

Hartford Parks and Recreation Commission
Thursday June 10, 2021
5:30 p.m.
Hartford Town Hall
Meetings Minutes

Commission Members in Attendance: Brett Mayfield, David Crocco, Michael Vanasse, Tom McCleary

Others in Attendance: Dylan Kreis, P&R Superintendent of Parks, Matt Osborn, Cat Buxton

Commission Members not in Attendance: Allison Childs

Meeting called to order: 5:30 pm by Michael Vanasse

The May meeting minutes were moved and approved.

Citizen Comments: None

Commission Member Comments: None

Directors Reports for March 22: Given by Dylan Kreis,
See attached Reports:

New Business:

- Report from Resilient Hartford on the Clifford Park Community Garden.
- Projects at Clifford will reduce maintenance costs at the park.

Old Business:

- Community Center – No Updates
- Pool Project Update – The pool construction is moving forward and is on time as scheduled.
- Community Survey Update – Surveys are still being collected.
- Review Risk Management – The Rec Commission voted on and approved putting the Health Officers office in the Risk Management plan.

Agenda Items for Next Rec. Commission Meeting:

- Community Center
- Pool Project update
- Community Survey update
- Risk Management Review

Motion made to adjourn:
Adjourned at 6:39 pm.

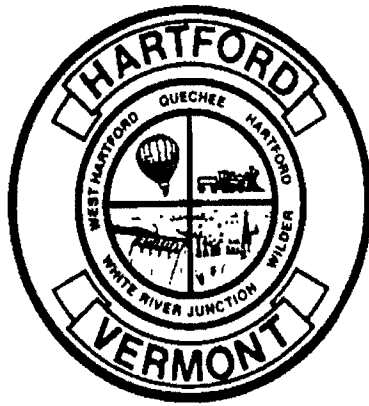
Respectfully submitted: Brett Mayfield, Commission Secretary

Next meeting July 8th.

Signed By: _____ Dated: _____

DRAFT

HARTFORD, VT PARKS AND RECREATION DEPARTMENT



RISK MANAGEMENT MANUAL

Hartford Parks and Recreation Department Risk Management Manual

Approved by Hartford Selectboard 04/27/04
Updated 04/07
Updated 04/09
Updated 01/11
Updated 01/12
Updated 01/13
Reviewed and updated 2/14
Reviewed 1/16 - no changes
Updated 1/17
Reviewed and updated by Parks & Rec Commission 7/18
Reviewed and updated 4/19
Updated 3/20

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- VIII.** Waiver Forms
- IX.** Program, Facility and Park Security Plans
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- XI.** Employee Safety Training
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Hartford Parks and Recreation Department Risk Management Manual

Policy Statement

The Hartford Parks and Recreation Department will maintain a risk management program designed to minimize hazards that can result in personal injury, property damage or financial loss. The department will utilize the following means to implement the risk management.

- Have one staff member participate (Director) on the Town Safety and Wellness Committee.
- Work with the Risk Manager Consultant (Vermont League of Cities and Towns / PACIF Insurance representative) in specific areas related to the department programs, parks and facilities.
- Evaluate and update risk management manual annually (January).
- Provide staff with on going training programs that emphasize safety in the work place. This is to include volunteers.
- Maintain safety inspection procedures for parks, facilities and equipment.
- The manual will be reviewed and distributed to all employees.

I. Inspection Procedures

It is the department's responsibility to reduce the risk of accidents through regular inspections and repairs. The following procedures are to be used for inspections:

A. Park Inspections

The Director and the Superintendent of Parks & Facilities will tour each park once a month to review park conditions and progress on park projects. Work orders will be completed for any necessary repairs. Weekly inspections (if not daily) of the general conditions of the parks by Park staff should occur while working at the park. In the event there is a park condition that is an emergency – repairs will take place within 24 hours – if not immediately.

B. Outdoor Theater, Open Air Shelter and Gazebo Inspections

Weekly inspections (if not daily) of the general conditions of the facilities by Park staff should occur while working at the park. In the event there is a condition that is an emergency – repairs will take place within 24 hours – if not immediately. If necessary, the area of concerned should be closed off to public traffic.

C. Playground Inspections

All playgrounds will be inspected biweekly according to a standard inspection form and placed on file at Rec Office. In the event there is a playground condition that poses a risk to injure or is in need of repair – that area/apparatus is to be closed off repairs will take place within 24 hours – if not immediately. Once a year, the Superintendent of Parks & Facilities will do a thorough playground audit of each playground structure utilizing standard inspection equipment instruments and record the inspection on a standard inspection form.

