



City and Borough of Wrangell
Parks and Recreation Advisory Board
AGENDA

Wednesday, October 06, 2021
5:30 PM

Location: Teleconference

Parks and Recreation Advisory Board

5:30 PM

Join Zoom Meeting

<https://us06web.zoom.us/j/87394230660?pwd=c0RaTnpJem9GU0FOc1g3QTVIRVJvUT09>

Meeting ID: 873 9423 0660

Passcode: 126728

Dial by your location

- +1 253 215 8782 US (Tacoma)
- +1 346 248 7799 US (Houston)
- +1 669 900 6833 US (San Jose)
- +1 301 715 8592 US (Washington DC)
- +1 312 626 6799 US (Chicago)
- +1 929 205 6099 US (New York)

Meeting ID: 873 9423 0660

Passcode: 126728

1. **CALL TO ORDER**
2. **ROLL CALL**
3. **AMENDMENT TO AGENDA**
4. **APPROVAL OF MINUTES**
 - A. Approval of the September 1st Meeting Minutes
5. **CORRESPONDENCE**
6. **PERSON'S TO BE HEARD**
7. **BOARD MEMBER REPORTS**
8. **DIRECTOR'S REPORT**
9. **UNFINISHED BUSINESS**
10. **NEW BUSINESS**
 - A. Sign up to assist with volunteer needs for Alaska Day Community Event
 - B. Discussion and Approval of the Facility Behavior Policy
 - C. Discussion and Approval of the Disciplinary Action Procedure
11. **ADJOURN**

WRANGELL PARKS & RECREATION ADVISORY BOARD
REGULAR MEETING
September 1, 2021
5:30 P.M. ZOOM MEETING
MINUTES

CALL TO ORDER: Meeting was called to order at 5:30 PM

ROLL CALL:

Present: Haig Demerjian, Joan Sergeant, Liz Bunes, Cindy Martin

Absent: Jeanie Arnold

AMENDMENT TO AGENDA: None

APPROVAL OF MINUTES:

A. Joan Sargent made a motion to approve June minutes as presented. Cindy Martin seconded. Motion passed.

CORRESPONDENCE: None

PERSON'S TO BE HEARD: None

BOARD MEMBER REPORTS: Haig shared concerns about the cracks above the women's locker room door. Kate said the cracks were not noted as a considerable concern or structural weakness during the building's last inspection. Kate will revisit the cracks in building partitions with the Capital Facilities department. He also noted hazardous rocks and stumps that are exposed on the Nature Trails surface. Kate highlighted plans to remove the larger exposed rock and stumps with a pickaxe. Kate and Lane plan to do brushing work including (1) rock removal, (2) washout points, (3) retainer walls and (4) stump removal. Joan reported that she spent 1.5 hours cleaning up dog waste at Volunteer Park. She expressed disappointment in the grassy areas as you enter the park. She encouraged regular clean up to deter folks from leaving dog waste behind. Liz recognized the alder, cleanup efforts on Volunteer Trail and the successful summer camps/programs. Cindy wondered if the successful, summer programming would deem former summer rec format obsolete.

DIRECTOR'S REPORT: See attached document.

UNFINISHED BUSINESS:

A. FEE ASSISTANCE PROGRAM

- a. Motion: Move to approve the Fee Assistance Application and Policy with the following revisions: allow for a sponsor to complete the application and sign it, do not require the income bracket to be completed if applicant qualifies for the School Lunch Program, and utilize a maximum income level to qualify that is consistent with the Alaska School Lunch Program income requirements.
- b. Joan made a motion to approve the Fee Assistance Application and Program with the suggested revisions. Cindy 2nd. All in favor.

NEW BUSINESS:

- A. Board planning and priorities (discussion): Brief discussion was held on the areas the board would like to focus on the upcoming weeks. Those priorities include review of the condition

assessment, clean up of the community garden and park area, Alaska day events, outdoor recreation, staircase at city park, and preserved access to the community sledding hill.

Kate and the board thanked Haig Demerjian for his many years of service on the board.

NEXT MEETING: Wed. October 6, 2021

NEXT AGENDA ITEMS: No specifics were requested.

