



Wednesday, November 11, 2020
5:30 PM

Location: Borough Assembly Chambers
City Hall

Parks and Recreation Meeting
5:30 PM

CALL TO ORDER

ROLL CALL

AMENDMENT TO AGENDA

APPROVAL OF MINUTES

- a. Approval of the August 5th, Parks and Recreation Meeting Minutes.

CORRESPONDENCE

PERSON'S TO BE HEARD

BOARD MEMBER REPORTS

DIRECTOR'S REPORT–See attached

- b. August and September 2020 Directors Report and Facility Maintenance Report

UNFINISHED BUSINESS

- c. Revision of the Mission Statement and Core Values (discussion item)
- d. Review of P&R Staff Handbook (discussion item)

NEW BUSINESS

- e. Commercial Use of Parks & Trails (discussion item)
- f. Board Member Recruitment (discussion item)
- g. Establishment of 501C3 (discussion item)
- h. Winter Sports Discussion

ADJOURN

WRANGELL PARKS & RECREATION ADVISORY BOARD
REGULAR MEETING AUGUST 5TH, 2020
5:30 P.M. ZOOM MEETING
AGENDA

CALL TO ORDER: 5:30PM

ROLL CALL:

Present: Holly Padilla, Haig Demerjian, Annya Ritchie, Keeleigh Solverson

Absent: Cindy Martin

AMENDMENT TO AGENDA: None

APPROVAL OF MINUTES

- A. Parks & Recreation Advisory Board meeting minutes attached from July 6th, 2020.
 - a. Board member Keeleigh Solverson moved to approve the minutes as presented, Haig Demerjian 2nd the motion. All in favor.

CORRESPONDENCE: None

PERSON'S TO BE HEARD: None

BOARD MEMBER REPORTS:

- Board member Haig Demerjian reported the new parking limits in front of the Recreation Facility & Swimming Pool. He expressed concerns around losing additional parking spaces, specifically for elderly folks trying to access the school and/or facilities. Other community members have expressed similar concerns. Director, Kate Thomas will follow up with the City Manager and Public Works Director.
- Board member Annya Ritchie spoke to the AAU Basketball camp schedule for the end of August.

DIRECTOR'S REPORT: see attached.

FACILITY MAINTENANCE REPORT: see attached.

UNFINISHED BUSINESS

- A. 2020-2021 Annual Work Plan –discussion
- B. Revision of the P&R Mission Statement and Core Values -discussion and board assignments
 - a. Board members Holly Padilla and Annya Ritchie were assigned this project, with follow up at the next meeting.

NEW BUSINESS

- A. Fall Programming (athletics) and Travel-discussion
 - a. Discussion was had regarding seasonal program travel for the fall of 2020. The board determined that travel was not in the best interest of the

department, the community, and the youth we serve. The board expressed an interest in maintaining consistency for all programming, basketball, and wrestling. Travel plans will be reviewed after the new year.

- B. Tent Camping Fees-discussion
 - a. Brief discussion was had about instating a \$5 fee per night for tent camping at City park and Shoemaker park.
- C. Staff Handbook Committee-discussion and board assignments
 - a. Board members Haig Demerjian and Keeleigh Solverson were assigned this project, with follow up at the next meeting.

CLOSING

- A. Next agenda items.
 - a. Mission Statement and Core Values
 - b. Staff Handbook
- B. Adjourn meeting @ 6:33PM

To: Borough Manager Lisa Von Bargen & The Borough Assembly
 From: P&R Director Kate Thomas
 Subject: P&R Department Report
 Date: September 1st, 2020

Parks & Recreation has officially been open for three consecutive months. Staff and patrons alike have become acclimated to the new policies related to COVID. The department identified a significant increase in facility attendance from June to July. Naturally, during periods of increased case count attendance took a dip. As far as revenues go, an increase was noted from June to July. July revenues include a \$2,000 contribution from SEARHC for their employee wellness fund. That explains the drop from July to August. Below is a comparison chart from 2019 to 2020. While attendance is starting to bounce back there is a lag in revenue boosts. The Summer Recreation program is one of the most lucrative and critical programs the department offers the community. Without its function this summer, revenues dropped substantially and services to the community were lost. P&R sees a future opportunity to expand the Summer Recreation program to include a full workday (8-5) of activities. Childcare is a vital service to working families and is extremely limited in town. P&R administrators are actively discussing new avenues to generate revenue and return programming to the community of Wrangell in a more intentional and fluid manner while maintaining a safe and healthful facility for staff and members of the public.

COMPARISON	MONTH	2019	2020	%
ATTENDANCE	June	729	325	45 %
	July	761	517	68 %
	August	950	530	56 %
REVENUES	June	\$13,016.02	\$1,152.25	9 %
	July	\$14,443.50	\$5,491.59	38 %
	August	\$7,312.32	\$3,392.51	46 %

P&R is undergoing a period of transition among staff. January and September tend to be transitional times that management prepares for in advance with recruitment tactics and certification courses. This year the department is seeing its normal trends complicated by COVID and other factors. On a positive note, the department is pleased to report that several staff applied for positions that would advance their career and were selected for employment. Any time personnel can transfer their shared experiences and professional development gained from P&R into new positions, it is considered a positive thing. Leaders within the department strive to encourage employees to reach for their fullest potential and support them in the process by acting as references or crafting letters of recommendation. In addition to a few staff advancing their careers, P&R is saying goodbye to several long-time high school employees who are moving onto the next chapter in the lives. The department is grateful for the remaining tenured staff who show continued commitment to the mission. Currently, there is a strong need for new recruits in the form of lifeguards, recreation assistants and swim instructors. Ongoing efforts are being made to grow the team’s capacity to meet scheduling demands ongoing.

