
Town Of West Hartford

Veterans Memorial Ice Skating Rink

Staff Manual - 2015 Edition



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Rink Staff Manual

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Inspiration

Commitment

Action

Responsibility

Effort

“Children have never been very good at listening to their elders, but they have never failed to imitate them”

- James Baldwin

“Children need models rather than critics”

- Joseph Jabert

“What its children become, that will the community become”

- Suzanne LaFollette

Town Of West Hartford

WEST HARTFORD LEISURE SERVICES MISSION

The mission of the Department of Leisure Services is to improve the quality of life for all citizens through creative and meaningful Leisure experiences. This is accomplished through: (1) the provision of a comprehensive program of healthful and educational recreational activities for persons of all ages and abilities regardless of race, religious affiliation or disability, and through (2) the provisions of safe, attractive and well maintained, parks and recreation facilities. All staff is committed to offering quality programs and services in a friendly and courteous manner.

SCOPE OF RESPONSIBILITIES

The West Hartford Department of Leisure Services has the responsibility to efficiently manage public resources, to provide opportunities to participate in leisure activities and to preserve and enhance the esthetic value of town facilities. Facilities managed by the department include: five parks with six outdoor swimming pools, an indoor swimming pool, an indoor skating rink, two golf courses, two senior centers, a community center and an Environmental Center. A wide variety of year-round recreational, instructional and educational programming is offered at these facilities. In addition, the department is responsible for the operation of three town owned cemeteries.

Organizational Values

The Town of West Hartford is dedicated to providing quality services, as established by Town policy makers, in a responsive and cost effective manner. This commitment to quality depends on a dedicated partnership between residents, elected officials and the employees of the Town.

Certain expectations and values are shared by all to ensure organizational excellence and service quality. They are:

GETTING CLOSE TO OUR RESIDENTS (CUSTOMERS)

We encourage and promote communications between Town residents and all municipal employees by ensuring friendly, courteous and responsive services. We further encourage and promote resident participation in the development and review of all Town services.

ENHANCING OUR PUBLIC IMAGE

We are committed to upholding the highest ideals of professionalism and integrity in performing our responsibilities. We will strive to promote an awareness and understanding of Town programs and services to Town residents, our peers and other communities.

IMPROVING RELATIONS AMONG ALL EMPLOYEES

We are committed to promoting the well being of employees through professional development, skill building programs, open lines of communication and encouraging organizational participation and teamwork.

BEING ON THE LEADING EDGE OF TECHNOLOGY

We recognize that in order to remain competent and to be leaders in our areas of specialty, we must be committed to incorporating appropriate technological advancements into our delivery of services.

COMMITTING TO LONG RANGE FISCAL AND ADMINISTRATIVE PLANNING

We are committed to a proactive approach to the issues and challenges confronting the community. We will utilize a wide range of forecasting models and tools to help ensure that the Town will anticipate events and make informed decisions that will help shape the future.

Introduction

Welcome to the Department of Leisure Services Rink staff. The team you are about to work with enjoys a top-notch reputation in the field of Skating Rinks in New England. Residents of West Hartford and other visitors to the Rink participate regularly in a wide variety of well-supervised programs. These activities bring participants enjoyable recreation opportunities, ways to maintain health and fitness and methods of remaining safe in and around the ice-skating. All staff that work for the Veterans Memorial Ice-Skating Rink and Leisure Services, provide these services, making an important contribution to the community.

The purpose of this manual is to provide the Rink staff with guidelines that can enable each employee to give as high quality public service to participants as they are capable of.

The following expectations exist as minimums for each employee to achieve over the course of their employment with the Department of Leisure Services.

- Make each visitor's time spent in the facility you work at enjoyable and safe. Make that person want to return to your facility.
- Treat each visitor with courtesy and a helpful, friendly attitude.
- Enforce rules and policies with uniformity, consistency and fairness to all visitors.
- Prevent accidents to the best of your ability. Be alert to and aware of potential problems.
- Use common sense and good judgment in attempting to solve problems.
- Readily lend assistance when you are aware of an accident, injury or other problem with the patrons or fellow staff.
- Leave visitors with a positive impression of you personally and the organization you work for by presenting yourself as pleasant, responsible, mature and knowledgeable.
- Be sure that all skaters at the Veterans Memorial Ice-Skating Rink are well supervised at all times.
- Be active at the Rink - get involved.

Public Relations Policy Statement

EMPLOYEE PHILOSOPHY

The personal nature that you and your staff can provide with direct interaction with the public makes it extremely effective in either building or damaging the image of the department, your agency, and its programs and facilities. Personal contact often provides an opportunity to accomplish one or more of the following three functions:

- A. Serving the public by welcoming them and assisting them to fully enjoy and benefit from participating in your programs and utilizing your facilities.
- B. Informing, reminding, or convincing the public of the benefits they can receive by using your services; and
- C. Monitoring the effectiveness of your services by receiving feedback from users and non-users.

If any of these functions are being neglected, you are not only missing a golden opportunity to promote your facility but you may also be generating ill-will which will make future promotional efforts much more difficult. Remember that we depend on our customers and they are the purpose of our work and without them there would be no Department of Leisure Services. In a recent national survey regarding why customers leave, it was determined that 68% leave because of the poor attitude of one employee, 14% because of product dissatisfaction, 9% because of death, moving or loss of interest.

ON-SITE EVERYDAY PERSONAL CONTACT WITH CUSTOMERS

The importance of the staff, their appearance, and their approach to dealing with complaints, requests and emergencies can be critical in determining how the public views your agency. If a user is introduced to your facility in a friendly, helpful, enthusiastic manner, their attitude toward it is more likely to be positive. First impressions are often lasting impressions. Other key ingredients include proper dress, good posture, maintenance of good eye contact, and more importantly to be well informed.

CUSTOMER SUGGESTIONS AND COMPLAINTS

Providing an effective system for receiving user suggestions and complaints is important in allowing your agencies to modify its programs and facilities to best meet the needs of the public you are serving. Opening lines of communication are critical. The use of evaluation reports and a designated staff person (facility supervisor) through which the facility consistently responds to complaints with courtesy, understanding, and action can quickly bring a halt to negative word-of-mouth advertising and can generate a positive agency image instead. The following are some helpful hints on dealing with those situations.

Do not perceive a complaint as a personal attack on you. (In other words, don't be defensive). Be sure to give the resident your complete attention by maintaining eye contact, nodding appropriately and asking clarifying questions to make sure you understand the problem.

NOTE: This is very important.

Ask and remember the person's name. Repeat it often in your conversation. This will give the impression that you are concerned about the individual and are listening carefully. (Everyone likes to hear his/her name). Always take the name and telephone number of the individual who has a complaint or concern in the event a follow-up telephone call is necessary.

