



# Gladstone Community Center

## Staff

# Policy & Procedure Manual

# **GLADSTONE COMMUNITY CENTER** **POLICY and PROCEDURE MANUAL**

## **Membership Policy** – Gladstone Community Center

*The GLADSTONE COMMUNITY CENTER is a membership-based facility open to the Gladstone community and surrounding area.*

- I. **Membership Categories and Definitions** –Monthly, Quarterly, and Annual Memberships may be purchased for Youth, Adult, Senior and Families. Members may purchase Single Visit Passes for their guests. Member must remain present with guest during use of the facility.
  - A. A resident is defined as persons who live within the city limits of Gladstone, business owner (proof required), or employed within the city limits of Gladstone.
    1. **Youth:** Age 10 to 17 and/or 18-23 with proof of full time student status (youth under 10 may hold a membership pass if included on a family plan)
    2. **Adult:** Age 18 to 64
    3. **Senior:** Age 65 and older
    4. **Family:** A family is defined as anybody residing at the same address (proof required). Persons between the age of 18 to 23 may be considered a youth in the household with proof of full-time college student status. Four people can be claimed on the pass (two adults maximum). Additional family members can be added to monthly and annual memberships.  
***A non-resident is defined as persons who do not live within the city limits of Gladstone.***
- II. **Fees** - Membership to the GLADSTONE COMMUNITY CENTER is fee based. Fees for The GLADSTONE COMMUNITY CENTER will be reviewed approximately every two years and adjustments will be made, if necessary.
  - A. The GLADSTONE COMMUNITY CENTER will offer seasonal promotions for membership.
  - B. Members will be notified of any changes in rates prior to new rates going into effect. Current members will receive notice 60-days prior to change.
- III. **Methods of Payment** – All memberships must be paid in full at the time of purchase. Check, cash, credit/debit card, or auto bank draft must be used to pay for memberships. The GLADSTONE COMMUNITY CENTER will accept MasterCard and Visa. All returned checks will be subject to a \$25 return fee. No partial payments will be accepted.
- IV. **Membership Benefits** - GLADSTONE COMMUNITY CENTER members have access to all fitness equipment, fitness classes (additional fees apply), pools, running track, gymnasium and banquet rooms (additional fees apply, reservations required). Locker Room facilities are available for members and guests. Members will receive a discount on banquet room rentals and certain programs offered within the GLADSTONE COMMUNITY CENTER and sponsored by the GLADSTONE PARKS AND RECREATION DEPARTMENT. A minimum of one lap lane should be available for lap swimming during posted swim times (except during swim meets). A minimum of one court should be available for drop-in basketball use (except during state, national or other large swim meets). New members receive a free orientation to the fitness center selectorized and cardiovascular equipment. Members will contact the Fitness Technician to schedule orientations.
- V. **Member Identification** – All members will be issued a membership ID. Members must present their ID each time they visit the GLADSTONE COMMUNITY CENTER.
  - A. Lost membership IDs will be replaced for a \$5 fee.
  - B. IDs are deactivated upon membership cancellation or expiration.

## **VI. Facility Entry for Non-members**

- A. Guests actively participating in the facility with a sponsoring member will be charged the single visit guest rate. The only exceptions to this policy will be for spectators for a birthday party package and potential members who are looking over the facility. Spectators with birthday party packages and potential members will be required to sign-in and will be issued color-coded bracelets at the Welcome Desk. The bracelets must be worn at all times while in the facility.
- B. All single visit pass holders shall sign in with their sponsoring member at the Welcome Desk. If a single visit pass holder wishes to credit the current day's fee towards a membership, staff will need to verify payment via the single visit sign-in log and the amount paid. After payment and amount paid has been verified, staff may credit the amount towards the type of membership that the guest requests. This benefit is available for the current business day only.

## **VII. Membership Renewal** - The GLADSTONE COMMUNITY CENTER will strive to provide quality service and programming to encourage continual membership.

- A. Annual Memberships will receive written communication that membership is due to expire 45 days in advance along with a renewal form.
- B. All other memberships will receive notification regarding expired memberships at the Welcome Desk.

## **VIII. GLADSTONE COMMUNITY CENTER Membership Refund** – If a member is not completely satisfied with their membership, they may schedule a time to visit with the Community Center Administrator and the Director of Parks and Recreation. Refunds will be pro-rated and handled on a case-by-case basis.

## **IX. Membership Termination** - The Gladstone Community Center reserves the right to cancel a membership at its discretion if the actions or behavior of the member are not deemed in the best interest of The Gladstone Community Center, its members, or patrons.

- A. Membership cancellations require the recommendation of the Community Center Administrator and the approval of the Director of Parks and Recreation.
- B. Notification of cancellation will be sent directly to the member in question. In the case of youth membership (age 17 and under) notification of cancellation will be sent to the parent or guardian of the child.
- C. No refunds will be issued for termination of membership.

## **Rental Guidelines** – The GLADSTONE COMMUNITY CENTER

*Rental of the facility is an important part of The GLADSTONE COMMUNITY CENTER operations. Every effort will be made to rent out those areas that generate additional revenue in an efficient and manageable manner, while keeping in mind the needs of the members. The Gladstone Community Center Rental Coordinator will oversee the rental operations and maintain an appropriate balance.*

## **I. Facility Reservations** – All activities shall be reserved in advance based upon the rental assignment of the priority use schedule for each area of the facility.

- A. Each area of the facility will have a pre-determined lead-time for reservations.
  - 1. Banquet room space may be reserved up to 18 months in advance.
  - 2. Reservations for activities that take place during hours of operation must be made a minimum of two weeks in advance, unless approved by the Gladstone Community Center Administrator.
  - 3. Reservations for activities that take place after hours of operation must be made a minimum of four weeks in advance, unless approved by the Gladstone Community Center Administrator.
  - 4. Lock-ins must be scheduled a minimum of eight weeks in advance, unless approved by the Gladstone Community Center Administrator.

- 5. Program areas, such as pools, gyms, and small party rooms may be reserved up to six months in advance.
- B. All rental rates are subject to change, and will be reviewed approximately every two years.
- C. Rental rates will not be raised for reservations that have a signed agreement with the Gladstone Community Center and have met all requirements for holding that agreement.
- D. In order for a reservation to be considered valid all terms of the agreement shall be completed
  - 1. A signed rental agreement must be on file.
  - 2. A \$200.00 (additional \$200.00 if alcohol service is scheduled) damage deposit shall be paid (except for birthday party packages which is \$50/event). The damage deposit will be returned minus any charges for additional cleanup or damage. Any charges above and beyond the deposit will be billed directly to the renter.
  - 3. 50% of payment plus the damage deposit is due at the time of the booking, the damage deposit must be paid by MasterCard or Visa only. The remaining balance of 50% is due 90 days prior to event date.

**II. Damage Deposits** - All rentals require a damage deposit at the time of reservation. Damage deposits will be returned in full as long as all terms and regulations of the rental agreement have been adhered to.

- A. Portions of the deposit will be retained if additional cleanup is required.
- B. Deposits will be withheld for damages or loss of equipment.
- C. Deposits in the form of MasterCard or Visa are required.
- D. For any additional cleanup, damage, or theft exceeding the deposit, additional fees will be billed directly to the renter via the MasterCard or Visa on file. A receipt of all repairs and cleaning fees will be provided.
- E. Deposits will be refunded within two weeks of the event and credited back to the original credit card used.

**III. Cancellations and Refunds** – If circumstances arise that would cause the cancellation of your event, a cancellation fee will be assessed. Cancellations must be made in writing to the Gladstone Community Center Rental Coordinator. The group is responsible for, and assessed, any and all costs incurred by the Gladstone Community Center related to reservation. Party room reservations cancelled 14 days or more in advance will receive a full refund less the deposit of \$50. The fee schedule for cancellations is as follows:

Cancellation Refund Schedule	
Cancellation Time	Amount Refunded
113+ days from event	80%
99-112 days from event	70%
85-98 days from event	60%
71-84 days from event	50%
57-70 days from event	40%
43-56 days from event	30%
29-42 days from event	20%
15-28 days from event	10%
0 - 14 days from event	No Refund

**IV. Catering and Food** – The Gladstone Community Center reserves the right to restrict catering services to those caterers listed on the Gladstone Community Center approved vendor list. Gladstone Parks & Recreation Department will review the list on an annual basis. Caterers will be selected based on quality of service and variety of menu and rates.

- A. Renters will be responsible for contacting caterers who are on the Gladstone Community Center approved vendor list. Caterers on this list will be required to complete the “approved vendor agreement” (**Appendix B**) and pay an annual fee of \$100. Any caterer used that is not on the approved vendor list will incur a \$50 fee. Additionally, the caterer will be required to complete the “one time vendor agreement” (**Appendix C**).
- B. Alcoholic beverages are permitted only by arrangement of bar service made through the approved vendor list. Renters cannot bring their own alcoholic beverages. All reservations

requesting to serve alcohol must review and sign the “rules and regulations for the service and consumption of alcohol” form (**Appendix D**) and be approved by the Community Center Administrator. Renters bringing their own alcohol in will automatically forfeit all deposits and will be asked to vacate the premises immediately.