Aquatics programming took way the month of August. Two small group swim camps were offered, along with a Lifeguard Course in full and a recertification component for two senior guards. Instructors Kate Thomas, Renee Roberts and Jimmy Baggens worked together to facilitate skills camps focused on the front crawl for two groups of ten swimmers. Children were only allowed to enroll in one of the two camps to enable as many swimmers as possible the opportunity to participate. Safety mitigation measures were in place and well managed throughout the program. Renee Roberts and Jimmy Baggens prove to be wonderful instructors and strong assets to the department's aquatics programming. Jimmy was recently certified as a lifeguard and intends to work in the coming months. Five other individuals were certified as lifeguards as well. Only four of the six are interested in working on the team. There are limitations of availability as some candidates are students who engage in athletics and strongly focus on academics, which the department clearly encourages. If need be the department is prepared to facilitate another certification course as interested parties are identified.

With the involvement of the Advisory Board and Recreation Coordinator, P&R is reviewing and revising its Annual Work Plan to reflect the necessary changes in programming due to COVID. Included in this effort is a review and revision of the mission statement and core values, along with a draft document containing the Employee Handbook and Policies. The framework for the Employee Handbook already exists with many stand-alone supporting policies. The desire is to compile all staff related policies into one comprehensive handbook. Two ad-hoc committees were formed to assist with these efforts.

The P&R Director received email confirmation from the NRA that the 2020 Grant Award will be available for the CBW project after the first of the new calendar year. Additionally, the unspent 2020 grant will not impact our ability to apply for a 2021 Grant. 2021 Grants are expected to be much smaller because the organization has not been able to fundraise due to COVID.

The Kyle Angerman project requires an additional \$50,000 in funds for the soft surface fall material to complete the funding package required to initiate the project. The LWCF has invited the City and Borough of Wrangell to apply for a budget amendment once matching funds are procured. P&R submitted the necessary revisions, requesting an amendment to the grant, addressing the changes to the project description, environmental screening, timeline, and budget. Administrators are actively seeking new funding streams to fill gap outside of CBW funds. Rasmuson is not awarding projects that are not related to COVID relief at this time.

To: Borough Manager, Lisa Von Bargen
CC: Borough Assembly, P&R Advisory Board
From: P&R Director Kate Thomas
Subject: P&R Department Report
Date: October 5th, 2020

FINANCIAL & FACILITY REPORT

COMPARISON	MONTH	2019	2020	%
ATTENDANCE	September	1012	520	51.4 %
REVENUES	September	\$4,099.96	\$3,366,53	89 %

DOWNTOWN BULB OUTS & NOLAN CENTER GROUNDS

P&R has assumed responsibility for maintaining the downtown bulb outs and Nolan Center grounds because of staffing reductions made this year. Under normal circumstances P&R would have hired seasonal Parks Maintenance staff in early April to begin preparing outdoor facilities for increased visitation. Due to COVID19 and budgetary concerns hiring was delayed by nearly two months. Given the delay, staff we not able to adequately manage the new assignments along with the regular heavy load of parks responsibilities.

Early on, discussion was had regarding the hiring of a third seasonal staff to work alongside the core team to address the expanded workload. Hiring a third member was also supported so the team could perform tree removal and brushing priorities for the electrical department. Labor performed for other departments was intended to be allocated to the expenditures of the department in which work was completed. A third staff member was not hired this year due to a limited labor pool.

P&R met with the Nolan Center Director to discuss approaches to the workload at their campus along with the downtown bulb outs in recent weeks. Both parties are reviewing the design plans and working to identify a basic outline for a routine maintenance plan. Unfortunately, despite the best efforts of managing staff both the Nolan Center grounds and the bulb outs are overgrown causing a combination of compromised aesthetics and line of site obstruction.

The status of both sites makes a quick fix nearly impossible. The downtown bulb out safety issues are the primary concern moving forward. A follow up report will be provided on the action taken to address any safety issues. As far as the long-term maintenance plans, a proposed plan will be reviewed with the City Manager in the coming months. P&R will continue to evaluate its ability to tackle the increased workload to the standard desired.

P&R ADVISORY BOARD

Check out the Board recruitment newsletter here: <https://www.smores.com/yd5wp-parks-recreation-advisory-board>

P&R is actively recruiting new board members to the team. Currently, P&R has two members remaining

on the board: Haig Demerjian and Cindy Martin. To date, P&R has spoken to two interested candidates about the roles and responsibilities of the position. While the turnover is significant, with a need to fill three positions, the department is optimistic that it will find suitable and passionate candidates for the role.

PUP IN PARKS CONTEST

Recreation Coordinator, Lucy Robinson launched a photo contest for all the parks and dog lovers of Wrangell. The contest is open until October 15th. This effort is in support of the departments attempts to mitigate the amount of pet waste left unattended at park facilities. Each year the department spends hundreds of dollars on materials and labor helping to provide dog waste bags and receptacles, along with waste removal throughout municipal greenspace. The unfortunate reality is the community has yet to adopt this practice of self (pet) management in public spaces. To continue encouraging better stewardship in a positive way, the department is running its first “Pup in Parks” photo contest. Once all the submissions have been entered, a portion of the photos will be used to craft a 2021 Calendar to be sold around the holidays. Funds raised from the sales will go towards the Helping Our Parks project. This is one of many creative ideas to “problems” crafted by Lucy.

INDOOR ACTIVITIES & SPORTS

P&R has returned use of the lockers to the recreation facility and swimming pool. Showers are still restricted to deck use only. As time progresses the department will reevaluate the full use of showers. P&R is pleased with the phased approach to opening facilities as it has allowed time for staff and patrons to acclimate to new means of operating.

To return programming for youth in a COVID conscious manner, P&R is running a modified basketball program for the months of October and November. Small groups of ten kids will work with two volunteers on the fundamental skills of basketball. Spectators are not permitted until the final week of programming where strict adherence to the protocols will be required and enforced. The small cohorts of youth will have opportunities to scrimmage each week, while the bulk of time will be focused on individual skills. The department is pleased to see several volunteers step forward for this critical opportunity.

Pickleball, a popular adult racquet sport is returning to the gym for weekly sessions. This program was heavily influenced by Chris Johnson, who oversees the gym during the activity. Pickleball is a nation-wide sport with a huge following. Its accessibility to folks of all playing abilities makes it especially fun and productive. This program will also follow the departments COVID mitigation plan and can more easily be played at a distance than most other sports. Thanks to folks like Chris Johnson for the service they offer to Wrangell.