If the problem is not your responsibility, make sure you understand it. Then:

- A. Write the person's name and phone number in case there are further questions.
- B. Tell the resident when you will get back to him/her with the answer.
- C. Contact the person who is responsible.
- D. Make sure you or the person responsible gets back to the resident.

If the resident is extremely angry and you do not seem to be solving the problem, ask if you can take their telephone number and indicate that the facility supervisor will get back to them as soon as possible.

Remember, that during the course of our own personal lives, we are all guests or customers at restaurants, department stores, private clubs, etc. Ask yourself after an individual has left your facility "Did I handle that customer in the same manner I would have wanted to be treated?"

WHY CUSTOMERS LEAVE!!

1. 1% DIE
2. 3% MOVE AWAY
3. 5% THROUGH DEVELOPMENT OF OTHER FRIENDSHIPS
4. 9% COMPETITIVE REASONS (PRICES)
5. 14% PRODUCT DISSATISFACTION
6. 68% BECAUSE OF POOR ATTITUDE OF ONE EMPLOYEE

IT REQUIRES \$180.00 IN ADVERTISING TO DEVELOP ONE CUSTOMER.
YOU CAN LOSE THIS CUSTOMER WITH FIVE SECONDS OF BAD SERVICE.

General Staff Guidelines

All staff members are employed by the Town of West Hartford and are considered public servants. Recreation staff is among the most visible representatives of the town's government. Accordingly, their image must be exemplary as reflected in appearance, behavior and manner. Misconduct, being discourteous or inattention to duties on any employee's part is a direct reflection upon the Department of Leisure Services. Each staff member is expected to assist in making every patron's visit to V.M.S.R. a safe, pleasant one. All employees must be polite, courteous, alert and helpful in their daily contact with the public.

An effective Rink operation requires a team effort on the part of the staff. If you work cooperatively to make the Rink attractive, pleasant and safe, children and adults will come to enjoy the activities offered and you will have made a significant contribution in developing community good will and promoting Leisure Services programs.

Each employee should familiarize themselves with all activities taking place at their facility to be able to answer from a well-informed standpoint.

SCHEDULING

All employees are expected to work their assigned hours. Substitutions are permitted with the following stipulations:

- A. All recreational employees working at the Veterans Memorial Skating Rink are scheduled from the rink office.
- B. Should employees be unable to work a given assignment, they are asked to find a suitable replacement from the staff list that is provided to them. Only persons employed by the Town of West Hartford who qualify to fulfill the rink assignment are suitable replacements.
- C. Any changes made in the posted schedule are to be brought to the attention of the rink office so the master personnel roster may be updated.
- D. Failure to follow this policy will result in loss of credited time, as the master personnel roster must balance with the weekly payroll reports.

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- E. In order to assist in the development of the staff scheduling, please complete the personnel availability form and return it to the skating rink office.

PAYROLL INFORMATION FOR EMPLOYEES

TO RECEIVE A PAYCHECK:

CT W-4, Federal W-4, Data Sheet and I-9 forms and working papers for employees under 18 years of age must be completed prior to beginning working for Leisure Services.

Employees must submit a bi-monthly (every 2 weeks) time sheet in order to get a paycheck.

- A. All personnel are to complete their payroll forms at the completion of each assigned shift.
- B. If you are scheduled for more than one recreational facility, you are to fill out a separate payroll report for each facility at which you work. Make sure each payroll report notes the area of assignment.
- C. Any alterations to the posted schedule occur, the time changes are to be noted both on the payroll report and on the posted schedule.
- D. Be legible. (print neatly)
- E. Have proper codes: Location, Account, and Job to correspond to the hours worked at that job.
- F. Have figures added correctly.
- G. Employee signature must be on sheet.
- H. Time sheets must be in the hand of the Manager by Saturday closing every two weeks. Due to the volume of work needed to process pay sheets, employees who choose not to meet the above requirements will not get their paychecks until their sheets comply with these procedures.

PAYCHECKS

Checks are issued every other Thursday. They will be delivered to your home by mail.

ATTIRE

ALL STAFF must present a neat appearance while on duty. Torn, ragged or excessively faded clothing is not permitted. The Skating Rink blue Staff jackets and name tag are the only required attire. No hats unless they are the Veterans Memorial Ice-Skating Rink hats which are sold in the pro shop. Only closed toe shoes may be worn during work.

No facial or body piercing jewelry is to be worn during work hours.

CONDUCT

Employees are to set an example to the public. All staff is to abide by the Rink rules established for public safety.

Any employee deemed under the influence of drugs or alcohol on the premises of any town facility at any time will forfeit their position.

Personnel are not permitted to have guests at the Rink. Concentration and attention to the duties at hand are of prime importance. Conversations with patrons while on duty are to be kept to a minimum.

PHONE CONDUCT

The office phones are for **BUSINESS CALLS ONLY**. Incoming personal calls are discouraged. When necessary, they should be kept as brief as possible. Please answer facility phones by identifying the facility and then yourself. Example: in a pleasant voice "Good Morning, (Afternoon or Evening), Veterans Memorial Ice-Skating Rink, Your name speaking, how can I help you?".

When taking phone messages be sure to get the first and last name of the person calling, the first and last name of the person being called. Take the message and tape it to the window of the staff office.

Use discretion in screening calls. Try to answer as many questions as possible before turning them over to the rink facility supervisor.

When transferring a call be sure to tell the caller that you will be transferring the call to the front office or to the intended party. Press the transfer button, the parties' extension and hang up the phone.

CONTACT WITH THE PUBLIC

Have a working knowledge of rules and policies. Know the purpose behind the rule. Enforce policies consistently and tactfully.

Maintain a courteous and friendly attitude at all times. Answer questions willingly and try to anticipate what other information the person may need but has not asked for. They may not know what to ask for or about.

Never exhibit anger or a belligerent attitude toward program participants. If they approach you in that frame of mind, listen as best you can and attempt to solve the problem calmly. If that cannot be done, ask the Supervisor to assist you. If a patron physically or verbally threatens or harasses you, **CALL THE POLICE IMMEDIATELY.**

SUPERVISION

The Department of Leisure Services operates the Veterans Memorial Ice-Skating Rink, Helen Rubino-Turco is the Director, and Marc Blanchard is Manager of the Leisure Services Division.

All employees are directly responsible to the Facility Supervisor. These people have been placed in supervisory positions because they have demonstrated an ability to lead and direct others and to work in the public interest by providing safe, enjoyable atmosphere at each park. Their suggestions and directives are to be complied with at all times. Employees with questions or problems should see the on duty manager.

A VETERANS MEMORIAL ICE SKATING RINK EMPLOYEE MUST BE TEN PEOPLE!