- V. Delivery and Storage** – Items to be used by renters can only be delivered the day of the event and cannot be stored afterwards. The City of Gladstone is not responsible for accidents, injury or illness suffered by event participants, or loss of group or individual property.
- VI. Set Up Instructions** – Renters are required to provide detailed set-up instructions 21-days prior to the event. Changes to set-up must be made at least 48 hours in advance. Changes to set-up made less than 48 hours of the event will be charged an additional \$50.00.
- VII. Chaperones** – Chaperones are required for all rentals involving children under the age of 18. The number of chaperones required depends on the age of the group and the event. Age appropriate chaperones are required.
- A. The required ratio for chaperones is 1:10 for all events involving children between the age of 12 and 17.
  - B. The required ratio for chaperones is 1:5 for all events involving children under the age of 12.
    - 1. At those events held in the aquatic center, chaperones are required to wear a bathing suit.
    - 2. Chaperones are expected to directly supervise the children while in the facility.
- VIII. Equipment Use** – A limited selection of audio-visual equipment is available for use during rentals for an additional fee by prior arrangement. Available equipment includes items such as a TV/VCR/DVD combo, LCD projectors (must provide their own PC) and a podium with microphone. Please refer to the rental packet for a detailed list of rental items and fees (**Appendix E**).
- A. The deposit will cover the cost of repairs to damaged equipment. Renters are responsible for the cost of replacing equipment exceeding the deposit.
  - B. Arrangements for the use of audio-visual equipment and supplies shall be made 21-days prior to the event.
  - C. All equipment will be signed out and signed in by Gladstone Community Center staff.
- IX. Office Supplies** – Office supplies and usage of office equipment is available to renters for an additional fee.
- A. In the case of extreme emergencies, faxes and copies may be made at a cost of \$.25 per page.
  - B. Payment for this service shall be made at the time of usage.
- X. Special Events** – The Gladstone Community Center will sponsor and host special events. Special events shall be limited to one event per month, unless otherwise approved by the Gladstone Community Center Administrator. Special events organized by other city departments are handled on a case-by-case basis and must be approved by the Community Center Administrator or Director of Parks and Recreation.
- A. **Internal User Groups** – These are reservations made by the Gladstone Parks & Recreation Department. Internal reservations must be made through the Community Center Rental Coordinator with the approval of the program space supervisor, i.e. Fitness Technician for fitness areas, the Aquatics Specialist for aquatics areas and the Community Center Administrator for all other areas.
  - B. **General Public User Groups** – These are all other rental groups that do not fall into the internal user group category.
- XI. Procedures for Rental of Facilities for the User Group Categories** – The following procedures will be used when reserving facilities.

- A. **Internal User Group Reservations** – Internal groups may request use of program space a maximum of 60-days in advance. A reservation will be allowed provided that space is available and there is no comparable space available at City Hall. Once this is determined the department supervisor must have the reservation request approved by the City Manager and then a rental agreement will be issued by the Community Center’s Rental Coordinator.
  - 1. Damage Deposit Required: NO
  - 2. Reservation Fees: 100% of Reservation Fee
- B. **General Public Reservations** – Reservations for the general public will be scheduled on an individual basis. General public user groups must make reservations through the Community Center Rental Coordinator with the approval of the program space supervisor, i.e. Fitness Technician for fitness areas and the Aquatics Specialist for aquatics areas.
  - 1. Damage Deposit Required: YES
  - 2. Reservation Fees: Full price

**XII. Reservation Guidelines for Rental of Facilities** – Banquet rooms can be reserved up to 18 months in advance. Gymnasium, pool, birthday party and other program areas can be reserved up to six months in advance.

- A. A premium of \$25/hour will be charged for any reservation whose time precedes and/or exceeds the time that the Gladstone Community Center is open. This charge will be assessed on an hourly basis for each hour before or after the Gladstone Community Center’s closing time.
- B. In renting spaces throughout the Gladstone Community Center, there are some areas of the facility that do not have a rental fee attached. If no rental fee is assigned, said areas are not available for rent. A listing of current rental rates is contained in this document (**Appendix E**).
- C. Banquet Room rental rates are calculated on one-hour time blocks, with a minimum of four consecutive hours. On Saturdays, the Banquet Rooms are only available for rental of 6+ hours. If the Banquet Rooms are available and the requested Saturday rental is within 60 days, a rental for less than 6 hours may be available.
- D. Program areas (gym, aerobics room, and swim lanes) are calculated on a one-hour time block.
- E. Renters that stay past their scheduled time will be charged 1.5 times the hourly rate and forfeiture of their deposit.
- F. Rentals that involve an admission at the door are discouraged and are handled on a case-by-case basis with the approval of the Community Center Administrator.

**XIII. Special Packages** - The Gladstone Community Center will offer special group rates for children birthday parties.

- A. Please refer to (**Appendix F**) for Birthday Party rates and packages.
- B. The Gladstone Community Center is available for student (9 – 17 years old) and adult lock-in events. Lock-ins are limited to 10:00 p.m. – 6:00 a.m. time slot. Groups will be limited to a maximum of 350 participants. Supervision is required for all student groups including male chaperons for male participants and female chaperons for female participants. Chaperones shall be at least 21 years of age. Chaperones are included in the maximum count. A 1:8 ratio is required for adult supervision during student events.
  - 1. A lock-in may be rented for up to an 8-hour period. Reservations can begin as early as 1-hour before closing on Friday and Saturday nights and shall end by 6:00 a.m. the following morning. Pool and Locker Rooms are open only for the 4-hour swim time block of choice ending no later than 2 hours prior to the end of the event or 3:00 a.m. whichever is earlier.
  - 2. Cancellation of reservation – Please refer to section III in this section.
  - 3. Security Deposit - In order to reserve facility space, renter must pay the damage deposit, which is \$500 for lock-ins and 50% of reservation fees when they sign the rental agreement. Damage deposit must be paid by MasterCard or Visa. The deposit less any damages will be credited to the card within two weeks after the rental. The unpaid portion of the rental fee must be paid in full 90-days prior to the rental date.

## **Program Registration Policies - GLADSTONE COMMUNITY CENTER**

*The Gladstone Community Center offers a wide range of programs, leagues and recreational opportunities to meet the needs of persons of all ages and ability. We will strive to maintain current programming trends in order to enhance health, fitness and quality of life of our patrons.*

- I. **Program Registration** – Staff of the Gladstone Community Center will ensure accurate and efficient registration for all Gladstone Community Center and Gladstone Parks and Recreation Department programs. Members will be granted an early registration period.
  - A. All registrations must be completed in accordance with the program or membership enrollment of choice. Participants can enroll in one of four ways.
    1. In person at the Welcome Desk at the Community Center.
    2. By phone with a credit card (MasterCard or Visa)
    3. Mail enrollment form with a check or credit card information. Credit card information must include number and expiration date.
    4. Fax enrollment form with credit card information. Credit card information must include number and expiration date.
  - B. Forms of Payment Accepted
    1. **Cash**
    2. **Checks** – All returned checks are subject to a \$25.00 return fee.
    3. **Credit Cards** – Visa and MasterCard are accepted.
- II. **Financial Assistance** - The Gladstone Parks and Recreation Department offers a financial assistance program to participants who are in need. This program is for recreational and instructional programs. Financial assistance is available and will be reviewed on a case-by-case basis for program registration at the Gladstone Community Center.
  - A. **Assistance Eligibility:** Assistance is available for most youth programs upon completion of the financial assistance request form (**Appendix I**). Adults are not eligible for assistance. Participants that qualify may receive a scholarship for recreation programs. This does NOT include membership to the GLADSTONE COMMUNITY CENTER or other facilities.
  - B. **Criteria:** The scholarship program will follow the North Kansas City School District's Federal Lunch Program guidelines. In addition a copy of the previous year's Federal Income Tax Statement must be presented.
    1. If the family is eligible for free lunch, and they meet all other criteria, they may receive a scholarship for the recreation program.
  - C. **Financial Assistance Procedure:**
    1. The initial assistance request must be made one week prior to the start of the program. Packets will be available at the Welcome Desk.
    2. The program supervisor will verify the scholarship amount, and if the family receives free or reduced lunch with the North Kansas City School District then a file is created for the family. Records will be kept in the administration office.
    3. After the program supervisor has verified the scholarship amount the request must be approved by the Community Center Administrator and the Director of Parks and Recreation.
    4. The parent or guardian will be notified as to the maximum amount of assistance the family may receive for the program requested.
    5. The supervisor may then enroll the child into the program.
- III. **Refund Policy** – A full refund will be issued if a class, program, or trip is cancelled due to insufficient enrollment. Refunds will be made up to the registration deadline or start of program if there is no registration deadline. After registration deadline, a refund will be issued if participant can be replaced. A processing fee of \$5 will be deducted if patron withdraws. If participant desires, a credit may be issued for a future program. Credit is good for one year from date of issue and reflect the program amount. Refunds will only be issued for swim lessons up to 72 hours prior to the beginning of first class. No refunds will be issued after the 72-hour deadline. Pro-rated refunds will be issued for illness if accompanied by written physician statement, provided class session has not passed the halfway point. A processing fee of \$5 will be deducted for all refunds issued. Refunds are by check only, please allow up to four weeks for refunds.

**A. Refund Procedure:**

1. Refund requests made prior to the start of a program (72 hours for swim lessons) are to be prepared by the Office Manager. The office manager will send an email to the program supervisor stating that a request was made and placed in the "refund" folder kept at the Welcome Desk.
2. When taking a call for a refund request, call must be forwarded to the Office Manager or program supervisor. Please do not send the call to voicemail. Be certain that the Office Manager or program supervisor answers the call or take the information from the patron. It is imperative for the Office Manager or program supervisor return the patron's call promptly.
3. Fill out the request form completely (**Appendix J**).
4. Be certain that you add a roster note for all refund requests stating the date the request was called in.
5. If the refund is granted, the Office Manager will contact patrons on the program waiting list until the vacant spot is filled. The program supervisor is responsible for getting updated rosters to the instructor of the program.
6. The Office Manager will process the refund within 14 business days.

**IV. Cancellation Policy** – Gladstone Parks and Recreation reserves the right to cancel, combine or divide classes. Occasionally, there may be a need to change dates, times, locations, instructors, fees or program revisions in program offerings. There will be a minimum 24-hour notice given for date, time, location changes or cancellations. In order to keep our class fees as low as possible, we will not be able to issue credits for missed classes or activities. Programs may be cancelled on those dates when the Gladstone Community Center has holiday hours.

**V. Program Registration Deadlines** – Registration deadlines are designed to encourage early registration. Most programs sponsored by the Gladstone Parks and Recreation Department for the Gladstone Community Center will have a registration deadline. Past participants will have registration forms mailed or emailed to them. Forms will also be distributed throughout the schools. Forms may also be accessed at the Gladstone Community Center Welcome Desk

**VI. Program Punch Cards** - 80% of the class maximum participants will be reserved for individuals who are registered for the program. Registered program participants are guaranteed a spot in their registered class. The Gladstone Community Center will sell program punch cards designed for the convenience of patrons with busy schedules. Punch cards are available to purchase for fitness/aerobic classes. Cards will allow the patron to enter the facility and attend a class. 20% of the class maximum participants will be reserved for punch card participants. Having a punch card does not guarantee admittance into a program. Punch card spots for program classes are filled on a first come, first serve basis. Additional punch card spots may be available if registered participants do not fill 80% of the class maximum. Punch cards can be purchased from the Welcome Desk staff.

