



TOWN OF WEST SENECA

TOWN SUPERVISOR  
SHELLA M. MEEGAN  
TOWN COUNCIL  
EUGENE P. HART  
WILLIAM P. HANLEY, JR.

**TO:** Honorable Town Board / Town of West Seneca  
**FROM:** Lauren Masset  
Youth Service Coordinator  
**DATE:** September 23, 2015  
**RE:** Fall/Winter Recreation Employee Handbook

Dear Honorable Town Board,

Please kindly move to accept the attached Employee Handbook for all Fall/Winter employees.

This handbook sets out policies, procedures and expectations for all Fall/Winter employees.

Respectfully Submitted,

Lauren Masset  
Youth Service Coordinator

---

# Fall & Winter Staff Manual

---

West Seneca Youth &  
Recreation

---

---

## Table of Contents

Chain of Command .....	3
Important Phone Numbers .....	4
Operating Principles.....	4
Employment At- will .....	4
Equal Employment Opportunity .....	5
Harassment Prevention Policy .....	6
Accommodation Policy.....	6
Cell Phones .....	7
Child Protection Policy .....	7
Code of Ethics.....	7
Discipline Policy for Participants & Staff.....	8
Employee Confidentiality .....	8
Online Social Networking Policy .....	9
Payroll & Timekeeping.....	9
Public Relations .....	10
West Seneca Recreation Concerns.....	10
Code of Conduct for Employees .....	10
Safety .....	11
Staff Attendance.....	13

## **Chain of Command**

**Town Supervisor**  
Sheila Meegan

**Town Board**  
Eugene Hart and William  
Hanley

**Director of Recreation**

**Youth Service Coordinator**  
Lauren Masset

## **Important Phone Numbers**

Recreation Office:

Phone: **674-6086**      Fax: **675-5106**  
Ebenezer Building  
900 Mill Road #210  
West Seneca, NY 14224

Email: [recdept1@twsny.org](mailto:recdept1@twsny.org)

WS Police or Fire: **674-2280 or 911**

Child Abuse Hotline: **1-800-342-3720**

WS Animal Control: **823-2988**

Poison Control: **878-7654**

## **General Guidelines**

### **Operating Principles**

- The Department will offer integrity, honesty, mutual respect, and an absence of intimidation in all interactions.
- The Department will attempt to be insightful and focused upon the recreational needs of the community
- The Department will continue to promote a communication flow which will permit it to make continuous upgrades as needed, based on input and feedback.
- The Department will attempt to make decisions based on the efficient use of available resources.

### **Employment At- will**

The employment relationship is "at-will employment", which means employment and compensation may be terminated at any time with or without cause, notice or liability by the employee or the Town, unless otherwise stated. Moreover, regardless of anything contained in the handbook and regardless of any custom or practice, the Town makes no promises and remains free to change policies, benefits, and all other working conditions without having to consult anyone or obtain anyone's agreement. Just as any employee has the right to terminate his/her employment for any reason, the employer retains the absolute power to discharge anyone at any time, with or without cause, and without prior notice.

The policies, procedures, benefits, and information described in this handbook do not constitute, and are not intended to constitute an employment contract or to be, a promise of future or

continued employment with the Town. Information in this handbook does not create a contract of employment and is subject to may be modification as needed by the Town with or without advance notice. The Town reserves the right to establish and to change an employee's wages, hours, benefits, and working conditions and to discipline or discharge any employee with or without notice. In addition, the Town reserves the right to change an employee's wages and will provide employees with advance notice of any such change in accordance with the law. No supervisor or other representative of the Town (except the Board) has the authority to enter into any agreement for employment for any specified period of time or to make any agreement contrary to the above.