COMMUNITY CENTER INTERIOR WINDOW REPAIRS

P&R is pleased to report the completion of the Community Center Window Repairs, performed by More Powers Construction. The interior and exterior windows of the facility have been severely damaged over time and were longing for repair. Building maintenance staff conferred with P&R last year about the style of repair that best meets the economic capacity and desired outcome of the department. Boards of painted plywood were cut to size and fitted to the window inset. The project certainly adds to the other

improvements made to the gym in years past such a refinishing the floor, replacing the ceiling tiles and painting the interior walls.

ALASKA RECREATION AND PARKS CONFERENCE

Wrangell P&R plays a critical role in the state's recreation and parks association. This year efforts have been made to help boost membership, promote the core values of the association, revise language of the bylaws and assist in organizing the virtual conference to be held on October 8th & 9th. The conference booklet can be viewed here: [Conference Booklet](#).

For other information about the core functions of the association please see the newsletter crafted by Kate Thomas: [Click Here](#)

STRATEGIC GOALS FOR 2020-2021

P&R Director, Kate Thomas and Recreation Coordinator, Lucy Robinson came together in January and February of 2020 to develop the contents of an annual work plan that would help guide operations and keep strategic goals at the forefront of the minds of management. While this resource was developed under normal circumstances pre-COVID, the department still sees this resources a guiding document under current times. Below is a clip from the workplan that highlights the strategic goals of each subdepartment within P&R.

SWIMMING POOL PROGRAMMING

1. Enhance our existing aquatics schedule by facilitating new activities within current events.
2. Facilitate lifeguard and swim instructor certification courses on an annual basis.
3. Deploy staff onboarding plans with each new hire
4. Coordinate training sessions with outside agencies, specifically the Wrangell Fire Department.
5. Collaborate with WPSD to maintain aquatics programming into physical education programs.
6. Develop stroke development class for adult swimmers.
7. Offer seasonal swim lessons for youth.

RECREATION PROGRAMMING

1. Maintain program offerings that benefit citizens of Wrangell, both adult and youth, by connecting families, increasing physical fitness, reducing stress, and increasing self-esteem and confidence
2. Maintain programming for elementary and middle school students.
3. Maintain programming for adults with volunteer coordinators. (pickleball, mall walkers, softball nights, volleyball, wallyball, beach volleyball, ultimate frisbee, kickball)
4. Plan and implement family activities through the winter months. (gym sports)
5. Host a volunteer recognition potluck/event.

PARKS PROGRAMMING

1. Develop funding packages through grant opportunities to support Helping Our Parks.
2. Create inventory of park facilities to incorporate in preventative maintenance plan.
3. Upgrade park lighting to LED efficient fixtures/lamps.

4. Promote stewardship within parks through the “People in Parks” Campaign.

FACILITY MANAGEMENT & MAINTENANCE

1. Review, develop, and implement maintenance procedures and policies.
2. Review, develop, and implement operations procedures and policies.
3. Develop an Annual Preventative Maintenance Plan.
4. Develop a long-range capital improvement plan.
5. Update Operations & Equipment manuals.
6. Maintain standards to pass DEC pool sanitation inspection annually.
7. Maintain work order assignment and database entries.
8. Maintain monthly facility inspections and reporting for personnel review and assignments.

FINANCIAL GOALS

1. Promote reservations to increase revenue.
2. Increase recreation revenue through program participation.
3. Increase revenue through sponsorships, grants and donations.
4. Increase revenue through seasonal swim lessons as opposed to summer only sessions.
5. Increase wage rates for temporary staff.
6. Organize sponsorships to allow for proper expenditures.
7. Establish a 501C3 to expand funding opportunities.

GENERAL DISCUSSION:

- ❖ Schedule confirmation
- ❖ Update work order detail in DUDE solutions

PREVENTATIVE MAINTENANCE ASSIGNMENTS:

1. Fire Extinguisher Inspection
2. Emergency Exit Light Inspection
3. Emergency Light Inspection
4. Eye Wash Station Inspection
5. Fail Safe Valve Inspection
6. Swimsuit Dryer Inspection
7. Pool Filter Maintenance
8. Heat Exchanger Maintenance
9. HVAC Filter replacement

CORRECTIVE MAINTENANCE ASSIGNMENTS:*Recreation Facility & Swimming Pool*

1. Remove broken tile in pool equipment closet
2. Spec, order and install aluminum sheets for pool deck
3. Prep and paint interior doors at the swimming pool
4. Inspect showers for leaks and repair
5. Pressure gauges system returned to sand filters
6. Replace light in racquetball court
7. Replace lights in the swimming pool
8. Install handle on inflatable device
9. Follow up with Carl Carlson Glass for lobby windows
10. Repair leg press cover
11. Solution to hot water issue in women's locker room sink
12. Address dirt and grime build up in hallway to locker rooms
13. Remove weather stripping, clean glue residue, and reapply
14. Create routine maintenance schedule for drains in locker rooms
15. Lubricate locker doors for ease of opening

Community Center

1. Grounds clean up around building
2. Clear entry way for fire egress
3. Prep facility for window installation
4. Clean workspace area in basement

Parks

1. Install dog waste station at Petroglyph
2. Test function of each electrical receptacle at RV Park
3. Build and install sliding door at shoemaker shelter
4. Continue repair base of metal posts at City Park Shelters
5. Inspect and repair staircase leading to Munt Dewey

COMPLETED WORK ASSIGNMENTS FROM PREVIOUS REPORT:

- Install message center at City Park
- Spray paint owner name on P&R dumpsters

Wrangell Parks and Recreation's Mission is to support active lifestyles through a variety of health, wellness and wilderness opportunities.

Core Values

Build Relationships

Building relationships with patrons and strengthening our network with other organizations enhances our success.

Integrity

We strive to be open, honest and logical in our decision making with the community's best interest in mind.

Sustainability

We work diligently to maintain our programming, facilities, customer service and affordability.

Embrace Change

Unlimited thinking creates unlimited opportunities

Value Community

We love Wrangell!

Create Fun

We are enthusiastic and joyful. Our excitement for recreational programming improves the quality of life on the island.

