



City of Kannapolis  
Parks and Recreation Department

Part-Time/Seasonal Staff  
Training Manual

TABLE OF CONTENTS  
 CITY OF KANNAPOLIS PARKS AND RECREATION DEPARTMENT  
 TEMPORARY EMPLOYEE MANUAL

A. Introduction and History ..... 2-4

B. Mission, Goals, Objectives, and Guidelines ..... 5-7

C. Direction to Facilities ..... 8

D. General Personnel Rules ..... 9 - 13

E. Employment/Vacation/Substitution Regulations ..... 14-15

F. Time Sheets ..... 16

G. Uniforms ..... 17

H. Recreation Article (Our Customers Go . . .) ..... 18-19

I. Public Relations ..... 20-23

J. Liability ..... 24-25

K. Emergency Phone Call Procedures ..... 25

L. Disaster and Emergency Procedures ..... 25

M. Lost Child Policy and Procedures ..... 26-27

N. Accidents, Robbery and Alarm Procedures ..... 28

O. Handling of Evidentiary Items Procedures ..... 29

P. Handling of Disruptive Behavior Procedures ..... 30

Q. Found Property ..... 30

R. Graffiti Documentation ..... 31

S. Injuries Caused by Dogs ..... 31

T. Special Populations Considerations ..... 31

U. Social and Psychological Aspects of Seniors ..... 32

V. Sample Time Sheet ..... 33

W. Military Time Conversion ..... 34

X. Missing Persons Report Form ..... 35

Y. Accident/Incident Report Form ..... 36-37

Z. Part-Time Manual Sign Off Sheet ..... 38

## A. INTRODUCTION

Dear Employee:

Welcome to the City of Kannapolis Parks and Recreation staff. You will be seen, "in the public eye", as a representative of the City of Kannapolis. This makes you a very important part of the team.

As an employee, you will be supervising programs, facilities and parks grounds, as well as the patrons utilizing it. You are hired to do a job, hired to provide our customers maximum service and courtesy. A pleasant and helpful attitude is essential since you will directly be involved with participants. You should be looking out for our patron's well being by providing them with a safe, secure and clean recreational environment.

This is a manual for all employees of the Parks and Recreation Department. It provides policies and procedures that you are expected to follow. It is vital information to help you do your job more efficiently. Please read it so that you will be able to answer any question that might arise.

The Parks and Recreation Department will be concentrating on customer service. This is an important aspect of the job you are hired to perform. Each employee should put forth his/her best effort to make this a successful season.

We look forward to your dedication to the City of Kannapolis Parks and Recreation Department. YOU will be setting an example for the City and those that may be following in your path.

Sincerely,

The Parks & Recreation Administration

# History and Development of Kannapolis Parks and Recreation Department

YEAR	HISTORY
1994	<ul style="list-style-type: none"> <li>• City Council appoints (nine) citizens to a Parks and Recreation Advisory Commission</li> </ul>
1999	<ul style="list-style-type: none"> <li>• The City of Kannapolis assumes ownership of Bakers Creek Park, including the Mountain Street Park Expansion, from Cabarrus County and Rowan County Parks and Recreation. Bakers Creek Park includes four shelters, a playground, greenway, tennis courts, and a softball field.</li> <li>• The City also assumes ownership of Town Park, Village Park, and the Kannapolis Cemetery from a land deal with Mr. David Murdock</li> </ul>
2000	<ul style="list-style-type: none"> <li>• City hires its first Parks and Recreation Director</li> </ul>
2001	<ul style="list-style-type: none"> <li>• The Department hosts the Charlotte Symphony for the first time at Village Park.</li> <li>• Town Park is renamed and dedicated as Veterans Park</li> </ul>
2002	<ul style="list-style-type: none"> <li>• The Department dedicates Dale Earnhardt Tribute to the late Dale Earnhardt, Sr. who was born and raised in Kannapolis. Dale Sr. died in the last lap of the 2001 Daytona 500.</li> </ul>
2003	<ul style="list-style-type: none"> <li>• The Department hires its first Recreation and Special Events Coordinator</li> </ul>
2004	<ul style="list-style-type: none"> <li>• The Department opens Safrit Park with two lighted softball fields and a lighted soccer field</li> <li>• Phase I Expansion to Village Park starts with the construction and opening of the Amphitheater</li> <li>• The Department expands the Summer Concert to become the Summer Entertainment Series – four concerts were held that summer.</li> </ul>
2005	<ul style="list-style-type: none"> <li>• Phase I Expansion to Village Park is continued with the opening of the Park Building and Shelters</li> <li>• The Department adds a successful Movies in the Park series to the popular Summer Event Series</li> </ul>
2006	<ul style="list-style-type: none"> <li>• The Department enters into a field usage agreement with Kannapolis City Schools to utilize fields at the newly constructed Kannapolis Middle School. This partnership adds a softball field, baseball field, football field and track to the inventory of available fields.</li> </ul>
2007	<ul style="list-style-type: none"> <li>• Village Park Phase II expansion starts with the opening of the Splash Pad in September</li> </ul>
2008	<ul style="list-style-type: none"> <li>• Phase II Expansion of Village Park is complete with the addition of the Rotary Express Train which opened in May, 2008</li> <li>• 8<sup>th</sup> Street Greenway is opened in November, 2008</li> </ul>
2010	<ul style="list-style-type: none"> <li>• NCDOT completes the Pedestrian Tunnel under Loop Road, providing connectivity from Village Park to the North Carolina Research Campus (NCRC)</li> </ul>
2011	<ul style="list-style-type: none"> <li>• Extensive renovations to Kannapolis Cemetery took place in the spring of 2011. A formal entrance, paved roads, fencing, and brick retaining walls were added as part of the renovations.</li> </ul>
2013	<ul style="list-style-type: none"> <li>• Extensive renovations to Veterans Park are made; the renovations include an eternal flame, granite Ring of Honor and Memorial Plaza monument and bronze wreath. The granite Ring of Honor displays over 1,700 names of those individuals from Rowan and Cabarrus Counties, dating back to the Revolutionary War, who died in service.</li> </ul>
2014	<ul style="list-style-type: none"> <li>• The City adopts the Parks and Recreation Master Plan</li> </ul>

2015	<ul style="list-style-type: none"><li>• The Department moves forward with Phase III renovations to Village Park by purchasing a double decker carousel to be installed in 2016.</li><li>• A portion of the Rocky River Greenway is opened; September 2015</li></ul>
------	---

## B. Mission, Goals, Objectives, Guidelines

# **KANNAPOLIS PARKS AND RECREATION**

## **MISSION STATEMENT**

*The mission of the Kannapolis Parks and Recreation Department is to provide positive experiences through a variety of quality activities, facilities and services for the community.*

## **VISION STATEMENT**

*The Kannapolis Parks and Recreation Department will strive for excellence in providing quality and diverse recreation and leisure opportunities that will enhance the health and well-being of our changing community.*

## **CORE VALUES**

**Integrity** - We value the need to be honest, truthful, fair, and trustworthy.

**Excellence** - We value the need to exceed expectations in maintaining and preserving all of our parks and facilities to the highest quality standards of safety, function and appearance.

**Professional Workforce**- We value our quality workforce by fostering a positive environment through learning, growth, and development of dedicated, highly motivated, and competent staff.

**Stewardship**- We value efficient and effective management of our assets and stewardship of our parks and open space, to sustain them for future generations.

**Health and Wellness**- We value the need to provide recreational and educational opportunities that inherently improve health and well-being.

**Inclusiveness**- We value creating, enhancing, expanding and promoting equal opportunities for participation in and enjoyment of parks and recreation services for all individuals.

**Collaboration**- We value working in cooperation with all stakeholders including residents, area communities, public and private organizations, as well as interdepartmentally.

## **KANNAPOLIS PARKS AND RECREATION GOALS AND OBJECTIVES**

**Goal 1: Connect and promote our greenway system within the City and neighboring communities.**

**Objective 1** - Increase public awareness of current opportunities and future development.

**Objective 2** - Create a link on departmental webpage to access Carolina Thread Trail (CTT) website for regional trail information.

**Objective 3** - Create connection on Irish Buffalo Creek Greenway to the City of Concord under I-85.

**Objective 4** - Create connection to the City of Concord and Mecklenburg County greenways on the Rocky River corridor.

**Objective 5** - Provide trail loops and trail connectors of different lengths and access points to neighborhoods and other areas of interest.

**Goal 2: Enhance program offerings and opportunities within the community.**

*Objective 1* - Conduct feasibility study on Parks and Recreation Department conducting youth athletic programs.

*Objective 2* - Continue collaboration with outside organizations/providers to develop additional health and wellness programs.

*Objective 3* - Provide summer camp opportunities for youth.

*Objective 4* - Evaluate and implement additional educational and leisure service programs.

*Objective 5* - Update program inventory offered from outside organizations to evaluate and recognize deficiencies for available program opportunities.

*Objective 6* - Add additional programming staff to enhance program offerings within the community and to work with outside organizations.

**Goal 3: Enhance programs, special events and facilities that will stimulate the local economy and provide a positive economic impact.**

*Objective 1* - Collaborate with outside facility management groups (Intimidators, School system, Gem Theatre) to offer ticketed events.

