

SKOKIE PARK DISTRICT RECREATION DIVISION POLICY & PROCEDURE MANUAL

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1.00 INTRODUCTION AND ADMINISTRATION

1.01 INTRODUCTION

Welcome to the Skokie Park District. This Division Manual concentrates on the overall mission of the District, expectations, recreation programming, facilities and specific operations that directly relate to the Recreation Division.

This Division Manual is expected to change and be expanded over time. When new operational procedures or policies are prepared or updated, you will be presented this information to insert into the manual. This manual will serve you in three primary areas:

1. It will help to define the District's expectations in many areas - customer service, personnel policies, general policies and procedures, financial management, registration, recreational programming, marketing and promotion, financial management and safety and risk management.
2. This manual combined with the other District publications (personnel policy manual, safety manual, etc.) will provide you with a comprehensive and thorough training process as you begin your work at the Skokie Park District.
3. The philosophies, policies and procedures in this manual will assist you in making day-to-day decisions. Decisions regarding hours of operation, budget needs, holiday operations, seasonal facility operations, customer service policies, etc. should be based on the division philosophies.

The District relies on you to work toward the achievement of the missions, values and goals that follow. Your employment indicated that you are a responsible, conscientious, reliable individual who shares the desire to provide a positive, safe recreational experience and exceptional customer service.

Copies of the Division Manual are available at all Facilities in the Facility Manager's office.

We encourage you to ask questions, make suggestions and contribute to the efforts of the Recreation Division staff. We expect your best effort each and every day and welcome you to the Skokie Park District team!

1.00 INTRODUCTION AND ADMINISTRATION

1.02 DISTRICT MISSION STATEMENT

Vision, Mission and Core Values Statement

Vision

The Skokie Park District envisions a community where all of its residents enjoy a high quality of life through leisure time pursuits, beautiful open spaces, and first-rate facilities.

Mission

The Skokie Park District will realize its vision through teamwork, community partnerships, sound fiscal management, and creativity in every area of its operation.

Core Values

The Skokie Park District will fulfill its mission through:

- Commitment
- Service
- Integrity
- Openness
- Innovation
- Environmental Stewardship

1.00 INTRODUCTION AND ADMINISTRATION

1.03 DIVISION PHILOSOPHY

Recreation Division Philosophy

The Recreation Division of the Skokie Park District exists to serve the recreational and leisure needs of all District residents. We welcome and encourage participation by individuals of all ages, cultural origins and religious affiliations. We believe that through involvement in leisure activities, individuals will gain a greater sense of pride in themselves and their community.

Activities and programs are aimed at providing individuals and families with varied and ample opportunities to seek challenges, acquire and develop new skills, experience a sense of personal satisfaction and achievement, establish social contacts, channel energy and derive pleasure and enjoyment.

While we would like to provide programs which satisfy the interest of as many individuals and families as possible, we are also dedicated to the philosophy that quality programs are essential; if we do not offer the type of program which an individual is seeking, we will either look into offering the program at a future time or refer the individual to another agency which offers the type of activity desired. Because the leisure needs of the community are ever-changing, the Recreation Division staff recognizes the importance of establishing and maintaining on-going communications with District residents, such that services may be responsive to changing trends within the service area. Therefore, we strongly encourage feedback and comments regarding the scope and quality of activities provided.

We appreciate the opportunity to offer meaningful recreational experiences to District residents, and hope that such experiences will be enriching and fulfilling to all participants.

1.00	INTRODUCTION AND ADMINISTRATION
1.04	DISTRICT ORGANIZATIONAL CHART

1.00 INTRODUCTION AND ADMINISTRATION

1.05 SUCCESSION

Policy Statement

A change in the Recreation Division leadership is inevitable for all organizations. Therefore, it is the policy of the Skokie Park District to be prepared for an eventual change in leadership – either planned or unplanned – to insure the stability and accountability of the organization until such time as new permanent leadership is identified.

To insure the division's operations are not interrupted while the Director assesses the leadership needs and recruits a permanent Recreation Superintendent the following procedures should be followed:

Procedures for Succession

For a temporary change in leadership (i.e., significant illness or significant leave of absence) the Executive Director will appoint the appropriate staff member to act as and perform the duties of the Recreation Superintendent.

In the event the Recreation Superintendent is no longer able to serve in this position (i.e., leaves the position permanently), the Director shall within 5 business days appoint an interim Recreation Superintendent as he sees fit.

1.00 INTRODUCTION AND ADMINISTRATION

1.06 DISTRICT MANUALS

Recreation Division Team Members should have access to and be knowledgeable with the content of the following manuals:

- Administrative Policy Manual
- Personnel Policy Manual for All Staff
- Safety Manual/Crisis Management Plan
- Standards Guide
- Appearance Guidelines
- Ordinance Code Book
- Manual for Mandated Reporters
- Camp Staff Manual
- Recreation Division Manual
- Facility Specific Manuals

Manuals will be reviewed and updated periodically. Each facility should have these on file.

ADDENDUM

Administrative Policy Manual

Personnel Policy Manual for All Staff

Safety Manual/Crisis Management Plan

Accident Report

Property Loss Report

Standards Guide

Appearance Guidelines

Ordinance Code Book

Manual for Mandated Reporters

Camp Staff Manual

1.00 INTRODUCTION & ADMINISTRATION

1.07 Map of Parks and Facilities

The Skokie Park District, with more than 240 acres of parkland only minutes from downtown Chicago, takes pride in its ability to serve the more than 63,000 residents of Skokie, Illinois. Whether protecting natural resources, preserving historical sites or providing unique recreational opportunities, the Park District offers a multitude of quality programs for the entire community.

The Skokie Park District is committed to providing the highest quality park system. With a growing population, the Skokie Park District must constantly plan for park improvements and seek out land acquisition opportunities for places to play. While few Skokie residents are familiar with all 49 parks, many individuals and families know the neighborhood parks near their homes very well.

Some parks feature tot lots, with play equipment geared to small children. Parks contain playgrounds that are geared into three age categories: age two to five, age five to twelve and age ten plus. Other parks feature athletic fields and courts for baseball, softball, football, soccer, tennis, basketball and sand volleyball.

ADDENDUM

Map of Parks & Facilities

1.00	INTRODUCTION & ADMINISTRATION
1.08	Parks and Facilities Matrix

1.00 INTRODUCTION & ADMINISTRATION

1.09 Facility Hours

Park District facilities are to be open for public use during standard hours of operation. Facilities may need to be open on holidays and/or evenings to accommodate District sponsored programs (e.g. Fourth of July, Holiday S.P.A.C.E., childcare programs, etc.). Skokie Park District offices, main switchboard and registration centers are closed on District holidays.

Weber Leisure Center/Fitness First

Facility Hours

Monday-Friday	5 am - 10 pm
Saturday & Sunday	7 am – 8 pm

Front Desk Hours

Monday-Friday	8 am - 10 pm
Saturday	9 am – 8 pm
Sunday	8 am – 8 pm

Devonshire Cultural Center

Facility/Office Hours

Monday-Friday	8:30 am - 8 pm (7 am opening during summer camp)
Saturday & Sunday	9 am – Varies

Emily Oaks Nature Center

Facility/Office Hours

Monday-Friday	8 am - 5 pm
Saturday	8 am - 4 pm
Sunday	10 am - 4 pm

Grounds

Monday-Saturday	8 am - Sunset
Sunday	10 am - Sunset

Oakton Community Center

Facility/Office Hours

Monday-Friday	8:30 am - 8 pm (7 am opening during summer camp)
Saturday	8:30 am – 6 pm
Sunday	9 am – 5 pm

Exploritorium Hours

Monday & Tuesday	9 am - 5 pm
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Wednesday	12 pm - 5 pm
Thursday	Closed
Friday	9 am – 5 pm
Saturday	9 am – 1 pm
Sunday	Closed

Tot Learning Center

Facility/Office Hours

Monday-Friday	7 am - 6 pm
Saturday & Sunday	Closed

Skatium Ice Arena

Facility/Office Hours

Monday – Sunday	Varies
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Skokie Heritage Museum

Facility Hours

Thursday & Friday	Noon - 4 pm
Saturday & Sunday	10 am – 2 pm

Sports Park

Facility Hours

Varies from season to season

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- RATE OUR PARKS
- "HOW DID WE DO?" CAMP REPORT CARD

2.00 CUSTOMER SERVICE

2.01 CUSTOMER SERVICE PHILOSOPHY

The Skokie Park District believes that customer service is the most important task at hand and our vision of "Excellence In Everything We Do!" is especially true when it comes to customer service. Each and every leisure experience of a patron will determine our success or failure.

The Skokie Park District encourages staff to take ownership of the needs of every customer. Everything (e.g. answering the phone, returning calls, developing the budget, responding to customer complaints, developing new programs and events, saying hello to a participant in the hallway, hiring qualified staff, completing brochure information accurately and timely, meeting deadlines, etc.) is an effort towards exceptional customer service.

Customer Service Standards:

- **Deliver Service Reliably.** Service reliability refers to the ability to perform the promised service dependably and accurately. We will follow through on each customer complaint and make any necessary action to improve service delivery.
- **Team Members "OWN" Problems.** If a customer has a concern, staff should use all available resources to solve that customer's problem. If a customer has a question in which a staff member does not have the answer, that staff member should follow through with the customer until the problem is solved by contacting the appropriate staff member who can help.
- **Customer Satisfaction is Paramount.** Team members are empowered to apply rules and procedures in order to make the customer happy.
- **Value Existing Customers - Retention.** Creating meaningful relationships with existing customers is important in the retention of customers. Every effort should be made to encourage repeat customers.
- **Value Customers Opinions.** Customer feedback will be solicited on an ongoing basis and suggestions and comments will be responded to in a timely manner. Staff will implement suggestions whenever possible and reasonable.
- **Continuous Improvement.** All staff members are encouraged to initiate improvements to the customer service process.

2.00 CUSTOMER SERVICE

2.02 INTERNAL & EXTERNAL CUSTOMERS

It may seem fairly obvious who our customers are, but it is important to point out that each of us has **external customers**, the participant who we see in our programs and classes and at our facilities and special events and **internal customers**, fellow team members at the District that we come in contact with every day. The relationships between each division and every team member in the District are important ones. Your response to the internal customer will frequently affect their ability to provide exceptional customer service. Delivering exceptional customer service to the external customer begins with how you service your fellow team members.

As a part of a team providing services for the benefit of the public, staff must cooperate with each other and with the public in order to achieve a high standard of work performance. All customers, both internal and external, must be treated with respect and courtesy. Smiling, happy, friendly, and enthusiastic employees with a positive attitude are expected at the Skokie Park District. Wrongful conduct that encourages employee divisiveness, loss of morale or workplace disruption will not be condoned.

2.00 CUSTOMER SERVICE

2.03 CUSTOMER SATISFACTION MEASUREMENT

Team members should encourage the use of all available resources to measure customer satisfaction.

Customer Satisfaction Measurement Tools

- Rate Our Service
- Rate Our Programs
- Rate Our Parks
- "How Did We Do?" Camp Report Card

ADDENDUM

Rate Our Service

Rate Our Programs

Rate Our Parks

"How Did We Do?" Camp Report Card

2.00 CUSTOMER SERVICE

2.04 CONFIDENTIALITY

The Skokie Park District expects all team members to demonstrate sensitivity to confidential issues with internal and external customers. Fee assistance for programs, fee payment plans, personnel issues, medical information and accessibility requirements are just a few of the issues that need to be safeguarded by staff and dealt with in a mature and confidential manner.

2.00 CUSTOMER SERVICE

2.05 100% CUSTOMER SATISFACTION

The Skokie Park District constantly strives to offer quality recreation programs. If a program does not meet participant expectations due to the quality of instruction or facility or program content a refund can be requested as follows:

- For all general activities, passes and memberships, customers will be given a pro-rated refund when a request is presented to a customer service representative.
- Childcare (Preschool, Tot Learning Center, and SPACE) changes, cancellations, or deposit refunds must be presented to the Program Supervisor.
- Trips are eligible for refunds up to seven days prior to the event unless otherwise stated in the program description.
- Tickets are not eligible for refunds.
- Summer Camps have a very specific refund policy which is updated and listed in the camp brochure each year.

2.00 CUSTOMER SERVICE

2.06 TELEPHONE

When you use the telephone you create an impression, favorable or unfavorable, to the person at the other end of the line. A friendly smile can be "heard" and so can a frown. What you say, how you say it and your warmth, sincerity and manner are what they hear.

Always answer the phone before the third ring. Prior to picking up the phone, SMILE! Answer the phone, "Good Morning (afternoon, evening), this is (insert your name), how may I help you?"

If a customer is to be put on hold, give them an opportunity to respond. Ask "Can you hold?" before doing so.

If you do not know an answer, DO NOT GUESS. Always ask for assistance. Wrong or misinformation is worse than no information at all. If the person who can answer an inquiry is out of the office, please take a message or ask if you can transfer them to voice mail.

When taking a message, get a phone number whenever possible. If the caller can state his business, this information is extremely helpful. If you are unsure of the spelling of a person's name - ask them for the correct spelling. When hanging up, thank the person and call them by name.

To improve voice qualities - display alertness, be expressive, talk naturally, reflect pleasantness and speak distinctly.

Remember, courtesy counts. Greet callers pleasantly, offer to be of service, listen attentively, use the caller's name, apologize for errors or delays and react to the caller's comments in gracious and natural manner.

When originating calls - plan the call, look up the number, dial carefully, identify yourself promptly, state purpose clearly and close call pleasantly.

When receiving calls - answer promptly, identify yourself, respond to inquiries graciously, take appropriate notes, keep your promises and follow through.

When answering for others - answer promptly, identify yourself, advise if person is unavailable, offer to help or transfer call, obtain caller's name and number, record message accurately.

When handling complaints - listen and let caller talk, express interest and understanding, avoid "buck-passing," take careful notes, maintain your poise, take required action and follow through.

Personal cell phones should be turned off.

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3.00 PERSONNEL POLICIES & PROCEDURES

3.01 HUMAN RESOURCE MANAGEMENT

The Skokie Park District is an equal opportunity employer that is committed to hiring the most qualified individuals for any open position. Individuals that possess a strong work ethic along with a positive, enthusiastic attitude are most desired. Employment status, wages and grade classifications for each position are available from the Human Resources Manager.

