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PARKS & RECREATION DEPARTMENT
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Recreation Center Operation Manual

(revised November 2019)

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MISSION STATEMENT

To provide exceptional recreational opportunities and premier facilities to enhance quality of life in Iredell County.

PURPOSE

This manual has been prepared to assist staff and instructors in the administration of their jobs. Staff, instructors and patrons of the Iredell County Recreation Center should follow the procedures and contained herein.

EMPLOYEE RELATIONS AND EXPECTATIONS

DEPENDABILITY:

Dependability is one of the most desirable and noticeable traits for an employee to possess. Employees should arrive at work on time, both at the beginning of a shift and after your meal break. Call your immediate supervisor if you will not arrive at work to begin your shift on time.

SAFETY:

As Staff of the Iredell County Recreation Center, you are responsible for enforcing all departmental rules and regulations. You have the right to call 911 in any circumstances that may constitute an emergency and you have the right to call the Iredell County Sheriff's Department and request assistance for any infraction that may seem volatile.

Iredell County Sheriff's Department (704) 878-3180.

APPEARANCE:

Recreation Center staff are required to wear an ICPRD collared shirt or ICPRD t-shirt. Collared shirts are required for all Special Events. Acceptable bottoms are casual pants, khaki pants or shorts. Unacceptable bottoms are workout pants, yoga pant and jeans. Every employee is encouraged to maintain a neat appearance at all possible times. Whether you wear, a County issued uniform or civilian clothes, your appearance reflects upon the organizations. Dress appropriate for the work required of you and always maintain a good appearance.

PARKING:

Employees should park in designated parking spots. Parking in "5 minute" lane or in front of the building is only allowed when loading or unloading items from your vehicle. Employee will need to move his/her car when finished.

ATTENDANCE:

- Attendance and punctuality are very important to the success of our operation. You have a responsibility to yourself and other employees to adhere to your work schedule.
- Tardiness – Unexcused tardiness in reporting to work or for meetings, etc. shall subject an individual to the following disciplinary action:
 - Step 1: 1st 3 offenses – verbal warning
 - Step 2: 4th offense – written warning
 - Step 3: 5th offense – written reprimand
 - Step 4: 6th offense – suspension for 1 to 3 days
 - Step 5: 7th offense – demotion or dismissal
- This policy is set up for each employee's evaluation, which is 12 months in duration. (Evaluation time frame will be reset annually) If employee reaches Step 4 (suspension) during an evaluation period, subsequent evaluation periods will be:
 - Step 1: 1st offense – suspension 5 days
 - Step 2: 2nd offense – suspension 10 days
 - Step 3: 3rd offense – demotion or dismissal

Permission from the Recreation Center Manager is required before making up time missed due to tardiness. If you realize you are going to be late for work, you must notify your supervisor immediately (prior to scheduled work time) and inform them of (a) reason and (b) expected time of arrival.

ON THE JOB CONDUCT:

Iredell County Employees must maintain the highest level of conduct and professionalism at all times. Employees may be reprimanded, suspended, demoted or dismissed by the Recreation Center Manager subject to the County's grievance policy.

WORK TIME / WORK SCHEDULES:

Iredell County workweek begins on Thursday and ends on Wednesday. Supervisory staff is responsible for exercising adequate supervision to insure employees are complying with the work schedule.

- Work schedule and time cards are due by close of business on every other Wednesday.
- You must notify the Recreation Center Manager of changes in your normal work schedule.
- All full time staff must reflect at least a 60-minute lunch if there are two staff scheduled on site.
- Non-exempt staff may not merge their lunchtime to swap for an early dismissal from work without prior approval from the Recreation Center Manager.
- Non-exempt staff persons should not work over their allotted hours without prior approval from Recreation Center Manager.
- No overtime or comp time may be earned unless prior approval is given by the Recreation Center Manager.

- If you know that you will work an additional day to cover for a part time employee adjust your work schedule to reflect a 40-hour workweek.

TIME CLOCK / TIME SHEETS:

- Immediately punch in when you arrive at the Recreation Center to begin your workday. Employees must punch out when leaving their work site for lunch, personal errands, doctor appointments, to attend college classes and for any reason not related to Recreation Center business. Punch out at the end of the day. Your time card must reflect the same activity as your time sheet.
- It is your responsibility to find a replacement if you are unable to work your shift. Communicate any changes in scheduling to the Recreation Center Manager via text message or email.
- You cannot pick up additional hours if doing so will push you over 19 hours in a workweek.
- If it is not possible for you to punch in or out (special events, programs, power failure, etc.), an explanation must be provided on your time sheet or in Kronos.
- No employee shall punch in earlier or out later than seven (7) minutes from his/her scheduled work time.
- Timesheets are due to the Recreation Center Manager by close of business on every other Wednesday.
- The following infractions will result in disciplinary action and possible termination.
- Falsification of time sheet (hours worked) is against policy.
 - Leaving your worksite reportedly to perform work related duties but instead conduct personal business.
 - Signing out to a specific department location then not reporting to that location or reporting late to that location.
 - Failure to notify or get permission from Recreation Center Manager to leave the Recreation Center to conduct personal business.
 - Failure to follow procedures regarding time clock, time card and/or time sheets.
 - No employee may punch another employee's time card. An employee caught punching anyone's card other than his/her own will be subject to immediate dismissal.

