pre-requisite in offering professional service.
- Always be ethical; ethical behavior is acting within certain moral codes in accordance with the generally accepted code of conduct or rules. It is always safe for an employee to “play by the rules”. This is always the best policy and in instances the rule book is inadequate, acting with a clear moral conscience is the right way to go. This may cause friction in some organizations, but ethical organizations will always stand by the right moral decisions and actions of their employees.
- Always be honorable and act with integrity; honorable action is behaving in a way that portrays “nobility of soul, magnanimity, and a scorn of meanness” which is derived from virtuous conduct and personal integrity. This is a concept of “wholeness or completeness” of character in line with certain values, beliefs, and principles with consistency in action and outcome.
- Be respectful of confidentiality; confidentiality is respecting the set of rules or promise that restricts you from further and unauthorized dissemination of information. Over the course of your career, information will be passed on to you in confidence – either from the organization or from colleagues- and it is important to be true to such confidences. You gain trust and respect of those confiding in you and increase your influence within the organization.

GENERAL EXPECTATIONS

The Director of Parks and Recreation has high expectations for all employees within the department. Some of those expectations follow:

- Be at work on time, in uniform.
- Be polite to staff and the public.
- Be familiar with our parks, programs, and special events.
- Be prepared to answer questions about what we offer and how we serve the public.
- If you are asked a question by the public and don’t know, find out.
- Return phone and email messages within a day.
- Keep your workspace clean.
- Learn about our profession.
- Keep the Director informed.

- If you have a question, ask.
- Be on the lookout for new trends and programs to offer.
- Complete your paperwork in a timely manner.
- Work for your pay.
- Don't be lazy.
- Don't bring your personal life (problems, etc...) to work.
- If you have problems with a co-worker, inform your supervisor.

REPORTING TO WORK ON TIME

You are expected to report to work on time. Failure to report to work on time shall result in disciplinary action.

WORK SCHEDULE

Employees are expected to report to work on time and in uniform. Your supervisor will provide you with a work schedule. From time to time, work duties may require that you report to work earlier or stay later in the day. Some special events, which are held on weekends, require participation from all Full-Time staff. You will be notified when special events are scheduled which will affect your work schedule. Non-Exempt staff are NOT permitted to work from home.

When leaving your workstation, keep your supervisor informed of your location. Leaving work early or without authorization shall result in disciplinary action.

OVERTIME

- The standard work week is 40 hours.
- Your supervisor will make every effort to ensure that you do NOT work over 40 hours in any given work week.
- Overtime must be approved in advance by the Director of Parks & Recreation.
- If you feel that you will be working overtime in any given week, see your supervisor immediately.
- Overtime will be paid upon approval of the Director of Parks and Recreation.

LUNCH/DINNER

Employees that are scheduled to work an 8-hour shift will have a lunch/dinner break. These breaks are one hour in duration. Failure to adhere to the 1-hour break without authorization from your supervisor shall result in disciplinary action.

TIME OFF

Only Full-time employees who are non-probational may take accrued annual leave. In accordance with City Policy, annual leave may be taken in increments no less than a quarter hour (15 minutes). Probationary employees may take sick leave during the probation period, if any time has been accrued and upon approval of the Director.

Accrued time information is available in the following locations:

- Employee Self Service Portal
- Employee pay stub

- Parks and Recreation Administration

ANNUAL LEAVE (VACATION)

- If you are requesting time off, submit the time-off request form to your supervisor, in advance for approval.
- Time off requests shall be submitted to your immediate supervisor no less than 7 days advance. The Division Superintendent is authorized to approve/deny one day requests. Any requests received with less than 7 days notice must be approved by the Director. Once approved, these requests must be submitted to Parks and Recreation Administration.
- If you are requesting two or more days of annual leave, please submit the time off request form to your immediate supervisor at least 7 working days in advance for their recommended approval. If your supervisor approves, the request will be submitted to the Director for final approval.
- If you have programs or special events taking place during the requested time, your request may be denied.
- If you are requesting any time off with less than the required notice, your request MUST be approved, in advance, by the Director of Parks and Recreation.
- If the work schedule has already been posted, you may be responsible for finding a substitute to work the shifts that you will be missing. Failure to secure a substitute may result in your request being denied.
- If you call out or leave work sick, (*depending on the circumstance*) you may be required to provide a Doctor's note to excuse the absence.
- Requests for time off during the holiday season will be granted on a case by case basis.

