



Seasonal Part Time Employee Handbook

Mission Statement

Provide and maintain quality in parks, recreation programs and activities, open spaces, cemetery, and buildings for the benefit and use of our community.



Handbook Instructions
Read the handbook in full
Sign the contract on the back page
Remove contract from booklet and turn in to the
Recreation Center

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Phone Numbers

EMERGENCY: 911

Kaysville City Police Department Dispatch (non-emergency)	801-546-1131
Parks and Recreation Department – Recreation Office	801-544-1788
Parks and Recreation Department – Parks Office	801-546-4046

Vance S. Garfield, Parks & Recreation Supervisor

Office 801-546-4046 ext 512
Cell 801-430-2771
vgarfield@kaysvillecity.com

Cole R. Stephens, Parks Director

Office 801-546-4046 ext 513
Cell 801-430-2869
cstephens@kaysvillecity.com

Kris Willey, Recreation Director

Office 801-544-1788
Cell 801-430-2732
kwilley@kaysvillecity.com

Justin Brimhall, Parks Foreman

Office 801-546-4046 ext 511
Cell 801-807-8172
jbrimhall@kaysvillecity.com

Robyn Dickson, Program Specialist

Office 801-544-1788
Cell 801-430-2731
rdickson@kaysvillecity.com

Josh Godfrey, Program Coordinator

Office 801-544-1788
Cell 801-430-0561
jgodfrey@kaysvillecity.com

Shaun Sackett, Parks Crew Leader

Office 801-546-4046 ext 523
Cell 801-663-9452
ssackett@kaysvillecity.com



Welcome to the Team

“Together everyone achieves more”

Welcome to Kaysville Parks and Recreation Department. We are pleased you have accepted seasonal part-time employment with us and we look forward to having you on our staff. This booklet was developed to acquaint you with the Parks and Recreation Department and to provide guidelines and rules that will help you perform your job safely, efficiently and properly.

As a Parks and Recreation Department employee, you are expected to deliver prompt, conscientious and courteous service to the citizens of Kaysville and other City departments. Compliance with the procedures and rules within this booklet will help you and your co-workers achieve the high standards we expect from our employees. If something in this handbook is not clear or you have questions or concerns about any part of your job or our operations, please talk to your immediate Supervisor or come and see me. I am here to assist you in your position. We all want you to do your best and we want to provide you with the information you need in order to succeed.

Thank you for choosing to work for Kaysville Parks and Recreation Department.

Kris Willey
Recreation Director



Kaysville City Corporation

The City's Governing Body is five elected City Council members who represent the citizens of Kaysville. The sixth member of the Governing Body is the Mayor. The City's Governing Body sets policy and direction for the various City departments. The City Manager, working under the direction of the Governing Body, ensures that the Governing Body's policies are followed.

The individual departments each have a Department Head that works under the direction of the City Manager. Vance S. Garfield is the Parks and Recreation Supervisor. The Parks and Recreation Department has 4 areas: Parks, Recreation, Buildings and Cemetery.

The Public

YOUR Public Image

As an employee of Kaysville City, Parks and Recreation Department, you are always representing us, even when you do not have direct contact with the public! As you work in a park, on a field, at a facility, or perform other duties, the public is observing you (i.e. remember you are in a fish bowl!). Your actions and behaviors affect their perceptions of Kaysville City. Good public service requires everyone to perform his/her job in the most efficient, effective and courteous way possible. We want our employees to be friendly, understanding, capable and willing to serve.

There are many attributes that make an outstanding employee. Some of the most important include:

1. Look presentable, neat and clean.
2. Be courteous and sincere. Remember to smile; say "Please" and "Thank You."
3. Be helpful when asked questions and always give accurate information. If you don't know the answer, say so, and find someone who can help or refer the person to your immediate Supervisor.
4. Be firm and clear when interpreting rules. Don't be sarcastic, rude or get into an argument. Stay calm and listen carefully to what you are being told. Call your immediate supervisor if there is a problem you can't solve or if you need help with an angry person. Most of all, if you do have to deal with an angry or rude member of the public, don't take it personally.
5. Always give directions with a smile.
6. Be cooperative and nice, but limit your conversation to the problem or question at hand. It is not your job to carry on personal conversations with the public (because you need to get back to work.)