CUSTOMER RELATIONS AND SERVICES

GREETINGS/PHONE/WALK-INS:

All greetings should be polite, courteous and consistent. REMEMBER, you are the “face” and “voice” of the Iredell County Parks and Recreation department.

Example:

Phone: “Thank you for calling the Iredell County Parks and Recreation. This is _____, how can I help you?”

Walk-in: “Good morning/afternoon/evening. Welcome to the Iredell County Recreation Center. How can I help you?”

(704) 878-3103 is the main number for Iredell County Parks and Recreation and rings at the front desk. When you are answering the phone, the caller may have questions about more than just the Recreation Center.

Forward all phone calls and inquiries relating to fields, athletic leagues, parks, special events, and adult trips to the individual responsible for the program. List of names, numbers and responsibilities will be at front desk.

If a question comes in that you do not know the answer to, do the best you can to find the answer or a person that has the answer or someone who can find the answer for you. Please do not say, “I have no idea...” If you do not know the answer, get the person’s name, contact information (phone number, email), and let them know you will call them back when you have an answer. Excellent customer service is our goal!

DAILY PROCEDURES

OPENING PROCEDURES:

- Once inside the Recreation Center, disarm the security alarm by using your assigned code. A green “Ready” light on the alarm key pad indicates a successful disarm. If no green light shows up type the correct code again. Remember to press the “off” key or the “1” key.
 - If the alarm engages, type the alarm code twice, this will turn it off. You must immediately call the alarm company to have the system reset and the Iredell County Sheriff’s Department to let them know there is no emergency at the Recreation Center. Their numbers are located with the ICRC staff list. (Inside the office door)
- Turn on lights in front lobby and boot up all computer systems.
- Log into Kronos and clock in to begin your workday.
- Prior to unlocking entry doors, you must check each of the rooms to make sure they are ready for operation, i.e. - no trash on the floors, weights in their proper place, wipe dispensers full etc.
- Turn on all interior lights, unlock locker rooms, unlock Fitness Center and turn on the equipment and televisions
- Make sure rooms are neat and check to make sure locker rooms are clean.
- Keep doors locked when rooms are not in use. (i.e., Child Watch, Group Exercise equipment).

- Retrieve moneybox from Support Office. Count and sign “beginning shift” tally sheet. Keep moneybox in locked drawer at the front desk. Do NOT leave the key in the lock. You are responsible for all monies collected during your shift.
- For staff opening the Recreation Center, Prepare and start the coffee pots. Make sure there is adequate condiments for the coffee, additional condiments and coffee are stored in the locked cabinet on cart. The key is located in Key Box. If supplies are needed let Center Manager know.
- Follow the Front Desk Attendants Shift Duties checklist (located in the top tray on the shelf under the front desk). Initial each item when completed, including the Recreation Center open and closing checklists.
- Initial all completed items and put the sheet in the bottom tray for the review of the Recreation Center Manager on the following day.

ATTENDANCE AND RECREATION CENTER WALKTHROUGH:

Each person using the Recreation Center is required to “scan” in or have his/her attendance recorded for a group rental. Attendance figures are important to record for various reasons including; room usage, amount of traffic in the Recreation Center, budgeting for maintenance and repair, budgeting for new equipment, budgeting for capital improvements, planning for new programs, analyzing existing programs and more.

CLOSING CENTER

CLOSE OUT MONEY BOX PROCEDURES:

- At the end of your shift, count all money in moneybox.
- Record all cash and checks on “end of shift” tally sheet. “Accountable Total” should list the amount of money you are putting in the safe. Leave \$100 “change fund” in the moneybox.
- Wrap cash and checks in your tally sheet. Clip with a paperclip and drop in safe.
- Close and lock the door to Support office.
- Under NO circumstances leave the cash box in the Recreation Center’s front desk overnight.

CLOSING DOWN WALKTHROUGH:

- Make closing announcements 15 minutes and 5 minutes before closing time.
- Politely ask any patrons remaining in the Recreation Center to exit and remind them they are welcome the next working day.
- At the closing hour, lock all entry doors. Check all exits doors to make sure they are locked and secure and none ajar. Make sure wipe dispensers are full, weights are re-racked and coffee pots are emptied and cleaned.
- Follow the Recreation Center End of Day Shift and Closing Checklist, initialing each item as completed. Place sheet in the bottom tray for the review of the Recreation Center Manager on the following day.