APPOINTMENT

Requests for time off due to doctor's appointments, etc... should be scheduled outside of your regular work schedule, if at all possible. If you must schedule an appointment during work hours, you are expected to notify your supervisor with the appropriate form no less than 3 days in advance. If you are aware of appointments that could affect your work schedule, notify you supervisor when you arrive to work, not 10 minutes before you think you need to leave work. Failure to do so can result in a denied request.

CALLING OUT

If you are unable to come to work, you are expected to contact your supervisor ASAP and provide the reason for why you are unable to come to work. Do not wait until 7:30am to let your supervisor know that you will not be at work at 8am. Your supervisor can be notified in the following manner and order:

1. Phone call
2. Voice mail
3. Text message
4. Email

Failure to notify your supervisor, may result in sick/vacation time not being authorized for the time out.

INCLEMENT WEATHER

All staff are expected to report to work regardless of weather conditions. If you are unable to report to work due to severe weather, you must contact your supervisor immediately. You will also have to take a vacation day if you expect to be compensated. In the event of severe weather, if the City Manager decides to close city offices, the department follows that schedule.

DRESS CODE

- Business casual is the preferred dress for work activities.
- The Dress and appearance of employees should be appropriate to the type of work performed. *Example: Cleaning a pool, lining a ball field, teaching a class, leading gym activities, etc...*
- All staff will be issued staff shirts to be worn either during work or at special events. During special events, staff attire shall be color coordinated.
- All staff will be issued a City of New Bern ID.
- Employees shall be clean, neat, and appropriately attired while on duty.
- Dress jeans, Twill dress pants, skirts and dress shorts are acceptable.
- The following are considered inappropriate for employees:
 - Workout clothing such as yoga, spandex and or form fitting pants.
 - Clothing which is revealing – bare midriffs or shorts or skirts that are shorter than mid-thigh in length.
 - Clothing which reveals under garments.
 - Clothing, which is tattered or ragged, including shoes.
 - Tennis shoes and dress shoes are appropriate. Open Toe shoes are appropriate for office functions, but not out in the field. Flip Flops are not appropriate for office work, but are acceptable while doing work around the pool, but not in other parts of the facility.

PARKING

Staff will be issued designated parking areas at the following locations:

- Administration
- Recreation Centers
- Aquatic Center

ALARMS/PASSCODES

Several Parks and Recreation facilities have Alarms systems. Employees will be given a passcode to turn these alarms off and on. If you set off an alarm by accident, please call your Supervisor, or the Director immediately.

KEYS

Authorized staff will be issued appropriate keys to properly perform their job duties. If you need access to a secure area that you do not have a key for, see your supervisor. If you are issued keys, do NOT loan them out without permission from your supervisor.

OFFICE

You will be assigned a designated office space. Some staff will share office space. When not in your office, your space should be secured by locking the door. If your door is left unlocked and a theft occurs, you will be responsible for the loss of the missing contents. Keep your office secure! Staff are welcome to bring tasteful personal items to display at work. Items may be hung on the wall. Maintenance staff will hang any items that are to be placed on walls. If you have a question about what is considered tasteful for office display, please see the Director.

PHONE USE WHILE ON DUTY

While on duty, personal phone calls should be kept to a minimum. You are expected to concentrate on your assigned job duties, not constantly talk, text, or play on your phone.

CUSTOMER SERVICE

ANSWERING THE PHONE

Depending on the facility you work at, answer the phone in the following manner:

- **Administration** – *New Bern Parks & Recreation*
- **Aquatic Center** – *New Bern Aquatic Center*
- **Stanley White Recreation Center** – *Stanley White Recreation Center*
- **West New Bern Recreation Center** – *West New Bern Recreation Center*
- **When answering your office phone, simply say “This is (your name). How may I help you?”**

- If you receive a voice mail, try to return phone calls in the same business day.

ANSWERING QUESTIONS

You may be asked a variety of questions from the public regarding City of New Bern business. When answering questions, always remember the following:

- Always be polite.
- Do NOT provide opinion.
- If you do not know the answer, refer the question to the appropriate staff member or let the person know that you will “get back to them with the answer” or say “Hold on, let me find out”.
- If the question involves another department, refer the question to that department.
- NEVER SAY “*I don’t know. Nobody tells me anything.*”

IN-SERVICE TRAINING

From time to time, all staff will be scheduled for In-Service training. Training will consist of a variety of topics that are relevant to the workplace. Training can include conferences, workshops, online training, classroom setting, and independent setting. Full time staff who supervise other full-time and/or part-time staff are responsible for coordinating In-Service training sessions for their staff. Prior to holding In-Service Training, staff must provide a training outline and goals to the Department Head for approval. At the end of the training, an In-Service Training Form must be submitted (*within 48 hours*) with the signatures of all employees attending.