- A. Punch cards have ten punches.
- B. Punch cards expire 6 months from the date of purchase.
- C. Punch cards are only valid for the cardholder.
- D. Unused punches are non-transferable and non-refundable.



# Welcome Desk/Center Operations –

## GLADSTONE COMMUNITY CENTER

*The GLADSTONE COMMUNITY CENTER is pleased to provide quality customer service to all its members and guests. Customer service and accountability are our guiding principles. Controlling entry to the facility with ideal customer service is a primary goal of the Welcome Desk staff. Spectator/visitor policies will allow for convenient entry while not compromising the integrity Gladstone Community Center members and patrons. Transactions made at the Welcome Desk will be professional, friendly, accurate, and timely.*

- I. **Admittance Procedures** - All Gladstone Community Center members are to be verified by membership I.D. upon entrance to the facility to ensure safety and security of the members, program participants, the facility, and its programs.
  - A. **Members:** All members wishing to use the Gladstone Community Center are required to show a Gladstone Community Center member I.D. card upon entry.
    - 1. Staff will verify cardholder's identity by watching them swipe their card and matching the photo on file with that of the cardholder. Membership status will be reviewed and member will be informed if expiration of membership is within two weeks.
    - 2. If a member has forgotten their member I.D. card, membership will be verified by photo ID on file in the computer. The documentation for people who have forgotten their member I.D. is located in a Folder at the Welcome Desk under Gladstone Community Center Forgotten I.D. After the fifth recorded time in a six month period, (January to June or July to December) a member upon entering must have their member I.D., or pay \$5.00 for new cards, or not enter. Forgotten card documentation will start over every six months (January and again in July) no matter when a member joins.
  - B. **Program Participants:** Program participants must stop at the Welcome Desk and sign in before entering their program area. Welcome Desk staff will keep the program roster up to date and accessible for patrons who need to sign in.
  
- II. **Age Limits** - Each area of the facility has specific guidelines for children's use. No child under the age of 10 will be allowed to enter the facility without being accompanied by a parent or guardian over 16. Parents dropping off children for classes and leagues must enter the facility with their children to be sure that no changes have been made to the activity schedule.
  - A. **The Fitness Center** - Children under the age of 12 will not be permitted in the fitness center unless they are participating in a fitness class. Children ages 12 to 14 can use all equipment once they have successfully passed the fitness center orientation performed by a fitness center staff member and are accompanied by a person 18 years of age or older. The fitness center staff offers group certifications regularly.
  - B. **The Track** – Children under the age of 14 must be accompanied by a person 18 years of age or older. The track is to be used for its intended purpose only, no standing or viewing from the track. Runners are to use the outside lane and the walkers are to use the inside lane. Side-by-side walking or standing is not allowed. The direction the participants will go changes daily.
  - C. **The Aquatic Center** - Children under the age of 10 must be accompanied by a person 16 years of age or older wearing a swimsuit.
  
- III. **Attire** - The GLADSTONE COMMUNITY CENTER is a community-oriented facility. Patrons are expected to dress in attire appropriate for a family fitness facility.
  - A. No gymnasium user shall wear baggy clothing on the legs or the arms that may cause injury to themselves or others. All participants using the gymnasium floor must wear soft sole, non-marking, closed toe shoes.
  - B. Swimming pool patrons may not wear cut-offs, jean shorts, thongs, or everyday clothes in the pool. Children age 3 and under must use commercial swim diapers, which may be purchased at the Welcome Desk.

- C. Fitness Center participants are expected to dress in appropriate work out clothing. Pants or shorts with zippers, snaps, and buttons can damage weight training equipment upholstery; therefore, patrons are asked to avoid wearing such clothing when exercising on weight machines. No cut off jeans, jeans, street shoes, and sandals are allowed in the cardio/weight room.

#### **IV. Fitness Class Participant Sign-In Procedure**

- A. Registered participants will stop and ID themselves at the Welcome Desk prior to entering the program area. Welcome Desk staff will have participant's sign-in sheet in the program sign-in book and grant non-members access to the program area ten minutes before class.
- B. Punch Card participants must check in at the Welcome Desk. Welcome Desk staff will check the availability of punch card spots for the participants' desired program. If space is available Welcome Desk staff will punch the participant's card and grant non-members access to the program area ten minutes before class.

#### **V. Food & Drink**

- A. Only containers with water and sealable tops are permitted in activity areas.
- B. Food and drink must remain in the banquet, party rooms, and lobby areas of the Gladstone Community Center.
- C. If alcohol is served during the rental of banquet rooms, alcohol will remain in banquet rooms and/or courtyard adjacent to banquet rooms. Alcohol is not permitted in the lobby or other facility areas.
- D. Food and drinks can be purchased at the Gladstone Community Center from vending machines located in the main lobby area.
- E. Glass containers and coolers are not permitted.

- VI. Gymnasium Equipment Checkout** – Gymnasium equipment is available for checkout at the Welcome Desk. Patrons must exchange their member I.D. for the equipment. The I.D. will be placed in the appropriate holder for the equipment checked out. Any items damaged or not returned will be charged to the member checking out equipment. Types of equipment that are available for checkout include: basketballs, volleyballs, jump ropes, locks, etc.

- VII. Gladstone Community Center Hours of Operation** - The Gladstone Community Center will be open to patrons seven days a week, with the exception of specified holidays. Hours of operation will be posted. Any change in hours will be communicated to members and guest in a reasonable amount of time by posting a notice, e-mails, and Gladstone Community Center publications.

#### **VIII. Wireless Internet Use Policy**

- A. The City of Gladstone provides free wireless unfiltered access points at the Gladstone Community Center for public Internet access. These access points will allow users to connect to the Internet from their laptop computers when sitting within range of the access points. Users are responsible for configuring their own equipment. The City of Gladstone and/or Gladstone Community Center does not provide technical support for establishing or maintaining a connection nor equipment configurations. The City of Gladstone and/or Gladstone Community Center is not responsible for any changes made to an individual computer's settings and does not guarantee that a user's hardware will work with the City's wireless connection. The City of Gladstone and/or Gladstone Community Center is not responsible for any personal information (e.g., credit card) that is compromised, or for any damage caused to hardware or software due to electric surges, security issues or consequences caused by viruses or hacking. All wireless access users are individually responsible for maintaining up-to-date virus protection on personal laptop computers or wireless devices.
- B. Wireless users agree to abide by the City of Gladstone's Internet Use Policy while using the Gladstone Community Center's wireless network. The following violations may result in removal from the facility, suspension of membership, termination of membership, or termination of employment.

1. Improperly downloading files that contain a "virus" or similar piece of code that may do damage to any data, computer, or networking device.
2. Use which creates a disturbance to other patrons will not be tolerated.
3. Viewing obscenity or pornography or, if a minor, viewing content defined as "harmful to minors" according to state or federal law.

**IX. Locker Room Use** - Lockers are designed for day use only. The staff will work to ensure the cleanliness and safety of the locker rooms.

- A. Family locker rooms are provided for the convenience of families with children or persons needing assistance.
- B. The maintenance staff will cut-off all locks that are left on at the end of the evening. Contents from the locker will be documented on locker inventory form, and kept for seven days. Staff will make an effort to call the owner of the contents if I.D. is verified. After seven days the contents will be taken to the Salvation Army and valuables will be taken to the Gladstone Police Department.
- C. Locks are available for purchase at the Welcome Desk.
- D. The Gladstone Community Center is not responsible for lost or stolen articles.
- E. To protect the privacy of our patrons, the Gladstone Parks and Recreation Department prohibits the use of any electronic, mechanical, manual, electric, digital, voltaic or other devices, instrument or means capable of recording, producing, duplicating, reproducing, storing, copying, transmitting or displaying any visual, video, photographic, electronic, digital, recorded, or other visual image, picture, or representation, including but not limited to any camera, photographic camera, video camera, fiber optic camera, motion picture camera, television camera, camcorder, videotaping device, or camera cell phone, in any restroom, locker room, lavatory, bathroom, shower facility, or dressing room, in any building owned, leased to, or under the control of the Gladstone Parks Department. Signage will be posted in all locker rooms, restrooms, lavatories, shower facilities and dressing rooms. If a patron violates this policy staff will ask them to leave the facility.

**X. Lock Removal** - Patrons will state the contents of the locker before the lock is removed. Maintenance staff will remove the lock only in the presence of the member and verify the contents.

**XI. Lost and Found** - Lost and found valuables will be logged and stored for up to thirty days. Lost and found items not considered valuables are stored for up to 7 days before being donated to the Salvation Army. Owners shall sign for recovered items.

**XII. Paging/Messages** - The paging system is designed for Gladstone Community Center closing and emergency announcements. Patrons will not be paged except under emergency conditions. A closing announcement will be made 15 minutes prior to closing each day.

**XIII. IT Support** – Any time support is needed for IT (phones and computers), staff contacts the Office Manager for support. In the absence of the Office Manager, the Community Center Administrator is the contact. The Office Manager and/or the Community Center Administrator will attempt to resolve the issue. If unsuccessful, the Office Manager will contact the IT department at X4132 or X4133 for support. If the issue is phone related, the Office Manager will contact Cindi at X4128 prior to contacting IT. The Rental Coordinator supports AV rental issues. In the absence of the Rental Coordinator, the Office Manger and/or the Community Center Administrator is the contact.

**XIV. Penalty Provisions** - Membership to the Gladstone Community Center is a privilege which can be revoked for due cause. Members caught violating policy or rules, vandalizing property, stealing, or engaging in illegal activities will have their membership revoked. Employees should refer to disciplinary guidelines and disciplinary action form. If Gladstone Public Safety Department becomes involved, legal charges may also apply. Suspension and/or membership revocation will be handled by the Community Center Administrator and/or the Director of Parks and Recreation on a case-by-case manner.

- A. **Vandalism** - Vandalism will not be tolerated. Violations will be reported to the Gladstone Public Safety Department for investigation and vandals will be prosecuted to the fullest extent of the law. The violator's membership will be revoked. If the violator is the guest of a member, the member's membership is subject to revocation.
- B. **Language** - The Gladstone Community Center is a community-oriented family facility. Inappropriate language will not be tolerated. Patrons warned more than once will be asked to leave the facility.

**XV. Signage/Flyers** – Outside flyers of programs/events, from not-for-profit organizations, that are not in direct competition with programs offered through the Gladstone Community Center or Gladstone Parks and Recreation Department will be considered for posting.