### **Equal Employment Opportunity**

It is the policy of the Town to provide equal employment opportunity in all employment practices without regard to race, color, citizenship status, religion, gender (including pregnancy), national origin, ancestry, age, physical or mental disability, domestic victim status, sexual orientation, marital status, military status, or any other characteristic protected by law, ordinance or regulation. Harassment on the basis of any of the categories identified above or any other characteristic protected by law is strictly prohibited. Our policy not to discriminate extends to all personnel actions, including: recruiting, hiring, training, treatment on the job, performance appraisals, promotion, demotion, transfer, pay, termination, and other conditions of employment. Any decision with regard to the employment relationship shall be reached solely on the basis of an individual's ability, performance, responsibility, and other bona fide work-related criteria. These characteristics and any others protected by law will also apply to our policies on harassment and accommodation.

The Town also will not tolerate retaliation against a person because he or she complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit.

The Town also complies with the Genetic Information Non-discrimination Act of 2008 ("GINA"). GINA prohibits employers from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by this law. To comply with this law, we ask all employees not to provide any genetic information when responding to a request for medical information. "Genetic information" as defined by GINA, includes an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assisted reproductive services.

All members of management and managers are expected to support and abide by this policy without reservation.

## **Harassment Prevention Policy**

We have a no tolerance policy for harassment or discrimination of any employee by a manager, employee, visitor or the representatives of other businesses with whom you interact as part of your job. Again, this applies to any classifications protected by federal, state and local laws or ordinances.

The purpose of this policy is not to regulate personal morality within the Town, but to ensure that all employees are free from harassment or discrimination on the basis of sex, race, gender or any other basis. For example, while it is not easy to define precisely what types of conduct could constitute sexual harassment, examples of prohibited behavior include unwelcome sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars, or posters, sending sexually explicit e-mail, text message or voice mail and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually-related comments. Depending upon the circumstances, the conduct can also include sexual joking, vulgar or offensive conversation or jokes, commenting about an employee's physical appearance, conversation about your own or someone else's sex life, teasing or other conduct directed toward a person because of his or her gender which is sufficiently severe or pervasive to create an unprofessional and hostile work environment.

Other types of harassment are identified as verbal or physical conduct that denigrates or shows hostility toward another because of his/her race, color, religion, gender, national origin, age, marital status, sexual orientation, veteran status, military characteristic or disability or any other characteristic protected by law. As with sexual harassment, this conduct is prohibited and must be reported immediately. Because it is difficult to define harassment, employees are expected to behave at all times in a professional and respectful manner. All such conduct listed above is unacceptable in the workplace and in any work-related settings such as business trips and business related social functions, regardless of whether the conduct is engaged in by a manager, co-worker, client, customer, vendor or other third party.

We want everyone to know that submission to unwelcome sexual conduct or any form of harassment is NOT a term or condition of your employment.

Anyone who believes that he or she has been subjected to harassment from a member of management, co-worker, vendor, or other third party must bring the matter to their manager, or any other member of management.

The Town understands that these matters can be extremely sensitive, and will keep all employee complaints and communications (such as interviews or witness statements) in strict confidence to the extent possible. The Town will not tolerate retaliation (adverse actions) against any employee who complains of harassment or provides information in connection with such a complaint. Engaging in prohibited retaliation may result in discipline, up to and including immediate termination.

## **Accommodation Policy**

It is the policy of the Town of West Seneca to comply with all the relevant and applicable provisions of the federal Americans with Disabilities Act (ADA), as well as state and local laws

concerning the employment of persons with disabilities. The Town prohibits discrimination against qualified individuals with disabilities in all aspects of employment including, but not limited to, hiring, advancement, discharge, compensation, and training.

The Town's commitment to this policy includes making reasonable accommodations to persons with disabilities unless doing so would pose an undue hardship on the Town. Any employee who desires a reasonable accommodation to perform the essential functions of his or her job must notify Human Resources in writing.

## **Cell Phones**

The following policy outlines the use of personal cellular phones, or other internet capable electronic devices while at work. The purpose of this policy is to promote a safe and productive work environment that is not disrupted by the distraction of a cell phone or other electronic device. **Personal cell phones are never to be used during working hours for the Recreation Department.**

Employees may be disciplined for cell phone use. Please refer to the Staff Dismissal Policy.