Educate

We strive to teach the community the importance of healthy living and to provide outlets for patrons to reach their goals.

EMPLOYEE HANDBOOK

GRAPHICS

1. Mission-why do we exist/what we do
 - a. Our mission is to support active lifestyles through a variety of health, wellness, and wilderness opportunities. Haig-We could also add educational experiences.
2. Vision (Borrowed from City of Trenton)
 - a. To create community through People, Parks and Programs. Haig-We might add infrastructure.
3. Core Values
 - a. Build Relationships
 - b. Integrity
 - c. Sustainability
 - d. Embrace Change
 - e. Value Community
 - f. Create Fun
 - g. Educate
4. Core Competencies
 - a. Existing versus Needed? Haig- Existing- we maintain quality human resources and adequate infrastructure. Needed-We could expand our human resources if money allowed. Our infrastructure needs to be maintained and some eventually needs to be replaced.
5. Department Strategies (Borrowed from City of Trenton)
 - a. Communicating the vision
 - i. Communicating the vision and value of parks and recreation to elected officials, staff, volunteers and residents.
 - b. Forming partnerships
 - i. Actively pursue and cultivate relationships with allied agencies, media and businesses to further communication the vision and value of parks and recreation.
 - c. Expanding professional competencies
 - i. Building capacity within the department by providing staff training and development that increases skills in areas that are needed for success.
 - d. Strengthening the Park and Recreation ethic
 - e. Demonstrating results
 - i. Conduct research and institute performance measures to document the value of parks and recreation and to influence public opinion and policy.
 - f. Documenting best practices
 - i. Identify, develop and document new or current practices that clearly demonstrate the value of parks and recreation.
 - g. Impacting public policy Haig-please explain.
 - h. Expanding resources
 - i. Identify new resources and strategic partnerships to move Parks and Recreation toward department goals.
 - ii. Haig-Continue to re-evaluate our revenue stream from user fees.

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6. Performance Measures
 - a. Internal
 - b. Interdepartmental
 - c. Public

NARRATIVE

7. Preface
8. Executive Summary -summary of the strategic plan. To be written after the strategic plan is complete
9. Workplace Culture
10. Key Trends
11. City Action Plan and Role of P&R

JOB CLASSIFICATIONS AND POLICIES

12. Hiring Practices
 - a. The City of Wrangell is an equal opportunity employer.
 - b. To be considered for employment, person must be 15 years of age and an application for appointment must be completed and on file at City Hall.
 - c. Applications will be reviewed by program supervisors and selected applicants will be interviewed for open positions.
 - d. Applicants will be hired based upon interview performance, experience, knowledge, availability, and candidate's ability to perform job responsibilities.
 - e. Before an applicant can be officially employed and begin work, the following must be completed:
 - i. If under 18, applicant must pick up obtain a Minor Work Permit from the State of Alaska. A guardian must sign the permit and the applicant must return the complete paperwork to Parks and Recreation for state approval.
 - ii. Applicant must present their social security card and valid driver's license or picture ID card to the Parks and Recreation Office. A photocopy of these documents will be made to accompany the I-9 Employment Eligibility Verification form required by the U.S. Department of Justice Immigration and Naturalization Service.
 - iii. Applicant must complete State of Alaska and Federal Tax Forms, Direct Deposit Form, and emergency contact form.
 - iv. Copies of all certifications must be on file with City Hall prior to employment.
13. At Will Employment
 - a. All organized recreation, summer seasonal and part time employees are of an "at will" nature.
 - b. This term means that the employee may resign at any time and the City as the employer may discharge the employee at any time with or without cause.
 - c. An at will employee should not expect numerous warnings and progressive discipline.
 - d. As a series of minor infractions or just one major infraction, may lead to immediate termination of employment with out warning.

14. Code of Conduct

City of Wrangell Parks & Recreation expects that its employees will meet ethical and professional standards for personal conduct and work performance. All employees have the

right to work in a positive environment which is free of harassment, threats, intimidation, violence, or any other misconduct. Any violent, intimidating, threatening, or harassing behavior or other misconduct will not be tolerated in the workplace.

All city employees must perform their duties in a manner that maintains and enhances public confidence and trust. Trust and mutual respect are the cornerstones of any relationship between employees of the city and the public it serves.

15. Employee Behavior

- a. The City's Parks & Recreation employees are its ambassadors and are always expected to reflect a professional image. Each Parks & Recreation employee must also be conscious of the City's public duty and their part in the discharge of that duty. They are expected to conduct themselves with highest degree of ethical behavior and integrity both during work hours and off duty hours.
- b. The consumption of alcoholic beverages while on duty is prohibited. An employee may not be under the influence of alcohol (Haig-or other drugs) while in the employ of the city.
- c. It is unlawful to manufacture, distribute, dispense, possess, or use a controlled substance on city premises. Violations of this prohibition in the workplace may subject an employee to criminal and/or civil legal proceedings. In addition, an infraction of this policy may result in disciplinary action being taken to include employment termination.
- d. Profane language shall not be used under any circumstances.
- e. Employees shall not accept monetary gifts from participants or parents for the work that you are paid to do.
- f. Smoking is not allowed while on duty. Smoking is not allowed in public buildings except in designated areas. Haig-can they smoke in designated areas during break times?
- g. Employees are not allowed to transport participants in personal vehicles at any time.

16. On Boarding Haig- not sure what this means?

17. In Service Training

- a. Staff are required to participate in weekly in-services. Absences from the weekly in-services must be communicated to the Recreation Coordinator by telephone. Email or text do not constitute an approved absence. To maintain an active employee status staff must attend 75% of in services in a month.
- b. Non-aquatics staff who work within the swimming pool and recreation facility are also required to attend staff meetings. All facility staff must be trained to the standard of CPR/AED and extrication skills required to assist in an emergency.
- c. Staff are compensated for one hour of in-service training as well as one hour of weekly conditioning. Conditioning must be in the form of swimming. You may use the pool and weight room to stay in shape. Try to do this before or after your shifts.

18. Employee Benefits

19. Hep B Vaccine

- a. Employees who work as emergency responders may be exposed to bloodborne pathogens and can receive a free Hepatitis B vaccination paid by the Wrangell Parks & Recreation department.

