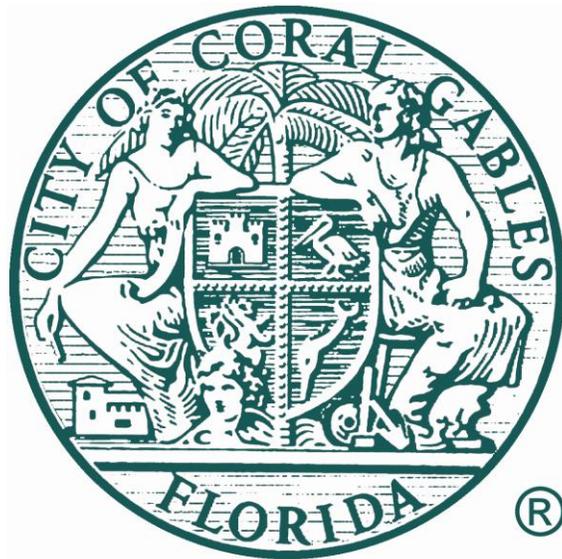


**City of Coral Gables
Parks & Recreation Division**

**Part-Time, Temporary and
Seasonal**

**Guest Services Representative
(GSR)
Employee Manual**



The City Beautiful[™]

It Starts in Parks!

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The City of Coral Gables

Parks & Recreation Division
405 UNIVERSITY DRIVE
CORAL GABLES, FLORIDA 33134

Welcome to the City of Coral Gables Parks and Recreation Division. We are extremely excited to have such a strong and enthusiastic group on board with us this summer season!

Your objective of taking on a summer job may have been for monetary compensation or experience, but at the City of Coral Gables you will discover that a smile on a child's face and the relationships you build with your co-workers and the community will prove to be far more rewarding.

While working at our many facilities can be both prestigious and exciting, you should be aware that working in direct contact with the public can bring with it many challenges. Therefore it is our objective to provide you with the necessary tools and support to allow you to succeed.

This Employee Manual was designed to further assist and guide you in your new role as a Guest Services Representative.

Review this information carefully. If you should have any questions or concerns do not hesitate to reference to your manual or contact your supervisors for additional guidance.

Welcome aboard and we look forward to learning and growing with you in the field of Parks and Recreation.

Recreationally Yours,

Carolina Vester
Assistant Parks & Recreation Director



Parks & Recreation Purpose

Mission:

To enhance the quality of life for residents and guests of all ages through recreational and instructional opportunities, facilities and events that create memorable life experiences.

Vision Statement:

Creating an Exceptional Experience by Maximizing Our Resources

Values:

Passion, Fun, Dedication, Leadership, Honesty, Professionalism, Safety & Family

Goals:

Programming

To create recreational opportunities and services that promotes individual growth, socialization, safety, positive interactions and family involvement.

Facilities

Committed to providing first class parks and facilities that fulfill community needs through safety, accessibility, convenience, manageability, and cleanliness, while preserving our historical character.

Customer Service

To positively impact the lives of residents and guests with exceptional care, attentiveness and proactive responses.

Leadership

To inspire staff to perform beyond expectations and effectively implement Departmental values.

Fiscal Management

To provide cost-effective services through responsible budgeting and increased revenues, while maintaining viability in the marketplace.

Department Sub Divisions

War Memorial Youth Center

On April 19, 1997, the City of Coral Gables celebrated the grand re-opening of the newly renovated Coral Gables War Memorial Youth Center. In addition to a 13,244-square-foot gymnasium, the redesigned 58,000-square foot facility features a fitness center; outdoor lighted basketball courts and roller hockey rink; auditorium/theater; dance/aerobics studio; child care room; specialized classrooms; expanded parking; landscaped walkways and public areas; and all purpose athletic fields. The Youth Center has become an integral part of the community with special events as well as regular athletic and recreational programs held year round.

The Coral Gables War Memorial Youth Center stands as a living tribute to the veterans of Coral Gables who risked their lives for the American way of life. It is likewise a tribute to the many men and women who have served tirelessly over the past 50 years as members of the War Memorial Association. These individuals, along with a dedicated staff, have never faltered in their efforts to help young people grow up in an environment where ideals are fostered and good citizenship is developed.