A. Personal Cell Phone Usage

1. Personal cell phones are NOT to be used while on City time.
2. The ONLY time the usage of a personal cell phone is permitted is on your break or during an emergency situation (i.e. to call 911).
3. If you are viewed talking or texting on your personal cell phone it will be confiscated and given back to you at the end of the work day. If this happens twice, you will not be allowed to bring a personal cell phone with you to work for the remainder of the season.

B. Radios, iPods, MP3 Usage

Radio's, iPod's, and MP3 are not allowed unless you are hired for the following positions: Garbage maintenance; Adult scorekeeper (seasoned scorekeepers only). The positions allowed to use devices have conditions - You must keep one ear free. If problems occur the privilege will be taken from you until your immediate supervisor reinstates it. For those employees whose positions do not allow devices; you will be warned once if devices are used and terminated after a second warning.

C. Handling Public Complaints/Concerns

There may be times when you will have to field complaints or concerns from the public. It is important to handle complaints and concerns in a courteous and professional manner. Listen carefully to what you are being told. Refer all complaints and/or concerns to your immediate Supervisor.

If a Supervisor is not readily available, refer the complainant to the Parks & Recreation main office at the Recreation Center (801-544-1788). It is important that the person with a complaint/concern knows that you are trying to resolve the problem and referring them to the Parks & Recreation Department's main office will do this. Please don't argue or become annoyed with the person who is complaining. Assure them that your immediate Supervisor or upper management will be able to resolve the issue.

Be alert to situations that are developing that might cause problems in the future. Take appropriate steps to deter or redirect the undesirable situation. Also, be certain to notify your immediate Supervisor of any developing or potential problems. It is much better to prevent problems than to fix them after they occur.

For problems or complaints directed to you or a co-worker by coaches, parents or fans please try to diffuse the situation by discussing the rule or discrepancy in a calm manner. If that does not take care of problem find or call your immediate supervisor.



Job Responsibilities

A. Work Hours

1. Employees must report for duty prepared to start work at the beginning of their scheduled work shift at the place designated by your immediate supervisor.
2. Employees will work the hours scheduled by their assigned supervisor.

B. Absence/Tardiness

1. If you are going to be absent from work, you must make all attempts to acquire a substitute. When doing so make sure the substitute is qualified to handle the workload and work type that you were scheduled for. You must also notify your supervisor before the scheduled shift begins. You will be provided with your supervisor's phone number. It is professional to notify your supervisor with as much advance notice as possible of any absences and/or tardiness.
2. If, for some reason, you are going to be late for your work shift, call your supervisor and notify them of your tardiness (with as much advance notice as possible).
3. It is up to your supervisor to determine when absences or tardiness become excessive. Excessive absence and/or tardiness will be reviewed and may be cause for termination.

C. Personal Appearance

1. Being neat and well groomed presents a positive image to the public. It is highly recommended that while on City time, due to safety concerns, you do not have any facial, ear and/or tongue piercings.
2. You must wear your staff shirt at all times while working.
3. Staff must wear clothing that is appropriate for the nature of the work performed. No loose or baggy shorts, as well as no extremely tight fitting high cut shorts. These are safety concerns.
4. Questions about appropriate attire (i.e. clothing that is permissible to wear while working on City time) should be addressed to your immediate supervisor.

