

# Town of West Seneca Youth & Recreation Program Team Members Operations Manual



<b>Town Board Approved Date</b>	<b>DATE April 28, 2025</b>
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This Operations Manual outlines specific policies, procedures and practices within the Recreation Department that align with our various programs/activities.

This Operations Manual is supplemental to any Town policies, policy documents, and/or handbook/manuals.

This Operations Manual is for Recreation Department employees only.

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## **Chain of Command**

Town of West Seneca Taxpayers

Town Supervisor and Town Board

Recreation Supervisor - Lauren J. Masset

Recreation: Recreation Leader (FT) -> Program Leaders -> Recreation Attendants

Aquatics: Pool Supervisor -> Assistant Pool Supervisor -> Head Lifeguards -> Lifeguards

Office Support

## **Important Numbers**

- Recreation Office: Phone: 674-6086
  - Located at 1300 Union Road, West Seneca, NY 14224
- West Seneca Police or Fire: 674-2280 or 911
- Child Abuse Hotline: 1-800-342-3720
- West Seneca Animal Control: 823-2988
- Poison Control: 878-7654

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## **General Operating Principles**

- The Recreation Department upholds integrity, honesty, mutual respect, and a positive, intimidation-free environment in all interactions.
- The department remains focused on identifying and meeting the recreational needs of the community.
- Continuous improvement is encouraged through open communication, feedback, and adaptability.
- Decisions are made with efficiency and responsible use of available resources.

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## **Cell Phones & Smart Devices**

To ensure a safe and productive work environment, the use of personal cell phones and smart devices for personal purposes is limited to meal and/or rest breaks. Personal devices should remain out of sight and secured with personal belongings during work hours. If an employee is "clocked in," they should not use their personal device for any personal purposes.

### **Disciplinary Actions for Unauthorized Use:**

- **First Offense** – Verbal warning
- **Second Offense** – Written warning and immediate dismissal for the day
- **Third Offense** – Termination

### **Authorized Personnel for Emergency Use:**

Recreation Supervisor, Recreation Leader, Program Leaders, Pool Supervisor, Assistant

Pool Supervisor, and Head Lifeguards. If no designated team member is on shift, the Recreation Supervisor will assign a temporary designee.

**Aquatics Staff Restrictions:**

Personnel actively on deck, in a chair, working the window, teaching swimming lessons, or guarding are prohibited from using personal devices. Violation may result in disciplinary action, including termination. Supervising lifeguards who allow violations may also face disciplinary action.

**Radios/Music Players:**

At Veterans Park Pool, team members and patrons are not permitted to play music on any device. All aquatics team members are expected to enforce this rule to maintain a safe environment. Failure to comply may result in disciplinary action, including termination of the supervising lifeguard.

Pool and Recreation team members are not allowed to wear headphones, earbuds, AirPods, or any other personal listening devices while on the clock.

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## **Discipline Policy for Participants & Team Members**

The Recreation Department has a zero-tolerance policy for violence or inappropriate behavior toward team members, patrons, program participants, the public, or Town employees. Prohibited behaviors include, but are not limited to:

- Verbal abuse
- Swearing
- Inappropriate language
- Hitting, pinching, biting, kicking, spitting
- Racial slurs
- Bullying (direct or indirect)

**Definition of Bullying:**

Bullying is aggressive behavior involving a power imbalance. It can be direct (e.g., name-calling, hitting, pushing) or indirect (e.g., social exclusion, rumor-spreading, cyberbullying).

**Disciplinary Actions for Violations:**

- **Verbal Warning** – The offender receives a verbal warning, and parents (if applicable) are informed of the issue and the zero-tolerance policy.
- **Written Warning** – A second violation results in a written warning, documenting the action and policy enforcement.
- **Suspension or Termination** – A third violation may result in suspension or termination from the program or department at the Recreation Supervisor's discretion. No refunds will be issued.

The Recreation Department is committed to ensuring a safe, respectful, and enjoyable environment for all participants and employees.

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## **Team Member Confidentiality**

The Recreation Department is committed to providing diverse recreational programs that meet the needs of our residents through a dedicated team and a supportive community.