D. Wendell A. Barwood Arena (WABA)

The **emergency procedures** as outlined in the WABA emergency plan manual are to be utilized in the event of a fire, physical plant or medical emergency.

1. During the **winter months**, snow and ice is to be removed from all emergency exit doorways and paths and from all general public exit and entrance ways. The outer perimeter road of the WABA is to be plowed and kept cleared, along with main yard of the facility.
2. During **ice rental season**, the mechanical equipment will be inspected / recorded daily utilizing the standard inspection form. The interior (locker rooms, bleachers, electrical room, bathrooms, entrance ways and all exits will be inspected according to the daily routine procedures. Work orders will be completed for any necessary repairs. In the event there is a major repair, the Superintendent of Parks & Facilities is to be contacted immediately. If the Superintendent of Parks & Facilities is not available, the next person on the Action Plan for Facility Closure outline should be contacted.

E. Municipal Pools & Other Treated Recreational Water Features

1. **Pool Staff:** The municipal pools and pump house will be inspected daily prior to the opening of the facility utilizing the opening day procedures. The water quality inspection will be done every two hours and recorded on a standard inspection form. At the closing of the day, a thorough inspection of the pool will be completed utilizing the closing procedures.
2. **Park Staff:** The pool mechanical circulation and filtration systems will be inspected twice a week – to include a back-washing procedure.

F. Equipment Inspections

1. **Park Maintenance equipment** is to be inspected on a timely basis according to its respective operating manual. All equipment shall be given a visual inspection before being used by an employee. Equipment that is unsafe is to be taken out of service and tagged with a warning label.
2. **Youth Sports equipment** will be thoroughly inspected prior to issuing the equipment to a team. Any equipment deemed damaged will be discarded if it cannot be repaired to meet the manufacturer's label standards.

G. Operation Equipment

All operating equipment is to be inspected and serviced as prescribed in the operating manual. Each employee operating a piece of equipment must complete a training session on how to operate the equipment. Inspections and routine service repairs are to be recorded.

II. Facility Inspection Schedule

For the purposes of maintain (legal) VOSHA requirements the Wendell Barwood Arena and Municipal Pools will be inspected yearly (WABA in October and Pools in June) by the VT Department of Labor and Industry and/or VT League of Cities and Towns.

III. Personal Protective Equipment

All employees are required to provide personal protective equipment / clothing based on the type of equipment, machinery or supplies the employee is using. Proper use of personal safety equipment / clothing as required by the department is outlined in the respective staff manuals (Park Maintenance, Pool, and Day Camp).

IV. Accidents

A. Auto Accident Reporting Procedure

Accidents of any nature must be recorded on the Town insurance reporting accident form within 24 hours of the accident. The forms can be obtained at the Town Manager's Office.

B. Employee Accident Reporting Procedure

In the event an employee is injured "on the job" a worker compensation form must be completed within 24 hours of the accident. The forms can be obtained at the Town Managers Office.

C. Patron Accident / Incident Reporting Procedure

If a participant (of any nature) of a department function is injured, a department accident form is to be completed and brought to the recreation office within 24 hours. In the event the participant required hospitalization, contact the Director (even if you need to call their home). All incidents with patrons should be recorded on a department incident form. (See appendix for Accident and Incident forms).

V. Hazardous Materials and "Right to Know"

All chemical-related material will have a SDS sheet. The SDS sheets will be centrally located. A database of all materials (SDS sheets) will be maintained and kept on file at the recreation office and in the emergency management manual. SDS are required from the supplier/manufacture when the department purchases chemicals. It is the responsibility of the Parks and Facilities Director to assure the SDS materials is kept up to date.

All chemical storage areas will be secured from entry by the general public. All chemical products will be stored in location that meets the VOSHA standards.

Air Quality (Carbon Monoxide & Nitrogen Dioxide Monitoring)

1. Testing with portable Multi-Rae device will be done by trained staff.
2. Testing and documentation follows the Massachusetts Department of Public Health requirements # 105CMR 675.000.
3. Test samples are taken 20 minutes after re-surfacing has ended. This test shall be done twice during the week and once on weekends. All samples are taken at center ice or from the center of the bleacher area.
4. Written procedures and all test records will be kept in the Zamboni room notebook labeled "Gas Test Info".