COMPUTER USE

If you are assigned a computer, understand that this is a tool to assist you in the performance of your work-related duties. The computer should be used as a tool to help improve workflow, for research and as a daily job function. The computer is not to be used for excessive personal use. The computer may not be loaned out to anyone without authorization from the Director.

EMAIL

If you are assigned an email account, please remember that city emails are to be used for official business only. All emails are considered public record. Use common sense when sending emails. Refrain from sending/forwarding jokes, using profanity, gossip, etc...

INTERNET USE

You are provided a work computer that has internet access. The internet account has a firewall which prevents you from looking at certain sites. If you need to access a site that has been blocked, please see the Director, and have justification on why you should be able to view the site in question. The internet is a tool used for work-related issues. Do not use the internet for personal use while at work. Do not visit social media sites while on duty, unless doing so for business reasons.

REC DESK

New Bern Parks and Recreation uses Rec Desk for our program registration, tracking and facility scheduling software. This internet-based software is a powerful tool, designed to help monitor all aspects of our program. When appropriate, you will be trained in the proper use of Rec Desk.

WORK RELATED DOCUMENTS/FILES

All work-related files are considered the property of the City of New Bern. Files should be kept on your computer (My documents) and/or on SharePoint. Hard copies of files should be stored in a file cabinet and be neatly marked. Files may NOT be maintained solely on thumb drives or at your home.

SOCIAL MEDIA AND PERSONAL TECHNOLOGY AT WORK

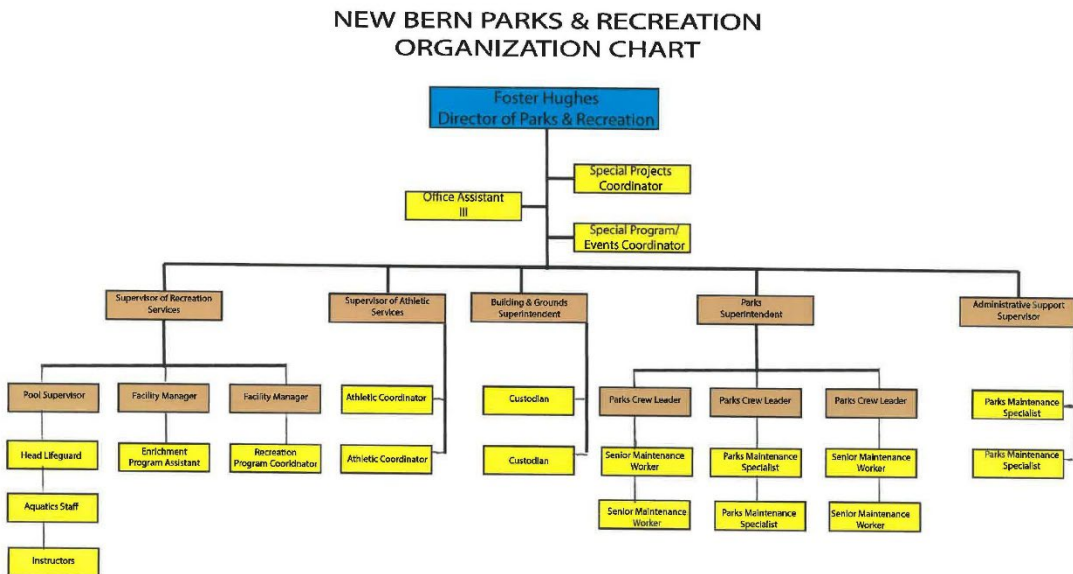
- Only staff authorized may post information about New Bern Parks and Recreation on the Department social media site.
- While at work, refrain from engaging in the use of social media. Please do this on your own time.
- Do NOT post any commentary about work related issues on social media unless you are sharing a post from the Department’s authorized sites. *Example: During a storm, do not post flood photos/videos and commentary that are work related.*
- Do NOT read e-books, play games, take extended personal phone calls, engage in personal text messaging during work hours or use other means of personal technology products. You have plenty of time for these activities on your own time.
- On City time, these actions are NOT ALLOWED.
- Background music (*appropriate – no profanity*) may be kept to a minimum if you are not disrupting the workplace.
- Remember, you are here to WORK. Make wise use of your time. If you feel you do not have enough work to do, please inform your supervisor immediately.