1. **An Organizer...**Promote recreational activities and meet neighborhood needs.
2. **A Director...**Teach games, both old and new. Develop cooperation with the department and the neighborhood. Make full use of all facilities.
3. **A Host...**Welcome everybody. Encourage everyone to take part in activities.
4. **A Coach...**Develop teams and competitive events. Stress fair play and sportsmanship.
5. **A Leader...**Promote all phases of your recreational program, arts and crafts, dramatics, music, as well as games and sports.
6. **An Advertiser...**Plan ahead and publicize, not only Rink activities but also town-wide programs. Inform the office, inform the town, and inform the people.
7. **A Clerk...**All those reports! On time! Accurate!
8. **A First Aid...**Take care of simple accidents. Get help on others.
9. **A Caretaker...**Take care of equipment and materials. Work out a plan for storage, for distribution, and for safety inspection.
10. **A Policeman...**Keep an eye out for vandalism, gambling, swearing, and safety hazards.

Rink Facility Supervisor

NATURE OF WORK

The Rink Facility Supervisor is responsible for the daily operation of the Rink, over seeing the daily program and supervision and training of staff assigned to them. The Rink facility itself is also of concern for the manager and the safety of its patrons.

ILLUSTRATIVE EXAMPLES OF WORK

1. Responsible for opening and closing the Rink.
2. Ensure all equipment is free of debris and safe for operation.
3. Ensures that the Rink staff carries out all their duties and responsibilities.
4. Reports all situations out of the ordinary and accidents at the Rink.
5. Responsible for all monies and deposits at the Rink.
6. Perform whatever tasks needed to assure a well-run and maintained ice rink facility.
7. Have full knowledge of all Rink programs and activities.
8. Operate Zamboni and maintain a quality ice surface.
9. Have full knowledge and ability to operate all Rink cash registers.
10. Have full knowledge and ability to perform all tasks required to assist customers
 - At the main desk
 - At the Rink Side pro shop
 - At the Rink Side Café
11. Supervisor has the final authority on all situations at the Rink!

Cashiers

INTRODUCTION

A. Department Rules

1. No employee of the Town of West Hartford is permitted to alter, modify or ignore IN ANY WAY department rules and regulations.
2. It is the responsibility of all employees to enforce these rules and regulations strictly, fairly and impartially.

B. Department Policy

1. Employees of the Town of West Hartford may alter or modify department policy when and only when situations arise that warrants adjustments.
2. It is the responsibility of all employees to enforce these policies to meet the needs of the situation.

SUMMARY

This book that you have in your possession is for the use and benefit of you as a Department of Leisure Services employee. Should questions arise concerning your job as a skating rink cashier, consult this manual. Most answers should be readily available in the job description. Should additional questions arise, that are not answerable in this booklet, please consult your immediate supervisor for clarification. In the course of your employment with the Town of West Hartford, department memos and notices will be sent to you. Please insert them in this booklet so that your job description will be updated and readily available. At the conclusion of your employment with the Town of West Hartford, this book is to be returned to the Veterans Memorial Ice Rink facility.

RINK CASHIER'S JOB DESCRIPTION

The cashier is responsible for a large variety of duties within the office, skate shop and snack bar. Cashiers should be able to handle each task quickly and efficiently. The cashier is required to sell admissions, do revenue reports and worksheets, take registrations, handle skate shop purchases, prepare and sell all items in the snack bar, perform various office tasks and above all be courteous and ready to serve the public. Each of these tasks is varied in detail, and the procedures found within this book should be examined closely and followed. Keep this book with you and should you encounter any problems, refer to the manual. If you need further assistance contact your Facility Supervisor.

A. Specific Responsibilities

1. Cashiers are to be present at least 15 minutes before the scheduled start of the work shift.
2. A CLEAN, NEAT APPEARANCE MUST BE PRESENTED AT ALL TIMES. THE CASHIER'S ENCLOSURE IS A BUSINESS OFFICE AND THE CASHIER'S APPEARANCE SHOULD REFLECT THIS.
3. Cashiers are to wear their staff shirt and name tags.
4. Cashiers are required to validate residency from each person paying an admission.
5. Cashiers are to remain at the front desk or snack bar area at all times unless relieved by the Facility Supervisor.
6. When accepting checks, all are to be made payable to:
"Town of West Hartford"
7. The cashier is responsible to the facility supervisor.
8. During lightly attended sessions, other duties may be requested of the cashiers (i.e. cleaning duties, restocking, and putting away and lacing rental skates, etc.).
9. Record attendance figures in the Master schedule book.

B. Cashier Related Rink Rules

ABSOLUTELY NO ONE EXCEPT THE RINK FACILITY SUPERVISOR AND THE CASHIER ON DUTY ARE PERMITTED IN THE OFFICE OR CASHIER AREA.

1. Friends, employees and others are not to be allowed to loiter in the Skate Shop, skate rental or around the cashier area.

Cashier Operations

A. Beginning of Shift

- Turn register on.
- On first pop up screen enter correct user I.D.
- Push on the VSI RecTrac icon.
- Enter the correct user I.D. again.
- Verify the date.
- Push the G/L icon to make sure that the start total is "0".
- Push on the POS icon.

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- The main screen should then be shown. Push on the home icon to move to other areas.
 - Obtain till and bag from supervisor (make sure that they are both the numbered the same).
 - Count money and record on worksheet - Tills must always balance at \$150.00.

B. End of Shift

- At end of shift press clerk. This will take you to the
- Press G/L report for ending totals.
- Cash Out.
- Record money on worksheet (\$150.00).
- Record admission card numbers on worksheet.
- Put till back into register.
- Put deposits (checks, bills and coins) in yellow envelope with label.
- Have supervisor count money and put away in safe.
- Last cashier of the day - complete revenue form and place all deposit envelopes and revenue form in a deposit bag.

C. Error Corrects and Voids

- To correct an error - push the clear, backspace or remove button. If for some reason you need to do a void, enter the transaction that you need to void into the description area then press "reverse". This will make the transaction a negative and then push the cash or check button. The next screen will appear; push process and the receipt will pop up. The cashier and supervisor must sign the bottom of the void receipt and add a short note about why there was a void. Attach the signed receipt to the worksheet.

D. Revenue Form Completion

On days that the rink is open, the last cashier will fill out the revenue sheet. After cashing out and completing all work on the daily worksheet. Record all G/L numbers on the back of the worksheet and then complete the revenue sheet.

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- Using the final G/L report (from the back of the worksheet), enter the corresponding dollar amounts for each category into the appropriate column on the revenue sheet.
 - Total dollar amounts of all checks, bills and coins in lower left-hand side. This amount of money should be equal to the total of the category column on the revenue sheet and worksheet.
 - Have supervisor sign the bottom of sheet and remove last copy (yellow). Place revenue sheet in deposit bag with yellow cash envelopes and lock. Give to supervisor to put into safe.
 - Place worksheet and yellow copy of revenue form in top tray.