VI. Vandalism Action Plan

The parks and facilities may experience random acts of vandalism. The department staff, volunteers and park neighbors are asked to report vandalism immediately to the police department. If vandalism is found where safety devices and/or measures are disturbed due to the vandalism, the matter must be corrected immediately or closed off to the general public. To combat vandalism the department staff will complete the following procedures:

- Document vandalism by completing an incident report
- Contact the Hartford Police Department and make an official report
- Every effort will be made to repair vandalism within 48 hours
- The vandalism reports will be recorded
- When possible, park sites will be gated and a guardrail installed.
- Whenever possible, park practices will include vandalism-proofing.

VII. Major Storm Threat: Flood Procedures and Heat

A. Rain - Thunder / Lightning Storms

Safety of the patrons is paramount. The lightning procedure is to be followed. No child will be allowed to leave the premises of a department facility during a major thunder/lightning storm if he or she is alone. The child may contact a parent/guardian to arrange for a ride home. During camps, sporting events, special events and park maintenance projects, a designated shelter area should be predetermined in the event of a thunder/lightning storm. Wait at least 30 minutes after the lightning flash before resuming activities.

B. Snow Storm

In the event of a major snowstorm, priority of snow removal will be concentrated at the public facilities that are open – primarily at the WABA. Programs will be canceled if it is deemed unsafe to travel. Gates are in place to close off the entrances to parking lots – as not to have vehicles get stranded (stuck) in the parking lots.

C. Flooding

Our park system encompasses three major rivers. To avoid damages / loss to park amenities, any item that can be removed from the park grounds will be stored away during the closed season of the parks. In the event that the parks are flooded, appropriate action will be taken to close off the flooded areas.

D. Extreme Heat Conditions

In the event that weather conditions are (or are forecasted to be) of extreme heat conditions over eight hours or longer, staff, volunteers and participants may be required to postpone their outdoor activities. Volunteer coaches should be trained to conduct, if not cancel, their practices in a manner that does not create heat exhaustion of their players. Day Camp and swim activities will be curtailed to indoor/shaded facilities. Recreation participants and staff will have access to fluids.

E. Mobile Off-Site Operations During Public Emergencies

Parks & Recreation Department – Staff Operating Procedures During Mobile Off-Site Emergencies

The Town of Hartford Emergency Operations Plan is designed to provide a framework to address the response to consequences of any disaster or emergency that would affect the population and/or property within Hartford, and to provide more specific response information in emergency public health situations. The Mobile Off-Site Operations Plan is designed to work within the guidelines of the Town of Hartford Emergency Operations Plan.

Hartford Parks & Recreation has taken steps to prepare for situations that would impact programs and services through the Parks & Recreation Department. Our priority will be the health and safety of our program participants, employees and volunteers throughout the Town of Hartford. During emergency situations that threaten public health safety, Hartford Parks & Recreation will consult guidance from local and state agencies to assure our facilities, programs and users are safe for occupancy and usage if they are to remain open. Facilities that remain open will be monitored to ensure cleaning supplies are on hand and the facilities are properly cleaned and sanitized.

Emergency Plan for Hartford Parks & Recreation with an Identified Public Exposure that Threatens the Safety of Participants, Volunteers and Employees

If local health officials report that there is an identified threat to the safety of individuals due to a public health exposure, the Hartford Parks & Recreation Department will take the following steps in response:

1. Seek immediate and specific guidance from the local health officials to determine the threat to the public who participate in current programs and community events.
2. Work closely with local town officials if facilities or programs are exposed and are to be closed and cancelled.
3. Implement high risk cleaning procedures for our facilities recommended by the Vermont Department of Health and the CDC.
4. Identify if staff members, volunteers and participants have been exposed and work with local officials to identify possible threat to the public and employees.
5. Determine if, when, and for how long non-exposed staff should refrain from accessing facilities and provide the guidance to department employees.