Venetian Pool

The Venetian Pool, with its vine-covered loggias, shady porticos and cascading waterfalls, is one of the City's most beautiful and popular historical landmarks. The Venetian Pool is truly a unique aquatic facility like no other in the Country. The Pool has been enjoyed by hundreds of thousands of people from all over the world since its creation from a coral rock quarry in 1923. The most distinguishing feature of the pool is the 820,000 gallons that is fed by spring water from an underground aquifer. Of course the aquifer is not the only feature that enhances a visitor's experience. There are two waterfalls that provide a beautiful, scenic background while the caves and grottos provide a fun experience for swimmers.

Additionally, the pool features a full concession stand, newly renovated locker rooms, locker and chair rentals and fully trained and certified lifeguarding staff.

The pool hosts camps, special events and a progressive swim program taught by the Venetian Aquatic Club. The Venetian Pool can be reserved for private affairs such as weddings, birthdays, corporate meetings and private gatherings.

Biltmore and Salvadore Tennis Centers

The City of Coral Gables operates two outstanding public tennis facilities. The Salvadore Park Tennis Center has 13 lighted, newly renovated clay courts and practice walls. The William Kerdyk Biltmore Tennis Center has 10 lighted hard courts and a large practice wall. Both facilities have fully-equipped pro shops, rest rooms, ball stringing services and helpful staff.

Private lessons and group clinics are available for players of all abilities and all instructors are USPTA or PTR certified. The facilities host USTA sanctioned tournaments, round robin competitions, adult and junior league play, after school and Saturday group instruction as well as summer and holiday camps.

The Biltmore and Salvador Tennis Centers have hosted the Junior Orange Bowl International Championships for over 47 years.

Granada Golf Course & Parks Maintenance

The Granada Golf Course opened in 1923 and is the oldest operating, public nine-hole course in Florida. Granada is a Par 36, 3001 yard course (from the back tees), located just outside downtown Coral Gables, surrounded by some of the most historic homes in the City. Granada's local flavor, association support and private club atmosphere make it quite unique and a perfect place for residents, visitors and beginners to enjoy. Golfers, residents and visitors often enjoy "Burger Bob's", Granada's 10th hole, where stories and a home-cooked meal are shared and enjoyed.

The Park Maintenance Division landscapes and maintains 10 park locations throughout the City of Coral Gables. This division is dedicated to providing a safe environment for residents and guests to enjoy.

Adult Services

The goal of the Senior Services Division is to help older residents lead happier, healthier, and more independent lives. The Senior Services Coordinator works with individual seniors and their families as they analyze the current situation and prepare to make transitions in their life.

Exceptional Customer Service

Smile! As public employees, you are a representative of the City of Coral Gables and the Coral Gables Parks and Recreation Department. Your speech and conduct must reflect a respectful, competent and positive image. Words and actions have a direct impact on how the City and Department are perceived. Your role is to provide each visitor with quality customer service. This is achieved by the following:

1. **Quality** is never an accident; it is the result of sincere effort, intelligent direction and skillful execution.
2. **The customer is the most important visitor to our facilities.** They are not dependent upon us, we are dependent upon them. The customer is not an outsider in our business, they are the reason we exist.
3. **Courteous Service** to our visitors and to each other is a primary goal. Courteous service means being sincere in our desire to assist others in the achievement of their recreational pursuits.

Our goal is to exceed customer expectations. We want our customers to not only feel welcome, but come back time and again. In the provision of courteous customer service we have the opportunity to positively affect our community.

When involved in the enforcement of rules and regulations:

1. Enforcement should be firm with fairness and courtesy.
2. Appropriate for the age of the patron.
3. Enforcement is educational. A majority of guests will follow the rules once they are understood.
4. Warnings must be given in a professional manner ending in “please” and “thank you”.
5. Refer guests to the Supervisor, pool signage or documentation located at the Front Desk to increase understanding of rules.

Communicating with Guests & Customers

All customers have two needs: A service need and a psychological need. They want to be valued and they want to be respected!

Verbal communication is done through intentional and unintentional phrasing whereas non-verbal communication is done through intentional and unintentional actions. Be mindful of you unintentional phrasing and actions.

Always respond and don't react. Professional act professionally whether they feel like it or not.