- A. Community Center Administrator must approve flyers before posting.
- B. Flyers must look professional.
- C. Flyers may be posted up to two weeks in advance.
- D. All materials will be discarded following the event unless otherwise notified.
- E. Material will be posted in approved/designated areas.

**XVI. Tobacco** - The Gladstone Community Center is a tobacco-free environment. Use of any type of tobacco will not be permitted in or on the grounds of the Gladstone Community Center. (City Ordinance 4.095)

**XVII. Televisions** - Television in the Gladstone Community Center lobby is designed to broadcast Gladstone information including rentals, programs and cancellations. When television is not in use for Community Center information, regular broadcasting may be shown with the approval of the Community Center Administrator.

- A. Programming will be family oriented.
- B. Volume will be kept at a minimum, so as not to disturb the Welcome Desk staff operations or other patrons.

**XVIII. Weather Alerts** - In the event of snow or icy weather, the Gladstone Community Center staff will make every effort to open the facility, but may operate on a snow schedule. Gladstone Community Center morning programs will be cancelled if the North Kansas City School District closes school due to inclement weather. The Community Center Administrator and Program Supervisors will make a decision on evening programs. The weather line will be updated and contain the most recent information regarding closures.

- A. The Community Center Administrator will be responsible for updating the Gladstone Community Center voicemail with any closings/cancellations.
- B. Patrons will be asked to move to emergency areas when "warnings" are issued. See the Emergency Procedures section of this manual for Emergency Action Plans.

**XIX. Vending Machine Refunds** – Welcome Desk staff will be able to refund money lost in vending machines. Staff should complete a "Vending Machine Refund Form", and have the patron sign the form.

**XX. Cash Handling Procedure** - The Gladstone Community Center will follow the Gladstone Parks & Recreation Department Cash Handling Policy and Procedure.

# **Aquatic Center Policy –** **GLADSTONE COMMUNITY CENTER**

*The aquatic center will maintain a family-friendly recreational swimming area suitable for adults and children as well as the lap swimmer and recreational programs. Staff will keep both the pool and locker areas clean, customer service-friendly and safe from potential harm to the user.*

**I. Age Limits** – Age limits are established for children using the Aquatic Center. Children under the age of 10 must be accompanied by a person 16 years of age or older wearing a swimsuit while in the Aquatic Center.

- A. Parents are expected to directly supervise their children in the aquatic center.
- B. The lifeguards will question the age of any child that does not appear to meet the age minimum. Unsupervised children will be removed from the aquatic center and taken to the lobby area to wait for their parent or guardian to pick them up. The Aquatic Specialist, Assistant Aquatic Specialist, or Building Attendant will contact the guardian of the underage child to pick them up.

**II. Attire** - Appropriate swim apparel must be worn at all times in the Aquatic Center.

- A. Swimsuits are required when using pools.
- B. No cut-offs, thong swimsuits, t-shirts, or cover-ups are allowed in the pool, no shorts with metal rivets will be allowed on the slide.
- C. Individuals wearing footwear deemed to be harmful to the pool deck or footwear that is making the pool deck dirty may be asked to remove their shoes.
- D. Children age 3 and under will be required to wear disposable swim diapers and appropriate swim attire while in the pool. Patrons may purchase swim diapers at the Welcome Desk.

**III. Capacity**

- A. The capacity for the competition pool is 106
- B. The capacity for the diving pool is 57
- C. The capacity for the leisure pool is 63
  - 1. The head lifeguard will notify patrons if they are at or beyond capacity in either aquatics area.
  - 2. Additional patrons will not be allowed to enter the aquatics area until other patrons exit.
- D. When the aquatic center reaches maximum capacity, the Welcome Desk will be notified by the Aquatics Specialist, Assistant Aquatics Specialist, or Lifeguard to alert patrons who are checking in that the pool is at capacity.
  - 1. The Welcome Desk will put up a sign notifying membership that the pool is at capacity and will re-open when there is sufficient additional space.
  - 2. The Aquatics Specialist, Assistant Aquatics Specialist, or Lifeguard will notify the Welcome Desk when the pool is ready to accept additional patrons.
  - 3. Announcements will be made over the PA system indicating that the Aquatic Center has opened.

**IV. Equipment Use** – Limited equipment may be available for use by patrons when equipment is not being used for programming. It is the responsibility of the patron to return the equipment to its proper storage space. Misuse of pool equipment by patrons will result in loss of privileges.

**V. Facility Use** - The facility will be used in a manner that is safe and secure for all patrons and users of the facility.

A. Swimming Pool Use

- 1. Priority for lap lane use is split between lap swimming and programming depending on the time of the day. The North Kansas City School District is provided priority during competitive swim seasons.

2. At least one lap lane will be available (either in competition pool, diving well, or leisure pool) for drop-in lap swimming during most public swim hours, including NKCS D exclusive use times except for scheduled swim meets.
3. Swimmers should choose a lane with other swimmers of similar ability.
4. Lap Swimming Etiquette
  - a. A circle pattern will be used for lap swimming. Always stay to the right side of the lane, swimming in a counterclockwise direction.
  - b. If you stop between lengths, sit on the side of the pool to avoid congestion.
  - c. Try to keep pace and maintain a reasonable distance between swimmers.
  - d. When passing, notify the swimmer in front of you with a tap on the foot and pass in the middle of the lane. Watch for oncoming swimmers. Whenever possible, it is best to pass at the end of the lane.
  - e. Diving is allowed off diving boards only.

**VI. Hours of Operation** – The Aquatic Center will be open during various times of the day for both drop-in swimming and programming. See the Gladstone Community Center pool schedule at the Welcome Desk.

- A. Lap Swimming Hours – one lap lane will be available during most hours of operation for the Aquatic Center, except during special programming or swim meets.
- B. Recreational Swimming Hours – A schedule will be set for each month based upon programming, holidays and shortened school days.

**VII. Mechanical and Chemical Systems** - Daily reports will be kept for all mechanical and chemical systems in the aquatic center according to county/state health code requirements.

- A. The Aquatics Specialist, Assistant Aquatics Specialist, Head Lifeguard or Lifeguard on duty will complete the daily water report. This includes taking chemical tests frequently, in accordance with Clay County Health Department standards.
- B. The Aquatics Specialist or Assistant Aquatics Specialist will do a complete water test and make any necessary adjustments once a week.
- C. Only those staff members trained in the mechanical and chemical systems will be permitted in the filter room.

**VIII. Pool Temperature** - We will strive to maintain consistent pool temperatures for the competition, leisure, and diving well pools. The leisure and diving well pools will be kept at a warmer temperature than the competition pool because of the difference in the nature of the activities that take place in the three pools.

- A. The leisure pool and diving well will maintain a regular temperature of 84-86.
- B. The competition pool will maintain a regular temperature of 78-82 degrees.
- C. The air temperature will be set at 85.7 degrees.

**IX. Rules** – Aquatic facility rules have been established to govern the use of the activity areas. All rules were established with patron safety and security in mind. It is the responsibility of the supervisors and lifeguards to enforce these rules consistently and fairly at all times.

**A. General Pool Rules:**

1. Certified Lifeguards are on duty at all times for your safety. Please obey lifeguards at all times.
2. Lifeguards may stop play of any kind deemed unsafe. Running & horseplay is not allowed in or around pool area.
3. Children under 10 must be accompanied by a person 16 years of age or older, in swimwear.
4. Only U.S. Coast Guard approved life jackets are allowed.
5. No floatation toys or opaque rafts allowed in pool.
6. Diving only allowed off diving boards. Swimming not allowed in diving or slide plunge area.

7. Toys (non-metal), soft throw toys, & diving sticks are allowed only in competition & leisure pools, at manager's discretion. No other objects are allowed in pool (towels, water battles).
8. Proper swimwear required: Thongs, cut-offs, t-shirts, & cover-ups are not allowed. Swim diapers are required & available for purchase at Welcome Desk.
9. Non-glass water bottles with sports tops are allowed. No food, beverages or chewing gum allowed on pool deck.
10. Gladstone Community Center is not responsible for lost, stolen, or damaged personal items.
11. Person with casts, open wounds, rashes, or infectious communicable disease will not be allowed in pool.
12. Public Display of Affections (P.D.A.) is not allowed.
13. Attractions may be closed due to low attendance.
14. Starting blocks may only be used when authorized by aquatic staff.

**B. Flume Waterslide Rules:**

1. Riders must enter the slide in a sitting position and wait for instructions from the lifeguard stationed at the slide starter tub
2. All riders must be 48 inches tall
3. Maximum rider weight is 300 pounds
4. Riders must lie on their backs at all times. Do not sit up while riding the slide.
5. Do not pull or propel yourself into the ride
6. No combs or foreign objects are allowed in pockets and no jewelry can be worn while riding the slide. No cut off jeans or swim wear with exposed zippers, buckles, rivets or metal ornamentation; only approved swim suits allowed
7. All riders must ride feet first while lying on their back with arms crossed across their chest. Do not go down the slide head first.
8. No running, standing, kneeling, rotating, tumbling or stopping in the flume. Arms and hands must remain inside the flume at all times. Riders should remain in proper riding position until forward movement is terminated. At no time should the rider attempt to stand up while on the slide or prior to coming to a complete stop in the splash out area
9. Only one rider at a time. Absolutely no trains or chains of riders are permitted
10. No tubes, mats, or life jackets are permitted on the waterslide
11. The line should form on the deck with one on each landing and one rider in the starter tub. Wait until landing area is clear before entering
12. Riders must be in good health. Elderly persons, those suffering from heart disease, high blood pressure, epilepsy, or persons using prescription medication should consult their physician before using this slide. Individuals with medical conditions including, but not limited to pregnancy, heart, or back problems should not ride
13. Do not use this slide while under the influence of alcohol or drugs
14. No diving from slide
15. Leave the plunge pool promptly after entering
16. Non-swimmers are not permitted
17. Warning: Water depth is 3 feet 6 inches
18. Riders assumes all risk of injury due to misuse of this slide or failure to follow these rules

**C. Diving Board Rules:**

1. Please obey Lifeguards at all times.
2. One person permitted on diving board at a time.
3. All users/divers will go straight off the end of board with only one bounce.
4. Low board divers swim to nearest ladder, High board divers swim directly under high dive.
5. No flotation devices allowed on boards.
6. Swimming under the rope in lap lane is not allowed.
7. Sitting or standing on gutters is not permitted.