Selection and Hiring

The success of the Skokie Park District, and our ability to serve our internal and external customers, depends on the quality efforts of our staff and our commitment to customer service. We are an equal opportunity employer that is committed to hiring the most qualified individuals for any open position. We seek individuals that possess a strong work ethic along with a positive, enthusiastic attitude. In addition, such factors as past work experience and educational background are key considerations in the selection process.

The District's formal policy with regards to selection and hiring is outlined in the Personnel Policy Manual for all Employees of the Skokie Park District, section V. The policy reads as follows:

V. APPOINTMENTS

Selection and Hiring: Employment will generally be based upon the selection or recommendations of the supervisory personnel under whose direction the employee will work as well as input from Human Resources staff interviewing the applicants. All full-time positions and most part-time and short-term positions will have a job description prepared prior to hire. Applicants may be required to complete psychological tests and may be required to complete aptitude tests, and any other tests that may be required depending upon the nature of the position.

Applicants are required to furnish information and complete any and all forms and tests deemed necessary, in the Park District's sole discretion, to satisfactorily inform the Park District of an applicant's qualifications and suitability for a prospective position with the Park District. Applicants may be required to furnish proof of educational degrees earned, college transcripts, and/or proof of certifications earned. The provision of false, incomplete, or misleading information in the employment application or other materials submitted or completed in connection with an application or in response to any question, may result in a non-hire decision, rescission of an offer of employment/promotion, or dismissal of an employee.

The Park District will attempt to employ the best available qualified applicant for the position, based on application materials, personal interviews, reference checks, professional certifications, tests, and any other means available to evaluate an applicant's apparent qualifications and suitability for a particular position. It is desirable that employees of the District in a management or executive position be certified/professionally trained. Salary determination will generally be made based on experience and other appropriate factors, within guidelines of the Wage and Classification Plan. All employment, advancement, and promotion decisions will be based upon the Park District's needs and the requirements and qualifications required for specific positions. We attempt to base employment, advancement, and promotion decisions on a person's apparent suitability for the position including without limitation his past performance, future potential, and his aptitude and attitude.

Applications/Resumes

All applications completed or resumes submitted to any facility should be immediately forwarded to Human Resources upon receipt. Human Resources fields many applicant inquiries and when they are not given applications/resumes promptly, they are at a loss as to what to tell an applicant that is inquiring about their application status, and much time is wasted tracking down an application/resume. If desired, a copy of the application/resume may be retained by the facility that received it; however, a note should be attached to the application prior to forwarding to HR indicating a copy has been retained, and by whom.

Human Resources will maintain a database and file of all applications/resumes received, and acknowledge receipt of the application/resume by sending a postcard to the applicant.

The Human Resources Manager screens through applications and resumes, and forwards them on to the appropriate supervisor for consideration.

How to post an open position

When a seasonal, part-time, or full-time position becomes available, the Supervisor should follow the following procedure:

1. Obtain Division Head approval to post the position.
2. Contact Human Resources via e-mail and provide the following information:
 - 1) Position Title
 - 2) Hours/days per week and any specific shift information
 - 3) Rate of pay
 - 4) Position type (Full-time, Part-time, Seasonal)

- 5) Minimum education level
- 6) Applicant response method (phone, fax, e-mail, etc.)
- 7) Methods of advertising that you are requesting (SPD website, IPRA website, *Pioneer Press Skokie Review*, *Chicago Tribune*, *Reader*, posting at local colleges/universities, other)
- 8) Any other information about the position you wish to provide is very helpful.

Selection and Interview Process

For part-time and seasonal positions, the immediate supervisor may make hiring decisions without the involvement of the Human Resource Department.

All full-time positions must go through the Human Resource Department. Human Resources will directly participate in the full-time hiring process along with the immediate supervisor and possibly the Division Head.

Planning for the interview

Planning is key to effective interviewing, and selecting the right candidate. Rather than just “winging it”, take the time to think about what you want to accomplish and the questions you will ask. Prepare the questions ahead of time and use the same set of questions for all the applicants you are interviewing for a particular position. Refer to the job description for the position to target the questions you need answered, and to determine if the candidate can perform the essential duties of the position.

By planning ahead and using prepared interview questions you will get more accurate, consistent information and you will have a fair way to compare their strengths and weaknesses. Remember that a lack of consistency may also expose the District to potential charges of discrimination.

The prepared questions are a guideline, and other questions are bound to come up during each interview based on the conversation you have with the applicant. Be prepared!

Remember to take notes of the applicant's responses. When you interview several candidates, it can be difficult to rely on your memory.

Interview questions you should never ask!

Employers are allowed to ask a wide variety of questions during an interview as long as the questions are related to the job the applicant is applying for. Illegal interview questions are those that single out the applicant's age, race, disability, gender, national origin, marital status, sexual orientation or religion.

Some examples of illegal interview questions include:

- How old are you?*
- Where were you born?
- Are you married?
- Do you plan to have a family?
- What race are you?
- Which religious holidays will you need off?
- Do you have any disabilities?
- How many children do you have?

*It is OK to ask an applicant if they are *at least* 16 years of age to make sure that they meet our minimum age requirement for a specific position. Due to equipment operated, some of our positions require that the person is at least 18 years of age.

Typical General Job Interview Questions

The following list of questions is *general* questions you may want to ask an applicant. You also need to ask job specific questions. As a rule, about 70% of the questions you ask should be job specific questions. Review the job description to be sure you ask the necessary questions related to the specifics of the job. The internet is a good source of general interview questions, and there are many books you can refer to. Contact Human Resources for some suggested books and websites.

General Questions:

1. How would you describe yourself?
2. What do you know about the Skokie Park District?
3. Why are you applying for this job?
4. Why did you leave your last job?
5. How has your education and experiences prepared you for this job?
6. Please describe for me what your ideal job would be.
7. Give me an example of one of your successful accomplishments.
8. What characteristics or traits do you think are important to this kind of position?
9. How do you prefer to be managed? What would you want from a supervisor?
10. Give me three adjectives to describe yourself.
11. How would a friend describe you?
12. Do you consider yourself to be a leader?
13. What do you consider your strengths and weaknesses?
14. What personal strategies do you use to deal with a stressful situation?
15. Do you prefer working alone or in teams?

16. Have you ever had difficulty with a supervisor? How did you resolve the conflict?
17. Is there any reason why you cannot work the hours/days that this position is required to work?

Reference Checks

Prior to offering a part-time or seasonal position, it is required that the applicant's references are checked by the immediate supervisor. The immediate supervisor should complete a SPD Reference Check Form. For all full-time positions, it is the responsibility of the Human Resource Manager to perform reference checks.

Applicant Notification of position status

When you fill a part-time or seasonal position, it is your responsibility to inform the individuals that you interviewed that the position is filled by writing them a letter. This is a courtesy that they deserve. Send out rejection letters as soon as possible once a position is filled. The Human Resource Manager sends rejection letters to all full-time job applicants. A sample letter may be found in the addendum section.

New Hire Paperwork for Part-time and Seasonal Staff

Human Resources must receive the new hire paperwork which includes all of the necessary forms and documents **prior to** the employee's first day of employment with the District. Not only is this a District policy, it is required by the Department of Labor, Homeland Security and other Federal governmental agencies. Do not start an employee until all of the new hire paperwork is completed and submitted to Human Resources.

Human Resources has put together "New Hire Packets" which contain all the necessary forms and manuals that you will need. There is a New Hire Paperwork Checklist as part of the packet to help supervisors double-check to be sure they have all the necessary paperwork prior to submission to their Division Head for approval.

Each "New Hire Packet" contains the following items:

1. New Hire Paperwork Checklist
2. Part-Time & Seasonal New Hire/Reactivation Form (blue)
3. Employee Emergency/Medical Information Form
4. Form IL-W-4 – Employee's Illinois Withholding Allowance Certificate
5. Form W-4 – Federal Employee's Withholding Allowance Certificate
6. Form I-9 – Employment Eligibility Verification
7. Criminal Background Check Policy and Release Form
8. Driver Abstract Release Form
9. Employee Participation Form

10. Authorization Agreement for Automatic Deposits (Direct Deposit)
11. Skokie Park District Employee Acknowledgement Form
12. Technology Use Policy Acknowledgement Form
13. "Buddy" Assignment Sheet (Optional to complete)
14. Appearance Guidelines Manual (To be given to Employee to keep.)
15. Manual for Mandated Reporters (To be given to Employee to keep.)
16. Skokie Park District Safety/Crisis Manual (To be given to Employee to keep.)
17. Standards Manual (To be given to Employee to keep.)
18. Personnel Policy Manual for All Employees of the Skokie Park District (To be given to Employee to keep.)

Some common errors that supervisors make when submitting new hire/reactivate paperwork are as follows:

- They do not completely fill out the Part-Time and Seasonal New Hire/Reactivation form. Be sure that you have identified the hire date, pay rate, FinTrac job code if applicable, budget account number and primary payroll packet number. Be sure to print and sign your name on the bottom.
- Form W-4 Federal withholding certificate: Be sure that the employee signs the form. Also, an employee cannot claim allowances (0, 1, 2 and so on) **and** exempt status. They have to choose one or the other.
- Form I-9: It is the supervisor's responsibility to complete section 2 of the Form I-9 and establish both identity and employment eligibility of the employee by viewing and coping the identification documents provided by the employee. Employees must provide **one** Document from List "A"; **OR** one Document from List "B" **AND** List "C".
- Direct Deposit Form: Be sure employee furnishes a voided check, deposit slip or a bank statement to confirm the account number and bank routing number.
- Be sure to use the Part-Time Wage Scale when determining the new hires rate of pay.
- Remember to include a copy of the employment application along with a copy of your reference check forms.

Part-time/Seasonal New Hire Training

It is the Supervisor's responsibility to determine what specific job training is needed and to provide the necessary training to all new employees and returning employees under their supervision. If other departments are needed to assist with training, it is the responsibility of the supervisor to make those arrangements. The District's Risk Management Program along with the Safety Manual, Accident Reporting, and Personnel Policy Manual for All Staff of the Skokie Park District, Appearance Guidelines Manual, and DCFS Mandated

Reporters Manual should all be discussed with special attention given to the District's:

- Non-Discrimination and Anti-Harassment Policy
- Alcohol and Drug Abuse Policy
- Criminal Background Check Policy
- Driver Abstract Policy
- Technology Use Policy

As part of the new hire paperwork, new employees are required to sign the manual acknowledgment form for all of the manuals listed above.

Technology Services Request

If your employee will need an e-mail account and/or access to technology, submit a Technology Services Request via e-forms which can be located on the home page of the intranet. Your technology request will be routed to Human Resources. Note that your technology request will not be approved if Human Resources does not have the required new hire or reactivate paperwork for the employee.

Does this employee belong in IMRF?

If you *anticipate* scheduling the employee for at least 1000 hours per calendar year, then you must enroll them in IMRF when you hire them. Likewise, if their scheduled hours increases on a permanent basis to the 1000 hours, then you should enroll them in IMRF at the point their hours increase. It is the responsibility of the supervisor to determine if their employees are IMRF eligible. At the point you determine an employee is IMRF eligible, (either at the time of hire or after that date) you must have them complete the IMRF enrollment form, IMRF Form number 6.10 and beneficiary form, IMRF Form number 6.11 and submit both to Human Resources. In the case of a new hire, the IMRF forms should accompany the new hire paperwork. These forms may be downloaded from the IMRF website, www.imrf.org.

Once you enroll an employee in IMRF, it is your responsibility as their supervisor to monitor the employees hours, and inform Human Resources if their hours decrease to a level below 1000 hours per year, as they would no longer be eligible to participate in IMRF.

Performance Reviews

Performance evaluations are to be conducted for all employees using the designated evaluation form. Section 1 of the evaluation form is the same for all employees.

Section 2 of the evaluation form is customized to measure performance of job duties related specifically to the position.

Full-time staff and year-round part-time staff are evaluated at the conclusion of their six-month introductory period, and then annually in April or prior to May 1.

Evaluation of seasonal hourly staff should occur approximately half way through their seasonal employment and also at the conclusion of their seasonal employment.

Disciplinary Action and Dismissal

Policies regarding disciplinary action and dismissals are detailed in the Personnel Policy Manual for All Employees on pages 15 through 18.

Supervisors should review progressive disciplinary action against any staff person with the Division Head and the Human Resources Manager in a timely manner. It is important to document all performance related issues in writing for future recall. In instances where an oral or written warning are warranted, complete an "Employee Warning Record Form". This form may be downloaded from forms central on the intranet home page. When preparing a warning record, be as clear and factual as possible and develop a performance improvement plan. Warnings should be presented to the employee and fully explained to the employee. The employee should be given the opportunity to ask any questions they may have. There is space on the form for the employee to make their own comments about the warning. The employee, supervisor and division head must sign the warning. The original should be forwarded to Human Resources so that it may be filed in the employee's personnel file.

In some serious employee violations of policy or procedure, it is wise to send an employee home and inform them that they are being placed on a paid investigative leave of absence. This will give the supervisor a chance to figure out what discipline action is appropriate, and request assistance from their Division Head and Human Resources.

In the case of dismissal, the supervisor must obtain approval to dismiss an employee from the Division Head and the Human Resources Manager. All termination letters must be reviewed by both the Division Head and the Human Resources Manager, and in some instances by PDRMA prior to issuing to employee.

Resignation

When either a full-time or part-time employee resigns their position, the immediate supervisor must obtain a letter of resignation that is dated and signed by the

employee. The original resignation letter must be forwarded to the Human Resource Manager.

Exit Interviews

All full-time employees will receive an exit interview with the Human Resources Manager on their last day of employment or close to their last day. A copy of the exit interview is provided to the Executive Director and the Division Head.

Supervisors are encouraged to conduct exit interviews with part-time staff.

Employee Separation Notification Form/Interview

The Employee Separation Notification Form is used to notify Human Resources and the IT Department of employee separations. Enter the requested information online from the intranet page and submit electronically. All employee separations should be reported within two business days of an employee's separation date. If the employee is terminated, notification is required to take place the same date of the termination.

All full-time employees should receive an exit interview with the Human Resource Manager. Supervisors are to conduct their own exit interviews with part-time staff.

Change Form

A Change Form is used when an employee's position, title, pay rate etc. is changed. Change Forms should be completed fully and submitted (physically or electronically) to the Division Head for approval. The Division Head will then forward the completed paperwork onto Human Resources.

Employment Forms

The following forms must be completed for all new hires. New Hire Paperwork is available from the Human Resources Department at the Weber Leisure Center.