CLOSING: The meeting was adjourned at 6:50 PM

To: Borough Manager, Lisa Von Bargaen
 CC: Borough Assembly, P&R Advisory Board
 From: P&R Director Kate Thomas
 Subject: P&R Department Report
 Date: September 1st, 2021

FINANCIAL & FACILITY ACCESS REPORT

COMPARISON	MONTH	2019	2021	%
ATTENDANCE	May	915	403	44%
REVENUES	May	\$13,300.83	\$2,635.25	20%
ATTENDANCE	June	729	440	60%
REVENUES	June	\$13,016.02	\$4,558.57	35%
ATTENDANCE	July	761	551	72%
REVENUES	July	\$14,443.50	\$6,819.07	47%
ATTENDANCE	August	950	533	56%
REVENUES	August	\$7,312.32	\$7,006.91	96%

FACILITY & PARKS MAINTENANCE REPORT

- 1) Certified Pool Operator
 - a) Lane Fitzjarrald successfully completed the Pool Operator License in July of this Summer. It supported his existing knowledge and helped redefine some of the concepts he learned early on in training. Lane continues to take excellent care of the aquatic's facility.
- 2) Covered Playground
 - a) Maintenance staff pressure washed the entire covered court this summer. This task has likely not been performed in such detail for a decade. In addition to pressure washing, Lane painted hopscotch and four-square boundaries on the court. As well, the basketball court lines were repainted, and new pickleball court lines were overlaid. The department is pleased with the community's response and the increase in multiuse to this area.
- 3) Kyle Angerman's Playground
 - a) Improvements to Kyle Angerman Park are ongoing. Lane was able to pressure wash the court and still needs to return for a detailed run to wrap up the season. Additionally, he is working to restore the basketball posts and backboards as they are in fair condition. With a few refinements those will look brand new. New basketball court lines will be painted as the weather allows before the end of the season.
- 4) Downtown Bump Outs
 - a) Thanks to the hard work of many volunteers the downtown bump outs look extraordinary. Cindy Martin continues to spend considerable time downtown paying close attention to the details. Cindy has logged the highest number of volunteers hours this summer with ongoing maintenance. Well over 400 hours of volunteer time has been logged in the downtown corridor since May of this year. That is equivalent to over \$8,000 in employee cost savings. Parks & Recreation is looking forward to 2022 Adopt a Bed & Sponsor a Bed Campaign to continue maintaining the beds in the condition they are in now.
- 5) Dog Waste Management
 - a) Dog waste management continues to be an ongoing task in parks. It is worthy of noting that public participation and accountability has grown considerably, however there is much to be gained in this area. Joan Sargent has logged the most volunteer hours, ensuring that the grounds at

Volunteer Park are presentable and accommodating to all users, not just patrons with four legged friends. We will continue our public outreach. This winter we intend to craft media that will be printed on waterproof a-frame stands for permanent placement at parks throughout the summer. The signage will note the possibility of closure if waste becomes unmanageable.