6. Temporarily cancel or postpone events and programs following recommendations from local and state officials. If local and state officials determine safety of staff, volunteers and programs are at risk, programs and social activities and events will be officially cancelled.
7. Identify all facility and program closures, including the Parks & Recreation Office in the Town Hall and determine if, when, and for how long. Post accordingly and implement all phases of community outreach to inform the general public of the cancellations and closures as identified in the Hartford Parks & Recreation Communications Plan.
8. If high risk of contact exposure to employees, volunteers and programs are identified by local, state or federal health officials, Hartford Parks & Recreation will shut down all operations of the agency and implement the conversion of face-to-face administrative responsibilities to mobile off-site operations.
 - a. Under the directive of the Town Manager, the Director of Parks & Recreation will determine extent of mobile off-site operations and identify the timeline.
 - b. Administrative level personnel to be provided remote and secure access to the municipal accounting systems and network drives in order to conduct as much day-to-day operations of the department.
 - c. Administrative level personnel to be provided direct link to office phones and voice messaging systems.
 - d. As an alternative, office phone systems can be set up remotely for direct access to incoming messaging and ability to conduct town business through the phone system utilizing the desktop phones currently in the offices of Parks & Recreation.
 - e. Director of Parks & Recreation will manage the following operational functions of the department during Mobile Off-Site Operations.
 - i. Electronic Invoices can only be processed during off-site operations.
 - ii. Mailed invoices cannot be processed during mobile off-site operations.

- iii. Accounts Payable Invoices will be processed according to priority as determined by the Finance Director / Town Manager and the policies and procedures of the Finance Department.
- iv. Payroll submission will be filled out and documented using the electronic document fillable form and electronically submitted with electronic signatures if available to the employee. Non-electronic signed payroll will require signature once normal operating procedures are put back into place.
- v. Payroll submissions from the Welcome Center will continue without any submission changes.

Facility Management for Hartford Parks & Recreation with an Identified Public Exposure that Threatens the Safety of Participants, Volunteers and Employees

Responsibilities related to facility management may require building, grounds and facility system oversight with various forms of maintenance duties and tasks that is dependent on the time of year for which the public emergency occurs. In this instance, the Director of Parks & Recreation will assign appropriate duties to personnel with the highest degree of employee safety in mind.

Department Operations Management for Hartford Parks & Recreation with an Identified Public Exposure that Threatens the Safety of Participants, Volunteers and Employees

In the absence of the Director of Parks & Recreation, the Superintendent of Recreation Programs will assume the responsibilities of implementing the Mobile Off-Site Operations.

In the absence of the Director of Parks & Recreation and Superintendent of Recreation Programs, the Superintendent of Parks & Facilities will assume the responsibilities of implementing and managing the Mobile Off-Site Operations.

If all management level positions within the Parks & Recreation Department are absent due to contact exposure, the Town Manager's Office will assume the responsibilities of oversight and management of the Parks & Recreation Department.

Department Operations Management for Hartford Parks & Recreation following Contact Exposure

Once local officials report that off-site operations can return to normal face-to-face administrative functions, Hartford Parks & Recreation activities, programs and events can resume.

VIII. Waiver Forms

A. Program Waiver

Waiver forms are required for all participants registered in a department program. Individuals under 18 years of age must have the waiver signed by a parent or legal guardian.

B. Volunteer “Special Projects”

Volunteers working on specialized projects are required to complete a volunteer application and a waiver form indicating that they understand the responsibilities of the volunteer and the type of work that the project may entail.

C. Background Check Waiver

Volunteers working with a vulnerable population (youth, elderly, and handicapped) are required to complete a waiver to allow the department to complete a background check. (see Appendix for Waiver forms).

IX. Program, Facility and Park Security Plans

A. Program Security Plan

1. Youth Sports

- a. Coaches are required to complete a background check application once a year. Check is to be submitted and verified prior to start of program.
- b. All volunteers are required to complete a Volunteer application form.
- c. Coaches are asked to have a cell phone available in the event of an emergency.
- d. No child is to be left alone at a facility/park after a practice and/or game.

- e. Coaches are required to attend coaches training sessions sponsored by the department.

2. Special Events (Annual Fireworks and Glory Days of the Railroad)

- a. Police Department to coordinate pedestrian and vehicle traffic and on-site security.
 - b. Department full-time staff members are to carry two-way radios.
 - c. Event volunteers are required to attend a pre-planning training meeting.
3. Only designated volunteers are allowed to handle concession and/or gate receipt funds.

4. Venture Day Camp

- a. Campers are not allowed to leave the camp premises without the staff knowing the person who is picking up the child – before the child will be released.