E. Registration Procedure

- Check registration dates in accordance with residency.
 - Have customer complete registration form (neatly and completely).
 - Fill out all information on registration form (be sure to note cycle and class desired)
- Use a separate form for each individual.
- Enter students name on the appropriate class list.
 - Ring money in under the appropriate register key.
 - Attach white register receipt the bottom half of our copy of registration forms. Attach second receipt to customer's copy.
 - File our copy in the hanging folder.
 - Cashiers must initial bottom of all registration forms.

F. Skate Shop Sales

- All merchandise in the skate shop has a bar code attached (with the exception of a few small items - the bar codes for these can be found in the bar code book). If there is no bar code enter the SS number.
- Scan bar code for each item. All purchases must be scanned individually, even if they are the same.
- No refunds can be given for skate shop purchases. Exchange or Pro shop credit only!

G. Visa/Master Card Purchases

We only accept Visa and Master Card (NO American Express, Discover, etc.) and charges can only be made for program registrations, pro shop purchases, birthday parties, club registration and pass books, one shot rentals, etc.

Below is an outline of the procedure to follow when ringing in a credit card purchase.
PRIOR TO RINGING IN TRANSACTION, ASK THE CUSTOMER IF THIS WILL BE A CHARGE. HAVE THE CUSTOMER PRESENT THEIR CARD BEFORE YOU BEGIN RINGING IN.

Ring in the transaction, as you would normally. When you have completed ringing in items, hit the C/C key instead of Sub Total, Cash or Check. This will bring you automatically into the correct screen to swipe the card. (The customer should present the card to you rather than just writing down the number. If the card is not available, you must enter the transaction differently. That procedure will be covered later in this manual and **may only be used for program registrations. For any other transaction where the card is not available, another form of payment must be used!**) When you swipe the card, the information will appear on the screen. Verify that the card information is correct on the computer. Make sure that the amount is correct. Once all information is evident on the screen, hit O.K.

After pressing O.K. then press summarize payment, then press close button.

MAKE SURE THAT THE CUSTOMER SIGNS THE RECEIPT!

(This is their agreement for payment!)

BE SURE TO PUT THE SIGNED COPY IN THE WHITE BOX MARKED "CREDIT CARD SLIPS". Give the customer the second receipt. On the bottom right corner of the registration form put your initials, date, amount paid and c/c (credit card) and then file the form in the appropriate folder.

When ringing in a charge transaction without having the card to swipe, (Registrations Only!) Use the following procedure. As you can see, this procedure is more time consuming so it is always desirable to have the card available at the time of the transaction.

RINGING IN ANY ITEMS IN A NON-SWIPE TRANSACTION

Ring in the transaction, as you normally would, hit the C/C key. At this point, instead of swiping the card tap onto the card number area of the screen. You will have to manually

enter the card number and expiration date. The amount due should automatically appear. Hit process to submit. These procedures may seem complicated at first, but like everything they will get easier the more you work with the program. If you should have any questions, please don't hesitate to contact the Facility Supervisor or Recreation Specialist.

H. Miscellaneous Transactions

Skate Sharpening

Skates may be left at any time and then picked up the next day. Payment is made when skates are picked up. If someone wants their skates sharpened, they should leave their skates and fill out a sharpening ticket. If they need a special cut they should fill out the lower half of the sharpening ticket (or even write on the back). When a person comes back to pick up their skates, they should give the cashier the tear off stub (If a customer does not have a stub, verify their name and phone number on the ticket before giving them their skates). Ring into register and attach white receipt to ticket. Put ticket and receipt into cardboard box. There are special discount tickets for sharpening available through the pro shop.

Skate Rentals

When no one is in the skate rental area, the cashier will rent the skates. During peak periods, a second cashier will be assigned to the front area to assist with rentals. Monitors should also help with rentals before and after the actual ice skating time. When sessions are busiest supervisor may assign monitors (when there are 2 or more scheduled) to stay in the rental area to hand out skates.

The following procedure should also be used when renting skates.

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1. When someone is in the rental area, the customer pays the cashier. The cashier gives the renter a rental ticket. This is turned over to the person working in the rental area for the rental of skates. The skate rental person must collect this ticket.
 2. When the customer returns skates, wipe the blades, wrap the laces and return skates to the proper spot. If rental skates are in need of repair or sharpening, tag them and leave them for the skate sharpener. Replace laces if broken.

Vending Machine Refunds

1. Don't just hand out money; ask specific questions regarding how the customer lost their money.
2. No refunds are to be given unless refund form filled out.
3. Have the customer fill out the appropriate form located in the front of the refund book.
4. The cashier must check that the correct machine being refunded for is written on the form and filed in the appropriate sleeve in the refund book.

The refund draw is to be kept locked and opened only by the supervisor.

Refunds and Credits

Public Session Refund

- All refunds are to be at the discretion of the supervisor on duty. As a general rule, there are no refunds on admission fees.
Offer a discount pass whenever possible.

Program Refunds

- All requests for refunds and credits are to be written in letter form and directed to the Office Manager.

General Staff Duties

INTRODUCTION

The Skating Rink staff is responsible for controlling all persons entering the rink, accepting from each skater, a valid ticket for that session. As a representative of the Town of West Hartford, a clean and neat appearance and a polite disposition are essential. The Monitor is responsible for keeping the supervisor informed as to the attendance of a particular session, so that safety regulations may be maintained. The Cashier is to maintain order in the lobby and the skate changing areas. He/She is to enforce all rules and regulations strictly, courteously and impartially. The Monitor or Cashier is also responsible for administering first aid to injured persons, assist in the supervision of hockey games and other special events, as well as assist in the cleaning of the rink facility, during and at the conclusion of each session. The Monitor and Cashier are directly responsible to the Facility Supervisor and is to be available to assist in the office, snack bar and skate shop as well as around the facility.

I. Job Duties - Public Sessions

- A. All staff is to be present for work fifteen minutes prior to the start of each session, or whenever the schedule indicates.
- B. Monitors are to receive a properly dated ticket from each person entering the rink to skate.
 - 1. Persons under 18 years of age are not permitted into the rink unless they intend to skate or unless accompanied by an adult.
- C. The Cashiers are to control the lobby area and maintain order when lines form.
 - 1. This will include the area immediately outside the front entrance. Loitering in the outer lobby or parking lot is not to be permitted.
 - 2. Once 500 skaters have entered the rink, the Monitor should notify the supervisor on duty.
 - 3. After 500 skaters have entered the rink, the cashier is not to sell any additional tickets until some persons have left the rink for that session.