- b. All employees must complete a Hepatitis B vaccination form with their employment paperwork. If the employee is a minor the form must be completed and signed by a parent or guardian.
- c. If an employee refuses the vaccination, he or she may request one at a later date.

20. Scheduling, Substitutions and Time Off Requests

- d. Weekly work schedules will be posted to the scheduling application a minimum of every week on XX for the following week. Your requests for days off must be submitted no later than the Tuesday before schedules go out. If the status of your availability should change, please notify the Recreation Coordinator as far in advance as possible by updating your availability in the scheduling application and sending a written notification.

Employees unable to work an assigned shift are responsible for finding a substitute to work the assigned hours. You must make your shift available on the scheduling platform and actively seek coverage from a qualified staff. Any staff filling in must request the available shift they wish to fill. The Recreation Coordinator will approve the master schedule of any changes and substitutions. Always inform the Recreation Coordinator of any substitutions. The staff member who assume the available shift are now responsible for covering that shift or finding a substitute if necessary.

- If you cannot find a sub, you must show up for work.
- Remember that you cannot exceed 40 hours in one week, so do not take on additional shifts that will exceed this limit. Also, you may not exceed 8 hours in one day. Temporary part time staff are not permitted to work over 30 hours a week beyond a period of 6 months.

21. Staff Bulletin and Communication

Take the time to review schedules, programs and notices posted on the schedule application ~~ph~~osted online. Please check the bulletin board each time you report to work for new postings. The schedule application is a vehicle for employees to communicate with each other. Please check the red book each time you report to work.

22. Late or No Show

You are expected to be on time for your shifts and any scheduled meetings or in-service training sessions. It is mandatory that you are present at all your scheduled shifts and in-service training sessions. Showing up significantly late for a shift or failure to report to work or in-service training will result in a verbal warning. A second infraction could result in a written warning or even termination depending on each circumstance. A third infraction will result in termination. After each infraction, the supervisor will ask for a reason for the absence or tardiness and will fill out a report.

If circumstances arise in which you are aware prior to your shift that you will be late or unable to report to work, it is essential that you notify the staff on-duty and the supervisor. This means a phone call and explanation so that the situation is expected and can be responded to. Failure to do this will heighten your infraction.

The supervisor reserves the right to determine the consequences of all infractions individual and separate of each other.

23. Timesheet Policy

- a. All employees are required to report their work hours in their timesheet listed in the online employee portal. This time sheet is the property of the employer and is not to be tampered with or altered in any way. Only the employee and supervisor may enter information on the time sheet. Submitting time for another employee is not accepted. All employees are expected to be at work during the time noted on their timesheet. Alterations regarding recorded hours worked must be done by the supervisor and approved by the employee. Timesheets are due at the end of every month. It is the responsibility of the employee to see that your supervisor receives the timesheet.
- b. A “workhour” is any hour of the day that is worked and authorized to be worked and should be recorded to the nearest quarter of an hour. A workday is defined as eight hours of authorized work. A “workweek” covers seven consecutive days beginning on Sunday at 12:00AM and ending on Saturday at 11:59PM. The usual workweek is 40 hours. “Overtime” is defined as authorized hours worked by a nonexempt Haig define non exempt employee in excess of 8 hours in a workday or 40 hours in a work week.

24. Attendance Policy

- e. Attendance is mandatory for all orientations and staff meetings.
 - f. Aquatics and Recreation employees do not receive compensation for time off (no sick, personal or vacation leave.)
 - g. Employees will be assigned a work schedule by their immediate supervisor and shall report on time for each assignment.
 - h. If an employee is unable to report to work at his established starting time, proper notification shall be given to his immediate supervisor with as much notice as possible.
 - i. Excused absences are those that meet the department requirements and have been approved by immediate supervisor prior to the absence.
 - j. Habitual tardiness and failure to report to work shall be cause for disciplinary action up to and including discharge.
 - k. Employees are not permitted to leave their work location without proper authorization from their immediate supervisor.
 - l. All employees are expected to be at their assigned workstations and ready to perform their work by the regularly scheduled starting or return from lunch and break times.
 - m. Failure to abide by the attendance policy will result in disciplinary action up to and including termination.
- ~~n.~~ Haig- H and J seem to be redundant. Covered in 22.

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25. Time Off Requests

26. Professional Appearance Policy

- ~~n-o.~~ Personal appearance creates the first and sometimes only impression the public has concerning our Department. While it is the intent of Wrangell Parks & Recreation that employees are comfortable while at work, the professional image of our Department is

communicated, in part, by the appearance our employees present to customers, vendors, partners, and the public in general.

- i. To promote a positive work image, employees are expected to meet reasonable standard of neat appearance and good grooming appropriate to their classification.
- ii. As a lifeguard, you will receive a staff shirt that must be worn at all times. It is to be neat, freshly laundered not ragged or torn, sleeves are not to be cut off.
- iii. Conservative walking shorts or pants (blue jeans without tears are acceptable) must be clean and in good repair. Cutoffs, short-shorts, halter/swimsuit type tops, are not allowed.
- iv. A sturdy shoe such as a tennis shoe or other closed toe shoe is required. Sandals and flip flops are unacceptable footwear. Pool staff may wear tennis shoes, sandals or aqua shoes provided they do not wear them when working non-pool jobs.
- v. Ipods and other electronic media are not permitted while on duty, unless directly used as part of program or activity
- vi. Expensive jewelry is discouraged due to the active/outdoor nature of the job. Stud earrings are the only type of earring allowed. Dangling earrings or earring that poses a safety hazard based on the physical nature of the job is prohibited.
- vii. Staff shirts represent our department, even when you are not working. They should not be worn in conjunction with the use of alcohol, tobacco or any illegal or unethical behavior.
- viii. Personal protective equipment must be worn when appropriate.

27. Cell Phone Policy

- a. Wrangell Parks & Recreation cell phone company policy is designed to express the department's attitude towards the use of cell phones in the workplace. We recognize that cell phones (and smartphones in particular) have become an integral part of everybody's life. We are also certain that they may be a great asset in the workplace if used correctly (for productivity apps, calendars, business calls etc.).

