

City of Portland, Maine
Department of Recreation and Facilities Management
Recreation Division
Staff Code of Conduct
Revised May 2008

CEBA
Pro-Tech
Seasonal Employees

Purpose

This policy is intended to set professional expectations and standards for staff of the *Recreation and Facilities Management Department* employees at work. Employees are expected to provide a safe and appropriate recreation experience for program participants. Employees are also expected to maintain professional relationships with participants and their families at all times. Employees will sign and date the Code of Conduct. A copy of this document will be kept on file in the Recreation Office.

Staff and Patron:

Personal Appearance

In order for staff to be appropriate role models for the children in our care, it is necessary to have a dress code that promotes professionalism. Therefore, dress will be neat and clean in appearance. Appropriate attire is required for specific work assignments. Sneakers should be worn in the gym; sandals are appropriate for beach field trips only. Shorts are to have a minimum of a three and one-half inch inseam. Tank tops and bikini bathing suits are not *to* be worn. Graphics and logos on clothing must be in good taste, not vulgar or suggestive. Hair, skin and fingernails should be well groomed.

Smoking, Alcohol, Illegal Drugs and Weapons

Smoking is defined as carrying or having in one's possession a lighted cigarette, cigar, pipe or other object giving off tobacco smoke. Smoking also includes the use of smokeless tobacco.

Smoking is not permitted while supervising program activities and should never be done in the presence of children. Smoking by employees and the public is restricted to designated areas. Smoking is prohibited within 25 feet from any doorway or entryway. Supervisors will be able to identify appropriate smoking areas so that children are not in the area. **THERE IS ABSOLUTELY NO SMOKING IN ANY CITY/SCHOOL BUILDING OR VEHICLE.** Administrative Regulation #25 will be invoked with any violations.

The presence or use of alcohol or illegal drugs is absolutely forbidden while supervising program activities and should never be brought to work. The presence of weapons on, with or in the vehicles of an employee is absolutely forbidden. The presence or use of alcohol, illegal drugs or weapons will result in the immediate termination of employment.

Personal Communication

Visits from spouses, companions and friends during work hours may be necessary occasionally. Such communications should be rare and is not to interfere with staff responsibilities. Telephone calls are reserved for emergency purposes only. Use of personal cell phones (*including text messaging*), PDA's (personal digital assistant) and other similar devices during work time, for personal reasons is prohibited. Photos should never be taken of children with personal cell/camera phones or PDA's. *Never give any personal information to children like your cell phone number, social websites (Facebook, MySpace), etc as this could be inappropriate for the children to see.*

Professional Relationships

Staff shall maintain professional relationships with co-workers, patrons and the general public. In the event personal relationships do develop, staff must maintain objectivity with respect to confidentiality and any conflict of interest that may occur. Personal relationships **will not** affect productivity and effectiveness of the workforce.

Telephone numbers of staff are not to be given to children. If a parent/guardian requests the phone number of a staff member please take the parent/guardian number and call the staff person in question and have that staff person contact the parent/guardian themselves. **WE DO NOT GIVE OUT THE TELEPHONE NUMBERS OF OUR STAFF.**

Inappropriate Conversations

Staff is responsible for their conversation. Inappropriate conversations shall not occur in the presence or vicinity of any patrons. Use of foul or suggestive language in the presence of or in reference to any patron will not be tolerated. Staff is hired to provide for and interact with patrons. Conversations between staff must be professional in nature. Administrative Regulation #25 will be invoked with any violations.

Confidentiality

All of our patrons and staff deserve and are to be treated with the highest level of respect and courtesy. We are responsible for honoring each person's dignity and guaranteeing his or her privacy. Therefore, conversations about specific issues relating to patrons or staff should be done in private and only involve the necessary staff. Only staff directly responsible for specific patrons need to be apprised of said information. If confidential information about a client or staff is unnecessarily divulged it *may result in disciplinary action up to and including termination*. Administrative Regulation #25 will be invoked with any violations.

Health and Safety

The health and safety of each and every child is the primary objective of all staff. It is the duty of all staff to actively cooperate in the creation and maintenance of such an environment. All unsafe acts and/or conditions are to be immediately reported to one's supervisor. Potential life threatening situations require an immediate and swift response. All unsafe or unhealthy situations need to be documented, in writing, and given to one's supervisor.