- Lock all interior doors where equipment is stored. (Child watch, Group Exercise equipment, maintenance, etc.)
- Turn off all lights in the Recreation Center.
- Log out in Kronos so your time sheet will be correct.
- Logout of all computer systems.

ARMING SECURITY SYSTEM

- After completing the Final Cash Update and putting the update and all money in the drop safe in the Membership Support office, arm the security alarm by using the code assigned to you. Solid red light on the alarm keypad and high-pitched beeping sound indicate a successful arming.
- The beeping indicates the alarm is set and that you have 1 minute to exit the Recreation Center with all doors closed.
- If no red light shows up . . . type the correct code again (do not press any other keys).
- If alarm triggers call the alarm company to establish an accidental trigger.
- If you cannot reach the alarm company, call the Recreation Center Manager.

FEE COLLECTION: RECEIVING AND RECEIPTING

NEVER RECEIVE CASH MONEY WITHOUT PUTTING IT IN CIVIC REC TO ISSUE A RECEIPT!

In order to issue a receipt, ALL monies collected from class fees, rentals, registration, entry fees, etc., MUST BE INPUT INTO CIVIC REC.

Civic Rec can email a receipt for each transaction processed. Printed receipt are available upon request.

**If the computers or printers are not operational, issue a hand written receipts from a receipt book. Receipt should contain the following:

- Date money received.
- Name of the person paying the money.
- Record amount and type of payment, cash or check. If check, record check number.
- Record what money is for (i.e. – membership fee, guest pass, etc.)
- Expiration date, if applicable.
- Your signature or initials.

DAILY ADMISSION / DROP-IN PASS

Persons who do not have a Recreation Center Membership card must have an account set up in Civic Rec. They will need to fill out the “Membership Information” Membership Form, sign the Membership Agreement, and the “Participant Agreement, Waivers, and Release of Liability”.

Caregiver for Member-If the caregiver is there strictly as a caregiver/personal aid, and assisting the member directly, then the caregiver does not have to have a membership or pay to enter. Have them sign a waiver, even if they are directly enrolled or paying.

- If the worker is utilizing the facility and/or using the services, then they would need to be a member or pay the daily rate.

CIVIC REC

REGISTRATION / NAVIGATION PROCEDURES

Iredell County Recreation Center uses Civic Rec for fee-based transactions. For complete instructions on navigation of Civic Rec software, see Civic Rec User Guide. A master copy is located at the front desk area.

INSURANCE PROGRAMS

Anyone with question about these programs should come in and talk to the Recreation Center Assistant during daily operational hours. Names of these programs could be:

Silver Sneakers

Silver & Fit

Renew Active

AARP Supplemental Health

GROUP FITNESS INSTRUCTORS POLICES AND PROCEDURES

Instructors of our programs are in one of the most visible and valuable positions which affect the image of the department and county. Professionalism in action, appearance and attitude is expected. Instructors are interviewed to favorably represent the department and to provide the best instruction in our programs.

Our department supports the instructors and recognizes your value. Similarly, it is expected that instructors are supportive of the department, the Parks and Recreation staff and the Recreation Center. The positive attitude of instructors portrays a positive image to the public and it is necessary for a successful program and department.

ABSENCE OR ILLNESS AND MAKE-UP CLASS

Instructors must call the Recreation Center staff as soon as they know that they will be absent from class at least two hours in advance. Any make-up classes must be discussed with the Rec Center manager prior to informing participants.

ACCIDENT /INJURY, INCIDENT REPORTING

All injuries (or alleged injuries) regardless of apparent severity, should be reported immediately to staff. After appropriate first aid is administered, a Member Injury Form must be completed by Recreation Center staff based on the information provided by the attending instructor and participant. We ask you to report each accident/injury to the staff person in the office. Call 911 on all serious injuries.

When incidents occur on County property, immediately notify Rec Center staff. Complete an Incident Report form. Examples of situations that merit this action are:

- Fighting
- serious misbehavior
- suspicious person
- fire
- law enforcement

ATTENDANCE

Instructors should fill out the Class Attendance Sheet. Return this sheet to the Recreation Center Manager's box.

SUBSTITUTE INSTRUCTOR(S)

Substitute instructors must be pre-approved by the Recreation Center Manager or Membership Support Specialist.

DRESS CODE

Instructors should dress professionally for the type of class he/she will teach. Work out attire should only be worn for class. If an instructor works in another part of the Recreation Center, he/she will need to follow the dress code for the rest of the Recreation Center.

PARTICIPANT SATISFACTION SURVEY

Participants will be asked periodically to evaluate the class by completing a survey card. Instructors should make surveys available at the class meeting. The survey cards can be dropped off at the front desk. These surveys are very helpful in evaluating your class and determining types of programming interests.

EQUIPMENT

Instructors are responsible for assuring proper care of equipment used during classes and activities. This includes providing participants with instruction about care of equipment, returning equipment to its proper place after use and notifying staff when equipment needs repair.