Employees are at work essentially to provide value to the City and Borough of Wrangell and the department of Parks and Recreation. They are expected to limit personal interactions during work time and make personal calls and/or send personal text messages, tweets or instant messages on non-work time and to ensure that friends and family members are aware of the department's policy. The Borough is not liable for the loss of personal cellular phones, PDAs or other personal electronic equipment brought into the workplace.

The Parks and Recreation department generally expects its employees to use their cell phones prudently during working hours. We rather want to remind employees that excessive use of their cell phone for non-business purposes will mean a decline in their efficiency that will show up in their performance reviews. It is therefore, to the benefit of all to consciously restrict personal use of cell phones and other personal devices.

The following rules apply at all times for both company-issued and personal phones:

- Borough-issued phones are to be used for business purposes only and be preserved in perfect condition
- The use of a phone for any action while driving a borough vehicle is prohibited
- The use of cell phones within earshot of someone else's working space during working hours is not allowed
- The download or upload of inappropriate, illegal or obscene material through a corporate internet connection is prohibited
- The use of a cell phone's camera or microphone to record confidential information is strictly prohibited
- Employees must turn off their phones or keep them on vibrate whenever asked
- Surfing the internet, texting and talking on the phone should be restricted to a few minutes per day
- Playing games on the cell phone during working hours is prohibited
- The use of headphones for any reason is prohibited while on duty

The Department, however, would not want to have its employees turn off their phones while at the office. Employees are allowed to use their phones:

- During breaks or at lunch hour
- While on a stationary company vehicle
- To briefly check important messages
- To make brief personal calls away from the working space of colleagues, patrons and office
- To make business calls
- To use productivity apps or other job useful tools

28. Evaluations and Wage Increase

29. Disciplinary Action

30. Background Checks

31. Alcohol and Drug Use

32. Drug Testing

33. Participant Injury

- a. The primary concern is for the safety of the participant and the employee. In the event of injury to a participant, your primary role is to stabilize the individual and call for assistance if needed.
- b. In the event of a serious injury, call 911 and notify the Parks and Recreation office and/or supervisor if after regular business hours.
- c. Where appropriate, provide necessary equipment to the individual for self-treatment. If appropriate provide assistance.
- d. Take the appropriate steps to notify the participant's family.
- e. Employees will follow department guidelines with respect to Bloodborne Pathogens.
- f. Once the individual has been properly treated, obtain the information necessary to complete the appropriate accident report.

34. Employee Report of Injury

- a. In the event that you are injured while on duty: seek the appropriate level of assistance. If needed, call 911. Notify your supervisor immediately. In the event of potential exposure to blood borne pathogens has occurred, make sure you advise your supervisor and the treating nurses and physicians at the hospital or doctors office of the exposure incident.

Proper documentation of the potential exposure must be completed as soon as possible. Employees and supervisors must complete an employee incident report as soon as possible.

35. Incident Reports

- a. Fill out incident reports completely, accurately and promptly.
- b. Incident reports are to be reviewed by the supervisor and submitted to the Parks and Recreation office as soon as possible.
- c. Supervisor should obtain more information if necessary. Where appropriate, supervisor should make a follow up call to inquire as to the status of the injured party.
- d. Gather basic data - name, address, and telephone number of injured party along with basic description of what happened.

1. Lifeguard I & II

b. Head Lifeguard

- ix. To supervise, protect and maintain order and safety in the swimming pool facility. To encourage people to comply with pool policies. To supervise and coordinate staff to ensure safe use of the pool facility, along with teaching learn to swim lessons. The Head Lifeguard has added responsibilities of management and supervision in addition to the tasks of monitoring pool safety, enforcing pool rules, and providing first aid. The Head Lifeguard also must be ready to supervise the total facility operation in the absence of the manager. The essential duties of the position require the head lifeguard to take charge of the lifeguard team to fulfill their primary duty of providing a safe swimming pool environment.

c. Lifeguard

- x. Provides a safe and recreational swimming pool environment. Performs facility custodial functions and teaches learn to swim lessons. Lifeguards supervise, protect, and maintain order and safety in the swimming pool environment, as well as encouraging compliance with pool policies. The essential duties of the position require the lifeguard to observe the users in and around the pool, enforce pool rules and provide first aid if needed.

d. Recreation Assistants I & II

- xi. Recreation Asst. 1- Plans, organizes, coordinates, and participates in providing effective operation of recreation and education activities for the community, especially youth programs. The Recreation Assistant I is the second level of the Recreation Assistant career path. Employees in Recreation Assistant I are generally more experienced and more familiar than their colleagues with parks and recreation. The Recreation Assistant's task is to assist the Recreation Coordinator in planning and implementing youth activities and various other recreational activities and programs.
- xii. Recreation Asst. 2- Coordinates and participates in providing effective operation of recreation and education activities for the community, especially youth programs. The Recreation Assistant II is the first level of the Recreation Assistant career path. Advancement to Recreation Assistant I is possible with experience, dedication, and demonstration of having acquired necessary skills and competencies. The Recreation Assistant II's task is to assist the Recreation Assistant I in implementing youth activities and various other recreational activities and programs.

- e. Recreation Coordinator
 - xiii. Develops, organizes, and manages; staff, contractors and volunteers in providing recreation and leisure activities for the community. The Recreation Coordinator's task is to supervise and support in instructing various recreational programs and classes, and to help the community through developing and promoting the same.
- f. Director
 - xiv. Plans, organizes, manages, coordinates, and participates in providing program of recreation, sports, and leisure activities for the community. Manages and evaluates programs, facilities, and staff who provide a wide variety of services and classes. The Parks and Recreation Programs Director is a supervisory management position that integrates recreation services such as but not limited to a city swimming facility, sports programs, interest-based recreation programs, and classes. The Director oversees the work of a team of seasonal help and independent contractors who deliver specific classes and programs. Advancement to Director requires compliance with the qualifications of the position and the ability to establish goals for the section based on community needs assessment, review of the accomplishments of teams and performance of individuals.
- g. Light Maintenance Custodian
 - xv. Performs custodial/light maintenance duties at the swim pool, community center and at all parks. The Custodial-Light Maintenance worker is responsible for the upkeep of Wrangell's Parks & Recreation Facilities. The job involves attention to detail, safety, and a strong sense of teamwork.