- 6) Respirator Fit Testing and Training
 - a) Maintenance staff handle pool chemicals on regular basis, which requires them to utilize a respirator for safety. This summer Lane completed an online training course to become more familiar with the safety considerations around respirator use. Additionally, the Wrangell Fire Department conducted a fit test for Lane for his respirator. Annual review of training will be conducted, and more routine fit testing will occur as safety components fail and seals become inadequate over time.
- 7) Sprinkler System Inspection
 - a) John Taylor and Sons recently completed a sprinkler inspection in both the community center and the swimming pool. Lane was participatory in the process, which allowed him to become more intimate with the systems function, enhancing his ability to trouble shoot simple and less routine issues as they arise. Parks & Recreation will continue to work with Capital Facilities staff when the situation calls for it.
- 8) Roof Inspection and Clearing
 - a) Lane worked with Duke Mitchell to perform some necessary clearing of vegetation on the three-tiered flat roof system at the swimming pool. This task is becoming a more routine activity in the summer months, to ensure that the remaining integrity of the roof EPDM lining is preserved as far into the future as possible.
- 9) Capital Facilities
 - a) Capital Facilities and Building Maintenance has been a positive working partner with P&R since its infancy. Lane and Duke routinely brainstorm solutions for common and less routine issues. Duke is reliable and supportive of the work the department performs and the priorities it sets. Lane continues to learn more about preventative maintenance and sharing the workload that is so critical to the facilities lifespan.
- 10) Assisted with Library Exterior Painting
 - a) Lane worked with Duke Mitchell to paint one section of wall on the exterior of the library in more recent weeks. Parks & Recreation enjoys working with other departments and has shared a positive rapport with the library for eons. Margaret was sure to contact the Parks & Rec Director following the work of Lane and Duke, to express gratitude and report on the progress and performance of the job completed.
- 11) Parks Maintenance Staff & Shooting Range
 - a) Parks Maintenance staff Tasha Massin and Mason Dingwall (lead) continue to tackle the routine maintenance tasks throughout parks. Mason has demonstrated strong leadership skills this year, and shown resiliency to the changing list of priorities, on top of mentoring two new staff members. The shooting range was one project they recently detailed more than they would on a routine week. Community members have stopped these two on the grounds to thank them for their work. Additionally, the Director has received public praise for the staff successes. It is incredibly important that the department builds positive working relationships with staff to ensure they have an interest in returning to the position the following year. Luckily, Parks & Recreation has been able to have some continuity year to year by maintaining a minimum of a two-year retention rate with Parks staff since 2016. This means that at least one staff member has decided to return to Parks & Rec for a second season each year. The responsibility that the parks staff

hold is critical to the function and face of the borough. The department is grateful for the quality work they perform.

12) Public Works Interface

- a) Parks and Recreation is grateful for the ongoing partnership with Public Works. Dave Bryner, has been timely and supportive of the park's maintenance needs, addressing any maintenance issues with staff and reviewing any tips he may have for better functionality with the equipment. Likewise, Jeff Rooney recently stepped in to assist with overhauling the downtown bump out by Rayme's bar which reduced the amount of time the project would have taken if the manual labor was conducted by hand in lieu of motorized equipment. Interdepartmental cooperation is vital in a small municipality, that has a significant workload to maintain. Staff are grateful for the support and positive working relationships with others.

13) Vandalism (albeit minor, worth mentioning)

- a) Parks & Recreation has seen an uptick in fowl play in parks, within the public restrooms. While this may not compare to other communities of greater populations, it can be challenging for staff to maintain. Continued monitoring of parks is ongoing along with internal discussions about potential outreach. The Wrangell Police Department has been an active partner with P&R in that they are conducting more routine patrols of parks in the later hours, and monitoring use of sites. The department is appreciative of the Police Chief and his leadership in this regard, along with his staff.

14) Public Restrooms

- a) Parks & Recreation has been working with Capital Facilities and Public Works this summer to resolve some low volume water pressure issues throughout restrooms that are causing challenges with the new infrastructure installed because of COVID. Because of the low volume of water pressure, the toilet was unable to flush paper and human waste, causing build up that had to be removed manually. Safety precautions to protect staff were put in place, and ultimately, flow rates were improved by way of a valve adjustment, eliminating this concern. The new flow valves do have a tendency for failure, specifically the sensors. Sensors cost approximately \$150 apiece. Parks & Recreation has already had to purchase 6 replacement sensors. Staff are monitoring whether the new sensors appear to last longer than the original factory supplied units.