*Objective 2* - Investigate feasibility of offering ticketed events at Village Park.

*Objective 3* - Investigate opportunities for usage of area lakes.

*Objective 4* - Implement proposed master plan for development of stadium property.

**Goal 4: Continue to improve communication with the public, alternative service providers and interdepartmentally.**

*Objective 1* - Develop and implement an internal communication policy and standard operating procedures by end of FY15.

*Objective 2* - Enhance marketing brochures for park facilities

*Objective 3* - Develop additional distribution points for marketing materials

*Objective 4* - Host focus group meetings with external service providers to enhance communication

**Goal 5: Enhance departmental workforce through training/educational opportunities.**

*Objective 1* - Increase travel/training budget to provide for additional educational opportunities to enhance our professional workforce.

*Objective 2* - Provide educational materials and opportunities to achieve and maintain professional certifications.

*Objective 3* - All eligible full-time P&R staff will obtain CPRP status, based on NRPA requirements, by the end of 2016.

*Objective 4* - Provide part-time and full-time staff training on departmental operational procedures on an annual and/or as needed basis.

*Objective 5* - Increase part-time budget to cover required training

**Goal 6: Increased utilization of technology to become a more efficient and effective department.**

*Objective 1* - All designated park facilities will have access to the City network (Village Park, Bakers Creek Park, Safrit Park)

*Objective 2* - All computers will have standardized operating systems and software.

*Objective 3* - Upgrade existing reservation software by the end of FY 17.

*Objective 4* - Implement program registration software by the end of FY 17.

*Objective 5* - Implement cemetery database software by the end of FY 16.

*Objective 6* - Utilize existing available technology to enhance park experiences and interaction.

*Objective 7* - Provide adequate training for utilization of software/technology.

**Goal 7: Provide a quality, diversified park and open space system that supports opportunities for active and passive recreation.**

*Objective 1* - Implement recommendations from P&R Master Plan

*Objective 2* - Incorporate unique environments and interesting amenities and facilities into parks to provide a balanced P&R experience and diverse opportunities.

*Objective 3* - Future land acquisitions should allow for development of balanced opportunities.

Thank you for becoming a part of the City of Kannapolis Parks and Recreation Department. Your hard work, dedication, and enthusiasm are what make us one of the best.

The Recreation Administration has come up with some guidelines that will show the direction in which the staff is to follow. One of the most important factors that make any team successful are specific guidelines. These guidelines include:

- Work as a team to support one another and the Parks and Recreation Department.
- Wear the proper attire. Remember, if you look good, you will feel good!
- Be efficient & effective.
- If you are not sure of something, be sure to ASK first.
- Treat patrons with courtesy & friendly attitudes. Would **you** expect anything less?
- Keep a Positive Attitude!
- Always be well prepared for classes, work, and programs.
- Be flexible to change. Some of the best things happen when you go with the flow.
- Keep the lines of communication open.
- Encourage participants to become acquainted and involved in all aspects of the Parks and Recreation Department.
- Enjoy your work!
- Always remember that DETAILS make the difference!!!

The Parks and Recreation Department hopes that these guidelines will give you an idea of what is expected.



### C. DIRECTIONS TO FACILITIES

Park	Address	Directions
<b>Bakers Creek Park</b>	1275 West A Street; West A Street, between Goldston and Enochville Road	From I 85; Exit 60 to Dale Earnhardt Blvd; Travel West on Dale Earnhardt Blvd approximately 6 miles to West A Street. Turn left on West A; park is ¾ miles on your left.
<b>Walter M. Safrit Park</b>	1415 Bethpage Road	From I 85; Exit 60 to Dale Earnhardt Blvd; Travel West on Dale Earnhardt Blvd approximately 5 miles to Mooresville Rd. Turn left on Mooresville Road; Travel approximately 1 ¼ miles to Bethpage Road; turn left on Bethpage; park is on your left.
<b>Veterans Park</b>	119 North Main Street; North Main Street, near East First Street	From I 85; Exit 60 to Dale Earnhardt Blvd; Travel West on Dale Earnhardt Blvd approximately 4 miles to Main Street. Turn right on Main; park is approximately 2 miles on your left.
<b>Village Park</b>	700 West C Street; Corner of West C Street and Dale Earnhardt Blvd	From I 85; Exit 60 to Dale Earnhardt Blvd; Travel West on Dale Earnhardt Blvd approximately 5.5 miles to West C Street. Turn left on West C; park is immediately on your right.
<b>Village Park Splash Pad</b>	740 West C Street; Corner of West C Street and YMCA	From I 85; Exit 60 to Dale Earnhardt Blvd; Travel West on Dale Earnhardt Blvd approximately 5.5 miles to West C Street. Turn left on West C; Turn right onto YMCA Drive; Splash Pad park is at the curve on your right.
<b>Dale Earnhardt Tribute Park</b>	109 West A Street; Main Street between West A & West B Streets	From I 85; Exit 60 to Dale Earnhardt Blvd; Travel West on Dale Earnhardt Blvd approximately 4 miles to Main Street. Turn right on Main; park is approximately 2 miles on your left.
<b>Clarice Women's Triangle</b>	Lane & Brantley Streets	From I 85; Exit 63 to Lane Street; Travel West on Lane Street approximately 2 miles. Property will be on your left at the corner of Lane and Brantley.
<b>Plant 4 Park</b>	425 South Main Street; Main Street at Dale Earnhardt Blvd.	From I 85; Exit 60 to Dale Earnhardt Blvd; Travel West on Dale Earnhardt Blvd approximately 4 miles to Main Street. Turn right on Main; park is past the large parking lot on your right.
<b>Lane Street Gateway Sign</b>	Lane Street at I85	From I 85; Exit 63 to Lane Street; Travel West on Lane Street approximately .1 mile. Property will be on your right at the corner of Lane and Stadium Drive.
<b>KPRD Warehouse</b>	1230 South Main Street	

## D. GENERAL PERSONNEL RULES

1. The policies and procedures in this training manual do not replace the City's policies and procedures, yet complement them to give you a better understanding of what is expected of you in this department.
2. Consult your supervisor if you have a question about your job duties or daily assignments. The Director of Parks and Recreation has the ultimate and final authority.
3. All persons are to be at their facility 15 minutes before it opens, and be on duty in their respective area on time, unless otherwise specified. You may not put more than the 15 minutes early on your time sheet, even if you come earlier, unless you are actually working.
4. REPORTING TO WORK
  - Be ahead of time.
  - Be in full uniform.
  - Bring auxiliary items such as gloves, sunscreen, etc...
  - Be pleasant to patrons at all times.
  - Note condition and placement of all equipment and tidy up if necessary.
  - Do a walk through and prepare facility.
5. BEGINNING WORK
  - Maintain a positive image and posture.
  - Be attentive.
  - Check the weekly calendar for any special projects or activities for the day.
  - Survey for high-risk patrons or activities at the facility.
6. EQUIPMENT:
  - A. All personnel will be required to review the personal protection equipment (PPE) manual for their specific job functions. Additional safety training will be provided to you.
  - B. Tools and equipment are to be returned neat and clean to their proper places as soon as you are finished using them. Left out they are liabilities.
  - C. Equipment and materials are not toys to be played with and wasted.
  - D. Under no circumstances should shovels, rakes, hoses, brooms, mops, or other equipment be left lying around where they might cause accidents.
  - E. Material Safety Data Sheets (MSDS) are available at each facility location. Additional safety training will be provided to you.
  - F. Fire Extinguishers are also provided at each location. Additional safety training will be provided to you.
7. CARE OF THE FACILITY:
  - A. It is everyone's responsibility to see that the facilities are kept clean, sanitary, and in good order. DO NOT leave things for the other fellow employees to do. Everyone is expected to do his or her part to help with clean up.
  - B. Staff is obligated to provide a safe, secure facility.
  - C. Keep the outside perimeters clear so that patrons get a good impression even before they enter the premises.
  - D. Daily inspections should be done before opening and after closing.