B. Facility Security Plan

1. Wendell A. Barwood Arena (WABA)

a. Facility Lock System

- 1) Only full-time and seasonal part-time employees will be issued keys to the front door and maintenance entrance.
- 2) Keys issued are to be recorded at the main office and WABA staff room.

b. Chemicals and Cleaning Supplies

- 1) All custodial cleaning supplies are to be kept in the custodial closet. The closet is to be kept locked.
- 2) SDS sheets are kept in a binder in the Zamboni Room.
- 3) All chemicals and paints are to be stored according to the VOSHA requirements.

c. Daily Routine Security

- 1) Staff members are required to follow the closing and opening procedures of the facility to assure that the building is secure and in safe condition.
- 2) No funds are to be kept on the premises overnight. If the event start-up funds are required for the following day, funds are to be kept in the safe.

d. Emergency Plan

- 1) Follow prescribed procedure as outlined in the WABA Emergency Plan.

e. Working Conditions / Environment

- 1) When working alone – the exterior maintenance door is to remain closed.
- 2) No unauthorized personnel are allowed in restricted areas
- 3) The maintenance / Zamboni Room entry doors are to remain closed at all times.
- 4) All exterior doors to WABA facility and out building are to remain locked when no staff member on-site.

2. Hartford Municipal Pools

a. Facility Lock System

- 1) The Pool Director, Superintendent of Parks & Facilities and full time Park staff will be issued keys to the main gate of the pools, pump house and pool office.
- 2) Keys issued are to be recorded at the main office.

b. Chemicals and Cleaning Supplies

- 1) All custodial cleaning supplies are to be kept in the custodial closet. The closet is to be kept locked.
- 2) MSDS sheets are to be kept in a central location.

3) All chemicals are to be stored in according to the VOSHA requirements.

4) The main pump house is to be kept secured at all times.

c. Daily Routine Security

1) Staff members are required to follow the closing and opening procedures of the facility to assure the building is secure and in safe condition.

2) Staff members are required to attend pre-training/orientation meeting prior to the start of the season starting.

3) No funds are to be kept on the premises overnight. If the event starts-up funds are required for the following day, funds are to be kept in the safe.

d. Emergency Plan

1) Follow prescribed procedure as outlined in the Pool Emergency Plan.

C. Park Security Plan

1. Each site has an emergency 911-address number associated to the specific park. A volunteer or staff member can call 911 and give the park's address number.

2. Parks are closed from October through April.

3. The Town Parks Ordinance outlines specific security measures for the public parks.

4. Park Staff will receive basic training each year – scheduled in May and October.

X. Recreation Program Safety

Program safety implies the safety of the participant enrolled in a department sponsored activity.

A. General Safety Procedures

1. Instructors/Leaders:

- a. Will have sufficient knowledge of the program/event to ensure safe instruction to the class or operation of the event.
- b. Are to have access to a phone (cell phone)
- c. Will record attendance
- d. In the event of an accident, will be trained in how to report the accident.

2. Summer Recreation & Aquatic Staff Leaders:

- a. Will be trained in CPR and First Aid
- b. Utilization of a AED unit
- c. Aquatic Staff Leads must be Lifeguard certified

3. Volunteer Youth Coaches:

- a. Will be given sufficient training on emergency procedures, including recognizing potential head injuries leading to a concussion.
- b. Will record attendance
- c. Will have access to first aid kits
- d. In the event of an accident, will be trained in how to report the accident.
- e. Make available CPR/First Aid/AED training

XI. Employee Safety Training

A. Training Programs

- 1. The department will conduct seasonal orientation training programs prior to the beginning of the summer season.
- 2. Topics to be covered, but not limited to, will be blood pathogen, hostile situations, disruptive behavior, and use of equipment and emergency procedures.
- 3. Training sessions will be in-house and with professionals from outside the department.
- 4. Training sessions will be recorded, along with attendance.

5. Park maintenance staff will receive sufficient training in operating specialized equipment. No employee is to operate a piece of equipment without receiving prior training and approval. When appropriate, the staff will be required to attend training programs conducted by the Vermont League of Cities and Towns.

XII. Safety/Wellness Committee

A. Town Safety Committee(s)

1. The department will designate one person to serve on the Town Safety Wellness Committee. That person will update all staff on safety concerns pertinent to the operations of the department.
2. Internally, the department park staff will meet with the Director once a year (May) to discuss the importance of employee safety practices and keeping the parks and facilities safe.