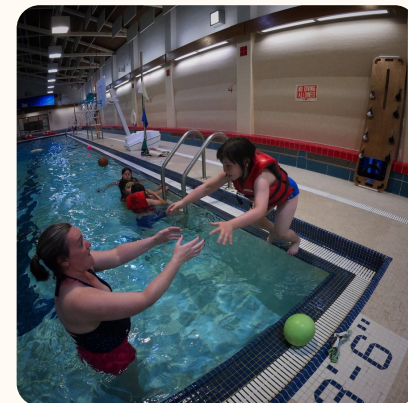
RECREATION & AQUATICS REPORT

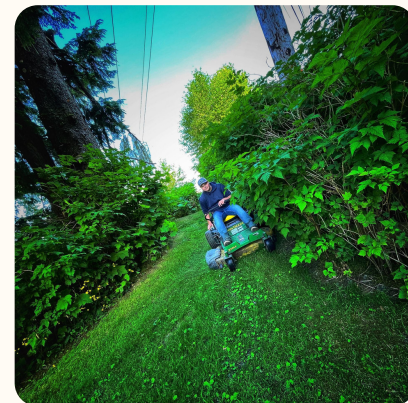
1) Swim Camp & Swim Lessons

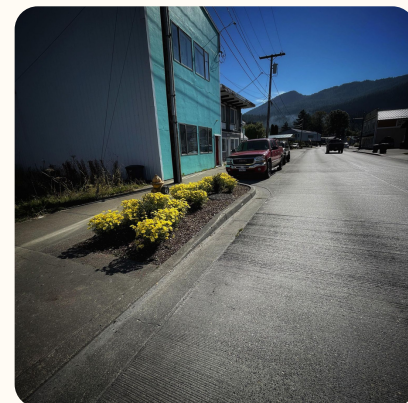
- a) Parks & Recreation offered several multi weeklong swim camps. Staff were training in early June to be able to facilitate the camps independently. The difference between camps and lessons, is that camps allow for a little less rigid structure and curriculum. Instructors are allowed to tailor their lesson plans to needs of the group, while focusing on the fundamentals of competitive swimming. During camp activities participants focus on endurance and stroke refinement. Lessons allow for a more prescribed curriculum, building up to all four competitive strokes. Between camps and lessons, Parks & Recreation served nearly 100 swimmers this summer, making just shy of \$3,500. The swim camps and lessons were the bread and butter of summer recreation programming. Lucy was primarily responsible for scheduling the program, interfacing with parents, and developing the instructors. She has a positive way of engaging with the departments younger staff, always making professionalism, safety and fun the top three priorities. With each passing year, Lucy continues to take on more responsibility and leadership within the department, under the scope of her position. P&R is grateful to have such productive and self-regulating staff.

- 2) Parent & Me
 - a) Lucy continues to engage Briana Schilling, a long-time swim instructor with Parks & Recreation. Briana has recently assumed the role of a parent & me swim instructor. This program allows children ages 1-3 to enter the water with a familiar guardian with the purpose of learning new skills, water safety and general exploration of aquatics play. Kids tend to be more successful in this model, as it eliminates concerns around separation anxiety. The department has facilitated three Parent & Me sessions, with one occurring currently.
- 3) Volleyball, Basketball and Wrestling Camp
 - a) Parks & Rec focused on enrichment programming including sports activities in lieu of Summer Recreation this year. During each month of the summer, one sports camp was facilitated with the help of volunteers and paid staff. Basketball was largely facilitated by our two high school staff Leroy Wynne, and Devlyn Campbell. These two are high school basketball players who are passionate about the game and encouraging kids to engage in physical activity. Following the hour-long structured basketball activity, youth enrolled in the program were able to participate in non-instructional pool time. Later, Volleyball camp took place. Alisha Armstrong and Ashleigh Loomis were employed to help oversee the gymnasium and support the volunteers who were responsible for conducting drills and facilitating games. The volunteers involved include Devyn Johnson (middle school coach), Kira Ludwig, Kendra Meissner, and Kaylynn Easterly. This was a phenomenal team for coaches who are passionate about the game and helping youth succeed on and off the court. This year was the first time P&R offered volleyball for elementary aged students. It was wildly popular and will aid in the development of competent middle school athletes. The last sports camp of the season was Wrestling. Parks & Rec was grateful to have the expertise and commitment from Jack Carney who works as the middle and high school coach. The young people enrolled in the activity, learned perseverance, discipline, teamwork and respect. Each of the participants was invited to an end of program round robin tournament to showcase their newly acquired skills. The community was very enthusiastic about all the sporting opportunities. This series and variation on past programs, is something Parks & Rec plans to carry into the future. Nearly 75 kids were served through these programs.
- 4) Semester of Aquatics
 - a) There are currently three students enrolled in the semester of aquatics. Three was the minimum number of students to maintain the class on the school roster. All three students are engaged and eager to work for Parks & Recreation following the completion of the class. Kate Thomas established the course syllabus and curriculum outline. Lucy Robinson is largely responsible for day-to-day facilitation, and Kate will step in in her absence as needed. Bob Davis has been excellent to work with, and the department is very pleased that this opportunity has come to fruition. A copy of the course details is available upon request.
- 5) Music in the Parks
 - a) Parks & Rec hoped to launch a series of music in the parks activities this summer. Given the other priorities the department reduced its expectation down to one end of summer event. The concept was developed to provide local entertainment while showcasing one of the municipalities park locations. Lucy Robinson worked with local community members to establish a line up of performers. There was much interest. Unfortunately, the event was cancelled more recently due to the resurgence of COVID in Wrangell. The department is eager to see this come to light in the future.