- E. Facility should be securely locked and alarms set before the last staff person leaves. This includes all doors, windows and park gates.
8. PERSONAL APPEARANCE:
- A. The personal appearance of employees is vital to the atmosphere of the facility. Everyone shall present a neat, well-groomed appearance. No unnecessary clothing or ornaments, other than uniforms shall be worn.
  - B. Personal health and hygiene should be at the optimum as this greatly affects your ability to do a good job.
  - C. Uniform appearance should reflect one's pride in his/her job. It should be worn only when on duty.
  - D. You are "on stage", people watch you! Remember, you represent the City of Kannapolis.
  - E. Uniforms are not to be altered in any way by scissors, markers, etc.
9. PERSONAL BEHAVIOR
- A. Assume responsibilities, accept assignments, and show initiative in making constructive suggestions for better quality operations.
  - B. All employees must understand his/her responsibilities to the employer as well as to the public. Cooperate in team efforts, adhere to rules and regulations, and maintain positive attitudes to operate successfully.
  - C. There should be no drinking of intoxicants or being under the influence of alcohol or illegal substances while on duty. This will result in immediate dismissal.
  - D. Answering a personal telephone call shall not be permitted unless the person is properly relieved or on break. Cell phones should be put away. Texting and "playing" on your phone is not appropriate while on duty.
  - E. Operating schedule shall be adhered to – if a question arises about altering the operation schedule, consult the Park Supervisor.
  - F. Report your needs and accidents daily to the on-site Supervisor or Parks Supervisor.
  - G. It is everyone's job to see that rules are enforced tactfully.
  - H. Show you care -- treat patrons as VIP guests. Be Positive! Do not threaten them. Be courteous and polite to all customers. Never use abusive or profane language.
  - I. Maintain your poise and self-control at all times. This seems nearly impossible at times, even when patrons might be rude to you, this must be done.
  - J. Use of abusive language, smoking, or eating while on duty is prohibited and reason for being placed on probation. You may smoke or eat only while on break.
10. Accept criticism -- it is not intended as a reprimand and is for your betterment, and the general well being of all involved.
11. Profanity, vulgarity, horseplay, or maliciousness shall not be permitted for patrons or employees.
12. At any time while on duty, there will be no reading or letter writing. You should also avoid personal phone calls while on duty. Your full attention should be given to the customers and duties.
13. Evaluations WILL be conducted, filed, and possibly used in future references.

14. EMPLOYMENT CONDITIONS

All employees are employed as needed and will be paid an hourly wage for work performed. They are not guaranteed a minimum number of hours per week, especially during inclement weather.

15. STAFF MEETINGS

Staff meetings will be scheduled to ensure rule uniformity and enforcement, discuss current problems and solutions, and re-enforce staff performance. Meetings will serve to clarify policy matters, maintenance problems, and distribution of new policies or equipment.

13. DISCIPLINE PROCEDURES

Staff not complying with the Recreation Manual, engaging in misconduct, or who do not satisfy their job responsibilities will face disciplinary action by the Parks and Recreation Administration.

Nothing in this section shall limit or restrict the Parks and Recreation Department's right to dismiss you at any time, with or without cause or notice. As a Parks and Recreation Department employee, you may terminate your employment at any time with or without cause notice. Likewise, the Department retains a similar right.

Examples of Reasons for Disciplinary Action

You may be warned, suspended and/or dismissed for any lawful reason, including without limitation violating any policy in this manual. The examples of reasons for disciplinary action listed below do not constitute an exhaustive list of all the acts that may subject you to disciplinary action. No set examples can cover all situations. Instead, the following list sets forth some of the more typical cases that can arise in the course of an employment relationship.

They include, but are not limited to:

- Felony arrest
- Felony convictions
- Failure to obey lawful official rules, regulations or order, failure to obey any proper direction made or given by your immediate supervisor, Parks Supervisor, Parks and Recreation Director, or any City Hall Administrative Staff, i.e. City Manager
- Failure to adhere to the Parks and Recreation Department policies and/or procedures including, without limitation, all safety policies, ordinances and procedures
- Being under the influence or possession of intoxicants or illegal drugs while on duty or on City property or failing to notify the Parks and Recreation Department that you are taking legal drugs when such notice is required
- Incompetent, inefficient, or negligent performance of duties; inability or failure to perform duties properly
- Careless, negligent, or improper use of City funds or property
- Absent from duty without permission, habitual tardiness, excessive absenteeism, or abandonment of employment. Failure to return to work as scheduled from vacation, personal leave, absence without leave, or any other approved leave
- Inability or unwillingness to work effectively with other personnel
- Inability or unwillingness to take orders from immediate supervisor, Parks Supervisor, Parks and Recreation Director, or any other City Hall Administrative Staff

- Uncooperative, hostile or discourteous attitude or conduct towards park patrons, customers, immediate supervisor, Parks Supervisor, Parks and Recreation Director, or any other City Hall Administrative Staff
- Dishonesty: lying to park patrons, customers, Parks and Recreation administrative staff or falsifying or providing misleading information on forms, records or reports provided to or on behalf of the Parks and Recreation Department including, without limitation, accident reports, incident reports, employment application/resume, financial reports, reimbursement reports, and department reports
- Violation of employment policies, rules or guidelines or engaging in any conduct determined by the Parks and Recreation Department not to be in its best interest
- Leaving the job during working hours without permission
- Theft or misappropriation or the careless, negligent or improper use of funds or property belonging to the City of Kannapolis, fellow employees or the public
- Taking or using for personal use City property in the care and custody of the Parks and Recreation Department
- Endangering one's safety of others because of failure to act properly and safely in the performance of one's duties
- Failure to follow any federal, state, or local law, rule or regulation while on duty or while in or on City property or engaging in criminal activity while in or on City property

#### Review of Disciplinary Action

For each incident of disciplinary action, a written report will be filled out, reviewed with the employee and kept on file with the Recreation Division. The following actions will be the steps taken in reprimanding disciplinary actions:

- verbal reprimand
- written reprimand
- probation
- suspension
- termination

They may not necessarily be in the above order, depending on the situation. The Parks Supervisor may recommend a suspension or termination. The Parks and Recreation Director will determine the end result.

#### 14. EQUAL OPPORTUNITY STATEMENT

We hire and promote employees on the basis of their qualifications, without regard to race, religion, sex, color, national origin, or a disability unrelated to the job in question.

#### 15. RECOMMENDATION OF A POTENTIAL EMPLOYEE

The City of Kannapolis Parks and Recreation Department encourages employees to recommend people for possible employment. Since our employees are so familiar with our system and its' needs, we know your recommendations will often be on target. This does not guarantee them a job, due to the Parks and Recreation Department having to follow the correct hiring procedure.

#### 16. LOST AND FOUND

- Every now and then an article of great value or even little value will be left at a facility. These items should be turned into the Park Supervisor.
- Tag the item with the date, time, location, and employee's name that found it.

- Individual's claiming the item lost must furnish I.D. in the way of description.
- Retain the tag and include person's name, address, and phone number of who claimed it.
- Turn item into Parks Supervisor.
- When a large collection of towels, athletic equipment, and other items, etc., begins to build up, the Park Supervisor may contact a non-for-profit agency (i.e. Salvation Army) and have them pick up the items.

17. REFUNDS: Refunds are not given to individuals who are asked to leave the area because of disruptiveness.
18. Questions about the City of Kannapolis and facilities should be answered courteously. If you do not know the answer, **do not give out false information**; instead, refer them to the appropriate person at the administrative office.
19. Check all material posted on the staff bulletin board daily. Ignorance of notice is no excuse. Use this board to communicate with one another (important notices, days off list, etc.)
20. If any difficulties arise or if you have a personal problem or complaint, please contact the Parks Supervisor immediately. Remember, a small issue can become a serious problem if not addressed quickly. Check the staff list for the Park Supervisor's mobile phone number if the problem requires attention before regular office hours.
21. RESIGNATION POLICY  
Temporary Recreation Employees have been employed because they have agreed to work the entire season. If you plan to terminate your employment sooner than originally planned, you must give the administrative staff at least two weeks notice to allow for time to find a substitute replacement and leave in good standing.
22. SUGGESTIONS OR COMPLAINTS  
We are always open for suggestions. If you have something on your mind that you want to talk about, please feel free to talk to the Parks Supervisor or Director of Parks and Recreation.

## **E. EMPLOYMENT, VACATION, AND SUBSTITUTION REGULATIONS**

1. All employees must work the entire season according to the dates of the summer season.
2. The only excused absence is illness. The Parks and Recreation Department reserves the right to ask for a doctor's verification of illness and inability to work. In case of illness, the employee must notify the Recreation Administration as soon as possible, but no later than 8:00 a.m.
3. No sick days with pay will be granted.
4. Each employee may take a maximum request of 5 days off (without pay) during the season unless further days are approved. A certified substitute must work in the employee's absence.

Both the employee taking off and the substitute employee must sign the substitution request form and submit it to the manager for approval and signature no less than 48 hours in advance.

It is the employee's responsibility to obtain his or her own substitute. Substitution is not approved until the manager signs the form.

If the employee who wishes to take a day off cannot find a certified substitute to work for him/her, then he/she cannot take the day off.

If the employee does find a certified substitute and the request form is approved by the Administration, then the employee taking the day off is responsible for the substitute employee reporting to work on the day arranged. If the employee does find a certified substitute and the request is approved by the manager, and the substitute employee fails to report to work on the arranged day, then the substitute may be subject to suspension, only if a sub slip was signed by both employees.

Once a certified substitute employee has agreed to work for another employee, and has signed the substitution request form, he/she must report to work on that day, and may not try to arrange a substitute for himself/herself. There will be no substitutes for substitutions.

5. Switching or trading days of work with other employees is considered substitution also.
6. Any unusual circumstance that necessitates a leave of absence in excess of the four day limit must be brought to the attention of the Parks and Recreation Administration and be judged on its merit at that time.
7. Tardiness or absences from regular hours, staff meetings, or special meetings without special permission may result in loss of pay, suspension or dismissal.

SUBSTITUTIONS AND SWITCHES

If an employee is scheduled at a time when he/she is unavailable, it is the responsibility of the employee to inform the staff of such conflict. He/she may be responsible for obtaining a sub.