- X. Violators** - A lifeguard's job consists of managing people, controlling their actions, and providing for their health and safety. Repeat rule violators will make the Gladstone Community Center an unsafe and unfriendly recreation environment. Rule violators will be dealt with in a reasonable and courteous manner.
- A. When dealing with rule violators the following guidelines will be followed.
1. Be consistent. Enforce rules in the same way every time.
  2. Understand and explain the rules. The Aquatic Staff must understand the reason for a rule, and be able to explain it.
  3. Use a positive approach. For example, instead of saying "Don't run", say "Walk please. You might fall and hurt yourself."
  4. Refer problems to the supervisor. When a patron argues about his behavior, don't hesitate to pass that problem on to a supervisor. The supervisor can deal with the problems, and the staff member can continue monitoring the safety of the pool patrons.
- XI. Procedure For Fecal Contamination** – See Aquatic Manual
- XII. Opening & Closing Procedures** – See Aquatic Manual



# **Fitness Center Policy –** **GLADSTONE COMMUNITY CENTER**

*The Fitness Center staff is to balance customer service with risk management and cleanliness. This area of the facility is a main selling point for memberships and is open to members during all hours of operation of the facility. Staff will strive to help all patrons learn proper exercise techniques and feel comfortable with the exercise equipment and their exercise routines.*

- I. **Aerobics Room Use** – The aerobics room is available for classes, rentals and stretching when not in use. If members would like to use a piece of equipment from the aerobics room (i.e. exercise balls) then they will request the Fitness Attendant to get the desired piece of equipment for them. If there is no weight room attendant available, patrons should request assistance at the Welcome Desk. While classes are in session, no patron or staff member will enter the room.
  
- II. **Equipment Orientation** - All members of the Gladstone Community Center will be required to attend a complementary fitness orientation on the exercise equipment by a trained Fitness Attendant.
  - A. Patrons can make an appointment at the Fitness Center Desk for an orientation or with the Fitness Technician directly.
  - B. Patrons will be expected to use all equipment as it is designed to be used.
  - C. Fitness Center Staff will stop any unintended use of equipment deemed potentially harmful to a patron or to the equipment.
  
- III. **Personal Training** - Personal trainers are available for a fee to help design exercise programs, update fitness regimes, or for long-term training appointments.
  - A. To schedule a personal training appointment, contact the Fitness Technician.
  - B. Personal trainers are provided on a contractual basis and have exclusive rights to training in Gladstone Community Center. Outside trainers are not permitted.
  - C. Any individual warned and/or continually violating policy pertaining to outside training may have their membership revoked.
  
- IV. **Rules** - Fitness Center rules have been established to govern the use of the fitness areas. All rules were established with patron safety and security in mind. It is the responsibility of the supervisors and Fitness Attendants to enforce these rules consistently and fairly at all times.
  - A. **Fitness Center Rules:**
    1. Individuals who utilize the fitness center do so at their own risk. The Gladstone Community Center is not responsible for any injury that may occur while participating in any exercise activity.
    2. Children under the age of 12 will not be permitted in the fitness center unless they are participating in a fitness class. Children age 12-14 can use all equipment with direct adult supervision. Adult supervisor must be at least 18 years of age.
    3. The Community Center is not responsible for lost or stolen items.
    4. Individuals are required to wipe down equipment with provided disinfectant after each use.
    5. Members are required to pick-up after themselves, remove personal items and discard their trash.
    6. All personal items must be stored in cubbies or locker room.
    7. Damage to any equipment must be reported to the Fitness Center Attendant.
    8. Workout towels are recommended but not required.
    9. Proper athletic attire must be worn at all times. Athletic shoes must be worn, no sandals, open toed or open-backed shoes are permitted. Shirts must be worn at all times. No jeans allowed.
    10. No food or gum is permitted in the fitness center. Water is allowed in a sealable plastic container.
    11. The community center reserves the right to refuse service and revoke membership to any member who violates any rule or regulation, or engages in any verbal and/or physical abuse of the fitness center staff or members.

**B. Weight Area Etiquette:**

1. Use of chalk is not permitted.
2. Do not rest on machines. Allow others to use equipment between sets.
3. Spotters are required at all times.
4. Please return weights to the weight tree or rack.
5. Please do not set weights against the wall, mirror, benches, windows or other equipment.
6. Please show respect for the equipment and facility at all times. Dropping/throwing of weights is strictly prohibited.
7. Collars are required on free weight bars at all times.

**C. Cardiovascular Area Etiquette:**

1. Participants are to observe the 30 minutes time limit on all cardiovascular equipment during peak hours.
2. Wipe down equipment after each use. When wiping down equipment, please do not spray solution directly on equipment.

**D. Track Rules:**

1. Children age 14 and under must be directly accompanied by an adult (18 or older).
2. Follow track direction signs designated for the day.
3. No standing, stopping or observing from the track area.
4. The inside lane is designated for walkers, no side-by-side walking allowed. The outside lane is designated for jogging.
5. Strollers are prohibited from track unless participating in a special program or class.

**V. Televisions** – The televisions in the fitness area are for patron use. Patrons using a FM radio may tune into the station noted at the bottom of the television in order to hear the television. The television stations will be periodically changed by the closing Fitness Attendants or for special events. There will be a variety of stations to choose from. There should always be one local station, one news station, and one sports station on the televisions. Staff should choose from a sports station, movie station, History Channel, Discovery Channel, Cooking Channel, or Home and Garden Channel for the fourth and fifth television.

**VI. Preventative Maintenance** – There are both daily and weekly preventative maintenance tasks that will need to be completed. Please report any equipment that is in need of repair by filling out a Maintenance request form on the computer or report it to the Fitness Supervisor who will alert the Building Operator. If a piece of cardiovascular equipment breaks down, it will be moved to the storage closet near the track entrance immediately.

**Gymnasium Policy - GLADSTONE COMMUNITY CENTER**

*The gymnasium in the Gladstone Community Center is provided for a wide variety of athletic programs/events and recreation leagues sponsored by the Gladstone Parks and Recreation Department. Procedures for the gymnasium will maintain a balance between the needs of the Recreation Programs and the "drop-in user" in a clean, safe environment.*

- I. Gymnasium Rules** – Gymnasium rules have been established to govern the use of the court areas. All rules have been established for patron safety and security. It is the responsibility of the Supervisor on duty or Building Attendant to enforce these rules consistently and fairly at all times.
- A. Children under the age of 10 must be directly supervised by an adult 16 years of age or older.
    1. Children in the gymnasium under the age of 10 must be enrolled in a supervised program if not accompanied by an adult.
    2. No children will be allowed in the gymnasium during adult programming.
  - B. No dunking or hanging on the rim – No dunking is allowed on any net lower than ten feet. No hanging on any rims at any time. Violation of this rule will result in removal from the facility for the day. Repeat violators may lose gym privileges and/or have their membership terminated. Members are responsible for their guests.
  - C. Attire – No gymnasium user shall wear baggy clothing on the legs or the arms that may cause injury to themselves or others. All participants using the playing floor must wear soft sole, non-marking, closed toe shoes.
  - D. No food, drink, or gum allowed in the gymnasium, water is allowed in a sealable plastic container.
  - E. HORSEPLAY, FIGHTING, SWEARING, or ABUSIVE LANGUAGE will not be tolerated.

E. No personal items are to be placed on the gymnasium floor. We strongly encourage members to place all items in a cubby or in a locker available in the locker rooms.

**II. Open Court Policy** – Staff will make every effort to ensure that one court will be available for drop-in use during all hours of operation of the Gladstone Community Center.

A. Basketball

1. If more than one open court is available
  - a. Every attempt will be made to place groups waiting to use an open court on a court other than the one being used for a full court pick up game.
  - b. If a supervisor needs to place a group on the court being used for the full court pick up game, then the rules for one open court available will apply.
2. Only one open court available
  - a. If no one is waiting to play anything other than pick up basketball, then a full court pick up game may be played.
  - b. As soon as any other patron (man, woman or child) wants to use an open court, the pick up game will become a half court game.
  - c. If there are more than three separate groups who want to use an open court, then the pick up basketball game shall be disband.

B. Volleyball

1. More than one open court available.
  - a. If there is one open court available, every attempt will be made to set up a volleyball net upon request. **Please note: due to Maintenance Staff and Building Attendant schedules, it could take up to 30 minutes to set up a volleyball net.**

**III. Net Heights** - All basketball goals will remain at ten feet in height at all times, unless otherwise coordinated with maintenance and the Community Center Administrator for a specific program or rental. All volleyball net height adjustments will be coordinated with the Building Operator, Assistant Building Operator or Building Attendant. Patrons will not adjust volleyball net or basketball goal heights.

**IV. Court Supervision** – It is the responsibility of the Fitness and Building Attendants to supervise and enforce rules consistently and fairly at all times. Any problems or injuries must be reported on Marcit Incident Report Form. The Supervisor on duty will be notified of any incident or accident.