- 6) Bearfest Activity and Aid Station
 - a) Parks & Rec supported the local non-profit with their annual event. The department facilitated group activities in the pool for youth and hosted an aid station for the marathon. The staff manning the aid station brought props, costumes, and a plethora of positive energy. Ultimately their enthusiasm won them the Aid Station Award. The award included \$100 which will be applied towards aquatics equipment for open swim activity.
- 7) Jujitsu for Adults (only)
 - a) This program is slated to begin this fall. Matt Nore, volunteer for Parks & Rec, will be facilitating the class for adults as it starts out. Currently the program start date has been postponed to allow the COVID curve to flatten in the community. Any of the participants who were enrolled in the program, agreed that they would like to hold their place until launch time, as there are limited seats available.
- 8) Little Explorers
 - a) Forest Explorers was made possible this summer due to the generous contributions of USFS staff Corree Delabruue and WCA IGAP staff Kim Wickman. These two community members have a continued interest in seeing youth engage in the outdoors, learning about the natural environment around them. Participants split their time between Volunteer Park and City Park each week. The program continued Tuesday and Thursday for four weeks, serving 20 youth. This element of programming was once a component of the Summer Recreation Camp for youth ages 6-11. While COVID stifled the departments capacity to run a full swath of programming, it strove to fulfill the needs of all age groups and trial diverse opportunities that can be utilized in the future.









Front St.



Gardens



2021
Before &
After



Agenda Item A New Business

Wrangell Parks and Recreation

**WPR Advisory Board
AGENDA ITEM
October 6th, 2021**

INFORMATION:

Wrangell Parks & Recreation is hosting the Alaska Day Community Event in conjunction with Muskeg Meadows. The department is primarily responsible for facilitating the half marathon, 10k, 5k and mile long fun run/walk. Volunteer opportunities include aid station, registration table, route Q & A and food prep. Board members are asked to sign up to support the event. Scheduled times for assistance are 8-10AM, 10-12PM, 12-2PM.

ATTACHMENTS:

None

RECOMMENDED ACTION:

Each board member commit to 2-4 hours of volunteerism for the community wide event.

Agenda Item B New Business

Wrangell Parks and Recreation

WPR Advisory Board
AGENDA ITEM
October 6th, 2021

INFORMATION:

Wrangell P&R identified a need for a facility wide behavior policy during the *Employee Handbook* development process. Unacceptable behaviors are not uncommon in a recreation setting. Therefore, establishing a set of policies to be adhered to is in the best interest of the department. The proposed policy outlines the behavior expectations when the public is engaging in programs and facilities. It will be posted online and shared with the membership base so that people are aware of the code of conduct they must adhere too. The policy also empowers staff to maintain a safe and controlled environment for all to enjoy.

ATTACHMENTS:

Proposed Facility Behavior Policy

RECOMMENDED ACTION:

Move to approve the proposed policy.

This policy identifies types of behaviors with associated consequences if non-compliance of the rules or request of the facility staff occurs.