CUSTOMER SERVICES AND RELATIONS

- 2. Creating a Positive Customer Experience
 - a. As an employee of Wrangell Parks & Recreation you may be the only contact a citizen has with his/her local government. That first contact, first impression, is vital to the image of the organization. Many individuals quickly form an opinion of an organization based on their initial contact with just one person. Therefore, it is extremely important that our employees understand and effectively carry out a positive customer service image. As previously noted, we are in the service business. How we choose to provide this service directly relates to the image or reputation of our organization. It is our goal to provide quality programs and facilities for our customers (participants) that not only satisfy but also exceed their expectations. There are a number of factors that must be addressed when creating a positive customer service image. The following helpful guidelines were developed to assist you in effectively representing our service image.
- 3. Providing Information to the Customer
 - a. Stop what you are doing, if possible, and give the customer your undivided attention.
 - b. Politely listen to the participant's request for information or assistance.
 - c. Give clear concise answers and check to make certain your answers were understood
 - d. Be certain that the information that you provide is correct.
 - e. Make an effort to obtain correct information for the customer if you do not already have the information needed.

- f. Politely refer the customer to the appropriate staff member if you cannot provide the proper information.
- 4. Providing Information in hectic situations
 - a. Be courteous and polite when giving information.
 - b. Present information as concisely and quickly as possible
 - c. Keep your primary customer as the center of your attention and finish with them before dealing with the next person in line.
 - d. Let those who are waiting for their turn know that you are aware of their presence.
 - e. Don't appear frustrated and put upon.
 - f. Facial expressions or voice tones that indicate annoyance with customers are not appropriate.
 - g. Don't short-change people on information just to get rid of them.
 - h. When rushed, don't waste time and words.
 - 5. Explaining rules and regulations
 - a. Explain rules and regulations without belittling the visitor.
 - b. Keep the situation on a positive note.
 - c. Keep your objective, which is to help visitors understand and abide by rules and regulations, clearly in mind.
 - d. Give clear explanations about the rules you must enforce.
 - e. Don't scold a customer.
 - f. Don't demonstrate a self-righteous attitude toward those who have broken a rule.
 - g. Explain rules as you enforce them. Don't enforce without an explanation.
 - h. Your enforcement of rules and regulations should not be abrupt or hurried.
 - 6. Calming upset customers
 - a. Be understanding
 - b. Take the time to listen to the upset customer.
 - c. Don't blame the customer for becoming upset.
 - 7. Problem solving
 - a. Suggest reasonable alternatives when attempting to honor a customer's request. By your verbal and non-verbal behavior give every indication that you want to be helpful. Deal with each customer as an individual, not as one of a faceless crowd. Impress upon the customer that he/she is important enough to do all that you can when trying to grant a request. Don't make a situation worse by promising things that you cannot deliver. Don't put customer off with a quick or blunt refusal of a request. If a customer should take out his/her feelings on you do not take it personally. Don't act "put-out" by a difficult request.
 - 8. Courtesy
 - a. Attitude
 - i. Take every opportunity to be a positive representative of the organization.
 - ii. Take pride in doing a good job of serving the public.
 - iii. Don't underestimate your value to the organization.
 - iv. Don't minimize the impact of your actions on future business.
 - v. Don't say to yourself, "let someone else do it" or "this is no concern of mine."
 - vi. Don't leave public relations to others.

b. Image and Style

- i. Positive results occur when you display courtesy and attention to customers' needs.
- ii. First impressions are important. A personal style that includes a friendly smile, pleasant
- iii. voice and confident delivery conveys the message that you are knowledgeable and helpful.
- iv. Body language that reflects approachability and a receptive feeling creates rapport with the
- v. customer.
- vi. Good posture creates the image of an alert and intelligent employee.
- vii. Use proper phone etiquette and put a smile in your voice.
- viii. Make an effort to anticipate guest needs in advance.

9. Safety

- a. Safety is our number one priority and it is critical that all employees think safety first. Prevention is the key to assuring safe conditions for our customers and employees. Employees are required to check all equipment prior to use and notify their immediate supervisor if there is a problem. Unsafe equipment shall not be used for any reason. Proper program supervision is essential to provide a safe environment and program for our participants. The immediate supervisor of the program will conduct appropriate staff training.

RECEIPT OF ORGANIZED RECREATION HANDBOOK

**City & Borough of Wrangell
Parks & Recreation Department
Commercial Use Policy
January 2020**

1. Purpose

- a. Maintain and improve parks, recreation areas and trails for their primary use by the public, to include visitors and residents alike, ~~for parks, recreation areas and trails and preserve them from activities inconsistent with that primary use.~~
- b. Preserve and maintain these public assets for all users, preserve the recreational experience unique to each area, ~~consider impacts upon other users and neighboring property, and ensure public safety on city lands.~~
- ~~b.c. Consider impacts upon other users and neighboring property and ensure public safety on city lands.~~
- ~~e.d.~~ Establish rules to minimize environmental damage and mitigate impacts from the commercial use of parks and open spaces and trails.
- ~~d.e.~~ Charge for commercial use of parks, trails, open spaces and recreational facilities at a fair rate which reflects the cost of providing any improvements, maintenance, services and administration necessary for the use.
- ~~e.f.~~ Establish and enforce uniform rules for commercial use of City and Borough park and open spaces, trails and recreation facilities.