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- D. The Staff are expected to supervise crowds during re-surfacing time.
 - 1. All Staff are to be watchful of vandalism.
 - 2. All Staff are to be watchful of misbehavior and general fooling around.
 - 3. All Staff are to be watchful of illegal entrances into the rink from fire exits.
 - E. All Staff are to keep spectators from standing around the Plexiglas areas.
 - F. All Staff are to assist the supervisor on duty in cases of emergencies.
 - G. At the conclusion of each skating sessions, all Staff are to escort persons from the building.
 - 1. Watch out for rental skates that have not been returned.
 - 2. Watch out for persons using the emergency doors without special permission.

II. Supervision during Hockey Games and Other Special Sessions

Staff may be assigned to a variety of supervision duties during these sessions.

Their primary responsibility, however, is to maintain door control.

- A. During spectator sessions, all persons are to be in the bleacher areas. All Staff to ground floor supervision are to ask spectators to find seats in the bleacher area.
- B. No spectators are to be in the lower area during play except to use restroom facilities or snack machines.
- C. All Staff are to be watchful of littering in the concession area.
- D. Supervisor assistants are to be watchful of persons trying to gain entrance into rink through the exit doors.
- E. Be watchful of individuals drinking alcoholic beverages in the building.
- F. Spectators throwing debris on the ice surface are to be taken to the Rink Supervisor for immediate removal.

Please Note: Staff is not permitted to eject persons from the building; only the Rink Supervisor is given this authority.

Monitor

INTRODUCTION

The Skating Rink Monitor is responsible for supervising skaters during public sessions. They are to enforce all rules and regulations strictly, courteously and impartially. Monitors are also responsible for administering first aid to injured persons, assisting in the supervision of hockey games, and other special events, as well as assisting in the cleaning of the rink facility at the conclusion of each session.

I. The Enforcement of Skating Rink Rules and Regulations.

- A. Only persons with skates are permitted on the ice surface.
- B. Skaters must skate under control at all times.
- C. Skating more than two abreast is prohibited.
- D. Horseplay—including pushing, playing tag, etc.--is prohibited.
- E. The center section of the ice is reserved for passive skating and individuals practicing lesson instruction.
- F. The consuming of snacks and beverages on the ice is prohibited.
- G. Speed skates and speed skating is prohibited during public sessions.

II. Conduct on the ice.

- A. Monitors are to be on the ice at all times except when administering first aid or when authorized a break.
- B. Dress:
 - 1. Monitors are to present a clean-cut appearance at all times when on duty.
 - 2. No shorts are to be worn.
 - 3. Staff shirts will be supplied and are to be worn at all times when on duty.
 - 4. Staff jackets must be worn on the ice. Staff jackets
 - a. Are to be picked up and returned to the staff office.
 - b. When jackets are in need of repair or laundering, they are to be brought to the supervisor's attention.
 - c. Jackets are to be hung up after being used.
 - d. Monitors should carry first aid bags when on the ice.

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- C. Monitors are not to double up or socialize while on duty. Monitors are to avoid patrons hanging around them or talking to them for prolonged periods of time.
 - D. When only one monitor is on duty, he shall divide his supervision time, alternating times when he will post himself at one end of the rink and watch the crowd and when he will, for short periods of time, skate continuing to watch the crowd.
 - E. When two monitors are on duty, one monitor shall always remain posted at one of the ends of the rink continually watching the patrons. The second monitor will be allowed to free skate, watching the patrons as he/she skates.
 - F. When there are more than two monitors on duty, two monitors will remain posted one at each end of the rink at all times. The remaining monitors may skate with the crowd, supervising as they go around the ice.
 - G. In the event persons fail to comply with posted rules and regulations:
 - 1. They are to be given one warning.
 - 2. If a second violation occurs, they are to be asked to leave the ice for ten minutes.
 - 3. Continued violations are to be brought to the supervisor's attention.
 - 4. When warning or disciplining any person on the ice, make the person stop skating, then speak to them.
 - 5. **Please note: Rink monitors are not permitted to eject persons from the building, only Rink Supervisors are given that authority.**
 - H. Beginner skaters are permitted to use the dasher boards for support. However, persons are not permitted to concentrate next to the boards.
 - I. Nobody is permitted in the penalty boxes during public skating sessions. (Music boxes and team box doors should be shut at this time)
 - J. The use of cones during public skating sessions.
 - 1. When there are less than one hundred fifty persons on the ice during a public session, the cones are to be placed in the four corners of the rink allowing for a large center area.
 - 2. When more than one hundred fifty persons are on the ice during a public session, the cones are to be placed in a smaller square so as to give the public skaters a large area to skate in.

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3. When cones are placed on the ice for Learn to Skate lessons, the public is not permitted in this area. Also, be aware of skaters weaving between these cones.
 4. No matter which pattern is used for the cones, the cones should be moved periodically so as to not wear grooves in the ice surface.

K. Resurfacing.

1. During resurfacing, monitors are expected to escort the crowds off the ice.
2. Monitors are not to leave the ice surface until all patrons have left the ice.
3. No one is to be permitted on the ice when the ice is being resurfaced -- **this includes monitors.**
4. During resurfacing, monitors are to supervise the crowd off the ice, being alert to horseplay in the bleachers, pushing, shoving, littering, etc.

L. Horseplay on the part of any staff members will be grounds for immediate dismissal. Examples: cones are to be placed in position, not thrown across the ice surface.

III. Clean-Up Procedure.

1. Monitors are to assist in the cleaning of the rink at the conclusion of each session.
2. Brooms and vacuum cleaners are provided. They are located in the staff room.
Additional supplies are in the custodians closet between the bathrooms.
3. Clean up will be accomplished immediately following the public sessions.
4. In most situations, clean up should take no more than fifteen minutes.
5. When more than one monitor is on duty, one monitor should help the supervisor with the Zamboni and the other monitor should place the cones on the ice.
6. When large crowds are expected and more than one monitor is on duty, one monitor must help the skate rental person before and after the session. The facility supervisor should assign this task on a rotating basis. Monitors should change their skates quickly and go to assigned task. They should not loiter in the office.
7. Monitors should change their skates quickly and go to assigned task. They should not loiter in the office.

Rink Emergency Procedures

POLICE, FIRE, AMBULANCE: 911

The following guidelines are provided to assist an individual in responding to emergency situations. The procedures described are consistent with first aid techniques that enable an individual to stabilize a physical injury to minimize additional harm.

Only staff members with first aid and/or CPR training should administer aid to injured persons.

Injuries can be categorized into two groups: serious ones that will require medical attention and minor ones that can be treated with first aid.