TECHNOLOGY

This department uses the following forms of technology. Security Cameras, smart phones for photos, computers (desktop and laptop), Software programs – Munis (financial accounting), CIMS (Cemetery Management), Rec Desk – Program registration, reservations and tracking, Office equipment, POS, Phones, 2-Way radios, HVAC controls, Wi-Fi (for employee access), SharePoint (file sharing); Craven GIS, Survey Monkey, Facility check in (Rec Card), QR codes and more.

ORGANIZATION CHART

Please see the Chain of command for information on your direct supervisor.



TIME SHEETS

Each employee receives a timesheet. This timesheet is excel based. Employees are responsible for filling out the sheet daily. Your supervisor will review the procedure for completing the time sheet. At the end of the pay period, print, sign and turn in to your supervisor. All timesheets are due to Veronica Mattocks no later than 12pm on the Monday after the pay period ends (*unless otherwise notified*).

PAY PERIODS

Employees are paid 26 times per year. Please see your supervisor about when the next pay period will be. Employee pay is issued by direct Deposit. For questions, please see your supervisor.

STAFF COMMUNICATION

It is important that this office operates in a smooth and efficient manner. Communication is very important. All staff members should be aware of what is going on in the department. Information on new programs, special events, athletics, and cancellations should be emailed to all full-time department staff. This information should also be posted in the Information Book, located at the front desk of Parks and Recreation Administration, Recreation Centers and Aquatic Center.

MONTHLY REPORT

Full Time staff are responsible for completing a detailed monthly report covering the highlights of what has taken place the previous month. The report should include at a minimum: Meetings, trainings, activities you are working on, problems that have occurred; any goals you have achieved. Please speak with your supervisor on whether you will be submitting the report to them or directly to the Administrative Assistant.

Reports are due to the Administrative Assistant by 5pm on the first business day of each month.

STAFF MEETINGS

Your Supervisor will schedule regular meetings (*group/one on one*) to discuss important information regarding the department. The Director will also schedule meetings with the entire staff from time to time to discuss a variety of issues. Meeting attendance is mandatory. At these meetings, we will discuss important issues, events, activities, problems, etc... Each staff member will have the opportunity to discuss issues that affect their area of responsibility. During meetings, all staff can express their ideas, suggestions, and concerns.

JOB DESCRIPTIONS

Employees receive a job description when hired and if the job description changes. Job descriptions are also available for review at Parks and Recreation Administration, and On SharePoint located in the following files: Admin, Athletics, Facilities, & Maintenance. If you have any questions about your job description, please see your supervisor or the Director of Parks and Recreation.

JOB EVALUATION

Your job performance will be evaluated on an annual basis. Annual reviews are scheduled for January of each year. New employees will receive a performance review before the 6-month probation period ends. Goals and objectives will be set for you on expected work to be accomplished. We will look at your total job performance and review your goals and objectives on a regular basis to ensure you are making appropriate progress.

PROFESSIONAL DEVELOPMENT

Select full-time staff will receive membership to NCRPA (North Carolina Recreation and Park Association) and NRPA (National Recreation and Park Association). Staff are eligible to attend conferences, workshops, meetings, and webinars if the purpose of the training will help to enhance or improve our department. Requests to attend meetings and conferences should be submitted to your supervisor. The Director of Parks and Recreation shall approve all travel. You are encouraged to be involved with the state association. Please remember to speak with the Director prior to making a commitment to the association. Our work in New Bern is the top priority.

RESPONSIBILITY

Any areas, programs, events and/or facilities that you are assigned to shall be your responsibility. Take ownership of your area and work hard to make it successful. Know the rules and regulations governing your area of responsibility and do not deviate from them. If you have questions, please ask.

PROGRAM PROPOSALS

Our goal should be to work six (6) months out on all proposals. Any staff wishing to have an activity, program, and/or special event shall review and complete in detail the program proposal. Completed proposals should include all requested information including, but not limited to: Budget, Press Releases, PEG Channel ads, Flyers, Evaluation, etc. Before turning items in for approval, double check for spelling, grammar, and proper positioning of information. The proposal should be submitted to your supervisor for recommended approval. Once approved by your supervisor, this information will be forwarded to the Director for final approval.