Practice the 10/5 greeting rule! At 10 feet, acknowledge the customer with eye contact and at 5 feet, greet the customer with “Good morning/afternoon/evening” and a smile. Use the customer's name after it's been given whenever the opportunity arises.

Finally when dealing with an angry guest or customer always take the LEAD: Listen, Empathize, Apologize, and Do something or Direct to someone who can.

Professionalism & Conduct

Those employed by the Coral Gables Parks and Recreation Department are ambassadors for the City. As such, employees must conform to professional standards of conduct. Professional standards of conduct presume that employees will not engage in conduct which would conflict with the rules and policies established by the City or that would negatively interfere with the rights of other persons, their property, or the property of the City.

Failure to adhere to professional standards of conduct or engaging in unacceptable behavior may be subject to disciplinary action, including discharge.

Outlined below are specific examples of unacceptable employee conduct that have a direct bearing on the work environment and the general interests of the City.

1. Unauthorized access, use, or release of confidential data.
2. Unauthorized, careless or negligent use of City-owned or leased property.
3. Illegal use, possession, or sale of controlled substances.
4. Possession or use of a weapon or firearm (except for duly licensed law enforcement personnel).
5. Violent behavior in any form, including threats. Offensive, profane or abusive conduct or language toward any individual.
6. Theft, misplacement or misuse of equipment, material, property or money of the City, the public or of other employees.
7. Harassing behavior of any kind toward staff, participants, vendors, visitors, or other persons having business with the City of Coral Gables Parks and Recreation Department.
8. Misrepresentation or falsification of City documents or information provided to the City.
9. Excessive absences and/or tardiness.

For emphasis, the above items are specific examples of unacceptable employee conduct. The list is not intended to be comprehensive, and other actions of similarly serious nature will be deemed to be unacceptable employee conduct.

Employment Policies

◆ **Job description:**

See attached

◆ **Affirmative Interaction:**

Words have consequences. Speaking irresponsibly can negatively affect morale, motivation and community. Speaking in a responsible manner requires us to be sensitive to the harmful effects of hostile or disrespectful speech and to refrain from speaking in demeaning and harassing ways. Respect is a key factor in our dealings your coworkers.

◆ **Staff Training:**

All staff members are required to undergo orientation and training prior to the start of employment. In-service training will be held when the Supervisor deems it necessary. Staff is expected to maintain a high performance level at all times. Those who are unable to meet this standard will undergo a re-training before being removed from the schedule.

◆ **Work Schedule/Duties:**

Part-time, temporary and seasonal employees work on an as-needed basis. Employees in this category must be available to work days, afternoons, evenings and weekends. Employee schedules will be distributed every two weeks, at least one week in advance of the schedule begin date. ***It is expected that employees will follow the schedule as it is presented.*** Employees are prohibited from changing their work schedule without the written approval of the supervisor. However, part-time, temporary and seasonal employee's duties and hours worked may be changed at the discretion of the Supervisor.

Part-time seasonal employees are not entitled to paid vacation, sick or personal leave. Requests for unpaid vacation or personal leave must be submitted in writing to the Supervisor two weeks prior to the first requested day off. No more than 5 consecutive days off at a time will be approved. Part-time temporary employees must pass probation to be eligible for leave benefits.

◆ **Time Cards and Pay Periods:**

Punctuality in reporting for scheduled work is vitally important to providing quality services to the community.

Part-time, temporary and seasonal employees will be issued a time card for the purpose of clocking in and out each scheduled work day. Employees must clock in at the beginning of each shift and when returning from a break. Employees must clock out at the beginning of each break and at the end of their scheduled shift.

Employees are responsible for having their time card with them each day they are scheduled to work. Employees must register a clock in/out time for each scheduled work

day (inclusive of breaks when applicable). Clocking in/out for another employee will result in immediate dismissal of both employees.

The City of Coral Gables issues bi-weekly paychecks. Pay periods begin on Monday, end on Sunday with check distribution the following Thursday. Paychecks may be picked up at the employees assigned job location (Youth Center, Venetian Pool, Tennis Center, etc.) Temporary adjustments to the pay schedule may be made when needed.

◆ **Absenteeism & Tardiness:**

It is expected that every employee will report to their assigned facility on time and in the required uniform. Staff will not be paid for time not worked. Employees are not permitted to make up time at the end of their shift to compensate for tardiness.