In all cases of suspected SERIOUS INJURY (accident requiring a doctor, hospital or ambulance), call the police at 911 immediately. If the injured is a child, contact the parents after you call the police.

WHEN CALLING THE POLICE:

1. Remain calm, speak clearly.
2. Give your name.
3. Give the name and address of the Rink where the injury is.
4. Give nature of the emergency.

DO NOT HANG UP THE PHONE UNTIL DISPATCHER HANGS UP!

I. **SERIOUS INJURIES:** Get medical attention for all injuries described in this section.

A. **General Procedure:** For all injuries, do the following while calling 911 and waiting for emergency assistance. Know and follow the Emergency Action Plan.

1. Monitor the individual's breathing, administer artificial respiration or cardiopulmonary resuscitation if indicated and if appropriately certified. Control bleeding if needed.

2. Keep victim lying down or in the most comfortable position for the victim.
Treat for shock.

3. Maintain body warmth.

4. Maintain crowd control by keeping spectators from congregating around the injured person.

5. After the injured person has been removed from the Rink, do thorough accidents report.

B. **Specific Procedures:** For treatment of injuries described below:

1. **Head, Neck or Back Injury:** Symptoms include severe pain, difficulty in breathing moving head, neck spasms, weakness or numbness in lower limbs. A spinal injury should be suspected whenever it appears a swimmer could have struck any object with force with head, neck or back. The most frequent causes are falling on the ice, hitting another skater or striking their head. Whenever a victim is found unconscious - assume a neck or back injury.

A. Avoid twisting, bending or side-to-side motion of victim's head and trunk.

B. If victim is face down, turn them over carefully keeping head and body aligned, using in line stabilization techniques.

C. If victim is not breathing, administer rescue breathing using a mask.

2. **Unconsciousness (from any cause):** Administer rescue breathing if persons is not breathing. Treat for shock. Do not allow victim who has lost consciousness to return to normal activity without medical attention.

GET MEDICAL ATTENTION.

3. **Severe Bleeding:** Direct pressure on the wound, elevate limb. If not stopping, try with nearest pressure point.

GET MEDICAL ATTENTION.

4. **Broken Bones and Dislocations:** Do not move the broken limb. Wrapping folded blanket around the injured limb and securing above and below break can make temporary splint. If break is open do no attempt to replace protruding bones. Stop bleeding by APPLYING DIRECT PRESSURE ABOVE WOUND.

GET MEDICAL ATTENTION.

5. **Heart Attack:** Symptoms include persistent chest pain, may radiate down left arm, gasping, and shortness of breath, extreme pallor, or bluish discoloration, nausea. Place victim in comfortable position, usually sitting up. Stand by until medical help arrives in case breathing stops or there is a cardiac arrest. If a cardiac arrest occurs, administer CPR if certified.

GET MEDICAL ATTENTION.

6. **Stroke:** Symptoms include paralysis, difficulty in breathing, unconsciousness, and inability to talk or slurred speech. Monitor breathing, treat for shock.

GET MEDICAL ATTENTION.

7. **Seizures:** Monitor breathing, keep people from further injury. If seizure occurs in water, keep person's mouth above water while supporting them. DO NOT RESTRAIN THE VICTIM; DO NOT PLACE ANYTHING BETWEEN THE VICTIM'S TEETH. Once seizure is over let victim rest. They may fall asleep, which is natural after a seizure.

GET MEDICAL ATTENTION.

10. **Hyperventilation:** Symptoms include apparent difficulty in breathing, erratic gasping, numbness or tingling in fingertips. Have victim breath into paper bag until normal breathing pattern is established.

GET MEDICAL ATTENTION.

11. **Fainting:** Symptoms include weakness, dizziness, paleness, cold skin and sweating, nausea, numbness or tingling in hands and feet. Have victim lie down or sit down and bend over and place head at knee level.

GET MEDICAL ATTENTION.

12. **Foreign Body in Eye:** Flush with water (hold over water fountain). Do not attempt to remove particle any other way. Cover both eyes with sterile dressing.

GET MEDICAL ATTENTION.

13. **Dog Bites:** Get description of animal and call police. Cleanse the wound thoroughly with soap and water.

CALL PARENTS AND GET MEDICAL ATTENTION.

II. **MINOR ACCIDENTS:** Those that will probably not require professional medical attention. The injured can be treated at the pool and can be released after treatment.

A. General Procedure

1. Bring person into the Rink office.
2. Sit them in a chair.
3. Comfort them - especially if injured is a child.
4. Treat the injury.
5. If you feel further treatment is necessary or you deem it advisable for the injured person to cease activity, contact parent or guardian to arrange for transportation home or to doctor. If transportation is not available, call the West Hartford Police who will provide a further assistance.
6. Fill out accident report.

B. Specific Procedures:

1. **Nose Bleed:** Lean forward, gauze under nostrils, pinch nostrils, ice pack to back of neck.

2. **Bump or Bruise:** Resulting from fall from deck or bumping into something in pool to any area except head ice to affected area. Monitor individual until pain or swelling subsides.

3. **Cuts or Abrasions (that do not require stitches):** Pressure to stop the bleeding. Wash area with soap and water. Apply sterile dressing or Band-Aid. If person wants to re-enter water, have them remove Band-Aid.

4. **Puncture Wound:** Let bleed for at least 60 seconds. Apply sterile dressing or Band-Aid. Notify parents in case injured needs tetanus shot.

NOTE: Cuts to head, lips, gums, mouth or tongue bleed profusely even if small and not severe. Apply pressure, clean away blood, and then evaluate.

5. **Splinter:** Remove with tweezers. Wash area with soap and water.

6. **Mild Sprain:** Elevate limbs, apply ice to area.

7. **Bee Sting:** Inquire if person is allergic. Watch for anaphylactic shock reaction. **SYMPTOMS OF ANAPHYLACTIC REACTION ARE: GENERAL FLUSH, ITCHING, COUGH, WHEEZING, DIFFICULTY IN BREATHING, FAINTING, SKIN TURNING BLUE, SHOCK.** If person indicates they are allergic or any of the above symptoms appear, first ask where their bee sting kit is, and then IMMEDIATELY call 911 and parents. If person is not allergic, remove stinger and apply a bee Sting Kill ointment.

8. **Cramps:** Attempt to extend or stretch muscle. Also kneading or massaging action with hands is helpful.

9. **Chipped Teeth:** Attempt to find broken piece if at all possible. Call parents and notify them of the occurrence.

IN ALL INSTANCES WHERE A CHEMICAL ICE PACK IS USED WRAP THE PACK IN A TOWEL BEFORE APPLYING PACK DIRECTLY TO INJURED PERSON'S SKIN. LEAKY PACKS CAN CAUSE CHEMICAL BURNS.