- Employment Application - Any person applying to work for the Skokie Park District, either on a for-pay or voluntary basis, must complete an employment application. Applications are submitted to the Human Resource Manager for preliminary review and documentation. The Human Resource Manager then passes the application to the appropriate supervisor. If a supervisor receives an application directly, it should be forwarded to the Human Resource Manager. The supervisor should make a copy for themselves.
- Entry Form - An Entry Form is used when hiring all new employees and should be completed fully and submitted (physically or electronically) to the Division Head for approval. Entry Forms must be completed prior to an employee

beginning their first day of work. Entry forms for full-time staff are different from part-time staff forms.

- Employee's Withholding Allowance Certificates (Federal W-4 & State ILW-4)
- Employment Eligibility Verification (I-9) - Employers/Supervisors must complete Section 1 and Section 2 of the I-9 Form. Section 2 requires examination of evidence of identity and employment eligibility. Copies of documentation presented by an individual for purpose of establishing identity and employment eligibility are to be copied and attached to the form.
- Criminal Background Check Release Form – All employees over the age of 18 are required to complete a Criminal Background Check Form.
- Reference Check - After an in-person interview has been conducted and prior to offering a position to an applicant, a reference check is required. PDRMA requires three reference checks. When hiring a full-time staff member, the Human Resource Manager will generally check the provided references. When hiring a part-time employee, the reference check form should be completed by the supervisor conducting the interview and turned in with new hire paperwork.
- Employee Emergency/Medical Information Form
- Driver Abstract Form - All Full-time staff must complete this form. Part Time staff that will be driving park district vehicles in the course of their employment are also required to complete this form.
- Employee Participation - This form must be submitted in order for staff to receive their ID card which identifies them as an employee. The participation form will also be used to set up the employees free program benefits as outlined in the personnel manual.

Job Description/Pay Rate Scale

Every employment position (full-time and part-time) within the District must have a job description. As new positions are created within the District, a job description must also be created.

Employment positions (full-time and part-time) are evaluated and classified in order to place them properly on the pay rate scale. Full-Time classifications are different than part-time. Minimum Wage (effective 7/1/2008) for employees age 18 and over is \$7.75.

ADDENDUM

Employment Application

Seasonal Job Opportunity Questionnaire

Skokie Park District Reference Check Form

New Hire Paperwork Packet includes the following (and the forms listed above):

- Part Time & Seasonal New Hire/Reactivation Form
- Employee Emergency/Medical Information Form

- Federal W-4 Tax Form
- State W-4 Tax Form
- I-9 Form
- Criminal Background Check Release Form
- Driver Abstract Form
- Employee Policy Manuals Acknowledgement Form
- Employee Participation Form
- Technology Use Policy Consent Form

Performance Review

Part-time Employee Performance Review

Employee Performance Correction Notice

Employee Termination Notification Form

Change Form

Electronic Change Form

New Hire Orientation and Paperwork Checklist

Sample Rejection Letter

3.00 PERSONNEL POLICIES & PROCEDURES

3.02 TIME MANAGEMENT – FINTRAC/TIME SHEETS

All non-exempt employees are required to utilize the FinTrac System or time sheets to document hours worked.

Employees should swipe in on the computer with their employee ID cards at the designated starting time.

Employees may only swipe in and swipe out with their own employee ID cards. Swiping another employee's card in or out is strictly prohibited, and may result in disciplinary action against both employees.

If the FinTrac time management system is down or in the case of an error, the employee is required to fill out the "Request to Modify Time Record" form.

Work Days, Breaks, and Hours

Staff work days will vary greatly. Part-time staff must follow the established break policy in the Personnel manual which states: When feasible, non-exempt employees scheduled to work less than seven and one half (7 ½) hours will receive at least a thirty minute unpaid meal break after five or more hours of work. A non-exempt employee who works seven and one half (7 ½) continuous hours or more is required to take an unpaid meal period of at least 30 minutes no later than 5 hours after beginning work.

Payroll

The Park District's payroll calendar consists of twenty-six (26) pay periods (2 Weeks/Period) per fiscal year (The District's fiscal year is May 1st-April 30th). Pay Days are every other Friday. The payroll system is such that it is always two (2) weeks behind to ensure that a part-time employee is paid (not prepaid) for the time he/she has earned. Full-time staff is paid to date.

Employment positions (full-time and part-time) are evaluated and classified in order to place them properly on the pay rate scale. Full-time classifications are different than part-time. Minimum wage (effective 7/1/08) for employees age 18 and over is \$7.75

Supervisory staff is responsible for submitting payroll for those employees they have hired. Supervisors approve the payroll by signing the FinTrac print outs or payroll sheets and submitting them in the payroll folder. If applicable, vacation, personal and sick time should be documented on the payroll sheet or manually entered in FinTrac. The approved white copy of the Application for Leave form should be

included with the payroll folder. Payroll folders/sheets are then forwarded to the Superintendent of Recreation no later than the Friday proceeding the pay week.

ADDENDUM

FinTrac Procedures

Payroll Schedule

Request to Modify Time Records

Part-time Wage Scale

Part-time Job Grade Scale

3.00 PERSONNEL POLICIES & PROCEDURES

3.03 Work Hours

Recreation Division full-time employees will work a standard forty hours (40) per week. However, due to the nature of the District's business operation, team members may be required to work whatever hours as deemed necessary by their immediate supervisor to meet the District's needs. Work schedules will be maintained by Facility Managers and the Superintendent of Recreation to assure that all employees work the minimum standard hours.

Overtime/Compensatory Pay

If non-exempt employees are required to work more than the standard forty hours (40) per week, they shall receive overtime pay or compensatory time by their immediate supervisor. Exempt employees (supervisory staff) are not eligible for overtime pay or compensatory time.

Exempt employees of the Recreation Division are permitted to use flex time if it does not interfere with District responsibilities (e.g. deadlines, meetings, supervision of programs, etc.). Flex time provides staff an opportunity to be occasionally absent from the traditional Monday through Friday work week as a result of extenuating hours worked. Flex time is not to be utilized as sick or vacation days, but rather in a common sense fashion as a result of an unusually extensive work week. Exempt employees must notify their immediate supervisor and receive approval of their flex schedule prior to changing their schedule.

Non-exempt employees will be paid time and one-half for every hour worked over forty hours (40) in a particular workweek. Compensatory time may be taken in lieu of overtime pay if authorized by and arranged in advance with the employee's immediate supervisor. Compensatory time is given at a rate of time and one-half for every hour worked over forty hours (40) in a particular workweek. Overtime pay is determined by the number of hours actually worked which excludes meal breaks, vacation, holiday, personal, emergency, compensatory and other approved absence.

Any and all overtime hours must be approved by your immediate supervisor prior to working overtime. Employees are required to work overtime when necessary and an employee's unwillingness to do so may result in disciplinary action up to and including dismissal.

Full-time Recreation Division team members are expected to work several special events such as the Fourth of July Parade (9 a.m. – 2 p.m.), Fireworks Festival (5 p.m. – 10 p.m.), Festival of Cultures, Backlot Bash and a variety of other events. Team members will be provided flex time for events as straight time.

Paid Holidays

All full-time employees may receive the following recognized holidays off with pay unless, in the Park District's sole discretion, your services are needed to operate the Park District's facilities, programs or general operations.

- New Year's Day
- Martin Luther King, Jr. Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Day

When a holiday falls on a Saturday or Sunday, full-time staff will be granted the nearest working day as a holiday. In instances where a stated holiday falls on a Tuesday or Thursday, the Executive Director may declare Monday or Friday to be a holiday if he determines that to be in the best interests of the Park District.

3.00 PERSONNEL POLICIES & PROCEDURES

3.03a Calling in Sick

At times, employees may not be able to come in to work due to illness. When this occurs, the employee is responsible for calling his or her supervisor as soon as possible. Failure to call in sick will be considered a "no show," and may result in disciplinary action. Full time employees are required to complete and submit an Application for Leave Form to their supervisor upon their return.

3.00 PERSONNEL POLICIES & PROCEDURES

3.04 APPLICATION FOR LEAVE

All employee absences must be accounted for via completion of the Application for Leave Form.

Employees must complete an Application for Leave Form and submit all three copies to their supervisor for approval, or validation (sick days). One copy is returned to the employee with the supervisor's signature indicating that the requested time off has been approved. Team members should avoid requesting time off during peak programming times (e.g. summer camp, festivals, Fourth of July, etc.). Flex time is not recorded for exempt staff.

ADDENDUM

Application for Leave Form

3.00 PERSONNEL POLICIES & PROCEDURES

3.05 APPEARANCE GUIDELINES

The personal appearance of our staff conveys to the public a general impression of the organization. Staff's attire while on duty should be in good taste, neat, clean and appropriate for the duties assigned. If a name tag is supplied by your supervisor, it is to be worn at all times

Some positions within the Division will be provided a uniform to convey a professional image of the District.

If wearing Park District attire in non-work related settings, you should be sensitive to the setting in which it is worn and the image of the Park District.

3.00 PERSONNEL POLICIES & PROCEDURES

3.06 SMOKING ORDINANCE

No Smoking in Park District Facilities

Smoking is prohibited in all enclosed facilities owned or controlled by the District, including but not limited to, all buildings, restrooms, enclosed or partially enclosed sports arenas, and any other facility smoking is prohibited as designated by the Village of Skokie and the State of Illinois. Additionally, smoking is prohibited within 15 feet from all entrances, exits, windows that open, and ventilation intakes that serve any enclosed area as designated under this Section.

No Smoking in Vehicles.

Smoking is prohibited in all motor vehicles owned, leased, or otherwise used by the District.

No Smoking in Parks, Playgrounds, or Other Non-enclosed Public Places

Smoking is prohibited within fifty (50) feet of all parks, playgrounds, or other non-enclosed District facilities when organized children's activities or organized special events are present.

Signs

Signs indicating "No Smoking" shall be appropriately posted in all public buildings of the Park District in accordance with the Smoke Free Illinois Act. 410 ILCS 82/20 (a)-(c). Other signs indicating awareness of this ordinance may be posted as determined by the Park District.

Violations and Penalties

It shall be unlawful for any person to smoke in any location where smoking is prohibited. Any person who violates any provision of this Section shall be fined an amount that is not less than \$100 and not more than \$250. Each day a violation occurs is a separate violation.

Definitions

The term "smoke" or "smoking" means the carrying, smoking, burning, inhaling, or exhaling of any kind of lighted pipe, cigar, cigarette, hookah, weed, herbs, or any other lighted smoking equipment.

"organized children's activities" means any and all Park District or affiliate sponsored activities established for children 18 years old and under.

"organized special events" means any and all Park District sponsored special events, as designated by the Park District, in which children 18 years old and under may be present.

3.00 PERSONNEL POLICIES & PROCEDURES

3.07 TECHNOLOGY USE POLICY

Computers are available for use around the District for official Park District business. Staff must participate in new-user computer training and agree to the terms of the computer use policy. Staff members are responsible for the maintenance of their computer files by developing directories and deleting old document files.

Computer Software Available District-Wide

- Microsoft Word
- Microsoft Excel
- Microsoft Publisher
- Microsoft Outlook
- RecTrac – Registration
- MainTrac – Maintenance Work Requests
- FinTrac - Payroll
- MSI – Budgeting/Accounting/Purchasing

ADDENDUM

Technology Use Policy (appendix J of the Personnel Policy Manual)

MSI Request Form (on-line)

3.00 PERSONNEL POLICIES & PROCEDURES

3.08 PAGERS, PHONES & CELLULAR PHONES

Certain employees within the Recreation Division are required to carry a pager and/or cellular phone. District issued pagers/cell phones are to worn/carried at all times. If staff is unavailable they should transfer the pager/cell phone to another staff member. Phones and cellular phones are for official Park District business only and must not be used for personal calls except when absolutely essential. Some staff members choose to use their personal cell phones instead of carrying a Park District issued pager/cell phone. Staff are still required to be available at all times or transfer the responsibility to another staff member in their absence. Employees are to guard against the loss of equipment and report any losses immediately. Pagers/cell phones remain the property of the Park District and may be retrieved at any time. Employees who lose their pager/cell phone will be required to pay a replacement fee.

The District Personnel Policy Manual states:

"During work time, employees are not permitted to use personal cellular telephones except in the case of an emergency. Personal cellular telephones should be used only during breaks and meal times."

Personal cellular phones, however, may be used if work related in case that employee cannot be reached through the radio. Furthermore, personal cell phone usage is prohibited while driving a Skokie Park District vehicle, unless it is an important call that relates to the job. Whenever possible, pull over while using the cell phone.

3.00 PERSONNEL POLICIES & PROCEDURES

3.09 CLEANLINESS OF WORK AREA

It is important to be aware of your surroundings by taking pride in your work and work space; picking up debris, recycling, looking for items that need to be repaired or cleaned, reporting equipment that is damaged and in need of repair, etc. Each facility has a maintenance schedule that should be followed for proper upkeep.

Standard of Care

- Reception Desk, Lobby Area, Hallways, Entrance Ways are to be kept clean and free from debris (e.g., trash, obstacles, etc.)
- Program rooms are to be kept in an orderly fashion when not in use.
- Closets, restricted areas and classrooms not in use shall be secured and shall be kept neat and orderly.
- Items such as mop buckets, vacuum cleaners, tables, and program supplies are not to be left or stored in hallways, bathrooms or classrooms.
- Bathrooms are to be periodically checked and cleaned , toilet paper stocked, floors mopped, counters wiped and debris picked up from the floor.
- Front entrances and walkways shall be clean and free from hazards and trash (snow, ice, cigarette butts, trash, etc.)
- Front doors shall be clean and free from finger smudges.
- Lights are to be turned off in offices, classrooms and closets not in use.
- Windows are to be closed prior to securing the building.
- Kitchens shall be sanitized with a bleach solution and kept in an orderly fashion. Refrigerators are to be cleaned-out regularly.
- Office areas are to be neat and orderly to present a positive and professional image.

3.00 PERSONNEL POLICIES & PROCEDURES

3.10 VOLUNTEERISM

Staff

Staff are encouraged to volunteer for special events, community projects and professional organizations such as the United Way, Chamber of Commerce Events, National Parks and Recreation Association, Illinois Parks and Recreation Association, Youth At-Risk Task Force, Rotary Club, Kiwanis and Lions Club of America, etc.