PROGRAM EVALUATIONS

All Programs offered must be evaluated by the participants as well as the coordinator. A standardized format will be issued for programs and events. You will be responsible for turning the evaluations in to the Director within a week of the completion of the program. Evaluations shall include and are not limited to the following:

- a. Type of event
- b. History of event
- c. Number of participants
- d. Breakdown of costs
- e. Participant comments
- f. Recommendations for improvements

FEE & CHARGES

A variety of fees and charges for Parks and Recreation have been approved by the Board of Aldermen. This information is available on SharePoint and on the NewBernNC.gov website.

ADMISSION TO PROGRAMS/FACILITIES:

Unless approved by the Director, all patrons must pay the participation fee, if a fee is charged for a program or activity. Letting anyone participate without following the proper guidelines will result in disciplinary action.

CONFIDENTIALITY

From time to time, you will be subject to seeing and hearing confidential information about our participants, visitors, and employees that you may supervise. If you are made aware of sensitive information, keep the information to yourself. Do not gossip. Failure to follow this guideline may result in disciplinary action.

GENERAL RULES & REGULATIONS

New Bern Parks and Recreation has many rules, regulations, and ordinances in place to help with the operation and administration of facilities, programs, and special events. Some rules are contained within this manual, and others are listed below. These rules are available for review at Parks and Recreation Administration and the locations/places listed below. If you have any questions on rules and regulations, please contact the Director of Parks and Recreation.

- City Ordinance (www.NewBernNC.gov)
 - Chapter 18 – Cemeteries
 - Chapter 50 – Parks and Recreation
 - Chapter 66 – Section 66-87 – Public Assembly
 - Chapter 86 – Waterways
 - Chapter 78-8 - Public Trees
- Facility Rentals – On application
- Youth Athletics – Sport Specific Rules
- Summer Camp rules – Parent Handbook
- After school program rules – Parent Handbook
- Shelter Reservations - On application
- Boat launch rules – On site
- Recreation center Rules – On site/Recreation Center Handbook
- Swimming Pool Rules – On site/Staff Handbook
- Community Garden - On application

DONATION POLICY

From time to time, the public may have an interest in donating items to the department. Any donation of items must be approved, in advance, by the Director of Parks and Recreation. The item(s) to be donated must be in good shape, usable and have a purpose. There must also be a need for the item(s) in question. A donation occurs when someone gives an item to the department for use as the Director and/or his designee sees fit. The donor releases all claims to the item. A loan is when someone wants to give an item with certain restrictions where they maintain some time of control of item. This department does not accept loans of items.

PHOTO POLICY

Photos taken of any participants or bystanders in a sanctioned program or activity may be used for publication or marketing purposes such as brochures, flyers, and social media content. Any participant, or parent of youth participant, who wishes to not have a photograph of them used must notify the department in writing.

REFUND POLICY

Refunds or Credits shall be issued for the following reasons:

- If any activity, event, program, or reservation is cancelled by New Bern Parks and Recreation for any reason.
- If a shelter/Facility reservation is cancelled due to severe weather (storms, hurricanes, high winds, cold).
- If a participant cancels 7 days prior to the start of the program, a full refund or credit will be issued.
- If a participant cancels with less than a 7-day notice, a 50% refund will be issued.
- If a participant cancels with less than a 2-day notice, no refund will be issued.
- If a participant is not happy with a program, they should contact Parks and Recreation at 252-639-2901 no later than the end of the 2nd class for a refund. Failure to do so shall result in no refund.
- Afterschool / Summer Camp Programs may be issued a refund or credit if Parks and Recreation is notified no later than three days prior to the start of the next week. Refunds and Credits will not be issued for no shows, or partial week attendance.
- Refunds will not be issued for no shows.
- Deposits shall not be returned if rentals are not paid in full by the deadline and/or if there is facility/property damage.
- No refund will be provided if the renting party fails to show and no cancellation notice is received prior to the date of the reservation.
- If the cancellation is due to a medical issue, a doctor's note may be required.
- All refunds are subject to approval by the Director of Park and Recreation.
- Refunds shall be issued to the primary program contact and mailed to the address listed on file.

- Registrations made online or in person with a credit card shall be refunded back to the card.

VENDORS IN PARKS POLICY

Any vendors interesting in sealing any items or distributing information in any parks or facilities must be approved in advance by the Director of Parks and Recreation.