Communicable Disease Policy

Exposure Control Plan

SECTION I - PURPOSE

The purpose of this policy is to eliminate or minimize employee exposure to communicable diseases that include, but are not limited to, Hepatitis B virus (HBV) and Human Immunodeficiency Virus (HIV).

SECTION II - DEFINITIONS

- A. Blood means human blood, human blood components, and products made from human blood.
- B. Bloodborne Pathogens means pathological microorganisms that are present in human blood and cause disease in humans. These pathogens include, but are not limited to, Hepatitis B Virus (HBV) and Human Immunodeficiency Virus (HIV).
- C. Contaminated means the presence or the reasonably anticipated presence of blood or other potentially infectious materials.
- D. Contaminated Laundry means laundry, which has been soiled with blood or other potentially infectious material or may contain sharps.
- E. Contaminated Sharps means any contaminated object that can penetrate the skin including, but not limited to, needles, broken glass, knives, and jagged metal.
- F. Exposure Incident means a specific eye, mouth, or other mucous membrane, non-intact skin, or parental contact with blood or other potentially infectious material that results from the performance of an employee's duties.
- G. Occupational Exposure means reasonably anticipated skin, eye, mucous membrane, or parental contact with blood or other potentially infectious materials that may result from the performance of an employee's duties.

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- H. Other Potentially Infectious Materials means the following human body fluids: semen, vaginal secretions, cerebrospinal fluid, amniotic fluid, any body fluid that is visibly contaminated with blood, and all body fluids in situations where it is difficult or impossible to differentiate between body fluids.
 - I. Parenteral means piercing mucous membranes or the skin barrier through such events as needle sticks, human bites, cuts, and abrasions.
 - J. Personal Protective Equipment is specialized clothing or equipment worn by an employee for protection against a hazard. General work clothes (e.g., uniforms, pants, and shirts) not intended to function, as protection against a hazard is not considered to be personal protection equipment.
 - K. Source Individual means any individual, living or dead, whose blood or other potentially infectious material may be a source of occupational exposure to the employee. Examples may include, but are not limited to, persons assisted, and blood or bloody fluids found in cleaning locker rooms, restrooms or other facilities.
 - L. Universal Precautions is an approach to infection control. According to the concept of Universal Precautions, all human blood and certain body fluids are treated as if known to be infectious for HIV, HBV, and other Bloodborne pathogens.

SECTION III - EXPOSURE DETERMINATION

Personnel may be exposed via reasonably anticipated skin, eye, mucous membrane, or contact with blood or other potentially infectious materials that may result from the performance of the employee's duties. Recreation positions that may come into contact with potentially infectious materials are lifeguards, facility supervisors, playground leaders, and skating rink monitors. Also, grounds maintainers who are responsible for picking up trash and cleaning restrooms and locker rooms may be exposed through normal routine clean-up responsibilities at recreation and park facilities. Universal precautions are to be used in all cases where the presence of potentially infectious materials may be of concern.

SECTION IV - CONTROL METHODS

- A. Department employees not listed in Section III who may come in contact with persons of the general public, out of the scope of their responsibilities are to contact the Police Department Emergency number at 911 for assistance whenever the situation is out of the realm of their job responsibilities and previous training.
- B. **Universal Precautions:** Universal precautions shall be observed to prevent contact with blood or other potentially infectious materials. Under circumstances in which differentiation between body fluid types is difficult or impossible, all body fluid types shall be considered potentially infectious materials.
- C. **Personal Protection Equipment Use:** Personal protection equipment shall be used by personnel of this department to ensure compliance with universal precautions and shall be provided and maintained by the DEPARTMENT OF LEISURE SERVICES.
- D. **Personal Hygiene:** Employees shall wash hands and any other skin with soap and water, or flush mucous membranes with water immediately or as soon as feasible following contact of such body areas with blood or other potentially infectious materials. When antiseptic hand cleaners are used in the field, hands shall be washed with soap and water as soon as feasible.
- E. **Contaminated Personal Protection Equipment/Disposable Waste:** If blood or potentially infectious materials penetrate a uniform, the uniform shall be removed immediately or as soon as feasible. When personal protective equipment is removed, it shall be placed in an appropriately designated area or container for storage, washing, decontamination, or disposal. When rendering First Responder care, all contaminated refuse (e.g., dressings, bandages, gloves, gowns, masks, etc.) shall be turned over to on-scene Emergency Medical Services personnel for proper disposal.
- F. **Contaminated Sharps:** Contaminated needles and other contaminated sharps shall not be recapped or removed. Immediately or as soon as possible, contaminated sharps shall be placed in appropriate containers. These containers shall be puncture resistant, labeled or color-coded, and leak proof on the sides and bottom.

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- G. **First Responder Procedures:** All procedures involving blood or other potentially infectious materials shall be performed in such a manner to minimize splashing, spraying, spattering and generation of droplets of these substances.
- H. **Clean-up Procedures:** Contaminated objects and materials are to be properly disposed of in containers marked "Biohazard". Contaminated immersible objects shall be cleaned and disinfected in a designated basin using a freshly prepared solution of 1/2 cup of sodium hypochlorite to 1 gallon of water. Using a designated spray container utilizing a freshly prepared solution of 1/8 cup of sodium hypochlorite to one quart of water shall disinfect non-immersible contaminated surfaces. Entire contaminated surfaces shall be covered with the solution for at least ten minutes before rinsing clean.
- I. **Specific Clean-up Procedures:** Large spills of blood or other potentially infectious material should be covered with an absorbent material to minimize spread.
- J. Gloves and gown should be worn if necessary and may be required to pick up absorbent material and discard it into a medical waste receptacle. If broken glass is present - DO NOT USE GLOVED HANDS! Use a mechanical device and place glass in a puncture resistant container.
- K. Cover the contaminated areas with the specified approved disinfectant. (Follow manufacturer's guidelines for appropriate use of disinfectant if a commercial product is used). Some disinfectants are required to be in contact for a specific amount of time before they are removed.
- L. After the disinfectant has had sufficient contact, mop the area to remove the disinfectant, rinse mop with clean water and rinse the decontaminated area with clean water.
- M. Small spills should be covered with absorbent material (paper towel) if contaminant begins to spread. Cover the area with an approved disinfectant. Using personal protective equipment, wipe the contaminated area with absorbent material; continue as described in "H" above.

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- N. **Contaminated Laundry (Uniforms)**: Contaminated laundry shall be handled as little as possible, and placed in a clearly marked and labeled container and stored in a designated area. In no case will any contaminated laundry or uniforms be removed from the department and taken home for laundering. A clean set of uniforms should be kept on hand at the department for unexpected use.