### **Definition of Confidentiality:**

Confidentiality is the trust placed in an individual to safeguard private information. It involves maintaining a trusting relationship and ensuring the protection of sensitive details.

Team members acknowledge that, during their role with West Seneca Recreation (WSREC), they may have access to confidential information regarding participants, colleagues, and departmental operations. Any information that is private, sensitive, or privileged must be kept strictly confidential. Team members must not share or disclose protected or identifying information about participants, team members, or WSREC operations with anyone except the Recreation Supervisor.

Failure to adhere to confidentiality standards may result in immediate termination of employment with the Town of West Seneca Recreation Department.

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## **Timekeeping & Payroll**

- Time clocks are located at the West Seneca Ice Rink, Town Pool, Youth Gym Storage Room CCL, and Town Hall. Team members must use the assigned clock.
- Team members must clock in and out at the beginning and end of each shift. Per NYS, working more than six (6) hours requires a 30-minute meal period. Longer shifts may include a one-hour meal period, which can be taken in two half-hour increments or as a full hour, subject to operational needs.
- No team member is permitted to work more than seven (7) hours per day.
- Team members must clock in and out for meal periods. On field trip days, the Recreation Supervisor will enter a 30-minute meal period, so no manual clock-out is necessary.
- Team members should not clock in more than five (5) minutes before or after their scheduled shift without prior approval from the Recreation Supervisor or Recreation Leader.
  - **First Offense** - Verbal warning
  - **Second Offense** - Written warning
  - **Third Offense** - Possible termination

- If a clock-in/out is missed, the team member must email the Recreation Supervisor within 24 hours.
- Team members may not leave the facility during their shift without prior approval from the Recreation Supervisor.
- Paychecks will be mailed on Thursdays. They will not be held at the office or program site for pickup.

#### **Actual Hours:**

- In cases of inclement weather or low attendance, team members may be sent home early or have their shift canceled.
  - Team members will only be paid for actual hours worked.
    - Team members may be called off (removed from the schedule and/or shift) for any reason at any time, for any length of time pursuant to the needs of the programs and coverage.
  - New York State minimum wage regulations requiring a minimum shift payment do not apply to local government employees.
  - Travel within the Town during work hours is considered paid time but travel to the first work location is not compensated.
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### **Team Member Attendance**

Dependability, attendance, and punctuality are essential. Team members must report on time and as scheduled.

- Reliable attendance is crucial for successful recreation programs.
- Team members must be ready to start work at the beginning of their shift. Tardiness is unacceptable.
  - **First Offense** - Verbal warning
  - **Second Offense** - Written warning
  - **Third Offense** – Possible termination

#### **Time Off Requests:**

- If unable to work a scheduled shift, team members must:
  1. Submit a time-off request at least three weeks in advance and find a replacement.
  2. Provide a doctor's note for an excused absence.

- Time-off requests are not guaranteed. If denied, the team member must work the scheduled shift.
  - No-call, no-show policy:
    - **First Offense** - Verbal warning
    - **Second Offense** - Written warning
    - **Third Offense** - Possible termination
  - If a team member fails to find a replacement for a shift, it remains their responsibility to report to work.
  - Emergencies will be handled on an individual basis with the Recreation Supervisor.
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## **Public Relations**

- Team members represent the Recreation Department and must conduct themselves professionally with participants and the public.
  - Many programs operate in facilities not owned by the Town. Respecting these locations ensures continued use.
  - Team members should suggest potential program highlights for social media or news coverage to the Recreation Supervisor.
  - Parental permission is required before using a child's photograph for any publication. Team members may not post participant photos on social media or share them externally. Before taking a photo, any person who does not have a photo waiver must be directed to stand to the side and should not be included in the photo. Submitting photos with any person who does not have a waiver could result in disciplinary action.
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## **Recreation Department Concerns**

If a team member has concerns about a program, participant, or colleague, they should contact the Recreation Supervisor via email ([lmasset@twyny.org](mailto:lmasset@twyny.org)), phone (716-674-6086), or schedule an in-person meeting (1300 Union Road); or Lisa Scibetta, HR Director at [lscibetta@twyny.org](mailto:lscibetta@twyny.org) or 558-3267 (x1267 internal).