Community Volunteers

Volunteers from the community are an excellent way to promote community involvement in the Park District and to reduce staff costs. All potential volunteers must complete a Volunteer Interest Information form and sign the Volunteer Waiver prior to beginning their volunteer duties. An Emergency Medical Information Form should also be completed and kept on file at the facility the volunteer will be working. The Volunteer Manual must be reviewed with all new volunteers as well as the safety manual.

All volunteers must be a minimum of 12 years of age to volunteer. If a volunteer is under the age of 18 they must have a parent/guardian signature in order to begin volunteer duties. Volunteers under the age of 18 will require additional supervision and duties may be restricted as deemed appropriate and/or safe.

Volunteers should never be left alone with participants or be placed in a supervisory role, especially when working with children. Volunteers are not considered staff and should not be given the authority or responsibility of a staff member. A staff person must be on-site at all times when volunteers are present. Any documentation such as behavior reports or accident reports must be completed by a staff member, NOT a volunteer.

If volunteers are expected to work with hazardous chemicals such as cleaning solutions etc., they should be trained following the established Park District Hazard Recognition program, including MSDS training.

Staff are encouraged to recognize volunteers as appropriate. Class discounts or sales discounts are to be made at the discretion of a Facility Manager. Certain volunteers such as the Skokie Festival of Cultures Committee and Emily Oaks Advocates are recognized annually at a volunteer recognition dinner or potluck.

ADDENDUM

Volunteer Manual

Volunteer Interest Information Form

Emergency Medical Information Form

3.00 PERSONNEL POLICIES & PROCEDURES

3.11 TRAINING, TRAVEL & PROFESSIONAL DEVELOPMENT

The Skokie Park District authorizes attendance at certain training sessions and conferences to advance the training and professionalism of its staff. Staff is strongly encouraged to attend conferences and workshops where it would prove beneficial in areas of work performance. Training and travel is based on funds available.

There is no objection to a spouse/and or other family member(s) accompanying an employee on business travel. However, this must be done at the employee's expense.

Corporate credit cards may be used for business travel expense and business related social activities. The credit card should be used for as many travel expenses as possible in order to reduce the need for travel advances. Reimbursements for expenses for conferences and workshops shall be according to the District's Personnel Policy Manual.

Transportation

When traveling by air staff should attempt to find the most inexpensive fares. Air travel arrangements should be billed directly to the District when possible and can be arranged through the Executive Administrative Assistant).

Private cars may be used for travel of Park District business. Reimbursement shall be at the rate per mile allowed by the Internal Revenue Service. When two or more employees travel in the same private vehicle, only the owner shall receive the mileage reimbursement.

If it is necessary to rent a vehicle while on Park District business, whenever possible, a corporate credit card should be used as full value insurance coverage for collision damage repairs, and damage due to theft and vandalism. If a corporate credit card is not available, an employee must purchase liability and collision insurance for the vehicle. The Park District will reimburse or the cost of the insurance.

Lodging

An employee is expected to make hotel reservations at moderate rates. Receipts for lodging are required and corporate credit cards should be used whenever possible. Reimbursement for lodging shall be limited to the minimum number of nights required to conduct, official Park District business. If an employee chooses to arrive early or stay late for personal reasons, they are responsible for the additional lodging.

If an employee's spouse/family shares lodging, reimbursement will be allowed for a single room rate.

Meals

Actual costs to cover meals, special conference activities, local travel and all other miscellaneous expenses will be provided. Costs will be audited and excessive expenditures may be disallowed. Single expenditures greater than \$25.00, must be accompanied by a receipt. The expenses for the day of departure and the day of return will be based on the number of meals required from home on those days.

Miscellaneous Expenses

No reimbursements will be made for personal items such as telephone calls, haircuts, dry cleaning, newspapers, etc.

Travel & Conference Expense Form

This form is to be completed by all employees who have attended a function (conference, workshop, or seminar) that the Park District has prepaid, or has agreed to reimburse employees for expenses incurred.

Professional Involvement

Recreation staff is strongly encouraged to become involved with professional organizations related to their position (e.g. committees, conferences, workshops, etc.). Participation in professional organizations provides valuable learning and networking experiences.

ADDENDUM

Travel & Conference Expense Form

Mileage Invoice

3.00 PERSONNEL POLICIES & PROCEDURES

3.12 JOB DESCRIPTIONS

Every employment position (full-time and part-time) within the District must have a job description. As new positions are created within the District, a job description must also be created. Job descriptions will be distributed as part of the new hire orientation/training and should be reviewed annually. Job descriptions may also be obtained from Human Resources at anytime for review.

3.00 PERSONNEL POLICIES & PROCEDURES

3.13 EMPLOYEE PARTICIPATION IN PARK DISTRICT PROGRAMS AND USE OF PARK DISTRICT FACILITIES

All staff at the Skokie Park District are eligible for free facility use at limited facilities as outlined in the Personnel Policy Manual For All Staff of the Skokie Park District (Section XI). Swim passes, skating at the Skatium and golf at the Weber Park Golf Course are automatically assigned to new staff when they are hired and are renewed annually. In order to receive the free Fitness First membership, staff must register in person at Fitness First and agree to the Employee Code of Conduct/Rules and Regulations. Fitness First memberships are not automatically renewed; staff must renew their membership annually.

Full time staff and IMRF eligible employees are eligible for program discounts as outlined in the Personnel Policy Manual For All Staff of the Skokie Park District (Section XI). In order to participate employees must complete a Employee Participation in Park District Programs Form and have it approved by their supervisor. The form is then routed to the Superintendent of Recreation for approval.

Part-time employees and immediate family members of full-time and IMRF eligible employees may register for Park District programs through the normal registration process at resident rates.

ADDENDUM

Employee Participation in Park District Programs – Registration Form
Employee Fitness Membership Form

4.00 GENERAL POLICIES & PROCEDURES

- 4.01 MEETINGS
- 4.02 COMMITTEES
- 4.03 BOARD REPORTS & SPECIAL PROJECTS
- 4.04 RECORD RETENTION REQUIREMENTS
- 4.05 USE OF PARK DISTRICT PROPERTY
- 4.06 LOST & FOUND
- 4.07 WORK REQUESTS - MAINTRAC
- 4.08 ENVIRONMENTAL POLICY
- 4.09 EMPLOYEE RECOGNITION PROGRAM
- 4.10 KEY POLICY
- 4.11 SECURITY SYSTEMS
- 4.12 PUBLIC INQUIRY
- 4.13 VANDALISM
- 4.14 ABANDONED VEHICLES
- 4.15 PLANS AND SPECIFICATIONS
- 4.16 RENTAL GUIDELINES

SECTION 4.00 ADDENDUMS

- 4.04 RECORD RETENTION REQUIREMENTS
- 4.08 ENVIRONMENTAL POLICY
- 4.09 WAY TO GO
 - EXCEPTIONAL SERVICE NOMINATION FORM
 - EMPLOYEE EXCELLENCE NOMINATION FORM
- 4.10 KEY CONTRACT FORM
- 4.13 VANDALISM REPORT FORM
- 4.16 APPLICATION AND PERMIT FOR PARK FACILITY USE

4.00 GENERAL POLICIES & PROCEDURES

4.01 MEETINGS

Park Board Meetings

The Board of Park Commissioners meets at 7:30 p.m. at the Weber Leisure Center on the third (3rd) Tuesday of every month. The Board of Park Commissioners encourages the public to attend its monthly meetings.

Monthly Recreation Division Team Meetings

The Recreation Division Leadership Team meets at 9:30 a.m. on the fourth (4th) Tuesday of every month. The purpose of these meetings is to discuss issues pertinent to the Division, facilitate in-service training sessions and to work on team projects. Attendance at these meetings is mandatory for all full-time managerial/supervisory team members.

Monthly Staff Announcements

Monthly Staff Announcement meetings are open to all Skokie Park District staff and are mandatory for full-time team members. Staff will make pertinent updates of their individual areas of responsibility and occasionally in-service training sessions and/or programs will be held. Meetings are held at 10:00 a.m. the second (2nd) Tuesday of each month and are suspended during the summer months of June-August.

Community Meetings

Periodically you may be requested to attend certain functions within the community for the purpose of promoting Skokie Park District events, services and programs (e.g. school board meetings, parent-teacher association meetings, Village Commission meetings, agency task force meetings, Chamber of Commerce after-hours, etc.). Supervisors are encouraged to self-initiate involvement with these community agencies for the purpose of promoting the Skokie Park District.

4.00 GENERAL POLICIES & PROCEDURES

4.02 COMMITTEES

Numerous committees and teams exist within the Skokie Park District serving various functions. Recreation staff may be assigned to these committees and teams, and such an assignment is to be considered a regular and essential function of their job. Staff are encouraged to volunteer for committees and teams in which they have a particular interest.

Environmental Action Team

The Skokie Park District's Environmental Action Team (EA-Team) guides the environmental efforts of the district. With Environmental Stewardship as a core value, it is our responsibility as an agency to be as green as possible in all facets of operation. The EA-Team consists of individuals from various departments and in varied job roles throughout the district.

Safety Committee

The Safety Committee meets once a month on Wednesdays at Noon at various locations and is responsible for the overall risk management of the Park District. At least two representatives from each division are assigned to the Safety Committee. Facility managers are also appointed to this committee and are responsible for carrying out the standards established by the Park District Risk Management Agency (PDRMA).

Skokie Festival of Cultures Committee

The Skokie Festival of Cultures is an annual community-wide event held each May to celebrate Skokie's cultural diversity. The committee is comprised of representatives from the Skokie Park District, Village of Skokie, Skokie Public Library, Skokie Human Relations Commission, Skokie Rotary Club and various ethnic community groups. Recreation Division Staff who serve on the committee are: Devonshire Cultural Center Manager, Oakton Center Manager, Weber Center Manager, Communications/Marketing Manager, Museum Supervisor and Oakton Customer Service Supervisor.

Backlot Bash Committee

The Backlot Bash is an annual event which is held every year. The district-wide event requires support and assistance from every Division of the District and is voluntary.

Holiday Party Committee

The Holiday Party Committee appoints new team members at each year's Holiday Party. At least one representative for each division is appointed by the previous

committee. The committee meets periodically throughout the year to plan the festivities.

Employee Recognition Committee (E.R.P.)

The Employee Recognition Committee meets throughout the year to recognize Park District staff and their achievements. The committee consists of former Employee of the year award winners.

Celebration Committee

The celebration committee consists of staff members from each division. This committee plans several district wide employee events per year and meets periodically throughout the year as necessary.

4.00 GENERAL POLICIES & PROCEDURES

4.03 BOARD REPORTS & SPECIAL PROJECTS

Monthly Board Report

Managerial and supervisory staff members are required to submit a monthly board report outlining his/her program responsibilities. Board reports are due no later than the second Wednesday of each month. Reports are to be word processed in Microsoft Word and composed in third person.

Special Reports

Occasionally, managers and supervisors may be asked to provide a special report on a particular project.

4.00 GENERAL POLICIES & PROCEDURES

4.04 RECORD RETENTION REQUIREMENTS

The District is required to retain records and documents for a specific period of time (e.g. application forms, resumes, registration forms, contracts, entry forms, etc.). Questions regarding document retention should be directed to the Superintendent of Recreation or Superintendent of Business.

ADDENDUM

Record Retention Requirements

4.00 GENERAL POLICIES & PROCEDURES

4.05 USE OF PARK DISTRICT PROPERTY

Employees are responsible for the proper handling, care and use of Park District supplies, materials, equipment, funds, vehicles and facilities. Consumable supplies should be monitored to avoid excessive loss or use. Activity and storage areas will be maintained in a neat and orderly fashion. Damaged or lost equipment and/or supplies must be reported to the employee's supervisor.

Tools utilized by staff should be neatly stored and returned to the designated storage area. Upon leaving employment with the District, all assigned tools are to be returned. Missing tools will be replaced by the supervisor and paid for by the employee.

4.00 GENERAL POLICIES & PROCEDURES

4.06 LOST & FOUND

From time to time patrons of the Skokie Park District parks and facilities lose personal property. Found property is to be placed in a secure lost and found area for possible return to the individual who lost it.

If any employee finds lost personal property and fails to turn it in, that employee may be assumed guilty of theft of property, resulting in possible disciplinary action. If the property is not claimed, the property shall be donated to a local charity.

4.00 GENERAL POLICIES & PROCEDURES

4.07 WORK REQUESTS - MAINTRAC

When assistance is required from the Park Services Division a formal work request must be completed through the computerized MainTrac system. General requests need approximately one-week lead-time and special events/large projects need at least four weeks advance notice. Emergency situations will be handled as quickly as possible. Poor planning is not defined as an emergency.

The MainTrac system is accessed through SPD Applications from the Skokie Park District Intranet Page. Login: SPD, Password: SPD

4.00 GENERAL POLICIES & PROCEDURES

4.08 ENVIRONMENTAL POLICY

The Skokie Park District encourages its team members to set a high standard of leadership and competency in the promotion of sound environmental practices and lifestyles. The Skokie Park District has drafted an Environmental Policy to provide a tool to use when carrying out the commitment to the environment. The Environmental Policy compliments the Mission Statement of the Skokie Park District and is intended to help the District achieve excellence in programming and operations.

ADDENDUM

Environmental Policy

4.00 GENERAL POLICIES & PROCEDURES

4.09 EMPLOYEE RECOGNITION PROGRAM

The Employee Recognition Committee was developed as a means to acknowledge job performance that exceeds expectations. The committee strives to recognize coworkers that exemplify our core values of commitment, service, integrity, openness, innovation and environmental stewardship.

Mid-year and year-end excellence awards are awarded to two part-time employees and two full-time employees. Nomination forms for the "Excellence Awards" are given to employees twice a year. Generally mid-year nomination forms are distributed in August and the mid-year winners are selected in September. Year-end nomination forms are distributed in December and the year-end winners are selected in early January. The Employee Recognition Committee carefully reviews the nomination forms and winners are selected by committee voting. From the four mid-year winners (2 part-time and 2 full-time) and the four year-end winners, one full-time and one part-time employee of the year is selected. The Employees of the year are announced at the District's annual "Employee Recognition Party".

In addition to this program, the District has developed the "Exceptional Service Award". The purpose of the *Exceptional Service Award* is to create a means to embrace employee recognition at the facility/operational level, by offering an award to an outstanding full-time, part-time or seasonal employee from each facility/operational area. The *Exceptional Service Award* recipient is an individual that takes pride in working for the Skokie Park District and serving the Skokie Community, and someone who exemplifies the spirit of going above and beyond in the way he or she performs their job.

How does it work?