SECTION V - TAGS, LABELS, AND BAGS:

- A. **Appearance**: Tags that comply with OSHA requirements shall be used to identify the presence of an actual or potential biological hazard. They shall contain the word "BIOHAZARD" or the biohazard symbol shown below and state the specific hazardous condition or the instructions to be communicated to employees.
- B. **Location**: Labels/Tags may be an integral part of the container, or affixed as close as safely possible to their respective hazards by string, wire, or adhesive to prevent their loss or unintentional removal.
- C. **Acceptable Substitutions**: Individual items of biohazard material may be left unlabeled, but ONLY if placed in a container which is clearly labeled in the color red, and having the biohazard label prominently displayed upon same.

SECTION VI - HEPATITIS B VACCINATION

- A. **Hepatitis B Vaccination**: The Hepatitis B vaccination shall be made available after the employee has received the training required in Section VIII, and within 10 working days of initial assignment to all employee who have occupational exposure, unless the employee has previously received the complete Hepatitis B vaccination series, antibody testing has revealed that the employee is immune, or the vaccine is contraindicated for medical reasons. If the employee initially declines the Hepatitis B vaccination, but at a later date while still covered under the OSHA standard, decides to accept the vaccination, the town shall make available the Hepatitis B vaccination at that time.

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- B. **Hepatitis B Vaccination Declination:** Employees who decline to accept the Hepatitis B vaccination offered by the town shall sign the Hepatitis B Vaccination Declination Statement, as mandated by Section 1910.1030, 29 USC 653, OSHA regulations.

SECTION VII - POST EXPOSURE, EVALUATION AND FOLLOW-UP

- A. **Post Exposure, Evaluation and Follow-up:** Following a report of an exposure incident, the town shall make immediately available to the exposed employee a confidential medical evaluation and follow-up. Report all exposures or suspected exposure incidents to your immediate supervisor.
- B. **First Report of Injury:** following the report of an exposure incident, the employee shall make a Worker's Compensation First Report of Injury to his/her Supervisor. This form contains the following information:
- I. A description of the exposure and how it occurred.
 - II. The identification and documentation of the source individual if possible. It is recommended that the exposed staff members submit a blood sample for HIV/ HBV testing as soon as possible. A staff member may consent to have blood drawn but does not have to consent to an HIV test. Blood shall be held for a period of 90 days by the testing facility. If the staff member chooses to have HIV testing done within 90 days, the initial specimen collected is used.
- C. Documentation of staff members declining HIV/ HBV will also be on the medical record.

SECTION VIII - INFORMATION AND TRAINING

- A. The town shall ensure that all employees with occupational exposure participate in a training program. The training program shall be provided as follows: A) at the time of initial assignment to tasks where occupational exposure may take place; (B) at least annually thereafter. Annual training for all employees shall be provided within one year of their previous training

Town Of West Hartford Sexual Harassment Policy

Facility Supervisor Responsibilities under the Town's Sexual Harassment Policy

As an employee in a leadership position you have additional responsibilities with regard to the Town's Sexual Harassment Policy. Individuals in leadership positions are expected to “

1. Be familiar with the policy and it's requirements
2. Monitor the work area to ensure compliance with the Town's Sexual Harassment Policy.
3. To IMMEDIATELY report to either your supervisor, the Assistant Manager of Leisure Services, the Director of Leisure Services or Employee Services
 - Any complaints of any kind of harassment, no matter how minor that have been either directly communicated to you or relayed to you by a third party.
 - Any inappropriate sexual conduct by either staff or non-staff persons
 - Any pictures of printed material of a sexually suggestive nature being displayed or circulated in your work area
 - Any other conditions that people may find offensive

Your concerns will be taken seriously and any actions necessary to remedy the situation will be taken.

If you have any questions about this policy or your responsibilities you should contact either your supervisor, the Assistant Manager of Leisure Services or the Director of Leisure Services or Employee Services.

SEXUAL HARASSMENT IS ILLEGAL

And is prohibited by The Connecticut Discriminatory Employment Practices Act CGS Sec. 46a-60(a)*8) and Title VII of the Civil Rights Act of 1964 (42 USC Sec. 2000 et seq.)

It is the policy of the Town of West Hartford that sexual harassment in the workplace is unacceptable and will not be tolerated. All employees of the Town of West Hartford are expected to avoid any behavior or conduct toward any other employee that could be interpreted a sexual harassment.

“Sexual Harassment” is defined as

Any unwelcome sexual advances or requests for sexual favors or any conduct of a sexual nature when:

- 1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment;**
- 2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or**
- 3. Such conduct has the purpose or effect of substantially interfering with an individual’s work performance or creating an intimidating, hostile, or offensive working environment.**

Examples of SEXUAL HARASSMENT include:

- Unwelcome sexual advances
- Suggestive or lewd remarks
- Unwanted hugs, touches, kisses
- Sex-oriented verbal “kidding”, “teasing”, or jokes
- Requests for sexual favors
- Retaliation for complaining about sexual harassment
- Derogatory or pornographic posters, cartoons, or drawings

Any employee of the Town of West Hartford who feels that he or she has been the victim of sexual harassment should notify his or her supervisor, department head, and/or a Human Resource Specialist in the Employee Services Department (ext. 220) at the very earliest opportunity. Appropriate management personnel shall promptly investigate all complaints of sexual harassment. If, as a result of the investigation, it is found that the complaint has merit, the appropriate management personnel shall take prompt corrective action. Such action may include discipline up to and including termination of the offending employee or employees. Individuals who engage in acts of sexual harassment may also be subject to civil and criminal penalties. Remedies for sexual harassment may include cease and desist orders, back pay, compensatory damages, hiring, promotion, or reinstatement.

Employees who have questions or concerns or believe that they or others are being sexually harassed are encouraged to contact the Employee Services Department at 523-3220.

Further information is available from the Commission on Human Rights and Opportunities, 90 Washington Street, Hartford, Connecticut 06106 (Telephone Number 566-3350; TTD Number 566-2301).

DISCLAIMER

NOTICE AND PLEASE READ CAREFULLY

You should be aware that these guidelines may be changed at any time and that, depending upon the particular circumstances of a given situation; the Town's action may vary from the written contents of this manual. As such, the information contained in this manual **does not constitute the terms of a contract creation any right, contract, or guarantee of employment, benefits, or working conditions between you and the Town. Your employment with the Town is on an at-will basis, which means that either you or the Town may terminate the employment relationship at any time for any reason not expressly prohibited by law.** Any written or oral statement to the contrary by anyone at the Town to you is invalid and should not be relied upon by you for any reason.

Should any provision in this handbook be found to be unenforceable and invalid such finding does not invalidate the entire handbook, but only the subject provision.

I, _____, certify that I have read and fully understood this staff manual.

Signature: _____

Date: _____