XIII. Other Safety Procedures

The following safety procedures (programs) are part of the Town of Hartford written Safety Plan

A. Lock-out, Tag-out procedure:

In the event that any power tool, vehicle or motorized piece of equipment needs immediate mechanical repairs / service or adjustments because of safety or service needs, the following must take place:

The following procedure must also be followed even if the machine is actively being worked on.

1. Remove all sources of power and ignition.
2. Mount laminated placard of LOCK-OUT in an obvious location on the equipment.
3. Verbally notify any co-worker of LOCK-OUT status of said unit.
4. Secure facility that the equipment will be stored if machine must be left unattended.
5. Removal of LOCK-OUT placard can only be done by authorized operator, mechanic or supervisor.

B. Confined Space

1. See Appendix: Confined Space Program. This program is designed to establish minimum requirements and procedures for the safety and health of employees who may (do) work in, and in connection with, confined spaces.

C. Bloodborne Pathogens

1. See Appendix: Exposure Control Plan. The plan is designed to protect employees from the dangers which result from occupational exposure to bloodborne pathogens.
2. Each employee is to receive the department's blood borne pathogen manual and complete the respective application form. This procedure complies with VOSHA. The department will maintain a Bloodborne Pathogen Exposure Control Plan. An annual refresher course will be conducted yearly, before the summer season begins, by the Vermont League of Cities and Towns.

D. Traffic Control Procedures

1. All personnel involved in traffic control will be provided in-service training led by the Town Traffic Control Instructor.
2. Staff and volunteers will be issued appropriate orange vests and flags and/or flashlights.
3. The department will utilize roadblocks for major events that involve significant traffic control. Prior to the closing of a public road – the Hartford Police department are to be notified and any logistics of closing the road to be coordinated with the police. A community event form and road closure form must be submitted to the Town Manager's Office.
4. The Hartford Police department will be contracted to control traffic on public roads and public right of ways when applicable.
5. A site plan will be developed for the major special events that require roadblocks and road closures.

E. Cooperation Efforts with the Town Departments Safety-Emergency Services

1. Police Department

- a. The Director and the Superintendent of Parks & Facilities are the primary liaisons to the Department. The Director will be responsible to report problems to the department and/or follow-up on reports issued to the police department. The park staff is authorized to enforce all park ordinances that do not require professional law enforcement. If the park user or visitor refuses to comply with the request, staff should contact the Superintendent of Parks & Facilities or the Director. In an emergency, contact the Police Department. The park staff will receive in-service training from the Police Department twice a year in the fall (October) and spring (May).

2. Fire Department

- a. The Director and the Superintendent of Parks & Facilities are the primary liaisons to the Fire Department. The Director will be responsible to report problems to the department and/or follow-up on reports issued to the fire department. The Fire Department can assist in emergencies that require rescues in the rivers and town forest. During special events, the EMT service should be contracted to be on location of the event. It is the responsibility of the Director or the Director's designee to contact and schedule the EMT services at large special events.

3. Public Works

- a. The Director is the primary liaison to the Department of Public Works. The Director will be responsible to report problems to the department and/or follow-up on reports issued to the police department. Large equipment and trucks may be necessary to assist in emergencies at the parks.

F. Handling Evidentiary Items

Department staff should make every effort to preserve a crime scene in the same physical condition as the perpetrator left it – this includes vandalized sites prior to the police investigation. The employee should complete the following steps (as approved by the Hartford Police Department):

1. Contact immediate supervisor.

2. Supervisor will contact the police department.
3. Monitor the scene until the police arrive to ensure that the site is not disturbed by other staff and/or public.
4. The employee remains at the scene until relief by another Parks and Recreation staff employee or until police have arrived and assumed supervision of the site.

G. Handling of Disruptive Behavior

The handling of disruptive behavior will vary depending on the level of the behavior. No Parks and Recreation employee is required nor expected to put themselves in harm's way. The primary goal is to avoid injury to staff or patrons and/or damage to public property. Listed below are general responses to behaviors that should be used by staff:

1. Angry Patron (physically under control)

- a. Provide the patron the opportunity to express the cause for their displeasure.
- b. Calmly reiterate the concern(s) to ensure you fully understand the issue.
- c. Calmly explain how the issue can be resolved. If you are unable to resolve the issue, explain that you will consult with your supervisor and the patron will be contacted as soon as possible with a response.