Absenteeism is defined as failure to report to work as scheduled. Tardiness is defined as reporting to work four (4) or more minutes late from the start of the scheduled shift.

Three unexcused tardies or no shows to work may result in dismissal.

If you will be late for work, contact your Supervisor or the office immediately. A reason for your tardiness must be disclosed.

For employees working the morning shift, notice must be given at least one hour before your shift.

For employees scheduled for the afternoon shift, notice must be given at least three hours before your shift.

◆ **Breaks:**

Breaks are scheduled by supervisors to ensure proper staff coverage during the workday. Breaks will be thirty (30) minutes long and employees will be relieved of all work duties during that time period. Breaks may not be scheduled during the first or last hours of a workday or combined with rest periods except with prior approval of the supervisor. Employees are expected to return on time from breaks and rest periods

Employees of the Parks and Recreation Department will be required to take a thirty (30) minute break when scheduled for a work day of six or more hours. Exceptions may apply and must have the prior approval of the supervisor.

Staff of Venetian Pool may be scheduled for rest breaks depending on the bathing and work load for the day.

◆ **Transportation:**

It is the responsibility of the employee to report to their assigned facility at the start of their work shift. Employees driving their personal vehicles must park in designated areas only.

Staff is prohibited from transporting any program participant in their personal vehicles.

◆ **Dress Code:**

Personal appearance and cleanliness are the responsibility of each individual and are particularly important when dealing with the public. Uniforms provided by the City of Coral Gables Parks and Recreation Department are NOT to be worn for any reason other than park and recreation department work.

Uniforms are determined by divisional supervisors of the Parks and Recreation Department. Where uniforms are required or provided, it is expected that the full uniform will be worn and will be clean and presentable. Staff is expected to be in full uniform at all times while on duty. Staff is expected to be neat in appearance and well groomed.

Shorts and/or slacks must be black, navy or khaki and worn at the waist secured with a belt. No jeans, athletic shorts, bike shorts, cut-offs or ill fitting clothing.

Jewelry: For the safety of our employees, jewelry is limited to earrings only while on duty. Staff is prohibited from attaching, affixing or displaying objects or ornamentation to or through the nose, tongue or any exposed body part. Exposed body piercings, with the exception of earrings, must be covered by a supervisor approved means.

Tattoos: Tattoos/brands that are (1) obscene or (2) advocate or promote sexual, racial, ethnic or religious discrimination or violence towards others are prohibited and must be covered by clothing or other approved means at all times while on duty. Tattoos/brands will not be exposed or visible through clothing while on duty.

◆ **Telephones:**

Personal phone calls from a City phone and/or a personal cellular phone during working hours are not permitted unless authorized by the Supervisor. Personal calls may be placed from personal cellular phones while the employee is on a scheduled break in an area away from the general public.

Without prior approval of a supervisor the use of your phone in a public area while on shift will be considered grounds for dismissal!

Use of a City phone is restricted to City business or emergency use only.

◆ **Guests on the Job:**

To achieve the mission of the Parks and Recreation to exceed customer expectations, staff time and attention must remain on the guest.

Part-time, temporary and seasonal employees, while on duty, are prohibited from socializing and/or entertaining personal friends, relatives or individuals when that interaction is NOT related to the performance of their duties.

◆ **Gifts/Tips:**

Part-time, temporary and seasonal employees shall not accept any gift, tip or anything of value from any person or entity for the performance of their job. Disciplinary action, up to termination, may be taken.

◆ **Media:**

Requests for information made by individuals or the media are to be referred to the Division Supervisor or the Director of the Parks and Recreation Department. No staff member is permitted to release any information to any individual or member of the media.

Employees cannot comment to the media about any situations without prior approval. Please be respectful and politely say, "I am not authorized to comment but can direct you to my Director."

◆ **Name/Address Phone Changes:**

Part-time, temporary and seasonal employees must submit in writing to their immediate supervisor any change to their name, email, home address, or phone number.

◆ **Facility Keys:**

Part-time, temporary and seasonal employees may be issued keys to unlock/lock gates and main entrance doors of their assigned facility(s). Employees are not to duplicate these keys under any circumstance. Lost, misplaced or stolen keys must be reported immediately to the supervisor.

Terminated employees or those who have resigned their position must return facility keys prior to receiving their final pay check.