- Generally, there will be one winner from each facility/operational area.
- Employees will be given a simple nomination form to complete to nominate one coworker from their facility that they think exemplifies the spirit of the *Exceptional Service Award*. A sample nomination form is attached.
- Only one nomination form per employee will be accepted. If the employee works multiple jobs at different facilities, then they will be permitted to enter one nomination form per facility that they work at.
- It is the responsibility of the Facility Manager/Operational Area Supervisor to administer the nomination forms and develop a means to determine the winner. Each facility will determine the criteria that they will use to select the *Exceptional Service Award* winner for their area. This process can be as simple or complex as they wish.

- *Exceptional Service Award* winners will be announced at the Employee Recognition Party, and winners will receive a prize.
- Once you receive an *Exceptional Service Award*, you are ineligible to receive it for two years.

In addition to the awards program, the District has a way to acknowledge a specific employee with regards to a specific event or situation by using a "Way To Go" form. Any employee or supervisor may complete this form to acknowledge another employees work.

ADDENDUM

Way to Go

Exceptional Service Nomination Form

Employee Excellence Nomination Form

4.00 GENERAL POLICIES & PROCEDURES

4.10 KEY POLICY

The following is a District-wide key policy. The various managers and supervisors are responsible for assigning keys to employees under their direction. The key contract form must be utilized for every key assigned, even temporary keys. Employees will receive only those keys necessary to carry out their job duties. Employees must guard against loss of keys. Lost keys must be reported immediately. Staff are prohibited from lending keys to anyone without authorization from a supervisor. Duplication of keys is prohibited.

The Skokie Park District has invested significant resources in developing and maintaining a common lock and key system throughout the District. It is imperative that all staff realize that this system not be compromised by poor deployment and control of this system.

The overall responsibility of the Key and Lock System lies with the "Key Master," that is the Assistant Superintendent of Parks. The Key Master is responsible for the installation of locks throughout the District and for the proper assignment and auditing of keys.

Facility Managers and Supervisors throughout the District are responsible for assigning keys to staff, keeping records on all key assignments, and for retrieving assigned keys from employees when they leave employment with the District. Employees are to be assigned only those keys necessary to carry out their job duties. Assignment of facility "master" keys are to be avoided, and should only be assigned to employees in need of access to an entire building. Loss of master keys requires replacing all lock cores throughout a building and replacement of all keys assigned to all employees at that building. Assignment of "grand master" keys will be made only with the authorization of the Assistant Superintendent of Parks. Employees must guard against loss of keys. Lost keys must be reported immediately to the Facility Manager and the Key Master. Staff are prohibited from lending keys to anyone without authorization from a supervisor. Duplication of keys is prohibited.

Each of the following key boxes is maintained by the facility manager:

Devonshire Cultural Center
Oakton Community Center
Weber Leisure Center
Skatium
Emily Oaks Nature Center
Skokie Heritage Museum

Devonshire Aquatic Center, Skokie Water Playground & Dammrich Rowing Center
Control of this box is maintained by the Aquatics Supervisor. This box is located in the Manager's Office at Oakton Community Center.

Service Center - Control over this key box is maintained by the supervisors of the Park Services Division. This key box is located in the Service Center Office.

Key Master - The Key Master maintains a key box with an inventory of keys as may be necessary. This key box is located in the Service Center.

SECURITY

The Manager or Supervisor responsible for each of these key boxes has been issued an inventory of keys. Managers/supervisors will issue keys via a key contract form to individual employees on an as needed basis. Employees will need authorization from their immediate supervisor for keys to be distributed. Key distribution is to be kept to the minimum quantity needed for the smooth operation of the District. Only those employees with a need for a specific key will be assigned that key. Distribution of facility master keys is to be kept to an absolute minimum.

The key contract form is a two purpose form.

The key contract form is utilized for requesting additional keys for key boxes from the Key Master. Fill out part one (top half) as a key work request. Have this request approved by the appropriate superintendent and then forward to the Key Master. Keys will then be made and distributed. All keys are to be stamped "duplication prohibited" or words to that effect.

Part two of the key contract form is to be utilized to assign keys to individual employees. Fill out the form including the key #, signature, date issued and issued by. Distributed copies of the form as indicated in the upper right corner of the form. Supervisors must retrieve all assigned keys when an employee leaves employment with the District.

Part two of the key contract form is also utilized when retrieving keys from employees when they leave employment. Fill out the last two columns and return a copy to the Key Master. It is imperative that keys assigned to employees are retrieved by supervisors/managers when an employee leaves employment with the District. Retrieve the form or forms (keys may have been assigned on multiple occasions) from the employee's files and utilize to document the return of keys.

Keys assigned to non-employees (i.e. vendors, utility companies, etc.) are to be handled in the same manner as employees, utilizing the key contract form.

The Weber Leisure Center has a system of electronic key fobs for employee entry. Assignment and control of this system is managed by the Weber Center Manager.

The Park Services Office Manager maintains all records of lock cores utilizing the KEYCAD software program. All requests for changes to lock cores are to be made utilizing the Change of Core Form which can be found under forms on the SPD intranet. These forms must be forwarded to the Key Master. Maintenance Employees (locksmith) must utilize this form when making changes to cores, so that accurate information is maintained.

ADDENDUM

Key Contract Form

4.00 GENERAL POLICIES & PROCEDURES

4.11 SECURITY SYSTEMS

Every facility within the District is alarmed with a security system. It is the responsibility of the respective Superintendent to maintain and control the security systems within their respective Division.

Recreation Services Division

The Superintendent of Recreation is responsible for the overall security alarm system of Devonshire Community Center, Oakton Community Center, Weber Leisure Center, Emily Oaks Nature Center, Skokie Heritage Museum and the Tot Learning Center. Facility Managers are responsible for the control and maintenance of the security system within their respective facility. In the absence of the facility manager, the Superintendent will issue security access codes.

Parks and Facilities Division

The Superintendent of Parks and Facilities is responsible for the overall security systems of the Service Center, Skatium, Devonshire Aquatic Center, Skokie Water Playground, Weber Golf Course and Skokie Sports Park, and Dammrich Rowing Center. and maintains access to Security Codes/Systems District-wide. Park Services staff authorized entry into facilities for emergency repairs and maintenance will be given a security access code by the facility manager, not the Superintendent of Parks.

Facility Managers are responsible for the control and maintenance of the security system within their respective facility. The Assistant Superintendent of Parks is responsible for the control and maintenance of the security system of Park Services. In the absence of the facility manager, the appropriate Superintendent will issue security access codes.

All security systems are to be checked/tested on a monthly basis by the facility manager. If a problem is encountered with the system it is to be handled immediately by the facility manager and the respective Superintendent is to be notified.

Security systems should be audited twice per year by the respective Superintendent. Security system codes will be changed periodically and new codes will be distributed.

Whenever an employee who is assigned a code leaves employment with the District, that code is to be eliminated from the system. If a code is used by multiple individuals the code is to be eliminated and a new code will be assigned to remaining employees.

Individual employees assigned alarm codes are responsible for the security of their codes. Forgotten codes, lost codes or non-working codes are to be immediately

reported to their supervisor. Alarm codes will not be assigned to non-employees (i.e. vendors, utility companies, concessionaires). Employees given an alarm code are responsible for deactivating or activating the facility alarm upon exit or entry. Problems with the alarm system are to be directed towards the facility manager immediately.

Each Superintendent is responsible for maintaining, updating, auditing and changing the security access codes regularly.

4.00 GENERAL POLICIES & PROCEDURES

4.12 PUBLIC INQUIRY

On occasion members of the public will complain about the policies or activities of the Park District. Staff is encouraged to listen politely to complaints and, if possible solve the patrons' complaint (see Customer Service Standards). When this is not possible, all complaints should be forwarded to a supervisor or to the Superintendent of Recreation.

4.00 GENERAL POLICIES & PROCEDURES

4.13 VANDALISM

Vandalism, the willful or malicious destruction or defacement of property, is an unfortunate sign of the times. Vandalism ranges from littering to graffiti to complete destruction of property, such as arson.

Employees are to be constantly on the alert for vandalism. Graffiti, in particular, tends to spread and multiply if not cleaned up quickly. All acts of vandalism are to be reported as soon as possible. In all cases, graffiti is to be cleaned up within 24 hours. Other vandalism is to be repaired as soon as possible, preferably within 24 hours. Whenever possible, the employee should clean up or repair the vandalism when it is found.

In all cases of vandalism, the Parks Supervisor or Operations Supervisor will ensure that a vandalism report is filled out within 24 hours and that the completed report is forwarded to the Assistant Superintendent of Parks and Facilities.

ADDENDUM

Vandalism Report Form

4.00 GENERAL POLICIES & PROCEDURES

4.14 ABANDONED VEHICLES

At times abandoned vehicles may be left on Skokie Park District properties. When a vehicle has been left on District property and appears to be abandoned, the following procedures will apply.

1. Contact the Skokie Police Department and the police will attempt to contact the owner to arrange for removal.
2. If unsuccessful, write a letter to the Chief of Police, Skokie Police Department informing them of the abandoned vehicle and requesting that it be removed. The letter must include a description of the vehicle including make, model, color, license plate number, VIN, etc. and a location of the vehicle.
3. The Skokie Police Department will then tag the abandoned vehicle for a period of fourteen days.
4. After fourteen days the vehicle will be removed from the property.
5. After the vehicle has been removed, the Skokie Park District is responsible for payment to the towing company that removed the vehicle.

4.00 GENERAL POLICIES & PROCEDURES

4.15 PLANS & SPECIFICATIONS

All Park and Facility Plans and specifications (plot, utility, base, landscape and other maps) shall be housed with the Park Services Division. Storage and administration of all plans will be the responsibility of the Landscape Specialist.

All staff responsible for construction projects are to provide "as-built" drawings to the Landscape Specialist within one (1) month following the completion of the project. This drawing should include all utilities. Whenever possible, "as-built" should be required in the bid specifications, and shall be the responsibility of the Architect or the Contractor. In the event that this does not occur or when an "as-built" is not available, all utilities shall be hand drawn on the copy supplied to the Landscape Supervisor and shall be the responsibility of the staff member in charge of the project.

Any improvements to park facilities, including utilities shall be update on the "as-built" plans during the winter following the completion of project and after project drawings are supplied to Landscape Supervisor.

Plans shall be updated on a regular basis to maintain "as-built" plans on file. As plans are converted to CAD format they shall be burned onto a compact disc for storage purposes. Copies of compact discs shall be kept both at Park Services and WLC

Any person requesting drawings shall contact the Landscape Specialist for availability. CAD drawings will be provided if available. Please allow forty-eight hours advance notice to allow for printing. No original drawings shall be distributed.

4.00 GENERAL POLICIES & PROCEDURES

4.16 RENTAL GUIDELINES/FEES

The Skokie Park District provides a wide array of rooms within each facility that can be rented for various functions. Rental groups should be given a copy of the Room Rental Rules and Guidelines. Each respective facility is responsible for the scheduling, confirmation letters, billing, rental deposits and room set-ups, etc. for rentals in their building.

Priority scheduling will be given to Park District programs and events and should be entered into Rec. Trac. prior to rental applications.

ADDENDUM

Application and Permit for Park Facility Use

5.00 FINANCIAL MANAGEMENT

- 5.01 BUDGETING
- 5.02 PURCHASING PROCEDURES
- 5.03 DISPOSAL OF SURPLUS PROPERTY
- 5.04 DAILY DEPOSITS
- 5.05 SECURITY OF FUNDS & ASSETS
- 5.06 REVENUE POLICY
- 5.07 ESTABLISHING FEES & CHARGES
- 5.08 COLLECTION OF FEES & CHARGES
- 5.09 RESIDENCY POLICY
- 5.10 REFUND/SATISFACTION GUARANTEE POLICY
- 5.11 FEE ASSISTANCE PROCEDURE & POLICY
- 5.12 CONTRACTING FOR SERVICES

SECTION 5.00 ADDENDUMS

- 5.01 DETAILED REVENUE AND EXPENSE REPORT
- 5.02 INVOICE TRANSMITTAL
 - PETTY CASH SLIP
 - PETTY CASH RECONCILIATION FORM
- 5.08 FITNESS FIRST EFT
- CAMP BILLING AGREEMENT FORM
- 5.10 ACTIVITY MODIFICATION FORM
- 5.11 FEE ASSISTANCE APPLICATION
 - FEE ASSISTANCE GUIDELINES
- 5.12 INDEPENDENT CONTRACTOR AGREEMENT
 - PERFORMANCE AGREEMENT: PERFORMER

5.00 FINANCIAL MANAGEMENT

5.01 BUDGETING

The District's fiscal year begins May 1 and ends April 30. Managers and Supervisors are fiscally responsible for their respective budgets. Budget detail reports are available from the Business Services Division by the 15th of the month for the previous month. Managers and Supervisors are to review their budget detail upon receipt for revenue/expense projections and discrepancies due to coding errors. Additional information regarding accounts can be obtained at anytime by reviewing "Account Activity Display" within MSI. Concerns regarding errors should be immediately brought to the attention of the Accounting Supervisor for correction.

Budget Account Descriptions

The account structure consists of thirteen digit numerical codes. To illustrate, the following program has been selected as a sample:

20-50-19-442-5412 Indicates that 20 is the legal fund number. In this case, Recreation Fund.

20-50-19-442-5412 The figure 50 indicates the responsible department number. In this case, Devonshire Cultural Center.

20-50-19-442-5412 The figure 19 indicates the number assigned to the program activity. In this case, Cultural Arts Programs.

20-50-19-442-5412 The center three digits 442 are numbers assigned to sub-classify the program activity. In this case, Music Classes.

20-50-19-442-5412 The last four digits 5412 are accounting numbers assigned to the expense category, Program Supplies – Music Classes

The last four digits of the number relates to the following:

1000	Assets	5400	Materials and Program Supplies
2000	Liabilities	5500	Equipment and Repairs
3000	Fund Balance	5800	Gen Admin/Transfers
4000	Revenue	5900	Other (Interest Expense, etc.)
5000	Salaries	6000	Capital Assets Expense
5100	Contractual Services		

General Ledger Codes

Each accounting number is given a six-digit general ledger code. General ledger codes are used for daily deposits, activity masters, etc. Every revenue account has a unique general ledger code (MSI) and a bill code (RecTrac).

Deferred Revenue

If revenue is received before the start of the fiscal year it is placed into a deferred account. Deferrals must be indicated on invoice transmittals.