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## **Code of Conduct for Team Members**

### **General Conduct:**

- Team members must never be alone with a single child in an unobservable area. Always position yourself where others can see you.

- Constant Supervision - Minors in programs must be supervised by staff at all times.
- Buddy System - Whenever minors are in the Town of West Seneca Recreation's care, they must travel with at least one other child (buddy) and one team member.

### **Restroom Supervision:**

- **Bathroom and Changing Area Checks** - Before allowing a child to enter a public bathroom or changing area, a team member must ensure the area is unoccupied and safe.
- Check restrooms for unknown or suspicious people before allowing children to enter.
- Stand in the doorway while children use the restroom.
- Team members must remain outside the area until the child exits. Ask members of the public to wait outside until the child exits.
- If assisting young children, keep the door open and have another team member present.
- No child should enter a public restroom alone at any time.
- Always accompany children to the restroom in pairs.

### **Safety & Behavior Monitoring:**

- Be observant of any changes in children's appearance or behaviors; report concerns to the Recreation Supervisor and document any incidents.
- Maintain professionalism by refraining from intimate displays of affection.
- Maintain a neat, clean, and appropriate appearance.
- Team members are not permitted to wear branded Recreation Department attire outside of work.
- The discussion of, use or possession of alcohol, tobacco, marijuana, or illegal drugs during work hours is strictly prohibited.
- Profanity, inappropriate jokes, personal disclosures, and harassment are not allowed.
- Always be a positive role model.
- Team members must not transport children in personal vehicles.
- Dating program participants is strictly prohibited.
- Children may only be released to authorized individuals listed in program records.
- Obtain all required registration information when enrolling participants.



- Maintain professionalism, avoid gossiping or sharing information about team members, participants, or the public.
  - Follow all program and facility rules, and all local laws.
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## **Curriculum & Safety**

- Programs may include high energy activities, passive activities, swimming, field or on-site trips, and other engagements.
  - Prioritize safety and adhere to procedures that protect team members and participants.
  - Team members must review participant rosters before programs begin and be aware of medical alerts or special needs.
  - Unregistered children may not participate in programs.
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## **Incident & Accident Reports**

- Complete and submit reports immediately following an incident.
- Reports must be written neatly in pen and detail all verbal conflicts, disciplinary actions, equipment damage, or injuries.
- Do not promise injured individuals or their families that the Town will cover any expenses; direct them to the Recreation Office.
- Parents/guardians must sign incident/accident reports for minors (under the age of 18).
- Reports must be submitted within one business day.
- In case of serious incidents requiring emergency services, notify the Recreation Supervisor immediately after calling 911.
- Failure to complete reports will result in disciplinary actions, up to termination.

### **Accident Definition:**

An accident is any incident that requires first aid, including something as minor as applying a bandage. Team members should follow the instructions provided in the first aid kit and refer to certification materials. If unsure how to handle a situation, consult the Recreation Supervisor.

### **When to Call 911:**

When in doubt, call 911. Always err on the side of caution. If a situation seems serious or uncertain, make the call and immediately notify the Recreation Supervisor.

### **Injury Reporting & Parental Notification:**

Immediately inform a parent or guardian if a child sustains any of the following:

- Suspected fracture or break
- Sprain, strain, or tear
- Significant bruising
- Head, neck, spine, back, eye, mouth, or tooth injury
- Bleeding
- Any injury that, as a parent, you would want to be notified about before pickup

**Response Steps:**

- Remove the child from physical activity until the parent/guardian has been contacted.
- Parents/guardians must provide clearance for the child to return to play or indicate when they will pick them up.
- For minor injuries not listed above, it is at the Program Leader's discretion whether to contact the parent/guardian and when the child can return to play.
- Document the method of contact and the outcome of the conversation in the incident report.
- Note if the child returned to the activity.
- A parent/guardian must sign the incident report for any minor.

**Body Fluid Protocol:**

- Any participant or staff member with bodily fluids on their clothing must change clothes or be picked up before rejoining the group.
- This incident must be documented in an incident report.