# **Child Watch Policy –** **GLADSTONE COMMUNITY CENTER**

*The child watch area will provide a safe, fun, and secure play area for the children of members and guests of the Gladstone Community Center who are using the facility or for those who are participating in Gladstone Community Center/Gladstone Parks and Recreation sponsored programs. The staff in this area will be focused on a high level of age appropriate care for these children.*

- I. Eligibility** - Childcare services are provided for members or guests utilizing the Gladstone Community Center and/or patrons attending a Gladstone Community Center sponsored program. Parents/Guardians may not leave the facility while their children are in the Child Watch Room. All employees (full-time and part-time) and contracted staff of the Gladstone Parks & Recreation Department may use the Child Watch service at the Gladstone Community Center during Child Watch scheduled hours of operation.
- A. Children must be between the ages of six months and through 9 years old.
  - B. The parent/guardian must remain in the Gladstone Community Center while utilizing the Child Watch service.
  - C. Max time limit will be 2 hours per visit. Late fees will apply at \$1.00 per minute.
  - D. Capacity 34
- II. Check In/ Check Out** - Patrons must check in at the Welcome Desk prior to dropping off their child/children in the Child Watch Room. Payment is due at time of check-in. Only the parent/guardian who checks-in the child/children will be allowed to check-out the child/children.
- A. Payment forms accepted.
    - 1. Cash
    - 2. Check
    - 3. Credit Card (MasterCard or Visa)
    - 4. Child Watch punch cards (good for 6 months) are available for purchase at the Welcome Desk
  - B. After payment has been processed, the parent/guardian and child/children will be given a wristband with their last name and the check-in time.
  - C. Parent/guardian must escort child/children to the Child Watch Room.
  - D. A child information sheet must be on file with the Child Watch staff prior to first visit.
  - E. Parent/guardian must sign the daily attendance sheet before leaving their child/children in the Child Watch Room.
- III. Ratios** - The ratio of staff to children will not exceed 1:10 for children ages 4 years old and up and 1:3 for children ages 6 months to 3 years old.
- IV. Behavioral Problems** - The Gladstone Community Center Staff will handle minor behavior problems.
- A. Parent/guardian will be paged for consistent behavioral problems or problems that are a potential threat of injury to another child or staff.
    - 1. Call the Welcome Desk for assistance.
    - 2. Welcome Desk staff will page the parent/guardian and ask them to report to the Child Watch Room immediately.
  - B. The Gladstone Community Center Administrator may revoke Child Watch privileges from children who have multiple recurrences of behavior problems.
- V. Diapering/Toileting** – Child Watch Staff does not change diapers. Staff will page the parent/guardian asking them to report to the Child Watch Room immediately. Parent/Guardian may use the restroom in the Child Watch Room for changing purposes.
- VI. Cleanliness of Toys and Furniture** – All washable toys will be washed daily at the end of the 2<sup>nd</sup> childcare shift. All furniture including chairs, tables, beanbags and other areas used by children will be wiped with disinfectant at the end of each shift.

- VII. Food and Beverages** - Individual snacks and drinks are permitted in the Child Watch Room. The Gladstone Community Center will not provide snacks for children.
- VIII. Hours of Operation** - The Gladstone Community Center will only provide the Child Watch Service during posted hours (**Appendix N**). Child Watch Room may be closed due to insufficient staff. Advance notice will be provided whenever possible.
- IX. Interaction With Children** – The children will be kept occupied at all times by Child Watch Staff. Staff is to provide positive interaction with the child/children at all times. Staff will be creative and use resources available. Floor activities may be required.
- X. Inventory of Toys and Games** - All toys and games will have pieces counted on an ongoing basis.
- XI. Time Limits** - Children are permitted to stay a maximum of two hours per day. Hours may be consecutive or separate uses. Late fees will apply at \$1.00 per minute.
- XII. Medication** - The Gladstone Community Center staff will not administer medication of any kind.
- XIII. Opening & Closing Procedures** – All Child Watch Staff will follow the opening & closing procedures that have been outlined in (**Appendix R-1 & R-2**).

# Exposure Control Plan –

## Gladstone Community Center

### I. Determination of Risk of Exposure

- A. Gladstone Community Center has established an Emergency Action Plan to respond to and provide first aid for life-threatening and non life-threatening emergencies.
- B. The following individuals have been identified as high risk because of their job description; they are required to administer first aid and perform blood spill containment and clean up procedures.
  - 1. Aquatics Specialist
  - 2. Assistant Aquatics Specialist
  - 3. Assistant Building Operator
  - 4. Building Operator
  - 5. Custodians
  - 6. Head Lifeguards
  - 7. Lifeguards
- C. The following individuals have been identified as medium risk because of their job description; they are required to administer first aid.
  - 1. Building Attendants
  - 2. Child Watch Attendants
  - 3. Assistant Center Administrator
  - 4. Fitness Attendants
  - 5. Fitness Instructors
  - 6. Fitness Technician
  - 7. Water Safety Instructors
- D. These employees are considered low risk because of their job description and may use the post exposure prevention option
  - 1. Community Center Administrator
  - 2. Office Manager
  - 3. Rental Coordinator
  - 4. Welcome Desk Attendants

### II. Method of Implementation

- A. All persons in the above high risk category will be trained with the following information
  - 1. First Aid and Safety
  - 2. Personal Protective Equipment training
  - 3. Preventing Disease Transmission
  - 4. Review of Exposure Control Plan
- B. All persons in the above moderate risk category will be trained with the following information
  - 1. First Aid and Safety
  - 2. Personal Protective Equipment training
  - 3. Preventing Disease Transmission
  - 4. Review of Exposure Control Plan
- C. All training will be completed on an annual basis and within 30 days of hiring
  - 1. Any high/moderate risk employee who is exposed to blood-borne pathogens in the course of work will be provided with the Hepatitis B vaccine free of charge via the Post Exposure Plan.

### III. Standard Precautions

- A. The concern over blood borne pathogens has sparked a renewed interest in infection control. Two specific areas of concern are HBV, which leads to Hepatitis B (a liver infection), and HIV, which leads to AIDS (Acquired Immune Deficiency Syndrome).
- B. The nature of our profession and the occasional accidents associated with recreation and

- sports may require close contact with accident victim's blood and/or bodily secretions. Knowing who is or is not infected is irrelevant. Anyone can be carrying a blood transported disease and not know it. Therefore, precautions must be taken with everyone (men, women, and children).
- C. The transmission of the AIDS virus by fluids through broken skin indicates that disposable gloves must be worn and other precautions taken to prevent skin contact with bodily fluids. All staff must be gloved when treating accident victims who are bleeding and/or have other bodily fluids apparent. Other precautions referred to as Standard Precautions to prevent the spread of the AIDS virus and other infectious agents should be followed as well.
  - D. The guidelines listed below have been developed to protect the Gladstone Community Center staff as well as the injured party against HBV, HIV and/or other blood-borne communicable diseases.
    1. Location of Personal Protective Equipment
      - a. Disposable gloves are kept at the Welcome Desk, Fitness Desk, All Custodial Closets, and Lifeguard Room
      - b. CPR masks are kept at the Welcome Desk, Fitness Desk, All Custodial Closets, and Lifeguard Room
      - c. Goggles are kept at the Welcome Desk, All Custodial Closets, and Pool Mechanical Room
    2. Wear disposable gloves to prevent skin contact with the patient's blood and/or bodily secretions. Fresh wounds are most susceptible to infection through contamination but all wounds should be protected.
      - a. Use disposable gloves whenever dealing with a person who is unconscious or is bleeding or vomiting
      - b. Blow air into the glove to be sure it does not have a leak
    3. Use a pocket mask for ventilator resuscitation. This reduces the likelihood for exposure to the patients' secretions and provides better oxygenation of the patient.
    4. Avoid exposing skin or mucous membranes to the patient's blood and/or other bodily fluids. Exposed surfaces should be washed off with soap and running water as soon as possible. This action will limit the length of your exposure to any potential pathogens.
    5. Wear eye protection (goggles) whenever the patient is losing a large amount of blood or secretions and there is a chance of splashing or splattering. This should prevent any contaminates from entering the eye. The eye protection must be disinfected and cleaned after use if blood or bodily secretion contaminated them.
  - E. Once care of the individual has subsided, staff should take the following steps
    1. Disposable gloves must be worn while handling infectious materials used during patient care
    2. Gauze, bandages, disposable gloves and other one-time use items should be placed in a biohazard bag and disposed of in the Biohazard bin located in Water Service Room.
    3. Clothing which has been contaminated with blood and/or bodily fluids should be laundered immediately. Contaminated clothing should be placed directly into a washing machine and laundered alone. Do not sort.
    4. Wash hands immediately after providing patient care and/or after handling contaminated materials. This is the most effective means of infection control.
    5. Large spills need to be contained
      - a. Sprinkle absorbent (Clean up Powder) around the base of the spill moving towards the center until spill is completely covered. If there are only small splatters of blood then do not use absorbent.
      - b. Wait until fluid is totally absorbed
      - c. Sweep up with broom and dustpan
      - d. Spray spill area with disinfectant, let stand for 10 minutes, and wipe up with paper towels
      - e. Dispose of paper towels properly in Biohazard Bag
      - f. Dispose of waste and gloves in a Biohazard Bag and put in the Hazardous Waste bin located in Water Service Room.
      - g. Wash broom and dustpan with disinfectant, rinse with water, and store items in Custodial Room.
  - F. When clean up procedures are completed, individuals should remove gloves as follows
    1. Partially remove first glove

- a. Pinch the glove at the wrist, being careful to touch only the glove's outside surface
- b. Pull the glove inside-out toward the fingertips without completely removing it
- c. The glove should now be partly inside out
2. Remove the second glove
  - a. With you partially gloved hand, pinch the outside surface of the second glove
  - b. Pull the second glove toward the fingertips until it is inside out, and then remove it completely
3. Finish removing both gloves
  - a. Grasp both gloves with your free hand
  - b. Touch only the clean interior surface of the glove
4. Place gloves in biohazard bag and place in biohazard bin located in Water Service Room.

## **Post Exposure Plan – Gladstone Community Center**

### **I. Blood and Bodily Fluid**

- A. If staff is exposed to blood or bodily fluid use the following procedure
  1. Immediately wash hands with soap and water
  2. Flush eyes, mouth, and nose with water if your face was splashed with blood or bodily fluids
  3. Staff will report incident to Supervisor
  4. Employer will send staff to North Kansas City Occupational Medical for a check-up
  5. Complete Marcit Incident Report

### **II. Chemical Spills**

- A. If staff is exposed to chemicals use the following procedure
  1. Flood exposed area with running water for at least five minutes
  2. Remove contaminated clothing
  3. Contact Emergency Medical Services immediately if needed.
  4. If Emergency Medical Services were not immediately required, refer to MSDS sheet located in the notebook at the Welcome Desk. Additional notebooks are available in the Chemical Storage Room and Building Operators Office.
  5. Report incident to Supervisor
  6. Employer will send staff to North Kansas City Occupational Medical for a check-up.
  7. Complete Marcit Incident Report

### **III. Accidental Injuries**

- B. If staff has an accidental injury such as a cut or needle stick resulting in possible exposure to infectious diseases use the following procedure
  1. Immediately wash area with soap and water
  2. Staff will report incident to Supervisor
  3. Employer will send staff to North Kansas City Occupational Medical for a check-up.
  4. Complete Marcit Incident Report

### **IV. Life and Non-Life Threatening Emergencies/Serious and Minor Injuries**

- A. Contact your Supervisor immediately
- B. If the employee has a Non-life threatening emergency or injury contact North Kansas City Occupational Medical for treatment. If emergency or injury takes place after 5:00 p.m. or on the weekend employee should go to the North Kansas City Hospital Emergency Room. Employee should inform caregiver that this is a workers compensation claim and should not issue their insurance card.