ADDENDUM

Detailed Revenue and Expense Report

5.00 FINANCIAL MANAGEMENT

5.02 PURCHASING PROCEDURES

The Purchasing Manager is responsible for buying goods and services for all Skokie Park District departments as well as supplying information to manufacturers, dealers, sales agents and representatives of businesses who are interested in doing business with the Park District.

The objective of the Purchasing policies and procedures is to set forth a general policy and procedure, which will assist the Skokie Park District in purchasing:

1. Material and services of sufficient quality at the most economical price available.
2. In an open, organized and ethical manner.
3. In a manner which will comply with all Local, State and Federal laws.
4. In a timely manner so materials and services are available when needed without creating excess inventory.

The policies and procedures are meant to serve as a guideline and may not govern every purchasing situation that may arise. When purchases of an emergency nature are necessary, they should be made in accordance with the objectives outlined above.

Purchase Orders/Requisitions

- All purchases over \$200 must be entered in MSI as a **purchase requisition**. The Superintendent of Recreation approves all purchase requisitions for the Recreation Department through MSI.
- All requisitions must include a "comment line" as the last line, indicating who will place the order with the vendor; (i.e. Purchasing will order, or Caryn will order).
- Do not place an order with a vendor until a signed PO is received from Purchasing, except in the case of emergencies; in which case the requisition must be done within 24 hours and a "comment line" must be entered onto the purchase requisition indicating that this is a confirmation due to an emergency. The Purchasing Manager emails purchase orders to the requisitioner as soon as they are entered in the MSI system.
- All Credit card purchases made through the purchasing department must be approved by your supervisor and the Superintendent of Recreation via email.

Include in the email a description of the item(s) to be purchased, quantity, item unit cost, budget account number and a brief explanation of purchase.

- When purchasing anything between \$200-\$2,999 three verbal price quotes should be obtained. The lowest price should be utilized whenever possible. Exceptions to this procedure may apply in emergency situations where time is not available to procure three quotes etc.
- When purchasing item(s) between \$3,000-\$14,999 three formal written quotes must be obtained. The item should then be entered into MSI as a Purchase Requisition. Price quotes should be submitted to your supervisor as proof and are forwarded to the Purchasing Manager for filing. The lowest price should be utilized whenever possible.
- Any item with a value equal to or greater than \$15,000 must be procured through a legal bid. The Purchasing Manager should be involved in all formal bids to ensure that the proper procedure is followed. Once the bid has been opened and awarded by the Board of Park Commissioners, a purchase requisition should be entered into MSI.
- Upon receipt of goods, the recipient must immediately inspect the shipment to assure that items ordered are what was received, paying attention to the quantity received as compared to what was ordered and inspecting the quality of the goods.
- After inspection of shipment, packing slips should be initialed and forwarded to the Purchasing Department. Accounts Payable will pair the packing slip up with the corresponding invoice.

Invoice Payment

- All invoices should be sent directly to Accounts Payable. Vendors are directed on the purchase order to send invoices to Accounts Payable; however, sometimes this is not done.
- Upon receipt of an invoice from a vendor, Accounts Payable electronically scans the invoice via email to the responsible employee that ordered the goods or services requesting approval to pay the invoice.
- Recipient of the invoice approval email must respond back to Accounts Payable via email that the invoice is approved for payment. Accounts Payable has requested that you forward the original email back to Accounts Payable so they know which specific invoice is being approved. Approval should be

made within twenty-four (24) hours of receipt of the scanned invoice. If the invoice that is scanned for approval is under \$200 and does not have a corresponding purchase order, Accounts Payable will need the appropriate budget account number in addition to approval. Accounts Payable will take care of issuing the invoice transmittal.

Invoice Transmittals

Invoice transmittals should be completed for any purchase made under the amount of \$200. When completing an invoice transmittal a corresponding receipt, bill of sale or invoice must be attached. Do not complete an invoice transmittal for items that have been entered into MSI and a Purchase Order generated.

Encumbrances

In the purchasing system, once a purchase order is approved and issued, the account number(s) assigned is immediately encumbered or charged by the amount of the purchase order. This will remain an open encumbrance until the invoice is received and processed. To avoid duplication, the encumbrance should be paid using the Purchase Order NOT an additional invoice transmittal.

Petty Cash Funds

In order to operate the day-to-day activities of the Park District in an efficient manner, petty cash funds will be secured at each District facility. Each petty cash fund will have sufficient cash to meet minimal business transactions for purchases and expenses typically under \$50.00.

Each District facility will have one staff member assigned as the custodian of the petty cash funds. This staff member is authorized to reimburse and advance petty cash funds under the procedure listed below. At all times, the funds must be maintained by the staff member in charge within locked containers, in secure locations.

When requiring reimbursement through petty cash for a business expense, the staff member who incurred the expense should report to the petty cash custodian with a receipt. The custodian should then issue a petty cash slip to the staff member who should then complete the form with the reason, related program and account number for the purchase and return it with the receipt to the petty cash custodian. The staff member will then be reimbursed. Petty cash custodians requesting reimbursement must receive their immediate supervisor's authorization prior to reimbursement. Reimbursement to employees cannot be made without receipts.

Advances can be made through petty cash to cover minimal business expenditures if a petty cash slip is signed by the staff member receiving the advance. The petty

cash custodian must insure that a receipt is returned for the advance and that no future advances are made until the advance has been repaid.

A petty cash reconciliation form is to be used to reconcile petty cash prior to reimbursement. The reconciliation sheet summarizes petty cash slips with receipts attached. When submitting a petty cash reimbursement request, a completed petty cash reconciliation form, an invoice transmittal and completed petty cash slips with receipts attached are required.

Petty Cash Funds:

Oakton Community Center - Oakton Center Manager

Devonshire Community Center - Devonshire Center Manager

Tot Learning Center - Childcare Services Manager

Emily Oaks Nature Center – Emily Oaks Nature Center Manager

Skokie Heritage Museum – Museum Manager

Weber Leisure Center – Accounting Supervisor

IPRA Cooperative Purchase

The Skokie Park District, as a member of the Illinois Parks and Recreation Association, participates in a statewide cooperative purchasing system each year. Requests for supplies are distributed in September for delivery in late Spring. Statewide purchasing is primarily used for summer camps, pools and year-round recreational programs. Specific dates for the IPRA Cooperative Purchase can be obtained from the Purchasing Manager who is directly responsible for the District's participation in the purchase.

ADDENDUM

Invoice Transmittal

Petty Cash Slip

Petty Cash Reconciliation Form

5.00 FINANCIAL MANAGEMENT
5.03 DISPOSAL OF SURPLUS PROPERTY

From time to time, certain materials, equipment or supplies may be determined to be surplus. The Purchasing Manager is to be notified of the existence of any such surplus property, and he will arrange for the transfer or sale of these items. The Superintendent of Recreation will coordinate disposal of vehicles and equipment through the Board of Park Commissioners.

Materials determined to be scrap may be disposed of at a scrap dealer, scavenger service, or other method determined to be in the District's best interest. Any payments for such scrap shall immediately be turned over to the Superintendent of Recreation. The Superintendent of Recreation is then required to turn these monies over to Business Services. Scrap revenue is to be placed into the account for Corporate Maintenance, Miscellaneous Revenue (101515-115-4900).

5.00 FINANCIAL MANAGEMENT

5.04 DAILY DEPOSITS

Every revenue center within the District is required to perform a daily deposit. Each Facility will have a designated staff member(s) who is responsible for reconciling the daily sales for that facility. Deposits should be delivered to the Superintendent of Business Services' office by 2 pm daily and recorded in the log book by a Business Services staff member. Reconciled paperwork should be delivered to the accounting department. If scheduling conflicts arise, alternate arrangements must be made with the Superintendent of Business Services.

5.00 FINANCIAL MANAGEMENT
5.05 SECURITY OF FUNDS & ASSETS

It is the responsibility of all District employees to ensure that all funds and assets of the District are secured.

Drop-Safe

Every facility within the District has a drop-safe to appropriately secure funds. Access to the safe is restricted to the Facility Manager and Customer Service Supervisor. However, front-line and supervisory staff can deposit money into the drop safe without the use of a key. The safe is to be secured at all times.

Cash Drawer

The start-up bank for each cash drawer varies at each facility.

All cash, checks and charges are to be put through RecTrac immediately upon receipt. At no time is cash, checks or charges to be stored in an alternate location (i.e. envelopes, files, desk drawers, etc.).

If an employee needs to leave a cash drawer unattended, the cash drawer is to be locked, key removed and taken with the employee. At no time is the cash drawer to be left in a vulnerable position.

During high volume registration periods, it may be necessary to close out batches several times during the day.

At the end of each day, a \$100 start-up bank is to be counted and secured in a locked location other than the drop-safe. The remainder of the cash, checks, charge slips, and registration forms, are to be reconciled and placed in a marked envelope (time, date and person making drop) and dropped in the safe. Cash register drawer is to be left open.

Cash drawers may be audited at the discretion of the Facility Manager, Superintendent of Recreation or Superintendent of Business. When audited, the cash drawer should balance with the register balance.

It is never acceptable to take cash from the cash drawer to issue a refund, pay for postage, reimburse petty cash, etc.

Assets of the District

To prevent loss or theft, assets of the District are to be secured when not in use. Doors within the facility are to be locked. Non-public areas are to be secured at all

times. Losses must be reported to the Superintendent of Recreation immediately and a police report may be filed for investigation and insurance purposes.

5.00 FINANCIAL MANAGEMENT

5.06 REVENUE POLICY

REVENUE POLICY

It is necessary and desirable for the Skokie Park District to make changes and derive revenue from recreation and facility oriented leisure programs and areas. This policy is designed to serve as a guide in establishing a fee structure for recreation programs, and for determining admission charges to facilities or areas.

GENERAL

A. Recreation Programs:

Recreation is recognized as a basic human need, and the meeting of this need is a shared responsibility of the District with private enterprise, individual pursuits, and other recreation and community agencies and organizations. In recognizing the District's responsibility for providing recreational programming services, the residents of the District voted authority to the District to levy a recreation tax. Under the present Park District Code of Illinois, a legal limitation of \$0.075 is placed on the recreation tax levy. With increased leisure time and the greater need for recreation by the residents, this limitation has made tax funds inadequate if the District is to attempt to meet its recreation responsibilities. The charging of certain fees is necessary in order to supplement available tax funds.

B. Facilities

1. Revenue facilities

Revenue facilities should be financially self-supporting not requiring any tax subsidy. These facilities include: The Skatium, Weber Park Golf Course, Devonshire Pool, The Skokie Water Playground, and Tot Learning Center. Total income level should be established to meet all of those operating expenses, debt service, and reserves, as deemed necessary each year. Revenues from facilities take on more of a business characteristic than recreation programs because operating costs are contingent upon the ability to generate income. Admissions and facility user fees are the major and basic sources of income, as a result, extreme care will be taken in establishing these fee levels in order that financial requirements for the year will be reached.

Within any revenue facility, various auxiliary services and sales operations will be developed based on perceived needs and interests of the patrons.

2. Special Facilities

These facilities are partially supported by tax revenues and will have established periods of time where they are open to the public for public use at no charge. These facilities include Emily Oaks Nature Center and The Skokie Heritage Museum at the Historic Engine House and Log Cabin. As the District incurs added costs, such as paid staff, supplies and material/equipment to operate these facilities, fees (not admissions or visitation costs) for programs and/or rentals of rooms or areas may be charged.

C. Parks and Community Centers

Tax appropriations are necessary to support the operation and maintenance of those sites and facilities (i.e. Parks & Community Centers) which are basic to the recreational needs of the community. Such areas may be capable of generating a portion of revenues to partially offset costs, but tax appropriations are needed to insure safe and adequate operation and maintenance.

D. Prohibiting Participation:

For recreation to be public, it would be most unwise to establish fees that would cause any large number of residents to be unable to participate because of lack of financial resources. Regardless of the amount of fees that are charged, some individuals may be restricted from registering; however, fees may encourage them to make a free choice of the activity which they can best afford to participate. In the event that certain families or individuals are in dire financial difficulty, the Board authorizes the Director of Parks and Recreation, (or his designee), on an individual basis, to either completely waive or to lower a registration fee in the case of a resident who cannot or whose family cannot reasonably afford the fee because of financial difficulties and who has expressed an interest or desire to be enrolled in a certain program.

Program Categories

A. Instructional Classes & Programs - The general components of instructional classes and programs include specialized instruction with a focus towards a specific topic and/or skill level. These activities have limited enrollments, cover instructional content within a specific time period and include registration fees. Examples of Instructional Classes include Learning-to-Swim lessons, Ballroom Dance, Exercise, Cooking, Ballet and Gymnastics, Figure Skating & Hockey.

B. Programs - General - This particular category includes a variety of recreational activities geared to the needs and interests of the participants. These programs have limited enrollments, operate on an ongoing basis, and require membership fees or tuition fees in addition to daily admissions where applicable. Examples of General Programs include Pre-School, Jr. High & Teen activities & Day Care Services.

C. Programs - Specific - This category includes community-wide seasonal programs geared to provide either a diversity of activities or specialization in a major area of interest. These programs have limited enrollments, operate on a daily basis within a specified number of weeks (4-8), and require a one-time registration fee in addition to trip and/or special event fees where applicable. Examples of Specific Programs include Playground & Day Camp programs, Swim Team, Latchkey Programs.

D. Programs - Subsidized - These are programs that do not charge fees or are subsidized in part or in full by the District. Museum lectures, EONC trail kits and some special events fall into this category.

E. Special Events - The general components of special events include broad based community-wide appeal, focus on special themes, and restricted lengths of time from a one time event to a limited series of one time events. Participation limitations may be imposed based on facility and/or activity restrictions. Special Events may be scheduled periodically throughout the year and could require a one-time registration or admission fee per event. Examples of Special Events include Fall Fest, Festival of Cultures, Annual Ice Show, Halloween Happenings, Theater Productions and trips.

F. Athletics - Formal - This particular category provides for individual, dual and team sport league competitions. These leagues have limited enrollments, operate within a specified period of league play (weeks, number of games) on a seasonal basis, and shall require a one-time

team or individual registration fee plus a refundable forfeit fee where applicable. Examples of Formal Athletics include Men's Basketball Leagues, Women's & Men's Softball Leagues, Co-Rec Volleyball Leagues and Hockey Leagues.