For the Parks & Recreation to be used and enjoyed by all patrons, the following guidelines should be observed:

- All patrons are expected to abide by the facility rules. To ensure the safety of our young patrons, parents & guardians are responsible for the behavior and supervision of their child(ren).
- In order to maintain a clean, comfortable and pleasant environment, proper use and care of the building and all materials is essential. Patrons may not deface or improperly remove facility equipment or furnishings or prevent timely access to P&R resources through theft or deliberate misuse of materials.
- No one may interfere with another person's right to use the facility free of disruption or with the staff's performance of their duties. Examples of disruptive behavior include use of obscene language, running, throwing objects, resting feet on furnishings or equipment, or any activity resulting in the disruption of facility use. Use of alcohol and tobacco is not permitted anywhere in the building or on the grounds. The P&R Staff are empowered to identify disruptive behavior. Refusal to comply with the reasonable request of staff members will be considered disruptive behavior.
- All Parks & Recreation facilities shall be free from intimidation for all patrons. Threatening the safety or rights of another person, violent or disorderly behavior, threats of violence or use of abusive language, possession of weapons, blocking entrances or interfering with people entering/exiting the building are not acceptable.

Any patron violating the above guidelines may be denied access to Wrangell Parks & Recreation facilities by the Director or designee. The staff reserves the right to contact the Police Department for assistance related to the dismissal of a patron.

Patrons asked to leave the facility who are under the age of 18 will have a parent/guardian contacted. Patrons who exhibit behaviors listed in the Tier 2-4 categories will not be allowed back to the facility until a meeting with the Director or designee has occurred.

TIERS	UNACCEPTABLE BEHAVIORS	RECOMMENDED CONSEQUENCES
1	<ul style="list-style-type: none"> Defiance, disrespect, non-compliance Disruption Inappropriate language/music Inappropriate location (employee only area) Property misuse 	<ul style="list-style-type: none"> ✓ Warning ✓ Time out of the pool ✓ Parent or guardian contact ✓ 3rd offense moves to Tier 2 consequences
2	<ul style="list-style-type: none"> Abusive language, inappropriate language, profanity (major) Defiance, disrespect, insubordination, non-compliance (major) Disruption (major) Harassment or bullying Inappropriate location (employee only area) 	<ul style="list-style-type: none"> ✓ Removal from the facility for 1 day at a minimum ✓ Parent and supervisor meeting ✓ 3rd offense moves to Tier 3 consequences
3	<ul style="list-style-type: none"> Property damage or vandalism Harassment or bullying Theft (<\$50) Use or possession of tobacco, drugs, or alcohol 	<ul style="list-style-type: none"> ✓ 1st offense = Removal from facility for 1 week at a minimum, parent and supervisor meeting ✓ 2nd offense = Removal from the facility for 2 weeks at a minimum, parent and supervisor meeting ✓ 3rd offense moves to Tier 4 consequences
4	<ul style="list-style-type: none"> Fighting Physical aggression or assault Use or possession of tobacco, drugs, or alcohol Use or possession of combustible Severe theft (>\$50) 	<ul style="list-style-type: none"> ✓ Removal from the facility for 1 month to 1 year depending on severity and repeat offenses ✓ Parent and supervisor meeting is mandatory ✓ Police may be called

Please note that it is the intention of Wrangell P&R to ensure that children can enjoy all recreation opportunities and facilities safely and frequently. If unacceptable behaviors persist within a short period of time (2 weeks up to a month) the next tier of recommended consequences will be explored. However, it is always the goal to have a clean slate upon returning to activities following a set of consequences.

Agenda Item C New Business

Wrangell Parks and Recreation

WPR Advisory Board
AGENDA ITEM
October 6th, 2021

INFORMATION:

The *Behavior Policy* outlines expectations when the public is engaging in programs and facilities. The *Disciplinary Action Procedure* details how staff enforce and hold members of the public accountable to the expectations of the department. Parks and Recreation has an interest and obligation to ensure that it is managing patron behaviors in a respectful, consistent and equitable fashion. Establishing a set of policies and procedures enables the department to deploy consistency when managing difficult situations. It also sets a clear understanding for those that engage in recreation activities, supporting the overall enjoyment of participants.