- C. If the employee has a Life threatening emergency or injury, Emergency Medical Services (911) will be contacted and employee will immediately be transferred to North Kansas City Hospital Emergency Room
- D. North Kansas City Occupational Medical will direct employee in seeking additional care. North Kansas City Hospital will refer employee back to North Kansas City Occupational Medical who will direct employee in seeking additional care.
- E. Employee, Supervisor, and all Witnesses will complete Marcit Incident Report
- F. All employees are required to obtain a Work Ability Report from their caregiver. This report will give the supervisor direction on the employee's abilities in a work related capacity.

## **Emergency Action Plan - Gladstone Community Center**

### **I. Universal Precautions**

- A. Every precaution must be taken when employees treat injuries and/or conditions that involve blood or bodily fluids. The National Center for Disease Control recommends Universal Precautions for these instances. Universal Precautions include the following:
  - 1. A first aid kit is located at the Welcome Desk, Natatorium Lifeguard Office & Fitness Center Desk
  - 2. Employees **must** wear latex gloves when handling blood or bodily fluids.
  - 3. Gloves must be placed on both hands whenever dealing with injuries involving blood or bodily fluids
  - 4. Cleaning materials used for blood or bodily fluids must be tightly enclosed and immediately discarded in the bio-hazard bin located in Water Service Room
  - 5. Plastic bags containing blood or bodily fluid contaminated materials must be labeled, tightly closed, and properly disposed of bio-hazard bin is located in Water Service Room
  - 6. Areas infected with blood or bodily fluids must be thoroughly cleaned with absorbent and disinfected immediately

### **II. Life Threatening Emergencies**

- A. Procedure for life threatening emergencies/injuries
  - 1. Make sure the scene is safe and assess the situation
  - 2. Remember while assessing guest, that any contact with an injured guest must be according to the Gladstone Community Center Exposure Control Plan. When administering first aid always use Universal Precautions
  - 3. Determine the emergency
  - 4. Call 911 for all life-threatening emergencies
  - 5. Welcome Desk Attendant or designated staff will be notified if an ambulance is called. Building Attendant on duty will meet the Emergency Medical Services at the Welcome Desk
  - 6. In the event of a major incident or fatality, contact the Community Center Administrator and Director of Parks and Recreation immediately
  - 7. Do not discuss fault, liability, or similar information with anyone except your Supervisor and/or the Gladstone Police Officer filing the report. If additional information is requested, refer request to the Community Center Administrator and/or the Director of Parks and Recreation
  - 8. Complete Marcit Incident Report
- B. CPR Procedures
  - 1. Is the scene safe for me to enter?
  - 2. Do I have the necessary equipment (latex gloves & pocket mask) to protect myself from disease?
  - 3. Is the victim conscious or unconscious? Shake and shout.
  - 4. Call 911 if the victim is unconscious and send someone to get the AED (located at Welcome Desk, Natatorium, & Fitness Center) and member of the Aquatic staff
  - 5. Begin primary survey (ABC's)
    - a. **A**irway, open airway and check for spontaneous breath
    - b. **B**reaths, give two short breaths if victim is not breathing
      - o If the chest does not rise or fall begin obstructed airway sequence

- Re-tilt head and give two more breaths
- If chest still does not rise or fall
  - Turn head to the side and give 30 compressions, check mouth, remove anything visible, and administer two more breaths for an adult or child
  - Alternate five back blows and chest compressions, check mouth, remove anything visible with pinkie finger, and administer two more breaths for an infant
- Repeat process until two breaths make the chest rise and fall
- c. **Circulation, check for pulse in the neck or arm**
  - If no pulse and no breathing, begin CPR
    - 30 compressions to 2 breaths for an adult, child, or infant
    - Re-check victim for pulse and breathing every two minutes
    - If individual arrives with AED, apply pads and activate unit
  - If the victim has a pulse but is not breathing, begin rescue breathing
    - 1 breath every 5 seconds for an adult
    - 1 breath every 3 seconds for an infant or child
    - Re-check victim for pulse and breathing every two minutes
  - If the victim has a pulse and is breathing
    - Place victim in recovery position and Monitor until EMS arrives
- 7. Conduct a secondary survey looking for any additional injuries and perform first aid as required
- 8. Complete Incident Form

### III. **Minor injuries:**

- A. Procedure for minor injuries/emergencies
  1. Make sure the scene is safe and assess the situation
  2. Remember while assessing guest, that any contact with an injured guest must be according to the Gladstone Community Center Exposure Control Plan. When administering first aid always use Universal Precautions
  3. If an emergency exists, call 911. If not, trained staff will conduct basic first aid
  4. Any employee may provide first-aid supplies (ice, gauze, Band-Aids, etc.) to guests upon request. These items should be self-administered by the guest whenever possible.
  5. An ambulance may be called only if requested by the injured patron, their parent/spouse or at the discretion of the staff (i.e.: person is unconscious or unable to respond)
  6. Welcome Desk Attendant or designated staff will be notified if an ambulance is called. The Building Attendant will meet the Emergency Medical Services.
  7. Complete Incident Form

### IV. **Natatorium Emergencies**

See Gladstone Aquatics Manual for Emergency Action Plan

### V. **Accident/Incident Reporting**

- A. Procedure for reporting accident/incident
  - All incidents must be reported on the Incident Report Form. Forms are kept at Welcome Desk and Lifeguard Office
  - Incidents may include but not limited to life threatening emergencies, minor injuries, fights, property damage, lost or stolen property or any other questionable incident.
  - All information must be recorded in a factual manner giving details on where, when, and what occurred. Names of all individuals' involved and contact numbers need also be included. Follow Incident Report Form.
  - Employees and Supervisors must complete the appropriate sections on the Incident Report Form to the best of their knowledge.
  - After completing an incident report form, a copy is made for the Community Center Administrator, Activity Area Supervisor, and Faxed to Gladstone City Hall (436-6147) Attn. Human Resources.
  - If the incident is a vehicle accident involving personal injury or property damage involving non-city property or personnel, a police report must also be attached.

- B. Completing Incident Report Form
1. A report will need to be completed each time there is an accident/incident at the Gladstone Community Center. If the incident involves a fight, theft or property damage, a Gladstone Police Department report must also be acquired. When in doubt, complete a report. When completing a report, please follow the guidelines listed:
    - a. The staff members directly involved in the incident will complete the incident report
    - b. Report will always be written with either a blue or black ink pen
    - c. Print legibly (No handwriting).  
All reports must be written immediately and a copy is made for the Community Center Administrator, Activity Area Supervisor, and Emailed to Human Resources, April Dustman @ [aprild@gladstone.mo.us](mailto:aprild@gladstone.mo.us).
    - d. If an incident requires assistance from staff, a Building Attendant should be called to respond to the incident. All staff involved in the incident should complete a report.

## **EMERGENCY PROCEDURES** – Gladstone Community Center

### **I. Bomb Threat**

- A. Bombs are an explosive device either present or alleged to be present in the building or on the premises, which may or may not have exploded. These threats may be made in person, by recording, by letter, over the telephone, or internet
- B. Bomb Threat Procedure (Also refer to bomb threat call checklist kept at the Welcome Desk in the City of Gladstone Emergency Guide)
  1. If bomb threat is made over the telephone, remain calm and attempt to keep the caller on the line as long as possible
  2. Ask the caller to repeat the message
  3. Ask another staff member or patron to call 911
  4. Document every word spoken by the caller
  5. Ask the caller for the location of the bomb and the time of possible detonation
  6. Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many innocent people
  7. Pay attention to background noises such as motors running, music playing and any other noise which may give a clue to the location of the caller
  8. Pay attention to voice (male/female), voice quality (calm/excited/broken), accents, and speech impediments
  9. Ask who the target is
  10. When caller hangs up immediately call 911

### **II. Bodily Fluid Clean Up**

- A. Vomit, Urine, or Fecal Matter
  1. Always wear latex gloves
  2. Sprinkle absorbent (Clean up Powder) around the base of the spill moving towards the center until spill is completely covered
  3. Wait until fluid is totally absorbed
  4. Sweep up with broom and dustpan
  5. Spray spill area with disinfectant, let stand for 10 minutes, and wipe up with paper towels
  6. Dispose of paper towels properly in Biohazard Bag
  7. Dispose of waste and gloves in a Biohazard Bag and put in the Hazardous Waste bin located in Water Service Room
  8. Wash broom and dustpan with disinfectant, rinse with water, and store items in Custodial Room
- B. Blood
  1. Always wear latex gloves
  2. Sprinkle absorbent (Clean up Powder) around the base of the spill moving towards the center until spill is completely covered. If there are only small splatters of blood then do not use absorbent.
  3. Wait until fluid is totally absorbed
  4. Sweep up with broom and dustpan
  5. Spray spill area with disinfectant, let stand for 10 minutes, and wipe up with paper towels

6. Dispose of paper towels properly in Biohazard Bag
7. Dispose of waste and gloves in a Biohazard Bag and put in the Hazardous Waste bin located in Water Service Room
8. Wash broom and dustpan with disinfectant, rinse with water, and store items in Custodial Room.

### **III. Chemical Spills**

- A. Muriatic Acid  
Staff should immediately clear all other staff from the contaminated space and report the spill to the Gladstone Fire Department (911). Staff should not allow access to the contaminated space other than to the fire department. Should staff feel that they have been exposed to the muriatic acid fumes they should follow the steps outlined in the Post Exposure Plan.
- B. Other Pool Chemicals  
Staff should follow the steps outlined in the MSDS sheet provided in the notebook at the Welcome Desk. Should staff feel that they have been exposed to a harmful chemical they should follow the steps outlined above in the Post Exposure Plan.
- C. Cleaning supplies  
Staff should follow the steps outlined in the MSDS sheet provided in the notebook in the Building Operator's Office or Welcome Desk. Should staff feel that they have been exposed to a harmful chemical they should follow the steps outlined above in the Post Exposure Plan.