You are responsible for the extent to which games and play escalates. To this end, rowdyism and horseplay are not allowed. This includes tickling, touching or picking children up. You are in charge and are to supervise all play, whether formal games or informal play. Competition should never be mismatched with respect to age, size or ability. Children *are to be constantly supervised and* not to be left alone. It is your responsibility to know where the children *in your care* are at all times.

Effective Discipline of Children

Discipline is an effective method of teaching children positive behavior. It is also a tool that can help children learn self-control and take responsibility for their own behavior. Children who are disciplined rather than punished are more likely to understand their own behavior better, show greater independence and respect themselves and others more.

- Be a positive role model. Most children learn behaviors by observing adults. Model the way in which you want children to behave.
- Set rules and consequences.
- Encourage children to be responsible for their own behavior.
- Make rules that are reasonable, fair, realistic and appropriate to the child's level of development. Children can be included in establishing both the rules and consequences of breaking them. This helps build self-esteem and cooperation skills. This can reduce children's feelings of resentment and anger.
- Encourage and reward good behavior. When children are behaving appropriately, tell them so! Catch children making good choices!
- Use time-outs as a cooling off period. Time outs are not punishment for inappropriate behavior. Make sure children understand what their inappropriate behavior was and ask them to think about how they will correct their behavior. Time outs should be short in nature (no more than 1 minute per age or level of development). Follow up with the child or children on how they will correct their behavior and make better choices.
- Observe behavior and document inappropriate behavior. Consistent inappropriate behavior may lead to parent conferences, behavior contracts, suspension or removal from Recreation programs.

Staff Bathrooms and Changing Areas

Staff should utilize designated staff bathroom facilities for personal needs. Locker room areas that do not provide separate changing areas are not to be shared with children. Alternate changing arrangements are to be made. Children are not to be present when staff is changing or using the bathroom facilities. Doors to bathrooms stalls and/or changing areas are to be closed completely when used by staff.

Staff Integrity Principles

In carrying out our roles as Recreation professionals, we acknowledge the rights of all people; be they the citizens we serve; the users of our services, our stakeholders or the staff of our organization.

We make a commitment to treat each of these people fairly and reasonably – demonstrating respect for their worth and dignity as individuals.

The value of respect also applies to how we, as employees treat each other. We are conscious always of how we speak and act towards our co-workers, keeping any personal bias against others out of our professional relationships with them.

Employees shall conduct themselves in a polite, friendly and helpful manner in all written (including electronic) and oral communication and at all times.

Harassment

Parks and Recreation recognizes the value of all staff to the organization and expects all staff will be treated fairly and with respect. It is the policy of the City of Portland that all of our employees be able to enjoy a work environment free from all forms of employment discrimination, including all forms of illegal harassment based upon sex, sexual orientation, race, color, religion, national origin, age, physical or mental disability or legally protected activities, such as activities under the Whistleblowers Protection Act.

Interactions and conversations with patrons, their families or fellow staff should be appropriate and professional. Flirtation, sexually suggestive words, actions or innuendo is absolutely forbidden. Staff is not expected to receive such treatment either. Any indication of harassment should be reported to your supervisor immediately. You may also report directly to the City Manager, Department Heads, Director of Equal Opportunity and Multicultural Affairs, the Director of Human Resources and the Maine Human Rights Commission.

To prevent harassment in the workplace, the City of Portland has adopted the Policy Against Harassment. This Policy applies to all work-related settings, activities and property (e.g. telephones, copy machines, facsimile machines, computers and computer applications such as e-mail and Internet access). This Policy covers conduct between all employees, including in the case of sexual harassment, male/female, female/male and members of the same sex. The City's Administrative Regulation #25 lists harassment as grounds for disciplinary action, and this policy is not intended to limit the City's authority to discipline or take remedial action for workplace conduct which is unacceptable, regardless of whether such conduct is considered "harassment" as described in the Policy.

Immediate Concerns/Complaints from Patrons

Employees are expected to handle “on the scene” complaints and problems with courtesy and tact. As is the case with any concern, it is necessary to follow appropriate policies and enlist the support of your immediate supervisor when necessary. Whenever a complaint arises it is necessary to gather pertinent information: name, telephone number, patron involved, a brief but factual account of the complaint or concern and the staff’s response and/or action taken. Never involve yourself in an altercation with a parent without enlisting the support of your supervisor. In an emergency, call the police for assistance.