G. Athletics - Informal - Informal Athletics include seasonal activities in which participants have the option of attending on a regular or limited basis. Participation limitations may be imposed based on facility and/or activity restrictions. These activities are provided on a seasonal basis, require a daily fee, and include supervision and on-site registration. Examples of Informal Athletics include Informal Basketball Gyms and Drop-In Roller Skating.

H. Facility Use/Admissions - Facility use and admissions include seasonal activities in which participants have the option of attending on a regular or limited basis. Participation limitations may be imposed based on facility and/or activity restrictions. These activities are provided on a seasonal or yearly basis, require a daily fee, season token or discount card for admission, and may include supervision rather than instruction. Examples of Admissions include Open Skating, Public Golf and Open Swimming.

I. Auxiliary Services - The primary purpose of Auxiliary Services is to compliment or enhance existing leisure opportunities coordinated by the Skokie Park District, various civic groups and organizations or citizens of the community at large. Examples of Auxiliary Services would include Skate Rental, Concession and Vending Operations, Nursery, Special Use requests (room rentals, contracts, field permits, lighted ball diamonds, and picnic permits), ice rentals, open hockey, patch and freestyle rentals and cooperative programs sponsored with the assistance of the various businesses or community groups.

Factors in Establishing Fees

District staff must estimate costs to determine the feasibility of a fee to recover all or part of those costs. There are four categories that should be considered in all programs when establishing fees:

A. DIRECT COSTS - These costs include services such as class instructors, class supplies, equipment, transportation rentals or admission tickets.

B. INDIRECT COSTS - These costs might include utilities, maintenance, facility operational costs, or, administrative expenses associated with a particular program.

C. SURCHARGE - This is defined as a charge mandated by the Park Board in the form of either a participation fee or a non-resident charge.

D. PROFIT - This category is established after recovering direct and indirect cost for a particular program fee. This purpose is to aid in establishing a necessary surplus required to support program enhancement or expansion.

Determination of program fees on the basis of recovering no costs, partial costs, direct and indirect costs or recovering all costs plus a profit will be determined on a program basis as outlined in section VII.

Program and Activities exempt from fees:

A. Fundamental services allowing for public, informal use of District properties i.e. fields, courts, playgrounds, shelters, etc.

B. Organizational accommodations for District approved Affiliate Groups.

C. Resident Hardship Requests.

D. ADA participation requirements, beyond the scope of established program standards.

E. Community-wide Special Events subsidized by District allocations and/or funded in total by grants, donations or sponsorships.

Out of District Differential

The Board of Commissioners recognizes that non-residents do participate in programs and activities sponsored by the District. In some cases non-resident participation may mean the difference as to whether an activity is held or cancelled. In order to facilitate such potential participation while recognizing the tax support from District residents, non-residents shall:

A. Pay a fee higher than resident fees, when feasible and controllable.

B. Register for programs and activities no less than seven (7) days after residents.

Non-Resident Fees minimum surcharges are established as follows:

Instructional Classes and Programs	25% (15% Skatium)
Programs General	25%
Programs Specific	25%
Programs Subsidized	N/A (Residents only)
Special Events	N/A
Athletics Formal	N/A
Athletics Informal	25%
Facility Use/Admissions	25%
Auxiliary Services	N/A

Pricing of Program/Facility Fees

A. Instructional Classes & Programs: Programs-Specific: Athletics-Formal: Select Special Events: The District's position on establishing fees & charges is based on a calculation of the total costs involved in the provision of the program. Total cost is equal to the sum of all direct and indirect costs, plus 25% profit. The price per person is then determined by deciding what the minimum enrollment will be for the program.

Formula:

$$\frac{(\text{Direct} + \text{Indirect Costs}) \times 1.25}{\text{Minimum \# of Participants}} = \text{Price per resident participant}$$

Profits, in excess of formula requirements, may be utilized to offset costs for other related programs.

B. Programs-General: Athletics-Informal: Select Special Events: Facility Use and Admission: Auxiliary Services: The models often utilized in establishing appropriate prices for these programming categories are as follows:

Going Rate – Conduct a survey of other local and neighboring organizations, both public and private, who are involved in the same type of venture. The prices of all

surveyed units are averaged and then the price is established using the determined average as its base.

Variable Cost – With this method, the total variable cost (prices associated only with providing the activity) is divided by the total number of participants to get the variable cost price. This pricing procedure does not include the indirect and fixed costs which would force the price up greatly. In addition, since the number of participants determined the ultimate price, the more popular the program is, the less the District will need to charge, since the activity can sustain a large group.

Demand Oriented – Propose a price which is felt will be accepted by most patrons and then determine the actual costs of the program. Total costs are then divided by the established price to determine the required number of participants needed to break even. This method allows the District more flexibility in its pricing structure when dealing with multiple groups of patrons which are positioned on the various levels of the socio-economic ladder, for example, senior adult residents.

5.00 FINANCIAL MANAGEMENT
5.07 ESTABLISHING FEES & CHARGES

The District's position on establishing fees and charges is based on a calculation of the total costs involved in the program. Total cost is equal to the sum of all direct and indirect costs, plus 25% profit. The price per person is then determined by deciding what the minimum enrollment will be for the program.

Formula:

$$\frac{(\text{Direct} + \text{Indirect Costs}) \times 1.25}{\text{Minimum \# of Participants}} = \text{Price per resident participant}$$

Other sources used when establishing appropriate prices are as follows:

1. Going Rate – Conduct a survey of other local & neighboring organizations, both public and private, who are involved in the same type of venture. The prices of all surveyed units are averaged and then the price is established using the determined average as its base.
2. Variable Cost – With this method, the total variable cost (prices associated only with providing the activity) is divided by the total number of participants to get the variable cost price. This pricing procedure does not include the indirect and fixed costs, which would force the price up greatly. In addition, since the number of participants determines the ultimate price, the more popular the program is, the less the District will need to charge, since the activity can sustain a large group.
3. Demand Oriented – Propose a price which is felt will be accepted by most patrons and then determine the actual costs of the program. Total costs are then divided by the established price to determine the required number of participants needed to breakeven. This method allows the District more flexibility in its pricing structure when dealing with multiple groups of patrons positioned on the various levels of the socio-economic ladder (i.e. senior adult residents).

5.00 FINANCIAL MANAGEMENT
5.08 COLLECTION OF FEES & CHARGES

Currency

- Cash - Cash is accepted.
- Checks - With the proper identification, local checks are accepted. No second party or co-signed checks are accepted.
- Credit Cards – Visa, MasterCard and Discover are accepted.

Service Charges

Notification of non-payment will occur immediately and the amount due must be paid. Failure to comply will result in services being refused. Payments refused by the financial institution incur a \$25 service charge.

General Activities

Payment for all general activities is due at the time of registration. Registrations are not considered complete prior to full payment.

Fitness First

Payment for services is due at the time of delivery of services. You may pay for membership through:

- Full-Payment
- Monthly Auto-Debit is available through credit card, checking, or savings account. The monthly payment is debited on the 1st of each month.
- Payment-In-Person – This calls for making a monthly payment, due on the 1st of each month, at any District facility. In order to pay in person, a credit card back-up is required, which will be automatically charged if payment is not made prior to the 1st of the month. If two (2) late payments are incurred, this payment option is no longer an option.

Childcare

Payment for services at Devonshire Preschool, Tot Learning Center and SPACE (not including holiday programs) is payable through the following methods:

- Full-Payment
- Monthly Auto-Debit is available through credit card, checking, or savings account. The monthly payment is debited on the 5th of each month.
- Payment-In-Person – This calls for making a monthly payment, due on the 1st of each month, at any District facility. In order to pay in person, a credit card back-up is required, which will be automatically charged if payment is not made by the 5th of the month. If two (2) late payments are incurred, this payment option is no longer an option.

Camps

All registrations on or after May 1 must be paid in full. Payment for all camps is payable through the following methods.

- Full-Payment
- Auto-Debit – A \$50 non-refundable deposit for each registered section is due at the time of registration. The balance is debited against credit card, checking, or savings account. One half of the balance is debited on the 5th of April and the balance the 5th of May.
- Payment-In-Person – A \$50 non-refundable deposit for each registered section is due at the time of registration. The balance is payable in two equal payments at any District facility. The first payment is due on the 1st of April and the balance is due on the 1st of May. In order to pay in person, a credit card back-up is required, which will be automatically charged if payment is not made by the 5th of the month.

Non-residents must pay in full at time of registration. Bus Transportation and Summers End must be paid in full at time of registration.

ADDENDUM

Fitness First EFT

Camp Billing Agreement Form

5.00 FINANCIAL MANAGEMENT

5.09 RESIDENCY POLICY

In order to qualify for a resident rate when registering for a Park District program or purchasing a facility pass or membership, the individual's primary residence must be within the Skokie Park District boundaries (zip codes 60076, 60077, 60623). Any owner of real estate paying taxes to the Skokie Park District will be considered a resident, as will his immediate family. Immediate family being defined as husband, wife, life partner and children, who reside at the owner's household. Proof may be required.

Exceptions to the residency requirement are as follows:

- (1973) Morton Grove residents can register as residents for Skatium programs
- (1986) Evanston residents can sign up for Skokie pool passes at resident rates. (Skokie residents get beach tokens at Evanston resident rates).
- (1999) Non-residents that attend Skokie School District 69 receive resident rates for SPACE and Summer Camp programs.
- (2000) Non-residents that attend Skokie School District 69 receive pool passes at a special rate.

5.00 FINANCIAL MANAGEMENT

5.10 REFUND/SATISFACTION GUARANTEE POLICY

Satisfaction Guarantee Policy

If for any reason a customer is not satisfied with any of our activities, they will be issued a prompt refund.

- For all general activities, passes, and memberships, a pro-rated refund will be given when a request is presented to a Customer Service Representative.
- Childcare (Preschool, Tot Learning Center, and SPACE) changes, cancellations, or deposit refunds must be presented to the Program Supervisor.
- Trips are eligible for a refund up to seven-days prior to the event unless otherwise stated in the program description.
- Tickets are not eligible for refunds.
- The camp refund policy is listed in detail in the camp brochure and deadline dates are established each year as appropriate

In order to process a refund, a completed Activity Modification Form must be presented to a Customer Service Representative. Any credit due from a refund will be first applied to any household balance that exists. If money is due back, the credit may be applied immediately to any credit card or a check will be mailed. All refund checks are processed within two weeks of receipt of the original request

ADDENDUM

Activity Modification Form

5.00 FINANCIAL MANAGEMENT

5.11 FEE ASSISTANCE PROCEDURE & POLICY

If families or individuals are in dire financial difficulty, the Board authorizes the Director of Parks and Recreation (or his designee), on an individual basis, to either completely waive or to lower a registration fee in the case of a District resident who cannot or whose family cannot reasonably afford the fee because of financial difficulties and who has expressed an interest or desire to be enrolled in a certain program.

Participants in need of fee assistance should be directed to the Registrar who will mail out a fee assistance application and review the application upon its return.

ADDENDUM

Fee Assistance Application

Fee Assistance Guidelines

5.00 FINANCIAL MANAGEMENT

5.12 CONTRACTING FOR SERVICES

When the District needs to contract for services from vendors, independent contractors or performers, a Park District authored written agreement must be signed by both parties. The District currently uses two types of agreements: Independent Contractor Agreement and Performance Agreement.

Independent Contractor Agreement

Independent Contractor Agreements are used when contracting with an outside vendor to conduct a service and/or class.

Independent Contractor Agreements are to be negotiated and signed prior to receiving service. Independent Contractors may require the use of their contract in addition to the Park District contract. However, care should be taken to avoid inconsistencies and loopholes between the agreements. Occasionally a vendor will attach stipulations to the contract on a supplemental contract called a rider. All items written into the contract can and should be negotiated, especially if it puts the Park District at a potential risk, undue expense or is unreasonable. Contracts are binding once signed by both parties.

Independent Contractors are required to provide the District with an activity plan (if requested) and a Certificate of Insurance (General Liability and Workers' Compensation).

The Independent Contractor Agreements can be copied from the computer file name (workgroups/rec/admintemplates/indepcont). Two duplicate copies of the Independent Contractor Agreement should be issued to the vendor for signature. Upon return receipt of the Independent Contractor Agreement, and after review by the supervisor, the Independent Contractor Agreement is to be signed by the appropriate staff member. Once the agreement is signed, the supervisor will return one copy to the vendor and keep one on file. A copy of the contract and valid certificate of insurance should be forwarded to the Superintendent of Business (contract) and the Executive Secretary (certificate of insurance). Independent Contractors are required to submit an invoice for services rendered. Payment is made by completing the invoice transmittal and attaching the signed independent contract agreement, invoice, and activity fees roster (if applicable).

Performance Agreements

Performance Agreements are used when contracting artists, entertainers or agents for a performance or workshop. The District Performer/Agent contract is used when contracting directly with the artist or entertainer.

Performance agreements are to be signed prior to promotion of the performance. Performers or agents may require the use of their contract in addition to the District contract. However, care should be taken to avoid inconsistencies and loopholes between the agreements. Occasionally, artists,

entertainers or agents will attach stipulations to the contract on a supplemental contract called a rider. All items written into a contract can and should be negotiated, especially if it puts the District at risk, undue expense or is unreasonable. Contracts are binding once signed by both parties.

The District Performer/Agent Agreement can be copied from the computer file name (workgroups/rec/adminform/perfagreement). Two duplicate copies of the performance agreement should be issued to the artist, entertainer or agent for signature. Upon receiving both signed copies of the performance agreement, the agreements should be signed by the appropriate staff member. The Supervisor will return one copy to the artist, entertainer or agent and keep one on file.

The Insurance requirement can be waived for performers.

ADDENDUM

Independent Contractor Agreement

Performance Agreement: Performer

6.00 SAFETY & RISK MANAGEMENT

- 6.01 SAFETY POLICY STATEMENT
- 6.02 SAFETY SHOES
- 6.03 EMPLOYEE SAFETY AWARD PROGRAM
- 6.04 PASSENGER TRANSPORT GUIDELINES
- 6.05 RELEASE OF PATRONS (MINORS)/LATE FEES
- 6.06 BEHAVIOR MANAGEMENT POLICY AND PROCEDURE
- 6.07 PARENTING AGREEMENTS
- 6.08 MEDICATION DISPENSING POLICY

SECTION 6.00 ADDENDUMS

- 6.03 SEYMOUR SAFETY SIGHTING OR SUGGESTION FORM
- 6.04 PASSENGER TRANSPORT GUIDELINES
ACCIDENT REPORT FORM – VEHICLES
- 6.06 BEHAVIOR REPORT FORM
- 6.08 MEDICATION DISPENSING CONSENT FORM
WAIVER & RELEASE OF CLAIMS FORM (PERMISSION TO DISPENSE)
MEDICATION LOG

6.00 SAFETY & RISK MANAGEMENT

6.01 SAFETY POLICY STATEMENT

It is the intent of the Skokie Park District to provide a safe working environment for our employees as well as a safe leisure environment for the public utilizing our parks, facilities and programs. It is also the intention of the Skokie Park District to develop, implement and administer a comprehensive loss control program. In all assignments, the health and safety of all should be of paramount consideration. Safety will take precedence over expediency or short cuts and every attempt will be made to reduce the possibility of accident occurrence.