D. Conduct While On Duty

1. Drinking alcoholic beverages or use of any non-prescribed drug is strictly prohibited while on duty. Any employee who reports for duty while under the influence of non-prescribed drugs or alcohol is subject to discipline and termination.
2. Employees may not sleep or lounge while on duty. Employees may not lay down on any of the benches or sleep or lay down in City vehicles.
4. Employee keys are not to be used after hours unless your immediate supervisor has been notified and authorized the use.
6. Employees are subject to the same fees and charges that the general public pays for use of all Kaysville City facilities/services
7. Employees shall not use foul language, engage in fighting, especially in the vicinity of the public. This is grounds for immediate termination.
8. Employees are subject to random drug testing if determined to be needed by immediate supervisor. Any inconclusive or positive tests are grounds for immediate termination.
9. Employees must notify your immediate supervisor of any conditions that may affect your ability to perform your job. Examples would include: back injury that limits your ability to lift heavy objects, allergic reactions to bee stings that require you to carry medication, etc.



E. Keys

1. You may be assigned a key (s) and it is your responsibility to keep the key in a safe location.
2. Do not loan your key to anyone, you are responsible for it.
3. **Duplicating keys is strictly forbidden.**
4. If you lose a key, report it immediately to your supervisor. The cost to you will be \$10.00 for a replacement set of keys.
5. **All keys must be returned to your supervisor on your last day of employment.** Your last pay check will be withheld until ALL keys checked out to you are returned to your immediate supervisor.

F. Safety Equipment

1. **PROTECTIVE GEAR** The Parks & Recreation Department - will issue safety equipment if deemed appropriate for your job duties. i.e. chest protector, shin guards, etc.
2. **FOOT PROTECTION** For outdoor or officiating work do not wear open toed shoes, flip-flops, sandals or aqua socks to work. If you show up to work in any of these types of footwear you will be sent home immediately. If you have questions regarding what footwear is permissible, please consult with your immediate supervisor
3. **SEAT BELTS** must be worn at all times when operating a City vehicle or piece of equipment that is equipped with safety belts while the vehicle is in motion.
4. **SUN SAFETY** is advised to prevent the over exposure of the suns UV rays. Take precautions such as wearing sun screen, hats, glasses, etc.

G. Vehicle Equipment Operation and Use

1. A valid Utah Driver's License is a requirement for driving any City vehicle. Having a driver's license does not qualify an employee to operate all City equipment. To operate some equipment, special licenses, training, and certifications are required.
2. No person shall operate any City equipment or vehicle unless they have been certified/authorized to do so by their supervisor. NO ONE will be allowed to operate any City vehicle or equipment without proper certification for that vehicle or piece of equipment.
3. City vehicles and equipment must always be operated in accordance with Utah Motor Vehicle and Traffic laws. City and/or local community regulations may impose specific operating requirements. Violations resulting in fines or punishment will be the sole responsibility of the employee.
4. City vehicles and equipment must always be operated in accordance with Utah Motor Vehicle and Traffic laws. City and/or local community regulations may impose specific operating requirements. Violations resulting in fines or punishment will be the sole responsibility of the employee.
5. You must always exercise extreme care and caution when operating City vehicles or equipment. Equipment abuse creates potentially dangerous situations and is a source of needless maintenance and repair. Careless operation and/or abuse of equipment and vehicles are causes for termination.
6. **Employees are responsible for the vehicles and equipment assigned to them.**
7. Only Kaysville City employees are allowed to ride in City vehicles/ equipment, except in the case of emergencies. No riding in the bed of a truck is permitted.
8. If the City vehicle you are operating is involved in an accident, this needs to be reported to your immediate supervisor immediately. An incident/accident report must be completed by the end of your work shift the day that you are involved in any accident. No matter how minor, the employee must contact their immediate supervisor so this accident involving a City vehicle has a report documenting the incident.



Emergency Procedures

Occasionally, staff is involved in emergency situations involving themselves, coworkers or the general public. It is important to keep a clear head and report the emergency immediately. Contact your immediate supervisor and/or the Parks Director in an emergency.