### **IV. Earthquake**

- A. Emergency Procedure
  1. Get under a desk, counter, in a doorway or crouch in a corner and protect your head
  2. Stay clear of windows and freestanding equipment
  3. After the shaking has stopped, staff will check patrons and other staff for injuries and provide appropriate first aid
  4. Contact 911 immediately if there are any life threatening injuries
  5. Expect aftershocks
  6. Do not tie up telephone lines with any calls unless there is a life threatening injury
  7. Turn off all electrical power
  8. Check for fires, put out small fires with extinguishers, if fires cannot be controlled by extinguishers follow procedures for actual fire
  9. Check all areas for injured individuals
  10. Do not move seriously injured individuals unless they are in immediate danger of further injury, move individuals if evacuation of the building is required

### **V. Fire**

- A. Alarms
  1. Reasons for an alarm to sound:
    - a. There is a fire in the building
- B. Actual Fire Procedures
  1. Remain Calm
  2. Welcome Desk staff should call 911 and report the fire (do not rely of the monitoring system for this). All employees should know and follow evacuation routes and procedures. If a staff member has the knowledge and is comfortable, they may use the approved fire extinguishers (see evacuation map for closest fire extinguisher). Further directions for the fire procedures concerning the alarms can also be found below.
  3. All patrons will be evacuated using the following guidelines
    - a. Staff should remain calm and tell patrons in all activity areas that there is a required emergency evacuation of the Gladstone Community Center. Ask patrons to please go to the nearest emergency exit quickly and orderly
    - b. Staff will continue to assist in the clearing of all activity areas and continue to provide supervision during the evacuation. Staff is responsible for the following areas
      - o Fitness Attendants: Fitness Center & Track
      - o Welcome Desk Attendants: Lobby Area, Administrative Offices, & Gymnasium

- o Custodians: Banquet Rooms, Kitchen, Maintenance Office, Concession Stand, & Birthday Party Rooms
  - o Child Watch Attendants: Child Watch
  - o Aquatic Staff: All Pools, Natatorium Seating, Locker Rooms & West Restrooms
  - o Building Attendant: Assist with Evacuation of Center
  - c. The Welcome Desk Staff will take the guest visit sign-in logs for the day to verify occupants after the evacuation is completed
  - d. Child Watch Attendants will take the sign-in logs for the day to verify that all children in the Child Watch were evacuated
  - e. Keep patrons clear of the building. Encourage patrons to meet in the far side of the east parking lot. Building Attendant will account for all staff and Child Watch Attendants will account for all children
  - f. Do not enter the building until the all clear is given by the Gladstone Fire Department and/or other departments
  - g. Remain calm and keep controlled atmosphere throughout the evacuation.
- C. False Alarm Procedures
1. Follow these procedures only if it is verified to be a false alarm. Only the administrative staff, police, or fire department can determine if we use the false alarm procedures
    - a. Acquire confirmation from the individual who set off the alarm, if possible.
    - b. In any event an alarm was activated assume there is a fire and follow the actual fire procedures
    - c. If a false alarm is confirmed the Building Attendant will call the Gladstone Fire Department at **(ext. 4037 or 816-436-3550)** and notify them of the false alarm. The Gladstone Fire Department will arrive and verify the situation before all clear is given to re-enter the facility
    - d. Gladstone Police Department will be contacted and will file a report
    - e. Once facility is re-entered Welcome Desk Attendants will make the following announcement to the guests:

**\*\*\*Make sure to speak slowly, calmly and clearly\*\*\***

**“Attention please. This was a false alarm and activities will continue as scheduled, we apologize for any inconvenience.”  
(Repeat Announcement)**

- D. Emergency Evacuation Training
1. Emergency evacuation training shall be held semi-annually
  2. The Gladstone Community Center Administrator shall be responsible for planning and conducting training
  3. Records shall be maintained of required emergency evacuation training and should include the following information
    - a. Person conducting training
    - b. Date and time of the drill
    - c. Notification method
    - d. Staff members on duty and participating
    - e. Number of occupants evacuated
    - f. Special conditions simulated
    - g. Problems encountered
    - h. Weather conditions when occupants were evacuated
    - i. Time required too complete evacuation
  4. The Gladstone Community Center Administrator shall contact the Gladstone Public Safety Dept. **(436-3550)** to put the system into “Test Mode”, and contact the Gladstone Fire Department that evacuation training will occur
  5. Activate the evacuation training by pushing the “Test” button on the fire panel located in the Water Service Room.
  6. As building occupants arrive at the far side of the east parking lot, efforts shall be made to determine if all occupants have been successfully evacuated
  7. No one shall reenter the premises until authorized to do so by the Community Center Administrator or individual conducting training

E. Evacuation Routes

1. Signs outlining evacuation routes are located at various areas throughout the building. Please familiarize yourself with the closest routes and emergency exits to your workstation

**VI. Hostile Individual with weapon**

A. A firearm, a fixed blade knife, or any other object capable of inflicting death or serious physical injury that is being displayed in a dangerous or threatening manner

B. Procedure

1. Remain Calm
2. Do not try and grab the weapon
3. Quietly signal a co-worker or supervisor that you need help. Do not call for help yourself if you are being directly confronted by the individual
4. Have the co-worker or supervisor call the police or signal alarm
5. Be courteous and patient. Keep talking, but follow the instruction for the person who has the weapon. Stall for time, but do not risk harm to yourself or others
6. Watch for a safe chance to escape to a safe area. Take direction from the police once they arrive on the scene

**VII. Medical**

Gladstone Community Center Aquatic Staff, Child Watch Attendants, Fitness Staff, Welcome Desk Staff, and Building Attendants will be trained in CPR & First Aid and will be expected to assist patrons in need to the extent of their training. No staff will attempt any procedures for which they have not been trained. Emergencies beyond the scope of training will be handled by following the Emergency Action Plan outlined above. Incident Report Forms must be completed each time an accident is noticed by or reported to staff (forms are kept at the Welcome Desk).

**VIII. Power Outage**

A. Power Outage Procedure

1. Inform patrons there has been a power outage and ask patrons to please remain calm.
2. Building Operator or Building Attendant will check the electrical panels for any breakers that may need to be reset, panels are located in the in the Administrative Office Break Room, Building Electrical Room, and the main breaker in the Maintenance Office.
3. If staff determines that all breakers are fine, contact the Gladstone Community Center Administrator or staff in charge in event of Community Center Administrators absence.
4. Community Center Administrator will contact Kansas City Power & Light, inform them that a power outage has occurred and that further assistance is required
5. If Kansas City Power & Light determines that the outage is due to an internal device, the Gladstone Community Center Administrator will contact the city-contracted electrician for further assistance
6. Staff will continue to keep patrons informed on the steps taken to correct the problem. Staff will continue to walk the building checking for further problems. Supervisor on duty will determine if the facility is too dark to remain open and may close the facility until power has been restored

**IX. Robbery**

In the instance of attempted robbery always cooperate with the assailant while remembering important details to tell the police. DO NOT refuse to give assailant what they want. Follow all their instructions. Once the assailant has left the building, call 911 and report the robbery. Ask staff and patrons stay inside the facility and remain calm until the police have arrived. Immediately call the Community Center Administrator and the Director of Parks and Recreation

## **X. Severe Weather**

- A. When severe weather threatens, Welcome Desk Attendant will monitor the Weather Alert AM/FM radio
- B. National Weather Services Watches & Warning
  - 1. Severe Thunderstorm Watch: When atmospheric conditions indicate severe thunderstorms are possible, but tornadoes appear unlikely. Usually issued for an area about 150 miles wide by 200 miles long for a period of 6 to 8 hours. The severe thunderstorm watch does not rule out tornadoes, but strong winds and large hail appear to be a greater threat.
  - 2. Severe Thunderstorm Warning: When weather radar indicates large hail or winds in excess of 60 miles an hour is likely or when damaging winds or large hail is reported. Usually issued for counties or parts of counties for a period of 30 minutes to an hour. Advises of an actual threat and the need to take protective action.
  - 3. Tornado Watch: Issued when atmospheric conditions indicate severe thunderstorms and tornadoes may develop. Usually issued for an area about 150 miles wide by 200 miles long for a period of 6 to 8 hours. The watch is advance notice of the possibility of tornadoes.
  - 4. Tornado Warning: When a tornado has been sighted or when weather radar indicates a tornado is likely forming. Usually issued for counties or parts of counties for up to an hour. Advise of the need to get to shelter immediately.
  - 5. Winter Storm Watch: A significant winter weather storm (i.e. heavy snow, heavy sleet, significant freezing rain, or a combination of events) is expected, but not imminent, for the watch area; provides 12 to 36 hours notice of the possibility of severe winter weather.
  - 6. Winter Storm Warning: When a significant winter storm or hazardous winter weather is occurring, imminent, or likely, and is a threat to life and property.
- C. The following procedure is in effect during severe weather conditions.
  - 1. If the National Weather Service issues a tornado warning, warning will be announced over the building pager system by the Welcome Desk Attendant. Facility staff will begin moving patrons into the tornado shelter areas of the building (locker room areas). Building Attendant will alert Natatorium area to move into the tornado shelter areas (locker room areas). Staff will keep patrons away from exterior doors and windows. Patrons are allowed to enter and exit the facility, patrons who choose to remain in the facility must stay in the appropriate shelter areas. Patrons who choose to enter the facility must immediately go to the tornado shelter areas. Staff will strongly encourage patrons not to leave during tornado warnings
  - 2. All patrons and staff remaining in the building will stay in the shelter areas until the National Weather Service lifts the tornado warning.

## **XI. Terrorist Threat/Attack**

- A. Procedure
  - 1. Any time staff recognizes suspicious activity (threats, bomb threats or suspicious packages) they should immediately report the activity to the Gladstone Police Department (911). Employees should gain as much information as possible about the caller, description of the person or persons involved, details on the nature of the threat (time, type, location, etc.), without endangering themselves.
  - 2. Procedure for terrorist attack in which chemical warfare is used
    - a. Shut and lock all windows and doors
    - b. Turn off all air handling equipment (heating, ventilation and/or air conditioning)
    - c. Go to sheltering room (Locker Rooms)
    - d. Seal any windows and/or vents with sheets of plastic and duct tape
    - e. Seal the doors with duct tape around the top, bottom and sides
    - f. Turn on a TV or radio and listen for further instructions
    - g. When the all clear is announced, open windows and doors, turn on ventilation systems and go outside until the building's air has been exchanged with the now clean outdoor air

**XII. Water Shut off**

In the event that the water supply to the Gladstone Community Center is shut off, Building Attendant should report the problem to the Public Works Department at **(816-423-4160 or ext. 4160)**.