1. If an employee needs a substitute, it is the primary responsibility of the employee to find a substitute. A verbal agreement must be made to substitute or switch.
2. A sub slip or written form must be signed by both persons and given to the Parks Supervisor.
3. All substitutions must be finalized 24 hours prior to scheduled shifts, exception of emergency.
4. Emergency substitutions constitute:  
    death in family,  
    serious illness,  
    other circumstances approved by immediate supervisor or Director of Parks and Recreation.
5. Immediate Supervisor or Director of Parks and Recreation must approve all substitutes.

---

Kannapolis Parks and Recreation Department  
Official Time Off/Substitution Request Form

Request By:

Regular Employee (print) \_\_\_\_\_

(signature) \_\_\_\_\_

Reason for Request: \_\_\_\_\_

Date(s): \_\_\_\_\_

Time(s): \_\_\_\_\_

Location: \_\_\_\_\_

Substitution Employee (print) \_\_\_\_\_

(signature) \_\_\_\_\_

"Employee requesting time off is ultimately responsible"



## F. TIME SHEETS

### FILLING IN YOUR TIME SHEETS:

Your time sheet will look like this (a copy is on page 27):

Time sheets should be completed to the nearest quarter hour using military time.

**REMEMBER:** Your time sheet is due by 12:00 P.M. every TUESDAY.

Paychecks are issued through a direct deposit program. You must provide the City of Kannapolis a voided check from a checking account or the appropriate routing and account information from the bank in order to be paid.

You must provide a working email address in order to receive your pay stub.

**Anyone caught reporting hours they did not work on their time sheet, will be terminated immediately!**

## **G. UNIFORM POLICY**

1. Staff uniforms will be issued at a staff meeting or on first day of work.
2. Staff should wear their staff uniform clothes whenever they are on duty. (Staff shirts, shorts or jeans and closed toe shoes). A jacket may be worn whenever weather is cool.
3. Staff shirts will be kept neat and clean throughout the season. Avoid wearing dirty or wrinkled outfits to work.
4. All hats that are worn are to be City of Kannapolis Parks and Recreation issued hats and must be worn correctly (bill of the cap facing forward).
5. Shirts should be tucked in your shorts or pants.
6. Shorts should be solid in color, blue or khaki. Shorts must be at most 3 inches above the knee and no shorter. Shorts may be denim or khaki. Shorts or jeans, worn while on duty, should be clean and neat in appearance. They should not be ripped or torn, tight fitting, no short shorts, and no athletic wear.
7. Open toed shoes are prohibited. Please wear clean, rubber soled shoes, such as gym shoes, with socks.
8. It is important that you stand out in a crowd and your uniforms look crisp and clean.
9. The highest level of appearance and grooming are required at all times.
10. Staff uniforms are not to be modified by employees. This means that shirts may not have sleeves cut off, hem taken out, cut off at mid-riff, etc.
11. Jewelry policy: No employee will be allowed to wear any type of facial jewelry, i.e. nose ring, eyebrow piercing, tongue or lip ring. Male employees will not be allowed to wear earrings and female employees who choose to wear earrings should only wear small studs, no long or dangling earrings. Maintenance workers are not permitted to wear necklaces.
12. These uniforms are to distinguish you from other participants so that patrons know who to go to for assistance.

## H. THE FOLLOWING ARTICLE IS PRINTED TO HELP YOU GAIN AN UNDERSTANDING OF CUSTOMER SERVICE.

### Our Customers Go . . . First Class All the Way

by Ray Morrill

It really is possible to turn complaints into compliments and to keep customers happy while maintaining professional integrity. All it takes is dedication to customer satisfaction and excellent service.

While not everyone is in a position to change rules and procedures, each of us can positively affect customer services. An old friend put it in a nutshell: "There is no limit to what you can accomplish if no one cares who gets the credit."

#### **Customer service is not someone's job. It's everyone's job!**

In his article "How to Have Happy Customers Guaranteed," Arnie Biondo raised the question, "How much does it cost to lose a customer?" While many public sector companies know the cost of losing a customer, how many of us in the recreation profession have ever given it much thought? It's a good bet that every unhappy customer will tell several others of their unpleasant experience. There is not only the loss of the fee that the original customer paid for the program or the use of that facility, but also the loss of revenue from potential customers put off by this customer's bad experience. Given enough of these negative experiences, the loss of support during a tax referendum or budget hearing could be substantial. Clearly, it is more costly to lose a customer than it is to satisfy one.

Today dealing with any customer is more challenging. Customers rightfully expect quality service for the money they spend, and are quick to respond negatively if they are not satisfied. How can we keep problems from occurring and respond to complaints most effectively?

Putting the situation in perspective and remaining flexible are key elements in dealing with problems. Replace rules with good judgment. Research shows that 40 percent of policies inhibit good service. If policies or rules are outdated or don't work, scrap them.

When dealing with a dissatisfied customer it's best to let them blow off steam first. Stay calm, listen to what they have to say, and then try to resolve the problem. Do not take what they say personally, and never argue or raise your voice.

Lisa Railing's training manual "How to Create the Right Customer Service Image" includes this advice: "When trying to explain rules, never belittle the customers by implying that they are dumb because they don't understand or don't agree. Keep the situation on a positive note, with your objective clearly in view, which is to help the customer understand and abide by the rules and regulations. Finally, give clear explanations about the rules you are attempting to enforce." Never enforce a rule without an explanation, and try not to be abrupt in your enforcement.

The Wheaton Park District's primary goal is simple: "That our commitment to excellence grow both in quality and programming and in service to our residents." In customer relations, the Golden Rule should always apply. "Treat people as you would like to be treated."

As employees, we are responsible for our customers during their visits to our facilities or programs. They have paid for the right to enjoy themselves. Often employees receive their salaries from the facility or program fee. If customers don't sign up again or use the facility in the future, there may not be enough revenue to fund our positions.

The American Management Association (AMA) quoted this statistic in *Business Week*: "A satisfied customer, on the average, tells three people about a good experience, while a dissatisfied one gripes to eleven." A few years ago Technical Assistance Research Programs (TARP) conducted customer complaint studies for the White House Office of Consumer Affairs. Among their findings: **"Customers who have complained to the organization and had their complaints satisfactorily resolved tell an average of five people about the treatment they received."**

**Most dissatisfied customers want only two things—to feel that their complaint has been fully heard and understood, and to know what will be done about it.** We must show concern about the problem by listening carefully and quietly. When the customer seems almost finished, perhaps ask one clarifying question to make sure you understand the problem, and to also show that you have been listening. Assure the customer that the problem will be discussed with the appropriate administrators and staff,

and that the supervisor in charge will call to get more information if it is necessary. Finally, we must express our regret that the problem arose, and offer thanks for having it brought to our attention.

It is safe to assume that customers are satisfied when: their expectations are met; they receive value for their dollar; they get a positive response with a smile; they don't get the run-around; we are receptive to their needs; we listen with empathy; we show flexibility; we offer well-maintained facilities; we show that we are informed; we follow up on their complaint, concern or question; we deliver prompt service; we provide alternatives to meet their needs.

**Who plays the key role in customer service?** Not management, but rather our receptionists, secretaries, and front line staff. It is important to remember that the way we treat our employees will be reflected in the way our employees treat our customers. J. Willard Marriott Sr., founder of the Marriott Corporation, said it well: "**It takes happy employees to make happy customers.**"

Positive attitudes and positive thinking by all staff go a long way toward providing good customer service and user-friendly facilities.

In the July-August 1988 *Harvard Business Review* this relevant information was quoted: "British Airways conducted a market study and found that its passengers judged its customer service based on four criteria:

- 1) Care and concern (employees' friendliness, courtesy and warmth),
- 2) Initiative (employees' ability and willingness to jockey the system on the customer's behalf),
- 3) Problem solving (figuring out solutions to customer problems, whether unusual or routine),
- 4) Recovery (going the extra yard when things go wrong to handle a particular problem, which includes the simple, but often overlooked, step of delivering an apology)."

And, finally, one more vote for flexibility. Rules are never a substitute for good judgment. Flexibility allows us to be responsive to change, and to deal with each situation as it arises. Rules can be changed, and bad rules **should** be changed.

**Who wins when we are truly dedicated to customer satisfaction and to excellent customer service? Everybody wins!**

**About the Author**

*Ray Morrill is superintendent of recreation at Wheaton Park District.*

## I. PUBLIC RELATIONS

### CUSTOMER SERVICE

1. Greet patrons by name whenever possible to add a personal touch.
2. Try to get to know as many patrons as possible. Make sure every person feels special and important so they want to come back.
3. Handle complaints quickly, courteously and to the patron's satisfaction.
4. Know when and where to redirect patron questions if you cannot answer them.
5. Handle patron's problems calmly and without becoming defensive.
6. Project a confident, professional image to build trust.
7. Take time to listen to what the patron is saying.
8. Know when it is necessary to tell a patron "no".
9. Recognize and solve patrons' problems before they become critical.

### WHAT PATRONS DON'T LIKE

By knowing some of the things patrons don't like, we may be able to get a clearer picture of what they do like.