Suspected Sexual, Physical or Emotional Abuse

Through observation and interaction with children, one may suspect some type of sexual, physical or emotional abuse. There are no “definitive signs” that a child is being abused. A good indication is a sudden behavior/personality change in the child. The following are possible signs of abuse:

- Observation of odd or inappropriate behavior and/or comments.
- Signs of unsubstantiated marks or bruising.
- Often abused children are withdrawn, sullen and extremely quiet.
- Children may also try to hide abuse with a “happy” face.
- Some abused children tend to be aggressive towards the gender of their abuser.
- Children may also act inappropriately or be sexually suggestive beyond their years.

It is important not to act beyond our training. Therefore, anyone suspecting abuse of a child is obligated to bring such concerns to their supervisor. When reporting concerns to one’s supervisor it is important to respect the confidentiality of the child. Due to the nature of our close interaction with and supervision of children, Parks & Recreation is mandated by the State to report suspected child abuse to the Department of Human Services.

Limitations of Responsibility

Our job is to provide recreational services. It is extremely important that we operate within the limits of our responsibilities. Therefore, any referral for concerns outside of recreation issues should be directed to your immediate supervisor or other professionals. It is imperative that we advocate for our patrons and report any issues or concerns.

Relationships with Children

We are expected to maintain professional relationships with the children we care for and their families. Please adhere to the following:

- One should never transport a child in your personal vehicle.
- Time alone with a particular patron can be misconstrued and seen as inappropriate. Therefore, time alone with children should be rare and of short duration. Never put yourself in a questionable situation.
- We are responsible for providing a safe, age-appropriate and predictable experience for the children in our care.
- Know what your limits are and ask for help or assistance when a child pushes you beyond your limits.
- It is perfectly normal for children to try your patience and it is perfectly acceptable to admit and ask for assistance when this happens.
- It is unacceptable for a child to be the recipient of your anger.

Administrative Regulation #25 will be invoked with any violations.

Administrative:

Workshift

Employees are expected to be at work on time to begin their scheduled shift. Employees are expected to take their lunch period and breaks as described in the collective bargaining agreement.

Time Sheets

An employee's timesheet will be considered the official record of time worked. Employees must complete their time sheet accurately reflecting hours worked. Supervisor must sign off on time sheet before submitting to Administration.

Sick Usage

Every organization relies upon its people to be productive and successful. In order to maintain efficient department operations, it is the policy of this Department to expect employees to be at work during their scheduled work shift.

The employee is expected to report for their work shift no later than the scheduled start time and to work up until the authorized end of the shift. Employees who consistently arrive late or leave early will be subject to progressive discipline.

The City recognizes that employees do become ill and/or have family circumstances that cause them to be away from work. Sick accruals and Family Medical Leave are provided in these situations for permanent employees. It is important to understand that sick leave accruals are meant to be an "insurance" program for employees, a benefit rather than an entitlement. Absence without good cause is unacceptable. It can be disruptive to the Department's programs, undermines the team effort and is very costly.

Calling In Procedure

Employees calling in sick should follow their Section (Division's) procedure.

Purchasing Card

The following is a partial list of the employees' responsibilities for obtaining and using the City's purchasing card:

- Maintain card security.
- Purchase materials and services for City business purposes only.
- Obtain sales receipt for each purchase made.
- Give vendor notice the purchase is to be tax exempt.
- Forward receipts to Financial Officer (or designee) daily.
- Obtain account credit for returns and exchanges.
- Respond to disputed charges.

The purchasing card is not-transferable and may NOT be used by any other person other than the employee whose name appears on the card.

Employees must sign the "Purchasing Card User Agreement".

City Vehicle and Equipment

Only authorized personnel will operate City vehicles. All vehicles are to be kept reasonably clean. A "Vehicle Condition Report" will be used by all employees or operators of City vehicles. This inspection will be performed on equipment daily before the vehicle is used. All inspection data will be compiled and a monthly report will be developed for review and recommendation by the departmental safety committee on the general safety condition of the fleet. Departments may require vehicle inspections at more frequent intervals if operational needs warrant them.

Use of City-Owned Vehicles

Vehicles are to be stored on City property unless specific permission to do otherwise is granted, based on sufficient justification, according to the following criteria:

- Employees whose regular duties require frequent use of vehicles overnight and whose responsibilities involve evening and weekend public appearances.
- Employees whose responsibilities involve emergency services and who are regularly subject to call.

No employee shall be allowed to use city vehicles, for any lunch breaks, unless authorized by the Department Head or designee.