A. Who Should Be Contacted

1. **Call 911 whenever a person's health or safety is involved.**
2. Contact your immediate supervisor. If unavailable, contact the Parks Director. Refer to your Phone Numbers list.
3. Call the Parks Office at 801-546-4046 or Police Dispatch at 801-546-1131.

B. Information For An Emergency Situation

1. Give a complete account of what has or is occurring to your immediate supervisor.
2. Be prepared to give the exact location. (Pay attention to where you are before there is an emergency.)
3. Give street address, major highway or street intersections.
4. Know your directions (i.e. north, south, east and west): e.g. "I am in the northwest corner of Heritage Park"
5. Identify yourself.
6. Answer all questions to the best of your ability.
7. Do not hang up until you are told to do so by the dispatcher.
8. If possible, stay by the phone and/or radio in case you need to be contacted.
9. Stay with the situation until it is stabilized or in the hands of some other competent person (ex: your immediate supervisor).

C. Basic Emergency Procedures

When an emergency occurs, remember that accurate information is always vital for insurance purposes and in case of future legal actions. After every emergency situation, you will need to report this to your immediate supervisor so they can complete and submit a written incident/accident report to the Parks Director.

Personal Injury Accidents

1. Get first-aid and other necessary medical assistance as soon as possible after injury occurs.
2. Get names, addresses and phone numbers of all witnesses.
3. **Advise your immediate supervisor of the injury as soon as possible. You must notify your supervisor during the same shift the injury occurred.**



Severe Weather

A SEVERE WEATHER WATCH means conditions are right for a flash flood, severe thunderstorm, high winds, lightning, or snow storm to develop. Keep your eye on the weather and **PLAN** what you will do

A SEVERE STORM means a flash flood, snow storm or thunderstorm has been spotted. **ACT** now. Seek shelter immediately.

1. Seek underground shelter, or a substantial steel framed or reinforced concrete building.
2. Be certain those individuals with special needs are assisted in getting safely to the shelter area.
3. If available, take a portable radio with you to keep informed.
4. Stay away from windows, doors and outside walls. Protect your head.

Bomb Threats

If you receive a bomb threat by telephone

1. Keep the caller on the telephone as long as possible while someone else immediately notifies the Police Department by **calling 911**.
2. Try to remember as many facts as possible. As soon as possible, complete the bomb threat checklist provided by your supervisor.

If you discover what you believe to be a bomb:

1. **DO NOT TOUCH OR MOVE THE OBJECT**
2. **Call 911 immediately.**
3. If evacuation is necessary, use same procedures as for a fire.
4. When the "All Clear" announcement is made, you may return to your work area.

Disturbance - Conflict (i.e. detrimental citizen behavior)

1. **Call 911 immediately** if there is any disturbance that is preventing employees from conducting their duties.
2. **DO NOT TRY TO INTERVENE IN A DISTURBANCE OR CONFLICT.**
Advise your immediate supervisor of the incident as soon as possible and before the end of your work shift.

D. First Aid

First aid is the immediate care given to a person who has been injured or suddenly taken ill. In case of serious injury or sudden illness, and while help is being summoned, you must immediately;

1. Call 911 for emergency help (if applicable).
2. Stop bleeding, if possible.
3. Stay with victim.

NOTE: You should always wear latex gloves and use caution when in a situation where body fluids are present. This includes blood, saliva, urine, or feces. Latex gloves are provided in all restroom cleaning supply areas and in first aid kits located in trucks.



General Information

A. Rules, Procedures And Regulations

- All employees are required to read and be familiar with the rules, procedures and regulations for their position.
- A copy of the rules, procedures and regulations is available from your immediate supervisor. Employees are expected to act with intelligence, common sense and efficiency while handling situations relating to the rules, procedures and regulations set forth by Kaysville City.