1. They don't like to see children out of control, running, jumping, roughhousing and where they shouldn't be.
2. They don't like to wait in line.
3. They don't like dirty locker rooms, playing areas, concession stands, or a poorly maintained perimeter of facility.
4. They don't like it when the staff pays attention to everything but the customer.
5. They don't like to be treated as a nuisance when they come to the facility early or late.
6. They don't like it when staff holds side conversations when checking passes, daily admission, or writing receipts.
7. They don't like to be given wrong information over the phone.
8. They don't like impolite staff.
9. They don't like dishonesty.

### CUSTOMER RELATIONS

Think: THE GOLDEN RULE . ...  
Treat people, as you would like to be treated.

Think: THE GOLDEN RULE . ...  
Participants are our guests.

The Recreation Staff is responsible for serving patrons during their visit. They have the right to enjoy themselves. Without customers and patrons there would not be sufficient reason to justify the recreation staff positions, hours of operation, etc.... Treat each individual as a V.I.P.! It is a part of your responsibility to make them feel welcome and important.

Some suggestions include:

1. Speak clearly.
2. Use words that highlight the positive.
3. Use positive statements when correcting patrons ("next time would you please" instead of "don't".)
4. Remove sunglasses when talking to patrons.
5. Briefly explain "why" a rule exists.
6. Address patrons as "Sir, Ma'am, young man, and young lady".

Remember, you are "on stage" at work and off. Therefore, look and act professional at all times.

Our patrons are very important! They are the reason we have jobs!

## COMMUNICATION SYSTEMS

The phone is to be utilized for work related purposes -- no personal phone calls. If you do get a personal phone call be sure to make it quick so as not to tie the line up.

### PHONE CALLS

1. The phone should be answered by saying: "(Name of facility), this is (your name). May I help you?"
2. Workers should not be on the phone while customers are waiting.
3. Do not tie up the phone with personal business.
4. The general public should not generally be allowed to use the phones at facilities. If younger participants need to use the phone to call home, you should allow this use, but dial the number for them.
5. If you should receive a threat, complaint, or problem, ask them to hold while you get the On-site Supervisor, or an administrative staff person.

### CELL PHONES & RADIOS

Phones are provided to certain full-time staff members for business use only. At times, part-time employees may be asked to carry these phones or radios during working hours. Personal use, negligent use, excessive phone charges, or loss and/or destruction of this phone/radio may result in disciplinary action and phone privileges being suspended or taken away. You may also be asked for to reimburse the City for any excessive charges incurred.

### ANSWERING QUESTIONS

Participants can come up with many types of questions. Try to answer these questions as accurately as possible, no matter how awkward they may sound. Since you have thoroughly read your manual, you are responsible for being aware of policies and schedules. There just might be a time when you won't know the answer to a question, take the name and number and tell them you'll have the Parks Supervisor or appropriate person follow up with an answer.

### PUBLIC RELATIONS

Public relations is viewed as: A) how the general public interprets what it sees and hears from you, and B) the way you interact with peers, staff, supervisors, and subordinates.

- Always maintain a well groomed appearance
- Avoid gossip, joking or reading on duty.
- Be courteous to patrons.
- Direct questions you cannot answer to a supervisor.
- Cooperate with fellow employees.
- Always refer media to supervisors.

All communication must be clear, simple, direct, and easily understood!

## SERVING A PARTICIPANT IN PERSON

These are some appropriate greetings:

1. "Hello, May I help you?"
2. "Hi, when you're ready to order, I'll be happy to help you."
3. If you do not hear what a participant said, do not say "huh" or "what". Use phrases such as "Pardon me" or "Excuse me, could you repeat what you said?"
4. Your job is to serve the participants in a way that makes them feel welcome or at ease. They are not to be made to feel like a nuisance.
5. Another annoyance for the participant is vying for attention from employees who are busy talking to one another. It is extremely rude not to give them your full attention.
6. When a participant comes to your station, do not look at your co-worker as if to debate whose turn it is to serve the person. You should both be willing and happy.
7. Be aware that your conversations easily carry and many times are overheard by participants or patrons. Save problems and private matters for a more appropriate time and place.
8. There should never be a radio played in the concession stand unless listening for weather warnings.
9. Be just as polite to children as you are to adults.
10. There should be no eating or drinking in the concession stand or while on duty. Plan to eat and drink during your break.

## SERVICE EFFECTIVENESS TIPS

1. First, acknowledge and express concern for the inconvenience, disappointment, etc. that the customer feels they experienced. Stay objective even when customers behave rudely. This can be done without either accepting or placing blame:  
"I'm sorry to hear that your child had an unpleasant time."
2. If the nature or circumstance of the complaint are unclear, politely ask for clarification or additional information:  
"I understand your disappointment and frustration when you arrived and found the class had been cancelled without notice. Could you please give me a little more information: which class, what day/time, had you pre-registered for the program? This will help us to track down an explanation and get back to you."
3. Once you have understood the problem, suggest reasonable alternatives to try to honor the customer's request. Always give the person a way out; let them save face;  
"I'm truly sorry that, for whatever reason, we don't have the field reserved for you. Although we don't have it available right now, if you'd like to wait until the other group is finished, we could get you on the field. Would that be possible?"
4. When enforcing rules or procedures, do so without belittling the customer . . . your objective is to help the public understand and abide by the regulations:  
"I must remind you that we can't allow remote control airplanes at the park. I'm sorry if this wasn't made clear enough when I spoke to you earlier. It is a safety issue and I hope you'll understand."

5. At times when you must say "no" to a customer, you can take the "sting" out by explaining why:  
 "I really wish we could add you daughter to the class. In fact, we're delighted that you rate our program so highly. However, I'm sure you can understand that if we have more children, our staff could not provide enough attention for each child. Then participants are not only in an unsafe situation, but we wouldn't be providing the quality of instruction you would expect."
  
6. At all times, avoid showing negative emotion. If you cannot give the customer the attention their request or problem deserves, ask to call them back at a time when you can give them your total attention. (ASAP):  
 (It's time to begin your program and kids are milling around and even beginning to wander off. A parent is explaining at length why they think their child should be with an older age group or receiving more advanced instruction.)  
 "I can tell that this is important to you and I would like to discuss the situation more when my attention isn't divided or interrupted by my leadership responsibilities. In fact, I'll call you day/time after I've had a chance to review your son/daughter's records and check out any other options we may have. Will that be OK?"
  
7. Avoid making promises that are not within your authority to make. Instead, make arrangements for the customer to talk with your supervisor or the necessary staff. Remember, even if you can't honor a request or solve a problem, you can help the customer get closer to resolving their problem or need. The key is: **always show interest.**  
 "I'm not sure what our refund policy is, but I'll explain the circumstance of this situation to my supervisor and ask him to give you a call."

### RULE ENFORCEMENT

Employees are constantly interacting with the public. You must enforce rules, answer questions, stop fights, and provide a safe environment.

#### WHEN ENFORCING RULES BE SURE TO:

- Be consistent -- Enforce the same rule the same way every time.
- Be fair to everyone.
- Know and explain the rules -- Give them the reason for the rule and be able to explain it. It'll be easier to enforce if you explain it in a friendly manner.
- Remember, you are correcting, not punishing. You want safety for the patrons and participants!
- Remind patrons where rules are posted! (They are also back-up authority for you.)
- Be positive. (Example: Instead of "Don't run", say "Please walk", or "walking is safer than running", or "You could fall and get hurt, so please walk".)
- Refer problems to the On-site supervisor or Recreation Administrator.

#### ENFORCE A RULE BY:

- Remove sunglasses when talking.
- Speak clearly.
- Use positive statements.
- Briefly explain the rule.



## **J. LIABILITY**

**DID YOU KNOW . . .** Employees can be held liable for their actions when they fail to exhibit an appropriate standard of care when overseeing their Recreation facilities?

Liability is determined if:

- \* Fail to provide minimum standard of care (must carry out appropriate responsibilities).
- \* Do not take care of foreseeable hazards.
- \* Negligence

### **LEGAL DEFENSES**

- Common sense makes good legal defense.
- Be responsive, helpful, and cooperative. People will be less likely to sue people they like and respect.
- True accidents cannot be prevented.
- Provide prompt medical assistance. At a minimum, contact competent medical assistance.
- Complete all accident and incident report forms in detail. It could save us one day!

Never diagnose injuries, admit fault, guilt, or any liability for an incident!

YOU have the responsibility of providing a reasonable standard of care. Anything less could mean a lawsuit for the Parks and Recreation Department and the facility.

- Be attentive at all times when on duty.
- Be conscientious, efficient, & skilled.
- Be prepared for a rescue.
- Be alert and observant.
- Maintain your skills.
- Practice.

### **JOB RESPONSIBILITY**

As an employee, you have been given a training manual and specific instructions on procedures you must follow to do your job. It is your responsibility to follow these procedures. Not following a procedure could easily result in you being named in a lawsuit due to negligence. If you choose not to follow it you are putting yourself out on a limb. If you are unsure of a policy, find out. Failure to follow all procedures and policies will result in your being discharged.