HOUSEKEEPING

It is the instructor's responsibility to assist in setting up and putting away equipment and supplies used in his/her class. If the floors need maintenance, contact the front desk. Rooms should be left in good condition. Please respect the time schedule as other classes/programs may be scheduled immediately before or after your class/program. Place your class attendance sheet in the appropriate box in the Support office.

PUNCTUALITY

Instructors are to arrive fifteen (15) minutes prior to the beginning of class, allowing for proper room set up, check condition of equipment, reviewing roster and communication of information to staff. Classes should begin and end on time. Respect the time schedule as other programs may be scheduled immediately before or after your class/program.

SAFETY HAZARDS

Always report any unsafe conditions to Recreation Center staff immediately.

CHILD WATCH

Child Watch hours are posted in the Recreation Center. For the most up to date times, please refer to information available at the Front Desk.

PROCEDURE:

Parents must remain in the building while children are in Child Watch.

Available for children ages 6 months to 10 years.

Children must be signed in. Parents must include a contact phone number where they can be reached while child in Child Watch.

Child Watch staff does not change diapers, take children to the bathroom, or provide snacks.

No snacks.

Maximum time a child can be left in CW is 2 hours.

Children must be picked up by a parent/guardian and signed out. Other children may not to pick them up.

RECREATION CENTER & FIELD RENTALS

Refer to facility rental form for more information regarding rates, rules and regulations and copy of "Iredell County Recreation Center: Facility Use Request Form".

Anyone interested in renting the Recreation Center should contact the Recreation Center Manager.

PERSONAL TRAINER

Refer to Personal Training Agreement for more information regarding rates, rules and regulations and copy of "Iredell County Recreation Center: Facility Use Request Form". Rates for facility and field rentals.

All trainers must be approved and have a signed contact on file before performing any services in our facility.

POOL PROCEDURES

The Outdoor pool is available seasonally, between Memorial Day weekend and Labor Day weekend. Daily rates or Season Pool passes will be available. Pool admission is included with an Annual Membership (for the member only with an individual membership, or may include family members with a Family Membership). Admission is available on a first-come, first-serve basis. The pool may close due to inclement weather, maintenance, classes, etc. We reserve the right to limit entry, based on capacity, rule violation, etc.

Pool Rates:

Pool Admission included with an Annual Membership

Individual (13 & Older) \$5 Daily \$125 Season Pass

Child (12 & Under) \$5 Daily Season Pass Not Available

Family Daily Not Available \$250 Season Pass

Group Rate *(15 or more people) \$3 Daily Season Pass Not Available

*Groups must have a reservation in advance to receive a group rate.

Pool Rules:

- Children 12 years old or younger must be supervised by a parent or responsible guardian at all times
- Patrons are not permitted to bring food and drinks into the pool. No coolers are allowed. Iredell County Parks and Recreation Department reserves the right to inspect baggage or carry in parcels
- Swim Diapers are required for all children not yet toilet trained.
- No glass containers in or around pool
- No pets allowed, unless service animal
- Appropriate swimwear required. NO thong suits, cut-off jeans, swimming suits with buckles or rivets and other metal or sharp objects allowed.
- Swimwear allowed in locker room and pool area only.
- Please shower before entering the pool.
- No running, rough play, or diving. No Horseplay!
- Swim only when lifeguard is on duty.
- Inflatable flotation devices are prohibited. Excluding swimmies.
- Persons with bandages, open cuts, wounds or communicable diseases are not allowed in the pool.
- Iredell County Recreation Department reserves the right to deny access to the pool for reasonable cause.

15A NCAC 18A.2529 USER LOADING

In determining the maximum number of persons allowed in the pool at any one time, the following criteria shall govern:

- (1) Fifteen square feet (1.39 sq m) of water surface area per person shall be provided in areas of the pool five feet (1.52 m) deep or less.
- (2) Twenty-four square feet (2.23 sq m) of water surface area per person shall be provided in areas of the pool greater than five feet (1.52 m) deep. Three hundred square feet (27.87 sq m) of pool area around each diving board or platform, where provided, shall not be included in computing this area for the purpose of determining maximum bather load.
- (3) Ten square feet (0.9 sq m) of water surface area per person shall be provided in spas.
- (4) Twenty-five square feet of splash zone area per person shall be provided at interactive play attractions.

History Note:

Authority G.S. 130A-282;

Eff. May 1, 1991;

Amended Eff. March 1, 2004; January 1, 1996.

15A NCAC 18A.2530 SAFETY PROVISIONS

(a) Swimming pools shall have lifesaving equipment conspicuously and conveniently on hand at all times. A unit of lifesaving equipment shall include the following:

- (1) A pole not less than 12 feet long, with a body hook securely attached. The pole attached to the body hook shall be non-telescoping, non-adjustable and non-collapsible.
- (2) A minimum 3/4 inch diameter throwing rope as long as one and one-half times the maximum width of the pool or 50 feet, whichever is less, attached to a U.S. Coast Guard approved ring buoy. A rescue tube or rescue can shall be accepted as a substitute for the ring buoy where it is accompanied by a lifeguard who has been trained to use it properly.