When permission has been granted, City-owned vehicles are to be used only in the execution of official business of the City. Vehicles are to proceed, in the most direct route of travel, between place of storage and the scene of work. No employee for the City of Portland shall use any City-owned vehicle for personal use.

Only City employees, having an appropriate valid Maine motor vehicle operator's license shall operate City-owned vehicles. It shall be the responsibility of the drivers assigned to a vehicle to operate the vehicle in a courteous and safe manner and in compliance with municipal and state traffic and parking regulations.

Use of Personal Vehicle

Employees are forbidden from using personal vehicles for City business unless authorized by the Department Head or designee. When authorized to use a personal vehicle for City business, employees can not transport non-employees. Employees can be reimbursed for mileage. Supervisors can provide form and instructions.

Use of City Resources

Employees shall use City vehicles, equipment, supplies and all other municipal property for City work and NOT for personal financial gain or interest. Administrative Regulation #25 will be invoked with any violations.

Technology Usage

The Technology Usage policy is intended to ensure the proper use of the City of Portland's computing and network resources. The procedures presented in this policy apply to all users regardless of location when accessing the City's computing and network resources. The responsibility for assuring complete compliance with the provisions of this policy rests with the Department Head, supervisors and the individual employee involved. It is the responsibility of users of the City of Portland's computing and network resources to stay informed regarding City information that is disseminated electronically. This includes understanding and keeping up to date on Technology Usage Policy.

Prohibited use of the City's computing and network resources include but are not limited to the following:

- Use for commercial or financial gain.
- Unauthorized modification of the City's computing and network resources.
- Discourteous communication to or about other persons.
- Solicitation, including charitable campaigns, except as specifically authorized or part of official City-sponsored events to the extent permitted by the City's Personnel Rules and Regulations, i.e. blood drives, United Way, etc.
- Issuing or forwarding chain mail and other frivolous messages, such as practical jokes.
- Sending mass mailings (i.e. "Everyone emails") to individual mailboxes whether directly or indirectly through distribution lists is prohibited. A department email representative may receive authorization to send such a mailing.
- Use of personal email accounts accessed through the Internet.
- Accessing inappropriate website, i.e. pornographic, gambling, etc.
- Use of "streaming" communications – such as using internet radio sites, video or similar products.

See Administrative Regulation #43 for full policy and procedures.

Reporting of Accidents

It is the policy of the City to require a complete report of every accident. Accident reports must be completed accurately and expeditiously. Your supervisor must be called immediately. The Police Department must be called and a traffic accident report must be completed under the following circumstances:

- The employee is involved in an accident with a City vehicle.
- The employee's personal vehicle is involved in an accident while conducting City business.
- The vehicle the employee is driving damages private property (such as a lawn or a fence) while on City business.

See Administrative Regulation #20 for full policy and procedures.

Work Related Injuries

Any new, or aggravation of a previous injury occurring "out of and in the course of employment" must be reported to the Supervisor or department Risk Liaison immediately, within 24 hours or the next business day. All injuries, no matter how minor, must be reported. The City reserves the right to the employee seen by its own physician.

See Administrative Regulation #18 for full policy and procedures.

Vacations

Vacations shall be scheduled by the Department Head or designee throughout the calendar year as long as such scheduling does not interfere with normal work-flow requirements as determined by said Department Head or designee. Subject to the foregoing, seniority of employees within the division will be the basis for scheduling vacations.

Administrative Regulation #25

Administrative Regulation #25 is intended to set forth the basis and procedure for disciplining employees who violate the City's work rules and policies. This policy covers all employees except the following: Department Heads, Division Heads and Appointive Officers who serve at the pleasure of the City Manager, the City Council, the Corporation Counsel, employees covered by the City's Civil Service Ordinance, and probationary employees.

In accordance with the City's Collective Bargaining Agreements and Personnel Policy, the concept of just cause shall be the basis for imposing discipline on City employees. Discipline, as it is understood by the City of Portland, is the imposition of a penalty for an improper action by an employee. The discipline may range from a written warning to termination, depending on the nature of the offense.

See Administrative Regulation #25 for full policy and procedures.

I have read and understood the Department of Recreation and Facilities Management's Code of Conduct.

Employee Name Printed

Date

Employee's Signature

Date

Supervisor's Signature

Date

I have read and understood the Parks and Recreation Code of Conduct.

Employee Name

Date

Supervisor's Signature

Date