Staff responsibility to avoid liability is:

- Assume responsibility for guest safety.
- Realize accountability to reasonable standards of care.
- Maintain skills and training.
- Act mature even when associating with and confronting peers.
- Accept potential risk to personal safety.

## TAKE CARE OF YOURSELF

The City of Kannapolis strongly recommends you take all precautions. Be smart; protect yourself from job related health risks!

- Eye damage - wear polarized ultraviolet protective sunglasses and always wear safety goggles when the job requires.
- Risk of skin cancer - wear sunscreen and use shade.
- Dehydration - drink plenty of water and use shade

Try to minimize your sun exposure, even on cloudy days.

- Wear a hat or visor
- Wear a shirt
- Wear UV protected sunglasses.
- Zinc Oxide is the most effective sun block.

### **K. EMERGENCY PHONE CALL PROCEDURES**

INFORMATION TO GIVE EMS DISPATCHER FOR EMERGENCY PHONE CALLS:

1. Give dispatcher the location where you are; including street address, county and address
  - a. Street Address (County)
    - i. Bakers Creek Park – 1275 West A Street (Rowan County)
    - ii. Village Park – 700 West C Street (Cabarrus County)
    - iii. Safrit Park – 1415 Bethpage Road (Cabarrus County)
    - iv. Dale Earnhardt Tribute Park – 109 West A Street (Cabarrus County)
    - v. Veterans Park – 119 North Main Street (Cabarrus County)
    - vi. Warehouse – 1230 South Main St (Cabarrus County)
  - b. City: Kannapolis
2. Give the telephone number from which the call is being made
3. Give the dispatcher your name
4. Tell them what happened
5. Provide them with the number of persons who are injured or involved
6. Give the dispatcher the condition of victim(s)
7. Describe any help or first aid that is being given, if applicable

**\* Do NOT hang up first. They may have a question. Let EMS hang up first.**

### EMERGENCY PHONE LIST

EMS (Emergency Medical Services)

**Dial 9-1-1 (When using a landline from Village Park dial 9-9-1-1)**

**Police or Fire Dept:** 704-920-4000 (non-emergencies)

After you have called for emergency help, you should immediately try to contact your supervisor to give them the details about what has just happened. They may need to arrive on scene to help control the situation. If your supervisor is not available, leave a message on their voice mail and be sure to keep trying to reach them. Always complete the appropriate paperwork for them to review the next day.

## L. DISASTER AND EMERGENCY PROCEDURES

### STORM WARNINGS

Children should never be sent home on their own (walking) in storm warnings. Programs should be cancelled at the Recreation Coordinator's discretion when a storm warning is in effect or during a severe storm watch. See that parents are notified if a program is cancelled. The safety of participants is of the utmost importance.

Rules of Thumb during Tornado Conditions:

1. The southeast corner of a structure is generally the worst place due to the intensity of the winds.
2. Any object can become a deadly missile during a tornado.
3. Do not send children home during a tornado warning.
4. Avoid glass areas - especially windows and doors on outside areas; avoid large roof spans.
5. Avoid long halls - they tend to serve as wind tunnels. Especially long and straight hallways.
6. Those in charge of a group must try to keep others as calm as possible.
7. It is recommended that someone be designated as a group leader -- someone who is able to make quick, reasonable decisions.
8. Participants should be sitting face to the wall with head down, knees up, and arms protecting body and head.

General operating procedures:

1. Notification of watch (thunderstorm or tornado):  
Continue normal activity but watch for threatening conditions and listen to radio for latest Weather Service Warnings.
2. Notification of warning (thunderstorm or tornado):  
Take immediate action to direct participants and staff to a safe place. Follow specific plan for your facility.
3. Do not send participants who are a minor home at any time until contact is made with a parent or guardian.

## M. LOST CHILD/PERSON PROCEDURES

In this section, you will receive information that will enable you to make accurate decisions regarding the appropriate response to reports of missing or abducted children. The decisions made and actions taken during the preliminary stages have a profound affect on the outcome of the incident.

**Understanding the highly emotional nature of a missing-child case is a vital part of being able to assess the situation accurately.** At one time or another most parents experience those terrifying few minutes when their child wanders away or is several hours late in coming home and cannot be immediately located. Heartbeats race, panic sets in, and a frantic search is begun in which every possible spot where the child might be found is combed. During those initial moments, parents imagine their child in the most fearful situations either trapped in some unseen place; lying injured or unconscious out of everyone's sight; or, the most dreaded, abducted by some unknown person for unspeakable purposes. Thankfully, in the vast majority of these situations, the child is soon located uninjured. Everyone begins to relax, tears are dried, hugs are mixed with a little scolding, and life returns back to normal.

When a report is received of a missing child, there is seldom a clear indication as to whether the child has simply wandered off or been delayed and will be found in a short time or is instead the victim of foul play. The attitude or approach that this department takes in the initial response to these situations may actually

determine whether the child is recovered and returned home safely or remains missing for months or even years or, worse yet, is never located. This initial reaction, therefore, must be considered as a **critical stage**.

1. Remember to stay calm and do not panic.
2. Gather critical information from the parent(s)/person who made initial report. See **page 29**.
  - a. Child's name, age, gender, physical description, description of clothing
  - b. Write all this information down on a missing persons report form; note time of report.
3. Identify the circumstances of the disappearance and make notes on the report form.
  - a. Did the child wander off?
  - b. Did a stranger lead off the child?
  - c. Did someone see the child being taken away in a vehicle?
    - i. Obtain a **detailed** description of the missing child, abductor, and any vehicles used.
    - ii. **If yes, call the police immediately.**
4. Determine when, where, and by whom the missing child was last seen.
5. Verify that the child is in fact missing – begin by visually searching the area
  - a. Keep one person at the park office to keep track of if the child returns
  - b. Utilize volunteers, even family members to search all areas of the park
  - c. Have volunteers and searchers call out for the missing child
  - d. Be sure to check restrooms, athletic fields, shelters, and trails/greenways
  - e. Set a time limit of 15 minutes to check back into the park office.
6. **If the child is found, call off the search and inform all volunteers and staff the child has been reunited with the family.**
7. **If after 15 minutes of searching, the child is not found, call the police. However, use common sense to determine if the police need to be called immediately.**
  - a. Allow others to continue to search while you wait with a parent for the police to arrive.
8. Relay detailed descriptive information to police upon their arrival.
9. After you have called for emergency help, you should immediately try to contact your supervisor to give them the details about what has just happened. They may need to arrive on scene to help control the situation. If your supervisor is not available, leave a message on their voice mail and be sure to keep trying to reach them.
10. Cooperate fully with the authorities.

Equally as important, if a child reports that they have been separated from their families, it is critical to reunite them as soon as possible.

1. Stay calm and do not panic.
2. Gather information from the child.
  - a. Name and description of parent, guardian or group
  - b. Where the parents were last seen; what activities were they doing last;
  - c. Write all this information down on an incident report form; note time of report.
3. Identify the circumstances of the separation and make notes on the report form.
  - a. Did the child wander off?
  - b. Did the parent drop the child off and leave.
4. Determine when, where, and by whom the child was last saw the parent, guardian or group.
5. Begin by visually searching the area and looking for the child's parents.
  - a. Utilize volunteers and other staff, if necessary, to search all areas of the park
  - b. Have volunteers and searchers call out for the parent
  - c. Be sure to check restrooms, athletic fields, shelters, and trails/greenways
  - d. Set a time limit of 15 minutes to check back into the ranger's office.
6. **If after 15 minutes of searching the parent or group is not found, call the police.**
  - a. Allow others to continue to search while you wait with the child for the police to arrive.

## N. ACCIDENTS, ROBBERY, AND ALARM PROCEDURES

### ACCIDENTS & INCIDENTS

Any reported accident, injury or incident that results in a person being hurt or property being damaged should be reported through the accident and incident report form. Forms must be completed in detail and should be turned into your supervisor immediately. Copies of the completed report form should be forward to the Parks and Recreation Director and to the Human Resources Director within 24 hours of the incident.

**This form should be completed in all cases, including those cases where the injured person is an employee. A sample copy of this form is on page 30.**

### ROBBERY

If there were to ever be a robbery, give the suspect the money or whatever they demand. Your safety is more important than a loss of money or property.

1. Call the police to file a report
  - a. At Safrit Park, there is a panic button located under the counter. If able, push this button. This will trigger an alarm response and immediately send the police.
2. Relay detailed descriptive information to police upon their arrival.
3. After you have called for emergency help, you should immediately try to contact your supervisor to give them the details about what has just happened. They may need to arrive on scene to help control the situation. If you supervisor is not available, leave a message on their voice mail and be sure to keep trying to reach them.
4. Always cooperate fully with the authorities.

If you arrive to work to find a facility has been robbed, broken-in to or damaged in any way:

1. Ensure that the scene is safe for you to enter.
  - a. If it appears that the facility is not secure for you to enter, do not enter and immediately CALL 911. If you do not have a cell phone, call from a nearby payphone or from another park facility.
  - b. If the scene is safe, enter, but do not touch anything and immediately call your supervisor. They will instruct you on how to proceed.
2. Call the police to file a report – you may call the non-emergency number to ask for an officer to be dispatched to your location.
3. Relay detailed descriptive information to police upon their arrival.
4. Always cooperate fully with the authorities.
5. Documentation of damage should always be taken. Use the departmental digital or Polaroid camera, if available, and begin completing the incident report form.
6. If possible, all graffiti and damage should be cleaned up before opening the facility or, at least within 24 hours of the occurrence.