(b) Two units of lifesaving equipment must be provided for any pool that exceeds 3,000 square feet (186 sq m) of total surface area.

(c) When a swimming pool does not have at least one lifeguard on duty, a sign shall be posted with legible letters of at least four inches (10 cm) in height stating: "WARNING-NO LIFEGUARD ON DUTY." In addition there shall be signs legible from all bather entrances with a minimum letter size of one inch stating: "CHILDREN SHOULD NOT USE THE SWIMMING POOL WITHOUT ADULT SUPERVISION", and: "ADULTS SHOULD NOT SWIM ALONE". Wading pools that do not have a lifeguard inside the wading pool enclosure shall have a sign posted stating "WARNING NO LIFEGUARD ON DUTY". Such signs shall be mounted permanently.

(d) A sign prohibiting pets and glass containers in the pool area shall be provided.

(e) Pool closed signs shall be provided and shall be posted at bather entrances whenever an operation permit is suspended for water quality or safety violations.

(f) A telephone capable of directly dialing 911 or other emergency notification system shall be provided and accessible to all pool users. Effective April 1, 2005 the telephone shall be permanently affixed to a location inside the pool enclosure or outside the enclosure within 75 feet of a bather entrance. The telephone shall be visible from within the pool enclosure or a sign shall be posted indicating the location of the emergency telephone. A sign with legible letters shall be posted at the telephone providing dialing instructions, address of the pool location and the telephone number. Where the telephone does not directly access 911, the emergency notification system shall:

- (1) Provide 24 hour monitoring of all incoming calls by a telecommunicator who answers only emergency calls;
- (2) Be capable of routing calls to the local 911 telecommunicator via the 911 dedicated emergency trunk line; and
- (3) Electronically transfer Automatic Number Identification and Automatic Locator Identification for the emergency telephone at the pool to the Enhanced 911 system for all calls routed to 911.

History Note:

Authority G.S. 130A-282;

Eff. May 1, 1991;

Amended Eff. February 1, 2004; April 1, 1999; January 1, 1996; July 1, 1992.

15A NCAC 18A.2531 WADING POOLS

SATISFACTION GUARANTEE POLICY

If a member/guest is not satisfied with a class or is unable to participate for any reason, he/she should contact the Recreation Center Manager immediately. Our policy is to provide a 100% credit or refund (their choice) to anyone who makes a written request before the start of the second class. Requests received after the second class may entitle participants to a prorated refund. Satisfaction Guarantee does not apply to adult sports leagues, sports camps, summer camps, after school programs, trips or rentals.

EMERGENCY PROCEDURES

REPORTING EMERGENCIES

Step 1:

Call 911 and report the emergency.

For non-emergencies, contact the Iredell County Sheriff's Office at (704) 878-3180.

Step 2:

When calling 911, carefully explain the problem and location. Do not hang up until told to do so by 911 operator. Stay calm. Keep others calm.

INJURY PROCEDURES

- **Life threatening injuries:** Immediately call 911.
- **Non-life-threatening injuries occurring at Recreation Center:** contact the staff at the front desk or go to the manager on duty. Call 911. Call parent/guardian of child if applicable.

***First Aid Kits:** The Recreation Center has a first aid kit available at the front desk and at the pool. Staff should be aware and familiar with its location. We can only administer bandages, ice, etc. We CANNOT administer medication of any kind unless directed to do so by a 911 operator.

- **Non-life-threatening injuries occurring outside the Recreation Center, not requiring an ambulance:** If an ambulance is not required, have a family member, guardian or friend take the injured person to the Front Desk. Staff should not transport an injured participant.
- **If an ambulance is needed:** IF the injury occurs at the Recreation Center, contact 911 first then contact the Recreation Center Manager. If the person is conscious and able to use reasonable judgment, you

must have his/her permission before transporting the person by ambulance because he/she will be responsible for payment. If injured person is a child, you must get permission from the parents/guardian to give care.

- **Neck or back injuries:** Do not move the injured person until it is determined, by a trained person, certified in First Aid or an EMT, that the injured person can be safely moved.
- **Accident/Incident Report:** Staff must ensure that an Accident/Incident Report is given to the Recreation Center Manager within 24 hours of the injury.
- **Notification if an injury requires hospitalization:** If an injury to any staff, member or participant requires a trip to the hospital, contact the Recreation Center Manager and Iredell County Parks and Recreation Director as soon as possible regardless of the time of day or night. (See Employee Directory for contact phone numbers.)
- **Fire alarm:** If the fire alarm sounds in the Recreation Center, the staff working in the Center is to check each room of the facility and, if possible, assist in the evacuation of every person within the Recreation Center.
- **Loss of power**
In the event of loss of power, everyone must go to the lobby. They cannot continue to work out or participate in class. If power is restored within a few minutes, members can go back in to their workout. If power is not restored, evacuation may be necessary for the safety of everyone.