2. Angry patron (physically threatening situation)

- a. Contact your supervisor or fellow staff member to assist you with the situation.
- b. When assistance arrives, request that the patron calmly explain the situation. If possible, try to resolve the issue.
- c. If the situation is becoming out of control (physical contact and/or verbal threats), call the police department and proceed to secure the area until the police arrive.
- d. Complete and submit the incident report to your supervisor.

H. Out of Control Situations

Out of control situation include a physical fight, angry mob of people and unruly athletic spectators.

1. In the event of an athletic venue, the staff can implement the "Zero Tolerance" policy (see Appendix). If the spectator refuses to leave the premises, call the police department.
2. If the staff member(s) cannot resolve the problem safely, contact the police department.
3. If concerned with your own personal safety, proceed to secure the area until the police officer arrives. Do not try to take matters into your "own hands."
4. Complete and submit an incident report to your supervisor.

XIV. Risk Management Accounting Procedures

A. Employee Wellness and Safety

To reduce the potential loss of workdays due to illness and/or accidents the department (via Town activities) staff will participate in a variety safety-training programs and be encouraged to participate in the Town sponsored wellness programs.

- B. The primary agency that implements the department's risk management accounting is the Vermont League of Cities and Town (our insurance carrier). Once a claim is submitted to the carrier, the carrier will determine whether to pay the damages or not pay the damages. In the event the claim is not going to be settled, the Town Manager is to be notified.
- C. The department will under go outside inspections conducted by the Vermont League of Cities and Town and Vermont Labor and Industry to assure all facilities meet VOSHA regulations.
- D. Cash Handling of admission fees from the Arena and Pool should be handled as outlined in the Funds Handling Procedure (see Appendix).
- E. Cash Handling of skate sharpening fees should be handled as outlined in the Skate Sharpening Procedure (see Appendix).

XV. Communications

- A. Park staff will primarily use cell phones.
- B. In the event of a major catastrophe, the Parks and Recreation Director will be the spokesperson to the media and if necessary to the respective patron(s) who may be involved in an incident.
- C. Portable radios are to be utilized at major events. Each event supervisor will be required to have a radio in their possession. Cell phones will be used as a back-up.
- D. Cell Phone roster to be established for each event

XVI. Records and Recovery Plan and Procedures

- A. For the protection and recovery of electronic files the Department will conduct the following procedures:
 - 1) weekly full backups, daily incremental backups, and continuous cloud backups.
 - 2) Copies of backups are created and stored both onsite and offsite including the cloud.
 - 3) Full backups are kept for a minimum of 2 weeks.
 - 4) Backup and recovery operations are managed by the Town of Hartford IT Staff. To manage electronic documents the Parks and Recreation Department will utilize the Town of Hartford's Microsoft Windows file server and Laserfiche Document Management System. Document access and security is controlled by Windows Active Directory User Accounts and Security Groups. In order to minimize any potential loss or corruption of this data, the town employs a combination of Symantec Backup Exec and cloud based backup software to allow data to be readily recovered as necessary. The off-site computer terminal located at the arena is connected to an external drive for back-up. The external drive is periodically down loaded to the main computer for back-up. When necessary the appropriate off-site documents will be filed through the Laserfiche Document Management System.

Appendices

Pool Rules
Daily Chemical Report
Pool Daily Maintenance Report
Pool Closing Procedures
Guard Rescue Report
Lifeguard Statement Form
Patron Statement Form
Behavior Incident Report
Daily Maintenance Report
Pool Emergency Plan
Accident Report
Ventures Opening/Closing Procedures (duties)
Ventures Conduct Slip
Volunteer Coaches Emergency Procedures
Park & Facility Incident Report
Arena General Operational Guidelines
Public Skating Procedures
Medical Emergency Plan Arena (winter)
Zamboni Blade Changing Procedure
Zamboni Operation
Municipal Arena Safety Completion check-off
Refrigeration Inspection Data Sheet
Ice Maintenance Record Form
Arena Cleaning Check List
Rink Operator Orientation Review Sheet
Funds Handling Procedures (Arena)
Skate Sharpening Procedure
Daily Rink Report (attendance & funds)
Park Closing Procedure (seasonal)
Playground Inspection Form
Program Registration Waiver/Release Form
Zero Tolerance Policy
Confined Space Program
Exposure Control Plan
Glory Days Risk Management (2005)