### ALARM SYSTEMS

Village Park, Bakers Creek Park and Safrit Park are equipped with building alarms.

1. In the mornings or at the beginning of your shift, ensure that the alarm is disarmed before proceeding to open the remainder of the building.
  - a. You will be verbally trained on the alarm system and issued a unique user ID code. This should be treated as secure information.
2. If you accidentally set off the alarm, you will receive a phone call from the alarm company dispatcher to verify your status. They will ask for the security clearance password. If you do not have the password, an officer will be dispatched to you location.
3. Immediately contact your supervisor to let them know you have triggered the alarm. They will have to verify with the alarm company dispatcher that everything is clear or if there is a true emergency.

## O. HANDLING OF EVIDENTIARY ITEMS PROCEDURES

### **Kannapolis Parks and Recreation Department (KPRD)**

It is important that KPRD employees ensure that potential physical evidence found at a facility is left undisturbed and understands the obligation to protect the area until the Kannapolis Police Department (KPD) has been notified and have taken over control of the site.

#### **Possible Stolen Vehicle:**

Get the license plate number and contact the KPD dispatcher. (Non-Emergency Dispatch 704-920-400)) Do not touch the vehicle or anything in the general area. Check for anyone in the vehicle or hanging around the park that maybe associated with the vehicle.

#### **Found or Stolen Property:**

If the property appears to be stolen leave it where it is and call the KPD dispatcher. Do not retrieve or move it. Nothing else in the general area should be disturbed.

#### **Finding a Body:**

Do not disturb the crime scene. Unless, you need to verify that the person is deceased or alive. If alive and injured render first aid. Call 911 and KPD Office. The area should be cordoned off to keep individuals from disturbing evidence. Do not cover the body, since trace evidence from the cover will be transferred to the body. This procedure applies to bones, body parts and blood.

#### **Sexual Assault Victims:**

Care for and comfort the victim as much as possible and call 911. Do not interrogate or allow the victim to wash or use bathroom prior to the trained professionals arriving. Write down any information the victim states prior to the trained professional's arrival.

#### **Incident Report and Notification of Staff's Supervisor:**

Staff must notify their supervisor in all crime situations. Complete the incident report.

#### **Always use a city phone:**

Should a phone need to be held for evidence purposes you do not want to have to give your personal phone up for several weeks. That is the risk you are taking by using your own phone.

## P. HANDLING OF DISRUPTIVE BEHAVIOR PROCEDURES

*Based on the Policy and Procedures for Public Safety and the Role of Agency Staff*

### **Procedures:**

#### **I. - Life Threatening Circumstances, strong aggressive behavior and major resource damage by park visitors:**

- Staff is to immediately contact the Kannapolis Police Department to report the offense.
- Staff is to gather other staff members for support or call their supervisor.
- Staff shall not have any physical contact with the offender unless it is in self defense.
- Staff is to continue to observe the offender and meet the responding Police Officer.
- Staff is required to complete the Department's Incident Report form within 24 hours.

#### **II. – Less Severe Unlawful Acts by Park Visitors:**

**Level One** – A Staff Presence: Conspicuous presence of Department staff is an “eyes on the site” concept that has a strong deterrent effect on unlawful behavior. Gather other staff members for support.

**Level Two** – Verbal Direction: Verbal commands are a means to halting an offense. This requires that staff announce their presence and intentions. This may result in a peaceful resolution of the situation.

Verbal commands should clearly convey exactly what, when and how staff wants the offender to react. Keep all commands short, simple and as positive as the situation will allow. This is appropriate if no resistance is encountered and there are no life threatening circumstances.

**Level Three** – Explain the Consequences: If the verbal command does not cause the desired actions, staff is to explain the consequences. Generally, this means staff will contact the Kannapolis Police Department for assistance.

Once communication is complete with the Police Department, staff is to remain within observation distance and meet the Police Officer to explain the reason and details of the offense.

The Department employee is to assist the Officer and secure the area if necessary.

All Level Three Situations that result in a Police Officer responding to an employee's request for assistance requires that the employee complete the Department Incident Report Form within 24 hour

## Q. FOUND PROPERTY

There is no need to contact the police for “found property” such as bikes, skateboards and scooters. Turn all property into office or leave back at shop. Make a note on daily log sheet what was found and where it was found.

A purse or wallet that looks like it may have been dropped by someone should be brought to the office and the park manager will go through it looking for contact information.

A person or wallet that looks like it was “tossed” somewhere should be left alone and KPD called.

Fill out an incident report.

## **R. GRAFFITI DOCUMENTATION**

Using a city phone, take pictures of any graffiti. Send by text or email the pictures to your park manager. The park manager will forward pictures, with additional date and location from your incident report, to the designated police community service supervisor.

Once the photos of the graffiti has been taken then the graffiti should be cleaned up, removed or painted over.

## **S. INJURIES CAUSED BY DOGS**

Dog injuries to people or to other dogs need to be documented.

Get information from ALL parties involved. Names. Phone numbers. Address. Vehicle tag number.

Ask to see the dog owners I.D. Do not "take their word" for the identification.

If you cannot get their I.D. and they are not cooperative then at the minimum get a picture of the vehicle license tag they are riding in. Then call the nonemergency police number and have a KPD officer come to the park. Have a police report filed.

Fill out an incident report using all of the information you collected.

## **T. SPECIAL POPULATION CONSIDERATIONS**

Examples of Physical Disabilities: Multiple Sclerosis, Cerebral Palsy, Muscular Dystrophy, Arthritis, Cardio-Vascular Disease, Polio, Hodgkin's Parkinson's, Epilepsy, Spina Bifida, and Diabetes.

Physical Disabilities can also include injuries from auto accidents, combat injuries, and industrial or sports accidents.

PARAPLEGIC: lower extremity paralysis.

QUADRIPLEGIC: Also affects upper extremities.

### **ASSISTING AN INDIVIDUAL WITH A PHYSICAL DISABILITY**

- First, ask if they need help and how. Assure them that you are confident and capable to assist them.
- TALK DIRECTLY to the individual, not to the person accompanying them.
- Remember that their property is VERY important to them and must be treated w/care, i.e. wheelchair or cane. It is expensive to repair or replace. Ask the person what the proper care procedure is for their personal equipment.
- Be careful to avoid causing unnecessary pain or injury when lifting or moving individual. (Especially those with arthritis, polio, or surgeries).
- Let epilepsy seizures run its course. Seizures last from a few seconds to five minutes. NEVER put anything in individual's mouth. \*Support the victim so head and face remain above water for a clear airway. \*Call EMS!
- If an individual is deaf or hard of hearing, speak DIRECTLY to the person so they can clearly see the mouth to read lips. Speak at a normal speaking speed.
- If an individual is blind, assists by letting them take an arm. A blind person will walk slightly behind to follow your body motions.
- Individuals with mental retardation will have shorter attention span and poor memory for detail. May need reminded often of rules of behavior. Talk clear, concise, simple, and be prepared to repeat.
- Downs syndrome individuals may have congenital heart problems or vision problems. Note this.



## LIFTING AND TRANSFER TECHNIQUES OF INDIVIDUALS IN WHEELCHAIRS

Many individuals in a wheelchair do NOT need lifted but may only need help to stand or go down stairs or ramps.

- Remember: ask how to help first. Ask if they have any pain to avoid.
- Make sure chair brakes are locked.
- Decide if you need 1, 2, or 3 persons to assist individual.

## **U. SOCIAL AND PSYCHOLOGICAL ASPECTS OF SENIOR RECREATION**

### **I. Psychological**

- A. We need to feel accepted and wanted, though age has sometimes taken its toll. - We may not always hear well, but we want to know what we are missing! **SPEAK UP!**
- B. We may forget things, but somehow we never can quite forget the fact we are forgetful! Please don't say, "I've already told you!" Where possible, write things down.
- C. I may walk slowly, with and/or without aide. Pay no overt attention to this, just please help me over the bumps. Most importantly, make sure someone is walking alongside that I can talk to!
- D. I don't always see well. Please make sure I have a large type BINGO card or make similar adjustments. Please read for me if I seem hesitant to ask you.
- E. Some say I'm old and just plain crotchety. I may complain too much and too often. Help me to laugh at myself. Then maybe we can laugh at these problems together!
- F. I sometimes complain too much about my aches and pains. If they are under a doctor's care, smile understandingly, then change the subject! We are here to have a good time and recreate and to forget about our troubles.
- G. I'm often lonely. Let them know that they are always welcome at the City of Kannapolis Parks and Recreation Department, a sure cure for loneliness!