INCLEMENT WEATHER

Iredell County Recreation Center follows the countywide closing policy. Once the announcement is made to close the Center Manager will inform all staff via email and text messages. Then the Manager will update the membership via email and text alerts. Information will be posted on the Facebook page as well as website.

Reporting Safety, Maintenance and Custodial Issues

Any safety, maintenance or custodial issue should be reported to your direct supervisor in an email. The information needed for the follow up work orders is:

- What? Describe what needs to be repaired, replaced or removed.
- If a safety issue, what precautionary measures were taken to ensure the safety of participants and staff?
- When? Give the date and time the issue was discovered.
- Where? Describe the location of the safety, maintenance or custodial issue.
- Why? Did equipment fail? Did someone fail to perform a certain test? Did someone damage County property?

EMERGENCY SITUATIONS

Emergency situations can come in many forms and can happen very quickly. We have given outlines for various situations and ask that you be familiar with the basic steps to be taken.

During an emergency the County may use the Recreation Center as a shelter for the public and/or staff and relatives of staff. Recreation Center Staff will be responsible for facilitating any accommodations defined by the Emergency Operations Center. Staff responsibilities and level of response will be determined by the type and scope of the emergency. Staff assignments will be determined by administrative staff and communicated as events dictate.

Management Notification

In the event of an emergency or a situation that could evolve into an emergency, Recreation Center Administration shall be informed immediately. The following individuals shall be notified for all events in this plan:

- James Huffman – 704-880-7419
- Ronda Benfield – 704-881-1579
- Michelle Hepler – 704-902-4284

Employee Notification

Employees may be notified of emergencies by the installed alarm system or by supervisors. Make sure everyone in the building are aware of alarm activation and the need to evacuate. When notified, all employees are expected to immediately evacuate the building.

The initial staging area for evacuating the premises shall be as follows:

- Front Lobby– the parking lot adjacent to the main entrance
- Functional Training Room – the parking lot adjacent main entrance
- Fitness Center – the grassy area above sports field
- Basketball Court – the grassy area above sports field
- Locker Rooms – the parking lot adjacent main entrance
- Pool – the grassy area above sports fields

As soon as possible after the building has been evacuated, all people are to make their way to and regroup in the main parking area so that all can be accounted for.

No one is to enter or attempt to re-enter the building until permitted by the Department Director or Emergency Response Personnel in Command. County employees should never reset the installed alarm systems.

External Notification

If the fire alarm sounds, any personnel may notify 911. Remember, you have to dial 9 to access an outside line before you dial 911. Be prepared to provide the following information:

- Name of building
- Street address and closest intersection (122 Grannis Lane, Grannis Lane & HWY 21)
- Description of the event and location within the building
- Call back telephone number

County Administration Notification

The County Manager will be notified in a timely manner in all events in this plan (704-878-3050). Media representatives shall be referred to the County Manager or designee.

Employees will not discuss the event with media representatives, bystanders or others not involved with the event.

Emergency Evacuation

Background

The need for evacuation can be for many reasons. The keys to a successful evacuation are:

- Supervisor coordination and control, and
- Pre-determined routes and assembly areas

Management Action

1) After a determination of emergency evacuation is made, the evacuation alarm will be activated (fire alarm if fire danger is present, otherwise verbal notification of employees at risk).

2) Management will immediately initiate actions, taking into consideration the nature and extent of the emergency

3) Any employee who has control over monies, personnel records or other confidential material shall attempt to secure these items prior to evacuation. However, evacuation shall be the priority in the event of life threatening situations.

Specific Responsibilities and Assigned Actions

1) Supervisory Personnel

- a) Lead employees from work areas when evacuation alarm sounds
- b) Provide necessary assistance to any employee or citizen with disabilities
- c) Escort employees to the designated assembly area
- d) Regroup and account for employees at the designated assembly area
- e) Notify appropriate Emergency Response Personnel of any employees that are not accounted for.
- f) Provide control of employees at assembly areas

2) Iredell County Parks & Recreation Administration

- a) Coordinate supervisory response to incident
- b) Provide assistance to Emergency Response Agencies
- c) Make notification to other County Officials

Appendix 1: Hazardous Materials

Should someone become aware of an overturned truck, tanker, a broken fuel line, etc., or an accident in a nearby area (on-site or off-site that has hazardous chemicals), it may be necessary for emergency action. With or without notification from Emergency Response Personnel, it may be necessary for the Department Director to conduct emergency procedures.