B. Public Information

- Public questions concerning confidential or critical matters should be referred to your supervisor.
- All contacts with the news media (newspapers, magazines, TV, radio, internet) are to be directed to your immediate supervisor.

C. Property Damage/Theft

- If you see any property being damaged or theft occurring, **call 911 immediately**. Provide as much information as possible. Then notify your supervisor. If your supervisor is unavailable, call the Parks & Recreation Department main office at 801-544-1788.
- Report any damaged or missing items to your supervisor immediately.

D. Seasonal Staff Responsibility Regarding Personal Property

- If you find any object(s) of value, it must be turned over to your supervisor immediately. Include the item(s) description, date, location and the name of the person who found the object(s).
- All inquiries about lost or found items should be directed to the Parks & Recreation Department's main office at 801-544-1788.
- Seasonal employees will not accept for safekeeping, any personal items belonging to the public. Nor will they agree to watch, care for or look after any personal valuable items belonging to the public.
- Bring to work only the items necessary for the job. Kaysville City is not responsible for any loss or damage to personal equipment or belongings owned by the staff or the public.

E. Negligence And Liability

- Negligence is a failure to take precautions or actions that a reasonable person would take. **No one is immune from being sued for being negligent**. An employee must be responsible and prudent in his/her actions.
- The City provides liability protection for its employees for tort actions arising out of an alleged act of omission occurring within the scope of such employees' assigned official duties, except where such tort action arises from ignorance of laws, malfeasance, willful or wanton neglect of duty or criminal negligence.



A. Daily Time Reporting

- Each employee is expected to record his/her time accurately each day at the end of the work day. **As an employee you are responsible for your timesheet.**
- Supervisors will instruct employees on the proper way to fill out timesheets. If your timesheet is not completed properly the hours may not be reflected on the current paycheck resulting in a two-week delay of pay.

B. Performance Evaluations

All seasonal employees will have their job performance evaluated by their immediate supervisor every other month. This evaluation helps employees perform their jobs better by indicating their strengths and weaknesses. It also helps supervisors make decisions about future hiring and promotions.

All seasonal employees will have a Seasonal Employee Evaluation completed at the end of their employment (i.e. last day of work).

C. Personnel Records

Personnel records are maintained for each employee of Kaysville City. The file is kept in the Human Resources Department at City Hall. Please be certain to inform the Parks Director of any change in your mailing address, W4 information, or telephone number. Your personnel file is always available, upon request, for your review.

D. Required Training

You are required to attend all trainings associated with being a seasonal employee. Times and dates of these trainings will be announced to you at a later date. Your particular job may require additional training, which will be scheduled by your immediate supervisor.

Seasonal training includes information on the following:

- **Disrespectful Behavior in the Workplace** – Kaysville City insists upon respectful behavior towards other employees and the public. A review of appropriate and inappropriate behavior will be presented.
- **Sportsmanship**—We encourage sportsmanship in all of our programs. You are an example to the impressionable youth that you are supervising, officiating or simply sharing space with. Remember to be a valuable asset to all involved in Kaysville Parks & Recreation programs.

Conclusion

The level of service provided citizens and visitors to Kaysville City is directly related to your level of performance. As a public agency, we exist to provide services in the most effective, productive and efficient way possible. The attitude and work ethic we display while carrying out our duties plays a major role in determining the satisfaction level of those we serve. Let's work together and support one another so we can build the best working teams possible.



Employment Contract

I have read and understand the Seasonal Part Time Employee Handbook

Employee Name _____

Hire Date _____

Position _____

I agree to do my part to make Kaysville Parks & Recreation a professional, valuable agency with integrity. I understand that Kaysville Parks & Recreation has a high level of expectation of me and will exceed those expectations.

I agree to the rules and regulations set forth by Kaysville Parks & Recreation.

I intend to keep the Seasonal Employee Handbook to reference in a time of need.

Employee Signature _____

Date _____

Approval Signature _____

Kris Willey, Recreation Director

Date _____