### **II. Special Social Needs**

- Acceptance of their frailties and Admiration of their accomplishments.
- Seniors like to feel an integral part of a group. If you can get just two to join, pretty soon you'll have twenty!
- Seniors need to socialize with others of different age brackets!
- A person, who was gregarious at 40, will most likely be so at 80. Likewise, the loner at 40, will most likely be so at 80. Respect these individual differences.
- Welcome all newcomers to the group and introduce him to longstanding members. You'll be glad you did!

## V. SAMPLE TIME SHEET

CITY OF KANNAPOLIS  
DAILY TIME RECORD

EMPLOYEE NUMBER \_\_\_\_\_

TO \_\_\_\_\_

EMPLOYEE NAME \_\_\_\_\_

		TIME WORKED																			
DAY	DATE	TIME IN	TIME OUT	TIME IN	TIME OUT	TIME IN	TIME OUT	TOTAL HOURS	ON CALL 720	VAC HRS 300	SICK HRS 305	HOLI DAY 310	LEAVE W/PT 520	EMLA VAC 500	EMLA SICK 505	EMLA LEAVE W/PT 515	HEALTHY CLINIC 420	JURY 1H 1V 340	WORK COMP W/PT 315	WORK COMP 340	
WED																					
THUR																					
FRI																					
SAT																					
SUN																					
MON																					
TUE																					
<b>SUBTOTAL</b>								-	0	0	0	0	0	0	0	0	0	0	0	0	0

*Please Print*

EMPLOYEE \_\_\_\_\_

SUPERVISOR \_\_\_\_\_

### W. TIME SHEET MILITARY CONVERSION TABLE

Military Time		Regular Time		Military Time		Regular Time	
0100		1:00 AM		1300		1:00 PM	
0200		2:00 AM		1400		2:00 PM	
0300		3:00 AM		1500		3:00 PM	
0400		4:00 AM		1600		4:00 PM	
0500		5:00 AM		1700		5:00 PM	
0600		6:00 AM		1800		6:00 PM	
0700		7:00 AM		1900		7:00 PM	
0800		8:00 AM		2000		8:00 PM	
0900		9:00 AM		2100		9:00 PM	
1000		10:00 AM		2200		10:00 PM	
1100		11:00 AM		2300		11:00 PM	
1200		Noon		0000 or 2400		Midnight	
Standard Minutes		Military		Conversion			
1	0.02	16	0.27	31	0.52	46	0.77
2	0.03	17	0.28	32	0.53	47	0.78
3	0.05	18	0.30	33	0.55	48	0.80
4	0.07	19	0.32	34	0.57	49	0.82
5	0.08	20	0.33	35	0.58	50	0.83
6	0.10	21	0.35	36	0.60	51	0.85
7	0.12	22	0.37	37	0.62	52	0.87
8	0.13	23	0.38	38	0.63	53	0.88
9	0.15	24	0.40	39	0.65	54	0.90
10	0.17	25	0.42	40	0.67	55	0.92
11	0.18	26	0.43	41	0.68	56	0.93
12	0.20	27	0.45	42	0.70	57	0.95
13	0.22	28	0.47	43	0.72	58	0.97
14	0.23	29	0.48	44	0.73	59	0.98
15	0.25	30	0.50	45	0.75	60	1.00

# X. MISSING PERSONS REPORT FORM



## Missing Persons Report Form

Time & Date of Report \_\_\_\_\_

Name of lost person: \_\_\_\_\_

Address of lost person: \_\_\_\_\_

age: \_\_\_\_\_ date of birth: \_\_\_\_\_ grade in school: \_\_\_\_\_ sex: \_\_\_\_\_

Home phone: \_\_\_\_\_ Other phone: \_\_\_\_\_

Physical Description: \_\_\_\_\_

Name of person making report: \_\_\_\_\_

Relationship to lost person: \_\_\_\_\_ Daytime phone: \_\_\_\_\_

Location person was last seen: \_\_\_\_\_

If found within search time, where was person located: \_\_\_\_\_

If not found, what time were police contacted: \_\_\_\_\_

Name of responding officer: \_\_\_\_\_

Any additional information: \_\_\_\_\_

\_\_\_\_\_  
Staff Person's Signature Date/Time

Follow-up, if needed by  
Supervisor/Director \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Complete this form when dealing with a lost persons report. Making note of this information is important to the search and safe recovery of the lost. A copy of this form must be returned to the Director within 24 hours of the report being made.**

# Y. ACCIDENT / INCIDENT REPORT FORM

H.

## SUPERVISOR'S ACCIDENT/INCIDENT INVESTIGATION REPORT

**THIS REPORT MUST BE COMPLETED AND SUBMITTED TO PERSONNEL OFFICE WITHIN 24 HOURS**

Employee Name: \_\_\_\_\_ Employee No: \_\_\_\_\_  
Department: \_\_\_\_\_ Date/Time Reported By Employee: \_\_\_\_\_  
Accident/Incident Date: \_\_\_\_\_ Accident/Incident Time: \_\_\_\_\_  
Location of Occurrence: \_\_\_\_\_

**What Happened (Employee's description of how accident occurred):** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Why Did It Happen (What acts, failures to act or conditions contributed most directly to this accident):** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**What Should Be Done To Prevent Recurrence:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Corrective Action Taken:** Have repaired.  
\_\_\_\_\_  
\_\_\_\_\_

**IMPORTANT: IF EMPLOYEE WAS INJURED, COMPLETE THE REVERSE SIDE OF THIS FORM.**

Investigated By: \_\_\_\_\_ Date: \_\_\_\_\_  
Safety Representative Review: \_\_\_\_\_ Date: \_\_\_\_\_  
Department Head Review: \_\_\_\_\_ Date: \_\_\_\_\_  
Safety Director Review: \_\_\_\_\_ Date: \_\_\_\_\_

**COMPLETE THIS SIDE ONLY IF EMPLOYEE WAS INJURED.  
(FORM 19 INFORMATION)**

**TIME AND PLACE**

Location where injury occurred: \_\_\_\_\_ County: \_\_\_\_\_  
Department: \_\_\_\_\_ State if Employer's Premises: \_\_\_\_\_ Date of Injury: \_\_\_\_\_  
Day of Week: \_\_\_\_\_ Hour of Day: \_\_\_\_\_ A.M. \_\_\_\_\_ P.M. Was Injured Paid for entire day: \_\_\_\_\_  
Date Disability Began: \_\_\_\_\_ A.M. \_\_\_\_\_ P.M.  
When did the supervisor first know of injury: \_\_\_\_\_  
Name of supervisor notified: \_\_\_\_\_

**PERSON INJURED**

Name of Injured: \_\_\_\_\_ Social Security Number: \_\_\_\_\_  
Address: \_\_\_\_\_  
Check (X) Married: \_\_\_\_\_ Single: \_\_\_\_\_ Widowed: \_\_\_\_\_ Divorced: \_\_\_\_\_  
Male: \_\_\_\_\_ Female: \_\_\_\_\_ Telephone No: \_\_\_\_\_  
Nationality: \_\_\_\_\_ No. of Children Under 18 Years: \_\_\_\_\_  
Age of Injured Employee: \_\_\_\_\_  
Occupation When Injured: \_\_\_\_\_ Was this her/his regular occupation: \_\_\_\_\_  
If not, state what department or branch of work regularly employed: \_\_\_\_\_

**CAUSE OF INJURY**

Machine, tool or thing causing injury: \_\_\_\_\_  
Kind of power (hand, foot, electrical, steam, etc): \_\_\_\_\_  
Part of machine on which injury occurred: \_\_\_\_\_  
Was safety appliance or regulation provided: \_\_\_\_\_ Was it in use at time: \_\_\_\_\_  
Was accident caused by injured's failure to use or observe safety appliance or regulation: \_\_\_\_\_  
Describe fully how injury occurred, and state what employee was doing when injured: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**NATURE OF INJURY**

Nature and location of injury (describe fully exact location of amputations or fractures, right or left): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Probable length of disability: \_\_\_\_\_ Has Injured Returned to Work: \_\_\_\_\_  
If so, date and hour: \_\_\_\_\_ At what occupation: \_\_\_\_\_  
Name and address of physician: \_\_\_\_\_  
Name and address of hospital: \_\_\_\_\_  
Has injured died: \_\_\_\_\_ If so, give date of death: \_\_\_\_\_

**Z. PART TIME MANUAL SIGN OFF SHEET**

**EMPLOYEE ACKNOWLEDGEMENT OF THE PARKS AND RECREATION  
PART-TIME/SEASONAL MANUAL**

PLEASE PRINT:

_____	_____
(NAME)	(PHONE)
_____	_____
(ADDRESS)	(JOB POSITION)

I hereby acknowledge that I have read the City of Kannapolis Parks and Recreation Manual; and am fully aware of existing policies. I realize there may be additional rules and regulations implemented on the job. I will adhere to all rules and regulations in this manual and ones implemented by the Kannapolis Parks and Recreation Department.

\_\_\_\_\_  
(SIGNATURE)

\_\_\_\_\_  
(DATE)

---

Please keep in mind that evaluations are given to all staff and will be done at the end of the program season. A mid-season evaluation may also be done to let the employee know where he/she stands. These evaluations are important since they may determine the return or termination of employment for the next season or year. It may also mean a pay increase or no increase. They may also be used as a reference resource.