VOLUNTEER PROGRAM

We welcome volunteers. Volunteers are needed for the following: Assistance for field trips, Coaching youth sports, Special Events, Trash pick, Park cleaning, Special projects and so much more. Volunteers must fill out a volunteer application and be approved in advance. Volunteers working directly with children require a background check. Full details on the Volunteer program are included in the Volunteer Policy.

ADDITIONAL POLICIES AND SOP'S

Citywide policies are available to all City employees for review through SharePoint. Parks and Recreation Policies are available for review on SharePoint. A hardcopy of policies are also available at Admin, Parks & Grounds Maintenance, Aquatic Center and Recreation Centers. As new or revised policies and procedures are released, shall be notified.

USING CITY EQUIPMENT FOR PERSONAL USE

Using City property for personal use is not allowed. *(See City Employee Handbook)*

DISCARDING ITEMS

Any equipment supplies or other items that are broken, outdated, no longer needed, etc. may only be disposed of when the following procedures have been completed. The Asset Disposal form has been completed, with detailed photos, and detailed reason for wanting to discard the item(s). This information must then be submitted to the Director of Parks and Recreation for approval. Once approval has been granted, the appropriate paperwork and items are sent to Purchasing for disposal and/or re-sale.

PURCHASES

All purchases must be approved in advance by the Division Head, and/or Director of Parks and Recreation.

- In order to be good stewards of city funds, 3 separate quotes from authorized vendors are required and should be presented to your supervisor for processing.
- Purchase Orders are required for all purchases that will be invoiced

For questions on this procedure, please see your supervisor.

P-CARDS

Designated staff will be issued P-Cards (Procurement Cards) to assist in purchasing goods and services. A P-Card is like a Credit Card. When making purchases, please turn in your receipt immediately after the purchase is complete. These cards are ONLY to be

used for AUTHORIZED BUSINESS PURCHASES. Unauthorized use shall result in disciplinary action.

AGREEMENTS/CONTRACTS

Only the Director or his/her designee is authorized to documents such as: Agreements, Contracts, MOU's (Memorandum of Agreement) Work orders from outside vendors, etc... These documents should be submitted to the Director as soon as possible for review and approval.

QUESTIONS

If you have any questions regarding any aspect of your job or about the Parks and Recreation Department, please speak with the Director of Parks and Recreation.

USE OF CITY VEHICLE

A city vehicle is available for authorized full-time staff to use when running errands. To use the vehicle, you will need to sign for the vehicle. All staff are equally responsible for vehicle cleanliness. The first person who uses the car each week will be responsible for checking the fluids and tire pressure. A sign out sheet is available in the main office where the vehicle is based. In the event of an accident, call 9-1-1 then call the Director immediately. An insurance card is in the vehicle. Always use caution when driving a city vehicle.

Remember to do the following:

- Wear your seatbelt.
- Obey the rules of the road.
- Drive within the speed limit.
- Practice defensive driving skills.
- Use all mirrors.
- Be careful and double check when backing.
- Do not text / play with smart phone while driving.
- Limit any phone conversations while driving.
- Do not smoke in any City Vehicle.
- If you notice a problem with any vehicle, report the issue to your supervisor immediately.

PUBLIC SERVICE

What you do outside of work is a direct reflection on your employment with the City of New Bern. Actions have consequences, so please remember to use common sense. If a situation occurs and you are charged with a crime or arrested, you are required to notify the Department Head immediately. Failure to do so, may result in disciplinary action.

CUSTOMER SERVICE & FRIENDLINESS

As an employee of the City of New Bern, you are considered a public servant. Someone is always watching what you are doing and how you are doing it. Remember to be friendly and engaging to all patrons. Greet everyone who comes into your area with a smile and “hello”. Do not be overbearing, but always offer your help.

From time to time, you will have to deal with irate patrons. Remember, stay calm, do your best to NOT TAKE IT PERSONAL. Do not be rude or condescending. Treat everyone you deal with fairly and in a consistent manner. Keep the Director informed.

HANDLING SUGGESTIONS & CONCERNS

You will be receiving suggestions and concerns on a variety of topics.

- Be polite during the exchange, even though your feathers may get ruffled). Maintain your composure.
- Listen attentively, without interrupting.
- Repeat the patron's suggestion or concern back to them to let them know you understand.
- Thank the patron for bringing the matter to your attention.
- Inform the patron that a suggestion box is located near the front desk.
- Report the suggestion/concern to your supervisor.
- If the concern alerts you to a dangerous situation, such as a broken piece of equipment, alert your supervisor ASAP. If your supervisor is unavailable, contact the Director of Parks & Recreation.