The following procedures should be followed while awaiting further word from Response Personnel having jurisdiction:

- 1) Close all windows and doors downwind of the accident
- 2) Do not allow employees or the public to exit downwind of the chemical accident
- 3) Be prepared to notify 911 if employees or the public require medical assistance. Remember to first dial 9 for an outside line.
- 4) Contact the authority having jurisdiction to determine when it will be safe to resume normal operations, such as:
 - a) Open the doors and windows downwind of the chemical accident
 - b) Allow anyone to use exits and entrances downwind of the chemical spill
 - c) Allow anyone to use their automobiles in the parking areas which are downwind of the chemical accident.
- 5) If Authorities determine that evacuation is necessary, all employees and the public will follow the procedures identified for a safe and orderly evacuation. The authority having jurisdiction will notify the Department Director when employees are able to return to work.

Appendix 2: Medical Emergencies

The most important thing to remember in dealing with a medical emergency is that quick and proper action is extremely important. Should an employee or other person become aware of a health emergency, they should alert management and begin implementing the following procedures:

- 1) Call for EMS at 911 and notify supervision. Remember to first dial 9 for an outside line. State that medical care is needed and be prepared to give the following information:
 - a) The name of the building
 - b) The street address and the closed intersection
 - c) Where the injured person is located
 - d) The type of problem or injury (you may be asked additional questions)
 - e) The individual's present condition (conscious, breathing, talking, etc.)
 - f) Call back number

The individual making the call should continue to stay on the telephone with the 911 dispatcher and answer as many questions as possible regarding the condition of the injured person so that information can be radioed to the responding EMS unit.

2) Have a staff member go to the main entrance of the building to wait for EMS and direct them to the location of the medical emergency.

3) Employees are not expected to render first aid. Employees who chose to do so should adhere to the first aid training they have received. This would be voluntary, considered a Good Samaritan act, and is not subject to the Bloodborne Pathogens Section F of the County Risk Management Manual. However, proper protection from bloodborne pathogens must be used. Any employee bloodborne exposure while rendering first aid, as a Good Samaritan will be followed up in accordance with the Bloodborne Pathogen Section F.

4) Employees and public should be kept clear of the incident area. A clear path must be available for the responding emergency medical team and their equipment to reach the site of the incident.

5) Management and family member/s should be notified as needed.

Appendix 3: Severe Weather

Severe weather can come up without warning; however, the National Weather Services generally provide use ample warning. The early warning time provided should be used to protect employees and the public located in the building.

Early warnings may be issued by:

- 1) Emergency Management
- 2) A weather radio announcement from the National Weather Service
- 3) Department Director should work closely with EM in order to provide adequate warning to employees and public located in the building.

When a warning is issued, the following actions should be promptly initiated:

- Secure or remove objects outside building; e.g., garbage cans, awnings, tools and other loose objects that can be deadly missiles.
- If possible, initiate back-up procedures for essential electronic records. Turn off and unplug other electric equipment.
- Prepare to move to a place of safety. If tornado warning exists, seek inside shelter below ground if possible. Otherwise personnel should seek shelter in inner rooms. IE hallway outside of locker rooms. Stay away from large windows. Stay in place until the danger has passed.
- Management may initiate evacuation, search and rescue and medical assistance operations as needed.
- Any areas that have been damaged should be secured so that employees and the public are not further injured. Be on the alert for exposed electrical wires, chemical spills as well as sharp objects and debris.

Appendix 4: Earthquake

Unlike other emergencies, the procedures to deal with an earthquake are much less specific. Since earthquake magnitude cannot be predetermined, management must initiate emergency precautions with a few seconds after the initial tremor is felt, assuming the worst possible case. Rules for safe behavior are as follows:

- 1) During the earthquake:
 - a. Above all, when an earthquake happens, keep calm. Don't run or panic; remain where you are and try to calm others.
 - b. If you are indoors, stay indoors. Everyone should be encouraged to take shelter under a desk, table, inside doorframe of the stairwell. Stay away from windows, outside doors, bookshelves and other things that can crack, fall or otherwise cause injury.
 - c. If you are outdoors, stay outdoors. Do not attempt to enter or leave buildings until authorities advise you that it is safe to do so. Stay away from overhead electrical wires, poles or anything that could shake loose and fall.
 - d. Remain in a sheltered area until advised by management to do otherwise. After the initial earthquake shock is felt, be prepared for additional aftershocks, remain calm and stay in place. Aftershocks are usually less intensive than the main quake, but can cause further structural damage to that caused by the main quake.
- 2) After the earthquake:
 - e. Use caution when entering or leaving buildings or work areas.
 - f. Don't use lanterns, torches, lighted cigarettes or open flames since gas leaks could be present.
 - g. Stay away from fallen or damaged electrical wires.
 - h. Open windows, etc. to ventilate the building.
 - i. If there is a fire caused by the earthquake, implement the Fire Emergency Evacuation Plan.
 - j. Determine whether or not anyone has been caught in the elevators or trapped by falling objects. If so, contact 911 for appropriate emergency response. Remember to first dial 9 for an outside line.
 - k. Management should contact County Maintenance to check the main water and gas valves for leaks,
 - l. All employees are expected to refrain from passing rumors and exaggerated

reports of damage.

m. Follow the instructions provided by emergency personnel.