**Certain staff will be designated to have their cellphones with them to use in case of emergencies.**

## **Child Protection Policy**

The Recreation Department of West Seneca, in an effort to create a safe environment for its participants and employees, has created a child protection policy. Child abuse and sexual misconduct are a reality. The purpose of this policy is to protect the children in our community. It is also to create an environment to deter individuals who look to do harm. Lastly, it is to protect individuals and the town from liability.

*Please refer to the Veterans Park Day Camp Safety Manual for reporting policy and procedures.*

## **Code of Ethics**

The Town Code has many important aspects in addition to the Code of Ethics handout that was signed for today. The complete Town Code can be found on the Town's website. The link to access the code is notated below.

<http://ecode360.com/WE0417>

## **Discipline Policy for Participants & Staff**

With the Mission in mind, the following guidelines have been developed for discipline. At no time will the department tolerate violence or inappropriate behavior towards staff or other participants. This includes, but is not limited to:

Verbal Abuse or Swearing	Biting
Inappropriate Language	Kicking
Hitting	Spitting
Pinching	Bullying

Bullying is defined as aggressive behavior that is intentional and that involves an imbalance of power. Bullying can be direct (i.e. name calling, hitting, pushing, etc.) or indirect (i.e. social exclusion, spreading of rumors, cyber bullying, etc.)

Violence, inappropriate behaviors, and/or bullying will not be tolerated and may result in disciplinary action up to and including termination from the program.

In the event that a situation arises where it is necessary to discipline a participant, the guidelines below will be implemented. However if at any time the safety of others (mental or physical), the individual may be terminated from the program without prior notice.

- Verbal Warning – A participant will be given a verbal warning to not continue the action initiating the situation. Parents should be made aware verbally of the issue, steps taken to correct the situation, and of our policy.
- Written Warning – Upon second violation, a participant and their parent will be given a written warning of the action, steps taken to correct the situation, and our policy.
- Suspension or Termination from program – Upon third violation, a participant will be suspended or terminated from the program or from the recreation department for a length of time to be determined by the supervisor and Director of Recreation. No refund will be issued.

## **Employee Confidentiality**

The Recreation Department's mission is to provide through a competent, committed staff and supportive community, diversified recreational programs which will meet the needs of our residents.

Employees understand that in their capacity as an employee of West Seneca Recreation, they may have the opportunity to become aware of confidential information or actions concerning the participants, staff, and operations of this organization. Anything learned or experienced during interactions which may be considered private and sensitive, or privileged information must be held in strict confidence. Employees agree that they will not share protected information, nor divulge identifying information regarding the participants, staff, or operations of WSREC or related individuals or entities with anyone other than the Director of the Recreation Department.

Failure to comply with confidentiality expectations may result in immediate termination of my relationship with WSREC.

## **Online Social Networking Policy**

We are committed to maintaining a good relationship with employees and with the outside world. If the Town sustains a positive reputation and excellent image in the public eye, it directly benefits the Town as a whole. In addition to putting you in an advantageous situation as an employee, the way that the public views the Town is vital to promoting business, gaining new business, retaining first-class employees, recruiting new employees and marketing our services.

While the Town has no intention of controlling employee's actions outside of work, it is important that employees practice caution and use discretion when posting content on the internet, especially on social networking sites that could affect the Town's business operations or reputation, or employee reputations. Remember that you are held responsible for maintaining confidentiality.

Do not post any financial, confidential, sensitive or proprietary information. Speak professionally about our current and former employees. The same guidelines hold true for our business partners. You are responsible for the content you post and that information remains in cyberspace forever.