ATTACHMENTS:

Disciplinary Action Procedure.

RECOMMENDED ACTION:

Move to approve proposed procedure.

WRANGELL PARKS & RECREATION FACILITY DISCIPLINARY ACTION PROCEDURE

INTRODUCTION

Wrangell Parks & Recreation prides itself on being a place where patrons and employees enjoy being. In part, enforcement of the rules and appropriate management of behaviors leads to a more pleasant experience for all. Staff, through their training and experience, must be aware of actions that may result in an injury and must know why rules are enforced. Their primary concern must be for the safety of everyone in the facility.

The enforcement of rules is meant to help establish supportive attitudes of safety among patrons. It is not meant to be degrading or to be viewed as punishment. Many people who violate the rules may be unaware that a specific rule exists. Children, teenagers and adults want to be treated respectfully as mature individuals. A simple correction accompanied by an explanation of the rules will often suffice. If not, or if the individual continues to violate the rules, it is important that staff follow the *Behavior Policy* established by the department.

TIPS FOR GOOD DISCIPLINARY ACTION

Your enforcement of the rules and regulations is mandatory to provide a safe and controlled facility. You must tune in to every patron in your area of supervision and redirect the patrons that are unaware of or are ignoring the facility rules.

You are responsible for all action in your area. Your vigilance may prevent loss of life, and it is our best preventative measure in mitigating incidents. The department expects that our team maintains a favorable disciplinary reputation- one that is reasonable, consistent and fair. Should it become necessary to discipline a patron, please ensure the following:

1. Be familiar with all the rules and regulations, know the reasons for each, and to be mindful of their enforcement.
2. When possible, while enforcing a rule, explain the reason “why” and the dangers or consequences involved.
3. Help enforce another lifeguard’s disciplinary actions. Presenting a united front will help eliminate behaviors from occurring in another zone or activity.
4. Be fair and equal in your action. Do not play “favorites”.
5. Be consistent in your action.
6. When possible, ask a patron to come near so that you can explain the rules without raising your voice.
7. Try not to overuse your whistle to the point where it no longer grabs the attention of patrons.
8. Be firm, but not rude, in all actions taken.
9. Any time that the staff may have difficulty maintaining control of a situation, solicit the support of a head guard or supervisor.

Occasionally you may come across an unhappy patron. Listen to their concerns with intent and try to settle the difficulty. If they’re still upset, notify the head guard or supervisor. If this situation gets out of hand, you may have to document in writing what you have said, heard and/or seen.

DISCIPLINARY ACTION PROCEDURES

In case of a behavior issue, please refer to the *Behavior Policy* for direction on disciplinary action. The

WRANGELL PARKS & RECREATION FACILITY DISCIPLINARY ACTION PROCEDURE

following outlines details related to warnings, timeouts and removals as prescribed in the *Behavior Policy*. Please note that timeouts require staff to document the incident on the *Disciplinary Action Recap Sheet*. Removals from the facility require staff to **COMPLETE AN INCIDENT REPORT FORM**. Additionally, staff **MUST** contact a parent/guardian if a patron who is under the age of 18 is removed from the facility.

WARNING

The patron is informed of the rule violation and asked to stop the activity. Explain the reason for the rule and if they continue this behavior, they will have to sit out or, depending on the infraction, may be asked to leave the pool.

TIMEOUT

The patron is required to sit outside of the immediate pool area under the supervision of a staff for 5-15 minutes depending on the severity of the situation. Staff **MUST** document the behavior on the *Disciplinary Action Recap Sheet* held in the office. Staff may contact the parent/guardian to inform them of the situation, depending upon the seriousness of the offense.

REMOVAL

The patron will be referred to the office. Staff will contact the parent/guardian to inform them of the situation as well as the length of time the patron must refrain from attending the facility depending upon the seriousness of the offense. **AN INCIDENT REPORT FORM MUST BE COMPLETED.**

Staff will notify the Director or Recreation Coordinator whenever a patron is removed from the pool. If the patron becomes violent, verbally abusive or refuses to leave when requested, contact the police. THIS, TOO, MUST BE DOCUMENTED.