2. Lands Regulated

- a. ~~These regulations apply to all City and Borough lands designated by the manager pursuant to ordinance xx; as open space and park system and~~ to all areas owned by the City and Borough dedicated to park or recreation purposes.[KT1]

3. Permit Approval Required

- a. No person may conduct commercial activities on City and Borough of Wrangell lands subject to these regulations except as authorized by a permit issued by the director.
- b. The director may issue a permit for commercial activities within a parks and recreation area as subject to such conditions: ~~as the director may impose and only upon a determination that the use as proposed;~~
 - i. Will not pollute or degrade the environment, resources, facilities or atmosphere of the park;
 - ii. Will not endanger the public health, safety, and welfare.
 - ~~e.iii. Other factors include A permit may contain conditions reasonably required for the protection and use of the park area for which the permit is granted, including limitations as to time, area, equipment, user loading, traffic, parking, discharges, noise, and other factors.~~
- c. ~~The~~[KT2] director may deny a proposed use upon written determination that the use, alone or in combination with other uses, would exceed the carrying capacity of the area. ~~The director shall determine the carrying capacity of an area taking into account the nature and extent of the use, the number of users, and the impacts likely to result from the use, including, traffic, noise, public access, loading, the availability of parking and other factors.~~
 - ~~d.i.~~ The director shall find that the carrying capacity of an area would be exceeded if it is more likely than not that the proposed use would unreasonably degrade the environment, resources, facilities, or atmosphere of the park. If the cumulative impact of the proposed uses would exceed the carrying capacity, ~~of~~ the director shall not award any permits for that area until the following procedure is followed;

~~i.ii.~~ The director shall notify all members of any group of applicants whose applications, taken together, propose uses in excess of the carrying capacity of an area. The notice shall identify^[KT3] the nature and extent of the impacts exceeding the carrying capacity and shall invite the applicants to confer among themselves for the purpose of negotiating a resolution to excess impact issues.

~~ii.iii.~~ The applicants may re-submit their applications which shall be granted if the director finds that the excess impact issues have been resolved and the applications otherwise meet the requirements of this section. If excess use issues remain unresolved, the director shall grant permits ~~by lottery~~ one a first come-first serve basis to the extent that such uses do not exceed the carrying capacity of the area.

4. Application Process

- a. Applications for permits will be accepted only from the persons who have, or upon issuance of the permit will have the legal authority to act in accordance with the permit. All applications must be signed by the owners of the business to be subject to the permit. The director may require an applicant to submit evidence of authority to apply hereunder.
- b. All applications for permits must be on forms provided by the department. Applications will not be considered unless they are complete, signed, accompanied by the applicable fee, and filed together with any required attachments or exhibits at the offices of the parks and recreation department.

5. Review ~~Period~~^[KT4]^[KT5]

- a. Applications, ~~which are for commercial use permits will be~~ available at the park and recreation office and online at www.wrangellrec.com ~~must be completed no less than~~ 14 days before ~~of~~ the proposed use is to begin. Applications received after the 14-day review period may not be considered for a permit.

6. End of Season Report

- a. Permittee shall submit an End of Season report by December 1, accurately documenting activities on lands covered by this permit on a form provided by the authorizing officer. Commercial permits will not be issued for subsequent years until the agency receives End of Season reports. The report is due whether commercial activities were conducted or not.

7. Assignment (non-transferrable)

- a. This permit may not be transferred, extended or assigned without prior written approval from the authorizing office. The permittee shall not sub-let or enter into any third-party agreements involving the privileges authorized by this permit.

8. Permit Fees

- a. Permit fees are specified by the Directors order which is available on the Wrangell Parks and Recreation website, www.wrangellrec.com. Permit fees are due before the permit is issued. Late processing fees will apply to all permits submitted and approved outside of the registration period.

9. Permit Term

- a. Permits are issued for the time period shown on the face of the permit.

10. Renewal

- a. Permits are not renewable. The issuance of this permit does not confer any rights of renewal or reference for renewal despite investments made by the permittee or for other reasons. A new application must be submitted each permit period for each permit.

11. Professional Behavior and Cooperation

- a. The permittee agrees to cooperate with agency representatives for the purpose of permit compliance, operations evaluation, or to gather current information on the area for Park management purposes. The permittee shall not verbally or physically harass, assault, or abuse

clients, employees, outfitters, other guides and their clients, members of the general public, or any state or federal agency representative. This includes aggressive and disruptive behavior.

12. Revocation/Suspension

- a. The permittee has read and agreed to the terms of this permit and understands that the reach of any of the terms is cause for revocation or suspension. Presenting false information on a permit application is grounds for non-issuance, suspension or revocation.

13. Insurance^[KT6] and Indemnification

- a. Prior to issuance of a permit, the permittee must provide the department with a broker's certificate of insurance showing that the permittee has obtained public liability insurance with coverage limits not less than \$100,000 per person/ \$300,000 combined single limit per occurrence. The certificate must establish that the City and Borough of Wrangell is named as an additional insured on the policy, and that the insurer shall notify the City and Borough if the policy is modified, canceled, or terminated. Permittees, upon acceptance of a permit, shall execute an instrument under the terms of which the permittee shall agree to indemnify, defend, and hold harmless the City and Borough of Wrangell from any and all claims for injury or damage to persons or property suffered in connection with the permittee's activities unless such injury or damage is caused by the gross negligence of the City and Borough of Wrangell.

14. Non-Exclusive Use

- a. Permits shall not be construed as limiting the rights of the authorizing office to issue similar permits for the same or similar activities in the area covered by this permit. The permittee, agents or clients shall not interfere with free public use or other authorized use in the area of their activities.

15. Repair of Damage

- a. The permittee shall be liable for the repair of any damages to lands, facilities or resources resulting from activities of the permittee, his/her agents, employees or clients.

16. Report Abnormal Sightings

- a. The permittee agrees to notify the Director of Parks and Recreation of any problems, abnormal conditions, or unusual conditions observed while operating on park lands.

17. Natural Hazards

- a. The permittee recognizes and understands that natural hazards are likely to exist within the area of his/her operation. The permittee agrees to take all reasonable precautions to make himself/ herself aware of these hazards and to avoid injury to persons or property.

18. Accident and Injury Notification

- a. The permittee will notify Parks and Recreation immediately after completing any trip in which accidents have occurred involving personal injury, threatening incidents involving wildlife or incidents involving the loss of equipment that could create the impression that someone is in danger. The permittee is requested to immediately report to local enforcement any knowledge of anyone injured, lost/overdue, or fatalities within the parks.

19. Fee schedule

- a. 1-30 Day Permit (\$75)
- b. 1- year Permit (\$200)
- a-c. Late processing fee (\$30)