1. Personal blogs/websites should have clear disclaimers that the views expressed by the author in the blog is the author's alone and do not represent the views of the Town of West Seneca. Be clear and write in first person. Make your writing clear that you are speaking for yourself and not on behalf of the Town of West Seneca.
2. Information published by you on any blogs/forum/websites should comply with the Town of West Seneca's confidentiality and disclosure of proprietary data policies.
3. Be respectful to the Town of West Seneca, residents of the Town of West Seneca, employees of the Town of West Seneca and other partners or vendors of the Town of West Seneca.
4. Social media activities should not interfere with work commitments.
5. Your online presence reflects the Town of West Seneca. Be aware that your actions captured via images, posts, or comments can reflect upon the Town of West Seneca.
6. Respect copyright laws, and reference or cite sources appropriately. Plagiarism applies online as well.
7. Town of West Seneca logos may not be used without written consent of the Board.
8. Employees are not permitted to take and or post pictures of the children participating in any of the Youth and Recreation Programs offered through the Town of West Seneca.
9. Employees that wish to post pictures or other items to the Town of West Seneca social media sites must submit the content to their Department Head. If the content is approved, it will be posted for you. Employees are not allowed to post content on their own.

## **Payroll & Timekeeping**

It is important for all employees to punch in at the start of their shift; in and out for lunch; and punch out for the end of the shift to assure accurate time keeping. The time clock is located in the Building & Grounds Room.

Employees should not clock in more than five (5) minutes prior to the start of their shift and also

should not punch out later than five (5) minutes after the end of their shift. If you fail to do so please report this to program Supervisor within twenty four (24) hours. Failure to comply could result in your paycheck being incorrect and/or delayed.

It is the responsibility of the employee to inform their supervisor immediately if they forgot to punch in or out.

No employee who is on the clock should leave the ice rink. Running personal errands for yourself or a co-worker are not permitted. Any "work trips" must be approved by the Recreation Director at least forty-eight (48) hours in advance.

Any employee who is not working should not be in the employee designated areas at any time, under any circumstance.

Paychecks will be mailed on Thursdays. If so desired, direct deposit is available.

## **Public Relations**

You, as a member of the Recreation staff team, are the most important public relations tool. Our entire program and the department itself, is often based on one contact with you. Please make sure when you are dealing with our participants (the public), you are professional, both verbally and in written communications.

Often, we use facilities that are not Town property (i.e. Schools). It is important that we operate as guests to foster the relationship to continue utilizing the facilities and run our programs.

Also, there may be times when your program is highlighted by the department for the newspaper. If you have suggestions on possible subject interest for the papers, please contact your supervisor.

NOTE: Permission is required by parents in order to use child's photograph.

## **West Seneca Recreation Concerns**

If a staff member has a concern regarding a program, participant, another staff member, director, etc. and they do not feel comfortable coming to talk in person to the Director of Recreation they can use the confidential email address, [recdept1@twsnny.org](mailto:recdept1@twsnny.org), to express their concern.

## **Code of Conduct for Employees**

- When registering participants, all required information, such as ID card numbers, must be obtained.
- All staff is to act professionally towards one another. This means no gossiping about other staff members, participants, and the public.
- At NO time during the program may a staff person be alone with a single child where others cannot observe them. Staff should space themselves in a way that other staff can see them.

- Staff shall never leave children unsupervised
- Restroom supervision
  - Staff will make sure the restroom is not occupied by suspicious or unknown person before allowing children to use the facilities.
  - Staff will stand in the doorway while children are using the restroom
  - If staff are assisting young children, the door must remain open and another staff must be present
  - No child regardless of age should ever enter a bathroom, alone on a field trip.
  - Always take/send children to the bathroom in pairs.
- Physical restraint is used only in pre-determined situations (necessary to protect the child or other children from harm), is only administered in a prescribed manner and must be documented in writing.
- Staff will be observant each day for any abnormal changes to (children's) appearances and behavior. Questions or comments will be addressed to the Director of Recreation. Any questionable marks or responses will be documented.
- Staff will refrain from intimate displays of affection towards others in the presence of children, parents, staff and patrons.
- Staff must appear clean, neat, and appropriately dressed.
- Staff are NOT permitted to wear their staff shirts or ID's outside of work.
- Using, possessing, or being under the influence of alcohol, tobacco, or illegal drugs during work hours is prohibited.
- Profanity, inappropriate jokes, sharing intimate details of one's personal life and any kind of harassment are prohibited.
- Staff will portray a positive role model for our participants.
- Staff is not to transport children in their own vehicles.
- Staff may not date any program participants.
- Under no circumstances should staff release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (written parent authorization on file).