BULLETIN BOARD

The purpose of the bulletin boards in the Park System is to promote events and activities sponsored by the department. These boards will be assigned to various staff to make sure they are updated on a regular basis. Interior boards are located at:

- Administration
- Aquatic Center
- Recreation Centers

Exterior boards are located at:

- Glenburnie Park (launch, shelters)
- Lourenco Park
- Lawson Creek Park (Launch, shelters)
- Seth West Parrott Park (Kidsville)
- Union Point Park (Launch, gazebo)

QUITTING/RESIGNATION

While we certainly want you to be a part of the parks and recreation family for a long time, we understand that situations arise where you may wish to pursue other opportunities. A two-week written notice is required. A letter of resignation should be turned into the Director of Parks & Recreation in a timely manner. On your final day of work, all city issues documents, books, equipment, uniforms, keys, IDs, etc... must be

returned to the office of the Director. Failure to do so shall result in being charged the replacement costs of items not returned. These may be deducted from your final paycheck.

MEDIA

In the event you are contacted by the Media for comments or questions regarding any aspect of New Bern Parks & Recreation - refer all questions to the Director. Speaking to the media without authorization may result in disciplinary action.

HIRING PROCESS

The procedure for hiring full-time and/or part-time employees follows:

- As the annual operating budget allows, the Director may authorize positions.
- Upon approval from the Director:
- Positions may be advertised through Human Resources, in accordance with City of New Bern Personnel policies.
- Position postings are available online at:
<https://www.governmentjobs.com/careers/newbernnc>
- Candidates wishing to apply may complete an online application by following instructions on the website.
- When the position closes, applications will be reviewed.
- Interviews will be set up with qualified applicants.
- Interview notes must be taken and turned in after the interview process.
- Recommendations should be submitted to the Director for approval.
- Once approved, the average time for new employees to start is normally 10 – 15 working days.

VANDALISM

If you see vandalism or property damage to any parks and recreation properties, inform the Director immediately, regardless of the time of day or night. After contacting the Director, Vandalism must be reported to the Police.

SAFETY

- Our goal is to provide a safe workplace for all employees and visitors. Certain equipment and work projects require the use of PPE (Personal Protective Equipment). Please speak with your Supervisor in advance if PPE is needed, broken, missing or outdated.
- First Aid/CPR – Designated staff will be trained and certified in First Aid and CPR. Remember, when providing care, administer care only up to the level you have been trained.
- SDS (Safety Data Sheets) are located at each facility where any type of chemical is used. SDS took the place of Material Safety Data Sheets a few years ago. Please see your Supervisor for the location of the SDS Manual for your facility.

- First Aid Kits are located at each facility and on City Vehicles. If a kit is missing or the stock is low, see your Supervisor immediately.
- AED – Automated External Defibrillators are located at the following facilities: New Bern Aquatic Center, Stanley White Recreation Center (CLOSED), and West New Bern Recreation Center.

SAFETY DATA SHEETS (SDS)

Safety Data Sheets are documents that provide information relating to occupational safety and health for the use of various substances and products. Some of those product include, but are not limited to: Chlorine, Floor cleaner, Ajax, hand sanitizer, spray paint, WD-40, and more. The SDS provides instructions for the safe use and potential hazards associated with a particular material or product. SDS books are located at each facility and in vehicles as appropriate. All materials and products we use that require an SDS are located in these books. A Master book is maintained at Parks and Recreation Administration. The Special Project Coordinator is responsible for maintaining these books. Facility Supervisors are responsible for notifying the Special Project Coordinator when new materials/products are introduced at a facility/vehicle for use.

EMERGENCY ACTION PLAN

In the event of an emergency, it is important that you stay calm. Be prepared to respond to any type of situation. Staff members will be trained in First Aid and CPR. Remember, during an emergency, provide only the appropriate level of care that you have been trained in.

As you go through the parks/recreation facilities, be aware of all exits, evacuation assembly locations, fire extinguishers, fire alarms, first aid kits, flashlights, electrical panels, etc.

Risk management, safety awareness and emergency response ability are fundamental parts of your job as an employee. While on duty, be alert to potential hazards from equipment, activities, and human behavior. Be quick to respond to problems whenever they may arise. Remember, you play a key role in protecting the safety of our patrons, fellow staff members, and our facilities.