◆ **Discipline & Discharge:**

Part-time, temporary and seasonal employees are expected to meet City standards for work performance, punctuality, attendance and personal conduct. Any staff member who violates these rules, regulations or standards will be subject to discipline up to and including termination of employment.

◆ **Maintenance:**

It is the responsibility of every staff member to maintain well the facility where they are assigned. Maintenance and/or safety hazards must be reported immediately to the supervisor.

◆ **Children in the Workplace:**

Part-time, temporary and seasonal employees are not permitted to bring their children to the workplace nor transport their children in a City vehicle, unless the child is registered in an authorized program being conducted by the Coral Gables Parks and Recreation Department.

◆ **Drug, alcohol and smoke free workplace:**

Part-time, temporary and seasonal employees are prohibited from engaging in the following:

1. Using, possessing, dispensing, distributing or receiving alcohol, intoxicants, illegal drugs or other controlled substances on City premises or while engaged in City business.
2. Refusing to undergo or cooperate in any alcohol or drug testing required for hiring or to maintain employment.
3. Using any tobacco or smoke-less tobacco product while on duty or on site at any recreational facility, inclusive of facility parking areas.
4. Reporting to work under the influence of any amount of alcohol, intoxicant, illegal drug or other controlled substance.
5. Consuming any amount of alcohol, intoxicant, illegal drug or other controlled substance while on duty.

◆ **Americans with Disabilities Act: (ADA)**

Title I of the ADA and State and local laws prohibit employment discrimination against qualified individuals with a disability, as recognized by applicable law, with regard to any term or condition of employment. A qualified individual is one who meets the skills, experience, education and other job-related requirements of a position held or desired, and who, with or without reasonable accommodation, can perform the essential functions of the job.

◆ **Workplace Violence:**

The City of Coral Gables subscribes to the concept of a safe work environment and supports the prevention of workplace violence.

The City maintains a zero tolerance policy toward workplace violence, or the threat of violence, by any of its employees, customers, the general public, and/or by anyone conducting business.

Any employee who becomes aware of a violation of the City's policies against acts of violence has a duty and an obligation to immediately report such violation to the immediate supervisor. A failure to report such violation may also constitute a failure to abide by this policy and may result in disciplinary action.

◆ **Equal Employment Opportunity and Affirmative Action:**

The City is an equal opportunity employer. All employment decisions, including but not limited to, decisions regarding hiring, promotions, transfers, compensation, benefits, training, recalls, social and recreation programs, reductions in force and terminations shall be made without regard to age, sex, color, race, national origin, religion, marital status, sexual orientation, disability, veteran status, or any other legally protected status.

◆ **Harassment, including Sexual Harassment:**

It is the policy of the City of Coral Gables to ensure that all employees are able to work in an environment that is free from all forms of discrimination, including sexual harassment. The City of Coral Gables will not tolerate sexual harassment in any form by any employee, vendor, contractor or volunteer.

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance, or creates an intimidating, hostile, or offensive work environment.

Emergency Procedures

◆ **Hostile Situations:**

Altercations:

In the event of a physical altercation within the facility 911 should be called immediately and a full time Supervisor should be notified. No staff member is permitted to attempt to stop the altercation by coming in between the 2 parties. Anyone who puts himself or herself in harm's way may be terminated.

Weapons:

If a weapon is presented to any staff member 911 should be called immediately and a full time Supervisor should be notified. No staff member is permitted to put themselves in harm's way at any time. Cooperate fully with the person holding the weapon and try to remain calm.

Emergency Medical Services:

In the event that emergency medical services (EMS) are needed, the Supervisor will direct personnel to call 911. The information below will need to be available and relayed to the dispatcher.

Your name

Facility name

Facility address

Facility phone #

Type of injury and any information you have on the injury.

Medical History

Gender and approximate age of injured party.

Stay on the phone until all information has been communicated and the dispatcher has disconnected.

◆ **Lightening/Thunder:**

1. You will be warned by our Thor Guard Lighting Prediction System, which sounds **ONE 15 second** blast of the horn signaling suspension of all activities.
2. You should immediately direct all guests and participants to seek an appropriate safe shelter.
3. Once the all clear has been given, which will sound **THREE 5 second** blasts, guests and participants may resume their activities.