**Incident Report Guidelines:**

- **Content:** Reports must be factual—avoid personal opinions.
- **Providing Copies**
  - Do not offer a copy unless requested.
  - If requested at the time of signature and a copier is available, provide a copy.
  - If a copier is unavailable, instruct the requesting party to contact the Recreation Department.
- **Report Review**
  - If a full-time Recreation Leader or part-time Pool Supervisor is on-site, they must review the report and may need to contact the Recreation Supervisor.
  - If neither is on-site, the highest-ranking employee present must review the report and notify the Recreation Supervisor.

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## Health & Hygiene

- Follow handwashing protocols to minimize disease transmission:
  - After restroom use
  - Before/after meals or handling food
  - After nose-blowing, touching contaminated objects, or handling bodily fluids
  - After removing disposable gloves
  - After any first aid.
- Use soap and warm water for handwashing.

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## Weather Safety

- **Lightning Storms:** Move to a safe location such as a building or bus. Avoid metal objects, lone trees, and open fields. If caught outside, assume the lightning position and remain until 30 minutes have passed without thunder or lightning.
- **Tornadoes:** Seek immediate shelter in a basement or low-lying area away from windows. If no shelter is available, lie flat in a ditch and cover your head.

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## Program Standards & Professionalism

- Always seek clarification when unsure of policies or procedures.
- Team members are responsible for their actions and omissions.
- The Recreation Department reserves the right to conduct drug testing.
- Maintain professionalism at all times while in uniform and on duty.

### **Attendance & Registration:**

- Maintain accurate attendance records.
- Only registered and paid participants may attend programs.
- Addressing unregistered participants is the responsibility of the supervising team members and should not be permitted into a program which requires registration.

### **Facility & Maintenance:**

- Report maintenance issues immediately.
- Conduct daily safety inspections of program areas.
- Remove hazardous objects and dispose of them properly.

### **Arrival & Dismissal:**

- Programs must start and end on schedule.
- Parents must escort children to the program area; drop-offs outside are not permitted.
- Children must not be left waiting for late parents. Contact emergency contacts if necessary.
- If a parent/guardian appears intoxicated, delay releasing the child to them. Contact a supervisor immediately and, if necessary, law enforcement.
- Always verify ID for pick-ups and ensure children are signed out.

### **Participant Orientation:**

- Introduce team members and outline the program structure.
- Explain emergency procedures.
- Review behavior expectations.
- Answer any questions from parents or participants.

### **Program & Equipment Management:**

- Maintain a balance between instruction and free time.
- Adjust activities based on weather conditions.
- Use age-appropriate programming to promote success.
- Team members are responsible for program equipment and its return.

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## **Dress Code**

- Recreation shirts must be worn at all times with appropriate shorts, pants, or jeans (no alterations allowed).
- Athletic or closed-toe shoes are required.
- Office team members must dress in casual business attire.
- Specific attire is required for:
  - **Summer Recreation:** Athletic shorts/pants, sneakers, and unaltered team shirts; swimwear for pool or other aquatic days and lanyard with CPR mask.
  - **Winter Recreation:** Athletic pants or jeans (no holes), sneakers, ice skates if applicable, team shirt, and lanyard with CPR mask.
  - **Aquatics Team:** Lifeguards must wear designated uniforms, including whistles and CPR masks. Women must wear one-piece swimsuits and men must wear

swim trunks, no speedos. Appropriate waterproof, skid-resistant footwear is required.

- Failure to comply with the dress code will result in being sent home.
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## **Health & Safety Compliance**

- Communicable diseases or lice must be reported to the Recreation Supervisor as soon as identified and possibly the Department of Health.
  - Team members must provide a doctor's note and be symptom-free for 24 hours before returning, at the Town's discretion.
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## **Media Policy**

- Direct all media inquiries to the Recreation Supervisor. This includes but is not limited to news, paper, radio, etc. No team member should comment on behalf of the Town.
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## **Program-Specific Policies**

- **CCL Gym Programs:** Adhere to Youth Gym procedures and safety plans.
- **Off Site Recreation Programs:** Adhere to departmental safety procedures.
- **Veterans Park Pool:** Enforce all facility rules and safety plans; failure to comply will result in disciplinary action, including termination.

By adhering to these guidelines, team members ensure a safe, positive, and professional environment for all participants.