**I understand that any violation of this code of conduct will result in discipline, up to and including termination.**

## **Safety**

The Town aims to provide a safe and healthy workplace for all employees and participants. We support a workplace that is comfortable and secure for employees as well as participants. Therefore, it is important to follow procedures for safeguarding staff and participants. Safety is everyone's responsibility.

### **Incident/ Accident Reports**

- Incident/Accident reports must be filled out at the time of the incident/ accident and turned into the office immediately.
- Incident/ accident reports must be filled out in pen neatly.
- Accidents/Incidents are a situation involving verbal conflict, physical conflict, discipline, equipment damage, first aid, including applying a band aid, etc.

- NOTE – the form for accident/incident is the same.
- Dealing with the public – It is imperative that you in NO way tell the injured person or his family that the town or the town's insurance Town will take care of their injuries. The report is for information purposes only. The public should contact the Recreation Office for further clarification.
- Any accident/incident report for an individual under 18 years of age must be signed by his/her legal parent or guardian.

### **Hand Washing**

- All staff and program participants will follow these guidelines and procedures at all times to eliminate and minimize the transmission of infectious disease and to prevent allergic reactions from occurring.
- Hands must be washed:
  - After using the bathroom
  - After blowing nose
  - After touching personally contaminated objects
  - After removing disposable gloves
  - After contact with blood or body fluids
  - Everyone will use soap and warm water to wash their hands

### **Staff Dismissal Policy**

The following generally may be used when evaluating employee performance that would lead to dismissal. However, all employment with the Recreation Department is employment-at-will. This Handbook is not a contract and should not be construed as such.

If the immediate supervisor notices any performance deficiencies they will discuss with the employee areas and ways to improve. If the employee does not improve, disciplinary steps may include a verbal warning, corrective coaching and written warning, and the termination of employment, but the Town reserves the right to accelerate or repeat these steps.

***\*The Town may terminate this employment at any time and for any reason, with or without cause.***

### **Dress Code**

Recreation, by nature, may require staff to be dressed to fully participate or direct the program. However, we expect staff to be dressed neatly as to positively represent the department. The way you dress sends a message that is received by many including staff, supervisors, participants, parents, and the public.

- Staff shirts are required at all times. Jeans, shorts, or pants should be worn with the staff shirt. No cut offs allowed.
- Staff must wear appropriate footwear for their program.
- Office staff must be dressed in business casual attire. Acceptable forms of clothing are dress pants, sweaters, blouses, etc. Unacceptable forms of clothing are ripped jeans, tank

or halter tops. Jeans are acceptable on Fridays.

### **Media**

Any questions by media (newspaper, etc.) are to be directed to the Director of Recreation. The Director is the spokesperson for the department.

### **Staff Attendance**

Dependability, attendance, punctuality, and commitment are essential at all times. As such, employees are expected at work on all scheduled workdays and during all scheduled work hours, and to report to work on time.

- Staff is expected to be ready to begin working at the start of their shift, tardiness is not acceptable.
- If you need to have the day off due to illness, please call the Recreation Office at 674-6086. In the event no one is available, please call the Recreation Director. You must show up for your shift if you cannot get ahold of the Recreation Director or Program Supervisor. Excessive amounts of last minute call-ins will not be accepted.
- Employees may be disciplined for excessive absenteeism. Please refer to the Staff Dismissal Policy.