◆ **Power Failure:**

1. All staff will utilize flash lights and assist in making sure all are safe.
2. Staff will immediately check on patrons unattended or in an unsupervised area and provide assistance.
3. All patrons must cease activities that require light for safety reasons, (i.e. fitness center and indoor gymnasium)

4. All corridors and exit lights are equipped with secondary power and will remain lit in the event of power failure.
5. The Supervisors will designate someone to call the electric company to determine approximate length of the power failure and determine if patrons need to be evacuated.
6. In the event of a power failure and/or emergency situation requiring evacuation, the Supervisors will use a bull horn to notify the staff and patrons of the emergency situation and how to proceed.

◆ **Evacuation Procedure:**

1. Plan of Action
 - a. The staff and patrons of the facility will immediately evacuate the building if a potentially dangerous situation should occur.
 - b. Any staff working with handicapped patrons will offer assistance to ensure a timely and safe evacuation.
2. Evacuation Routes
 - a. Evacuation routes are posted in every room and building. Be familiar with all evacuation routes in your building.
3. Evacuation Plan
 - a. If all of the exits are blocked or determined unsafe, then alternative exits will be the closest accessible window. If individuals must exit through windows, staff will calmly assist patrons in exiting.
 - b. In case of fire or power failure, do not use elevator for evacuation.

◆ **Fire Procedure - CODE RED:**

1. In case of fire, pull the nearest fire pull station to activate the alarm system, close the door to the area and evacuate. **Dial 9-911.**
2. Notify the front office staff of the presence and location of fire. The front office staff will calmly notify all at the location, by page or traveling room to room with: Attention, code red (and location) three (3) times. Example: “ATTENTION CODE RED, GYM”.
3. Only staff trained to use fire extinguishers may be dispatched and attempt to extinguish the fire. Do not endanger your life or the lives of others. If the fire appears life threatening: DIAL 9-911 and notify fire department of the location of fire. Assist others in evacuation of the building.
4. All patrons will be instructed to evacuate the building through the appropriate exits and not use elevators. Please review the evacuation plan.
5. Fire Alarm going off
 - a. In the event of a fire alarm going off, staff will begin directing patrons to the nearest appropriate exits.
 - b. A staff member will be dispatched to the fire location according to the fire alarm panel to confirm if fire or smoke is present. Staff member will use extreme caution when checking facility for fire or smoke.

- c. All participants and guests will exit the facility and precede outdoors. Upon arrival head counts and roll calls will be taken. All participants must be accounted for.
- d. If a false alarm is reported and confirmed, supervisory staff may silence alarm and notify 9-1-1 of the false alarm and await instructions before notifying patrons to re-enter facility.
- e. When it is determined the facility is safe to re-enter, supervisory staff will initiate the all-clear procedures:
 - i. Staff will use the emergency intercom system and staff radios and announce 3 times, "Code Red all clear".
 - ii. Staff will escort patrons back into the facility.
 - iii. Staff will conduct head counts and roll calls for all participants in registered programs.

◆ **Bomb Threat - CODE ORANGE:**

1. Plan of Action – Receipt of a Bomb Threat
 - a. If a bomb threat is received by phone, staff member will signal another staff member without interfering with the caller. Remember, Delay! Ask where, when, what type and why?
 - b. When a bomb threat is received staff will notify first available Supervisor.
 - c. Supervisor will initiate an evacuation and immediately call 9-911.
 - d. The facility staff and patrons will evacuate the facility in a calm and orderly fashion. Staff will insure that any handicapped clients will be offered assistance in order to insure a timely evacuation. Evacuation will proceed according to Evacuation Procedure. Please review Evacuation Procedure.
 - e. The Supervisor is responsible for assisting Emergency Personnel in a systematic search.
 - f. If a suspicious package or object is discovered, the staff will notify the authorities.
 - g. Staff and patrons are to remain off the premises until The Facility Supervisor will notify staff of an ALL CLEAR.
2. Bomb Search Technique
 - a. Ideally, the person who assists in a search of an area of the facility should be familiar with the area being searched.
 - b. Items that seem out of place or strange should be noted. It is extremely important that persons conducting a bomb search do not touch or move any strange or suspicious items. A bomb can be in any form. For example, a letter bomb or pipe bomb.