Parks & Recreation Department

Significant Activity Report

May 14, 2021

Respectfully Submitted By: Scott Hausler, Director

Program and Park Highlights

- Parks & Recreation Community Survey is out. We have collected over 100 so far. Further distribution will take place over the next couple weeks.
- Monday "Step It Up Hartford" had 9 walkers for the Maxfield Walk on May 10th.
- Beginner Mountain Biking for Women on Tuesday's with 10 registered. The program is held at the Hurricane Hill Trails.
- On-going Youth Sport Programs. Youth Baseball and Softball, Youth Lacrosse through the Hartford Lacrosse Club – All teams are practicing and playing games.
- Our Afterschool in the Parks, Lego Club, Comics Class, Pickleball, Esports, Youth Karate programs continue.
- Park permits this week equate to over 111 hours of usage. Lyman Point tops out with 26 hours of use. Plenty of activity at Maxfield with games and practices.
- The Rain Garden Volunteer Project with Apple Corp continues behind the bandstand here at Lyman Park.
- The Outdoor Pool Project started up on May 10th. The project team met on Zoom prior to start up to review safety precautions, concerns over the parking lot traffic and overall impact the construction might have on the school's activities.
- Interviews for Camp Staff are complete and offer letters have been given to staff for summer positions with Camp Ventures.
- Henderson's Tree Service started working at the Center of Town Cemetery removing several hazard trees and trimming several others to open up the canopy in and around the cemetery after years of overgrowth and neglect.

Parks & Recreation Department**Significant Activity Report****June 14, 2021****Respectfully Submitted By: Scott Hausler, Director****Program and Park Highlights**

- Park permits are continuing to consume a tremendous amount of staff time in and out of the office. To date as we begin to close out the current fiscal year 2020/2021 we have 182 permits compared to previous fiscal years 2019/2020 with 78 during COVID. COVID really had an impact on our public parks system as we compare with previous years. In 2018/2019 there were 84 permits and 2017/2018 a total of 90 permits. We expect permitted uses to continue as user groups and individuals continue to take advantage of our public park system for private and public gatherings and recreational activities.
- Host of Permits the past several weeks including North Country Community Theatre White River Indie Film Festival at Lyman Park. Parks & Rec will be there with our screen at Lyman. Paul Mahoney Tai Chi, at Lyman, Hartford High School Tennis. The Upper Valley Nighthawks have arrived and are in town. Youth baseball and softball are finishing up with seasonal tournament play.
- Apple Corps continues with the construction of the Rain Garden installation at Lyman.
- Tree Board had their EAB Rally at Veterans Park on Saturday, May 22nd. Education on the EAB and treatment of 6 ash trees in the park.
- We have secured the safety netting project at Maxfield and await delivery of materials. The netting will cover 120ft down the left and right field of the baseball field.
- The staff began rehabilitating the Little League Field 4 and are now caught up on park mowing & string trimming.
- Summer camp staff continue professional training in preparation of the upcoming program starting June 14th.
- Conclusion of Spring Sports – Youth Baseball, Youth Softball, and Little Stick Lacrosse programs continues through June 12th.
- The Afterschool Programs (Lego Club and Afterschool in the Parks) concluded.
- Our first summer concert took place on June 9th. The series of 10 concerts will be held each Wednesday, 6:30pm at Lyman Point Park Bandstand.
- The Department's first Movie in the Park will be held Friday, June 11th at Lyman Point Park.

Old Business Items 6/10/21

Community Center Update – Further discussion following survey results.

Pool Project – Department continues to send out weekly updates on the project progress. A majority of the work continue to be site work following the removal of the pool shell and decking. Site work related to stormwater drainage, installation of catch basins and preparation for the surge tank continues. The existing pump house is cleared out and they are preparing to fill in the basement section to make room for the drain pit and foundation for the pool filtration equipment. We expect South Shore Gunitex to be on site within the next week or so to begin building the pool. I expect to have a pool site visit soon once the pool contractors begin to form the pool shell. In addition to the construction, we are working on a draft operational agreement that we expect to have ready for review and comment very soon.

Community Survey – With only 111 responses so far, we plan to push out a final distribution in the next week or so in hopes to capture members of the community that have not completed the survey. Most recently we asked the Hartford Chamber of Commerce and the Hartford Community Coalition to distribute our survey.

Risk Management Manual – The manual is included as part of the meeting attachments. I did not include all the appendices for full review due to the number of documents it entails. If there are any specific questions related to one or more, please let me know and we can provide for the meeting or provide clarification of what the document is used for. The manual seeks review and approval by the Parks & Recreation Board.