Hazardous Material Spills (chlorine, acid, etc.)

- First clear the area.
- Contact your immediate supervisor.
- Call 911.
- Keep area clear, wait for further instructions.
- Complete all reports (accident, incident).

Fire Emergency Procedures

- In the event of a fire, a safe and speedy response is of the utmost importance. Employees need to be prepared for all emergencies. Please follow these guidelines in the event of a fire:
- Call 911.
- Evacuate all areas of the Facility.
- Contact the Director of Parks & Recreation.
- Complete an incident report form as soon as possible.

Employees Should:

- Know the location of alternative exits from all areas of the building.
- Know the location of the nearest fire extinguisher. Staff will be trained in the proper use.

Tornado

- Remain calm.
- Immediately stop all activity and move to the main hallway.
- First Aid Kits, Flashlights and a Weather Radio are located at the Front Desk.
- Be prepared to handle first aid situations, watch for fallen power lines, and stay out of damaged areas.
- Watch for fires and gas leaks.
- Listen to the radio for information and instructions.
- Keep a log of the event to help you in completing an incident report form, and if
 - Necessary, accident report.
- Do not leave the facility until it is secure, and all emergency situations have been
 - Addressed, or you have been given permission to leave.
- Keep the Director of Parks & Recreation informed.

Theft

The City of New Bern is not responsible for lost or stolen items. If a patron reports something lost or stolen, give them the option for us to call 9-1-1. If notice something is missing or stolen in the facility, call 9-1-1 immediately. Contact the Director of Parks & Recreation. When completing an incident report form to document the event, please get as much information as possible concerning the theft. Include specifics, such as: location of the theft, description, and value of all stolen articles, and addresses and phone numbers of all parties involved.

Armed Robbery

In the event of an armed robbery, all the assets in the facility combined would not Equal the safety of a customer or staff member. Do not attempt to be a hero! The best Thing you can do is to be a good witness and take charge once the incident has ended.

- Immediately call 9-1-1 and direct aid to any injured individuals.
- Immediately contact your supervisor.

- Lock the doors.
- Protect any evidence that may be valuable and direct another staff member to meet the police as they arrive.
- Distribute pencils and paper to all witnesses so they can write down exactly what they saw. Try and prevent them from discussing it with other customers.
- Contact the Director of Parks & Recreation immediately.

Bomb Threat

Bomb threat may be received by phone, mail, person-to-person, e-mail, etc.

In the event of a bomb threat, the following guidelines are in effect:

- The person receiving the call should note the time, the number on the caller ID, sex of the caller, and emotional state of the caller (*calm, jovial, distraught, and angry, etc.*)
- Immediately call 9-1-1 emergency services and report that a bomb threat has been received and that the building is being evacuated.
- Upon hanging up with 9-1-1, the supervisor should be notified.
- Inform all persons in the building that there is an emergency and that they need to leave the building.
- Encourage patrons/staff to remain calm and exit in an orderly fashion.
- All patrons and staff are to leave the building except the supervisor and one other staff person.
- The staff will make a sweep of the building to ensure all patrons have exited, then Staff will vacate after all patrons have cleared the building.
- The facility will reopen when the Emergency Response providers announce that it is safe.
- Staff may not leave unless directed to do so by the Director of Parks & Recreation.

Building Evacuation

1. Clear the facility of all patrons and staff. Have patrons leave through the closest exit.
2. Move from room to room, starting with occupied rooms, to verbally tell everyone to immediately vacate the building. The recommended message is: **“Attention, there is an emergency. Please leave the building in a calm and orderly manner, using the nearest exit.”**
3. Check for people with disabilities, children, or anyone appearing to need assistance, to see if they need help leaving the building
4. Check all rooms, bathrooms, storage closets, etc. on your way out of the building. Close each door after you have verified that a space is vacant.
5. Stay with people outside the building until emergency personnel arrive. Be aware of and attend to physical needs of patrons and staff that may have left the building without adequate clothing. Do not let anyone other than emergency personnel enter the facility.

6. Confirm with people outside the building that all individuals who were in the facility are accounted for. Do not let anyone leave without notification; make sure that minors are released to responsible guardians. Staff must be able to account for all individuals who were in the facility.
7. At the end of the incident, when you have emergency personnel approval, you may allow patrons and staff to re-enter the facility. You will need the supervisor's approval to resume activities for the day.