◆ **Disorderly Person or Emergency Assistance - CODE ASSIST:**

1. Disorderly Person in Facility
 - a. If a person/persons are acting in a disorderly or threatening manner, the facility staff shall notify the Supervisor who will make their presence known and ask them, calmly, to leave the facility.

- b. The Supervisor will determine whether the Coral Gables Police Department should be notified.
 - c. If the person refuses to leave and offers resistance the Supervisor will attempt to contain the person in an area which will not interfere with normal operations until law enforcement arrives.
 - d. If violence erupts, do not place yourself in jeopardy.
 - e. The Supervisor initially in contact with the disorderly person will complete an incident report immediately.
2. Emergency Assistance
- a. If a staff member requires physical assistance with a patron, they are to notify all staff with a page of “Attention, Emergency Assistance” and the location of where physical assistance is required. This page will be announced three (3) times. Example: “Attention, Emergency Assist in the gym, Attention, Emergency Assist in the gym, Attention, Emergency Assist in the gym.”
 - b. The Supervisor and staff will immediately respond to the area to provide assistance, reporting in a calm and orderly fashion.
 - c. Involved personnel will determine if medical assistance is required and phone for emergency assistance.
 - d. If medical assistance is required, involved personnel will stabilize the patron, making them as comfortable as possible until qualified emergency assistance has arrived.
 - e. The Supervisor will complete an incident report immediately and follow-up appropriately.
3. Off-Premises Disorder – should an off-premise situation involving violence be observed by staff member and patron:
- a. Staff and patrons are to remain in the building or secure area.
 - b. If the disturbance moves onto the premises:
 - 1. Lock all Doors (if applicable)
 - 2. Do not permit entrance into area by unknown persons.
 - c. Call the police then, notify supervisor and facility staff.

◆ **General Facilities - Lost Child – CODE AMBER:**

- 1. Participant safety and security will always be the foremost concern and priority in addressing emergency situations.
- 2. Staff will have an accurate and up-to-date class list of the participants under their care.
- 3. Once staff recognizes a child is potentially missing they will have 60 seconds to be able to confirm the child is not in the immediate area and who the missing child is along with identifiable clothing, etc.
- 4. Once a child is confirmed missing staff will secure the remainder of the group in a safe location with appropriate number of staff. Staff will complete a head count, roll call of all remaining participants and simultaneously notify facility supervisory staff within 3 minutes of missing child confirmation.
- 5. Facility supervisory staff will follow the listed position chain of command:
 - i. Facility supervisor, assistant supervisor, recreation specialists
 - ii. Program assistants, office manager, office staff, reception staff

6. Facility supervisory staff will then initiate the “Code Amber” by calling over the Fire Alarm Emergency Announcement system: “Attention Facility Patrons and Staff. We are initiating a Code Amber, all additional staff please report to the reception area. Staff will repeat this message in its entirety 3 times.
7. All supervisors, coordinators and facility personnel that do not have direct child supervision tasks will report to the reception area. The facility supervisor on duty will then give staff a description of the child and assign areas to search. This primary search will last no longer than 5 minutes. Once the primary search of the assigned areas is completed, staff will return to the reception area for further instructions.
8. If the child is not located within the primary search a secondary search (*slower, more deliberate search of the area*) will be initiated along with activation of the emergency response system.
9. Once child is found staff must notify the City’s emergency response team (9-1-1, police, fire, facility supervisors, etc.) The office staff will announce over the paging system “Code Amber – all clear” 3 times.

◆ **Venetian Pool - Missing or Lost person – 3-Minute Search/Drill:**

1. When an individual reports another person missing in their party a deck supervisor needs to be informed immediately before activating the 3-minute missing person drill.
2. The deck supervisor will make a first announcement calling the missing person (first & last name) over the intercom to the bridge.
3. Additional information on the missing guest should be gathered (confirm name, age, what they were wearing and where they were last seen). If after the first announcement they have not reported to the bridge (no more than 30sec), the supervisor will activate the 3-minute search.
4. Supervisor will remain on deck with the reporting guest during the search; all other lifeguards will be assigned to conduct an in-water search, and to search the entire facility including bathrooms, café, meeting room, parking lot, towers and closets.
5. Drill must be completed within 3 minutes.
6. Guests will not be permitted to re-enter water until the missing person has been located.