Appendix 5: Elevator Emergency

Being caught in a stuck elevator can be a very traumatic experience. It can be further complicated by a medical emergency.

Do the following when the elevator emergency bell goes off:

1) Call the fire department at 911. Remember to first dial 9 for an outside line. Give them the following information:

- a) Name of building
- b) Street address and closest intersection
- c) Location of the malfunctioning elevator and if people are trapped
- d) Call back number

2) Notify administration

3) Assure those people in the elevator that assistance is on the way and for them to remain clam.

4) Assist emergency personnel as needed

Appendix 6: Bomb Threat

Treat all bomb threats as a serious matter. The safety of the building occupants should be the primary consideration. In most cases, bomb threats are to disrupt normal activities. However, building evacuation is not a decision for anyone but the proper authorities to make. The procedures described below should be implemented regardless of whether the bomb threat appears to be real or not.

1) All employees should be trained in set procedures so that upon receiving a bomb threat, they can gather as much as possible of the information listed below. Once they hang up from the caller, they should call 911 and then notify appropriate management.

Remember to first dial 9 for an outside line.

2) Every employee should be trained so that if a bomb threat call is received, they will try to obtain the following information, or if they are panicked, to try to get another employee to handle the phone call. The following information should be obtained if possible: (refer to page 51-6 of the County Risk Management Manual)

- a) Note the time of the call
- b) Estimate the caller's age, sex and cultural background (accent)
- c) Determine what time the bomb is set to explode
- d) Try to find out where the bomb is located
- e) Ask what kind of bomb it is

- f) Ask for information on what the bomb looks like
- g) Write down the exact words used by the caller

3) Call 911 and give them all of the information obtained. Remember to first dial 9 for an outside line.

4) Management is responsible for determining whether or not the building should be evacuated. This decision should be made following a discussion with law enforcement and evaluation of the call information.

5) If the building is evacuated, follow the Emergency Evacuation Plan. Do not attempt or allow reentry to the building until the "all clear" is given by law enforcement.

6) Explosives can be concealed in paper bags, small packages, shopping bags, attaché cases, or similar small containers. Everyone should be on the alert for objects such as these placed in unusual locations. If such an object is found, its location should be immediately reported to emergency response team members, fire personnel or law enforcement.

7) If any suspicious looking containers are found, their location should be reported to management and no attempt should be made to handle or open the object.

8) All bomb threats must be considered real until proven otherwise, to ensure the safety of the employees and the general public.

TELEPHONE BOMB THREAT CHECKLIST

Section I – Instructions

1. Read these instructions and complete this form, if possible.
2. Follow instructions received from your supervisor, the Official in Charge, or fire and law enforcement personnel.
3. If you are order to evacuate, take with you any drafts, forms, or reports that you have prepared regarding the bomb threat.

Section II – Questions to Ask

1. When will the bomb explode? _____
2. What does the bomb look like? _____
3. What kind of bomb is it? _____
4. Did you place the bomb? _____
5. Why? _____
6. Where is the bomb? Building _____ Floor _____ Area _____
7. What is your name? _____
8. What is your address? _____

Section III – Description of Caller's Voice

Male ___ Female ___ Young ___ Old ___ Calm ___ Nervous ___ Angry ___

Laughing ___ Accent ___ Speech Impediment ___

Describe: _____

What were the caller's exact words?

Section IV – Background Noise

Traffic ___ Whistles ___ Horns ___ Running Motor ___ Music ___ Aircraft ___

Tape Recorder ___ Machinery ___ Other _____

Section V – Telephone Line Data

1. Telephone Line on which call was received: _____

2. Has this number received a bomb threat before? _____

Section VI – Reporting of Threat

1. Name of person receiving the call _____

2. Department and Telephone Number _____

3. Time and Date call received _____

4. Report threat to: Official in Charge
Law Enforcement (911)
Building Manager

Reporting Safety, Maintenance and Custodial Issues

Any safety, maintenance or custodial issue should be reported to your direct supervisor in an email. The information needed for the follow up work orders is:

- What? Describe what needs to be repaired, replaced or removed.
- If a safety issue, what precautionary measures were taken to ensure the safety of participants and staff?
- When? Give the date and time the issue was discovered.
- Where? Describe the location of the safety, maintenance or custodial issue.
- Why? Did equipment fail? Did someone fail to perform a certain test? Did someone damage County property?

FORMS AND WAIVERS

Daily checklist

Daily Facility Attendance

Disciplinary Policy

Drop-in Registration Sheet

Facility Rental Contract for use at Recreation Center

Incident Report

Refund Request form

Membership cancellation form

Participant Injury Report

Rental Agreement

Personal Trainer Contact

Membership form