Personnel at all levels are directed to make safety a matter of continuing and mutual concern, equal in importance with all other operational considerations. The District will comply with all safety laws and ordinances. Each Supervisor is responsible for work being performed in a safe manner, inspections being conducted on a regular basis, hazards and dangers being confronted and accidents being investigated. This program is established to emphasize that effective loss prevention is an integral part of management procedures designed to fully utilize the Park District's capital and personnel.

Each employee is charged with the responsibility of supporting and cooperating with the loss prevention program outlined in the safety manual. All employees are expected, as a condition of employment, to adopt the concept that the safest way to perform a task is the most efficient and the only acceptable way to perform it. Safety adherence and performance will be considered an important measure within supervisory and employee evaluations at the Skokie Park District. Non-compliance with safety policy is considered very serious and could lead to suspension without pay or dismissal.

Safety Manual

The Safety Manual is designed to give employees a thorough overview of safety policies and standards to be maintained at the Skokie Park District. Each staff member is required to read this manual and refer to it on a regular basis to answer any safety concerns that may arise.

The Safety Manual is issued to all new employees and an acknowledgment form is placed in their personnel file. Supervisors should review the safety manual with employees at the time of hire and periodically throughout the year as needed.

6.00 SAFETY & RISK MANAGEMENT

6.02 SAFETY SHOES

All maintenance staff are required to wear hardsole, ankle-protecting, steel-toed, O.S.H.A. approved work shoes at all times during working hours.

The Skokie Park District will reimburse the employee for said work shoes meeting these requirements. Full-time staff will be allotted up to \$70.00. per fiscal year for one pair. Part-time and short-term staff will be allotted up to \$25.00 per fiscal year for one pair.

Employees are to purchase their approved work shoes and then request reimbursement. A purchase receipt stating that they are O.S.H.A. approved shoes will be necessary for reimbursement. Reimbursement is to be requested through Facility Managers.

Work shoes must be worn on the first day of employment.

If an employee cannot wear this type of footwear during working hours due to a medical condition, a written doctor's excuse will be required. Failure to wear protective shoes (without a doctor's excuse) will result in suspension from daily work duties without pay.

Part-time and short-term staff will receive reimbursement only after three weeks (fifteen days) of employment. .

6.00 SAFETY & RISK MANAGEMENT
6.03 EMPLOYEE SAFETY AWARD PROGRAM

The Safety Committee sponsors an employee safety incentive program. Staff may nominate an individual or individuals who have demonstrated a conscientious approach to safety above and beyond the responsibilities of their job description. To nominate a co-worker or co-workers, one completes a "Seymour Safety Sighting or Suggestion Form." Upon completion of the form, forward the white copy to the Human Resource Manager, the pink copy of the employee, and the yellow copy to the Supervisor. This same form should be used for any safety suggestions.

Nominations are reviewed monthly by the Safety Committee. If the Safety Committee determines the safety sighting is in fact beyond the responsibilities of the employees' job description, the employee will be awarded a \$10 Blockbuster gift certificate. Staff should direct any questions regarding the Employee Safety Incentive Program to a current member of the Safety Committee.

ADDENDUM

Seymour Safety Sighting or Suggestion Form

6.00 SAFETY & RISK MANAGEMENT

6.04 PASSENGER TRANSPORT GUIDELINES

The District has developed extensive Passenger Transport Guidelines that explains in detail the requirements necessary to drive a Park District Passenger Vehicle (i.e. passenger van and bus). The District currently owns one passenger and its use is coordinated through the Emily Oaks Nature Center Manager and one bus which is coordinated through the Senior Adult and Teen Supervisor at the Oakton Community Center.

ADDENDUM

Passenger Transport Guidelines

Accident Report Form - Vehicle

6.00 SAFETY & RISK MANAGEMENT

6.05 RELEASE OF PATRONS (MINORS)/LATE FEES

Staff is responsible for the supervision of all participants during established activity starting and ending times. Children may not leave a programmed activity before its ending time without prior written (not verbal) parental/guardian permission. Exceptions to the policy include informal/drop-in activities.

If at the conclusion of an activity, an unfamiliar adult arrives to retrieve a child:

- Observe the child's reaction to the person and ask the child if he/she knows this person.
- Ask the person to identify him or herself and ask for identification.
- Contact the child's parent/guardian by phone to confirm approval to release the child.
- If a child appears uncomfortable with the unfamiliar adult, do not release the child and contact the police, if needed.
- For Child Care Programs (e.g. Camps, Space or programs licensed by the Illinois Department of Children and Family Services) children may only be released to predetermined (authorized in-writing) adults.

Although participants are informed that the Park District is not responsible for children after the program ending time, morally and ethically the District is responsible. Staff is to provide supervision until a parent/guardian is contacted and the child is retrieved.

If a youth patron, defined as a person under the age of 13, is not picked up at the end of a programmed activity or when a facility is closing, the youth patron or the staff member should attempt to call the parent/guardian. If unable to contact a parent/guardian, the staff member is to notify the supervisor of the activity and complete a written report.

The child should not be left alone and a staff member should wait with the child for the parent/guardian. If possible, more than one person should stay with the child. If a parent/guardian does not pick the child up in a reasonable amount of time, the staff member should call the police dispatch non-emergency number (847-982-5900), inform the dispatcher that there is an "abandoned" child, and ask that police transport the child to the Police Department. Under no circumstances should a staff person transport a youth in his/her personal vehicle. The staff member is not to leave the child unattended until a parent/guardian or a police officer responds.

If a child age 12 or older chooses to walk home or elsewhere and leaves the premises on his/her own, the staff member is relieved of his/her responsibility at

that point. If staff learns that a child under the age of 12 was expecting a parent or guardian to pick them up from a facility or activity and the parent or guardian does not arrive or hasn't notified staff of alternative pick-up/transport plans, a staff member should stay with the child and try to contact the parent or guardian. If the parent or guardian does not respond in a reasonable amount of time, the staff member should contact the police non-emergency number (847-982-5900) and follow the procedure above.

All staff members with programs in parks and schools should have access to personal cell phones. The District will reimburse staff members for any business calls made on a personal phone while working.

Child Care Late Fees (SPACE, Camp, Tot Learning Center, Preschool)

Late fees are charged to parents/guardians who are late in picking up their child after a program's ending time. Late fees should be communicated at the time of registration and in parent manuals. The late fee is \$5 for the first 15 minutes, and \$1 for every minute thereafter. The second time a parent is late the charge will be \$10 for the first 15 minutes. The third time, the charge will be \$15, continuing at \$5 increments for each occurrence. The \$1 per minute charge will stay constant. The late fee policy is renewed for each individual program or on a yearly basis for year round programs. Payment of the late fee is to be paid directly to the Site Director at the time of late arrival. Repeated late pick-ups may lead to dismissal from the program. Late fees are to be deposited into the program's registration account.

6.00 SAFETY & RISK MANAGEMENT

6.06 BEHAVIOR MANAGEMENT POLICY AND PROCEDURE

The Skokie Park District has a progressive behavior management plan for the suspension/dismissal of patrons. Employees shall make every effort possible to work cooperatively with the patron to improve his/her behavior. If however the patron's behavior interferes with the operation of the program/facility and/or presents a safety concern (i.e., violates the Behavior Code of Conduct), a "Behavior Incident Report" shall be completed and submitted to the program supervisor/facility manager for review within one business day.

The following Behavior Code of Conduct will be used as a guideline for Skokie Park District program participants. Participants will:

- show respect to all participants, staff and volunteers.
- follow direction from staff and volunteers.
- show respect to equipment, supplies and facilities.
- not use inappropriate, abusive, or foul language.
- not show any aggressive behavior (hitting, punching, slapping, kicking, biting, etc.) regardless if the behavior is initiated or in retaliation.
- not show continuous disruptive behavior.
- follow all established rules and regulations.

Any or all incidents of inappropriate behavior should be documented regardless of how minor or severe. The dismissal of a patron from an activity/facility will be a final resort action and should be discussed with the Superintendent prior to dismissal and must be authorized by the Director of Parks and Recreation.

Procedure:

1. A Behavior Incident form should be completed by the staff member who has witnessed or handled the behavior incident.
2. The staff member shall inform and/or discuss the incident report with the program supervisor. The incident will be evaluated to determine what behavior management techniques have been used to date and how to proceed.
3. If the incident is such that a discussion with the parents or participant is needed, the staff member and program supervisor should discuss (in person or phone call) the incident report with the appropriate patron (participant, parent or guardian). The discussion should include the following:
 - a. The supervisor will discuss the particulars of the incident and convey what corrective actions have taken place to date.
 - b. Staff should discuss how to proceed in the future. If in the case of a child, parents should be asked to share behavior management techniques or possible solutions. If the incident involves an adult an interactive discussion should be held to discuss what particular behavior is unacceptable and what can be done to allow continued participation..

- c. Consequences of the continued behavior should be discussed. Suspension, temporary removal and permanent removal from the activity/facility should be clearly conveyed including time tables for suspensions. Suspensions will vary depending upon the unique circumstances of individual incidents and will range from one day suspensions to permanent suspensions lasting one year, one season or the length of a particular program.
- d. If the behavior is such that a M-NASR aid may be of assistant, this option should be discussed and pursued if appropriate.
- 4. After the discussion (meeting or phone call), staff should document the results and send a letter to the participant or participants parents/guardians clearly outlining the corrective plan and what further actions will take place if the behavior continues.
- 5. Staff members who are responsible for the participant should be made aware of the corrective improvement plan and any discipline techniques or consequences established with the parents and staff.
- 6. If dismissal from the program is warranted, the program supervisor/manager should discuss this with the Division Head and the Director of Parks and Recreation will be consulted for approval.
- 7. If the Director of Parks and Recreation agrees, the dismissal will be formally put into writing.
- 8. Dismissal from a program should be a last resort option and any and all REASONABLE attempts to prevent permanent dismissal from happening should be explored.

Behavior Management - Developmental Approach in Children

The Skokie Park District's goal is to create an environment which allows each child to develop self-control and to assume the responsibility for his/her behavior while ensuring the safety of all children under our supervision. Towards this end, staff is expected to communicate their behavioral expectations in language that is understandable to children and which helps children understand the reason for rules.

This approach recognizes that children learn and progress at their own rate of development. Therefore, the discipline policies may differ for 2 year olds, 3 year olds, 4 year olds and 5 year olds.

Under no circumstances should a staff member ignore a child's physical aggression towards another child. The act should be dealt with at that very moment. Staff is expected to inform the program supervisor when there is a behavior incident.

Teasing, yelling, public scolding and any form of corporal punishment are not permissible under any circumstances. Abusive behavior towards children and any form of physical punishment are grounds for dismissal.

Behavior Management Suggestions for Children:

- Use a quiet, confident tone of voice when you speak to a child.
- Given your directions in as few words as possible, and make them specific, not general.
- When giving a specific direction, do not include a choice.
- Speak to the child with your face at his /her level.
- Give the child plenty of time.
- Give the children a five-minute warning before clean up time.
- Make your suggestions positive ones.
- Interest the child in desirable behavior.
- Staff members serve as role model for children.
- You may help a child by giving him/her something to look forward to.
- Encourage the child to be independent in his/her actions and in his/her play.
- When several children are playing together, you need to help them like each other.
- Listen to what the child is saying.
- Set fair expectations. The following is a list of expectations that team members should avoid:
 - Expect children to wait quietly for long periods of time.
 - Expect children to be able to stand in perfectly straight line for any length of time.
 - Expect children to share toys/equipment.
 - Expect children to respond immediately to requests.
 - Expect children to clean-up without being reminded.

ADDENDUM

Behavior Incident Report Form

6.00 SAFETY & RISK MANAGEMENT

6.07 PARENTING AGREEMENTS

Occasionally, patrons will attempt to place team members and the Park District in the middle of a family dispute. The Park District will not accept this position and will not permit a situation where a significant disruption may take place at a program activity/facility. If deemed necessary staff should request copies of the court ordered parenting agreement to assist in clarifying parenting roles and responsibilities. This document shall be maintained in confidentiality by the program supervisor and shared with the Division Head. A patron's refusal to abide by the District's request may result in the child's suspension or dismissal from the program. The decision to suspend or dismiss the child from the program activity/facility shall be discussed with the Division Head and approved by the Director of Parks and Recreation.

6.00 SAFETY & RISK MANAGEMENT

6.08 MEDICATION DISPENSING POLICY

The American's With Disabilities Act obligates park districts, special recreation associations, and forest preserve districts to make reasonable accommodations for persons with special needs who will be participating in our parks and recreation programs. One of the most common and reasonable requests is to assist a participant in taking medications during a program session when they do not have the ability to do it on their own.

It is the policy of the Park District to minimize the administration of medication dispensing. Parents or guardians should be encouraged to medicate their child prior to entering the program whenever possible. The agency's medical dispensing program should be used when it is necessary to administer medication to a child or patron during program hours.

I. Parental Procedures and Responsibilities

The parent/guardian **must**:

1. Complete the Permission To Dispense Medication/Waiver and Release of All Claims form.
2. Complete and sign the Medication Dispensing Information Form, a separate form is required for each medication.
3. Deliver all medication to the agency office in the original prescription bottle clearly marked with the person's name, medication, dosage, and time of day medication is to be given.
4. Verbally communicate with agency staff regarding specific written instructions for medication.

II. Staff Medication Dispensing Procedures

Program staff **must**:

1. Ensure that the Permission and Waiver to Dispense Medication Form and Medication Dispensing Information Form are fully completed and signed by the parent/guardian prior to dispensing of any medication. A separate form is required for each medication.
2. Ensure that staff authorized to accept medication only receive medication.

3. Verbally communicate with the parent or guardian regarding any specific written instructions regarding the dispensing or storage of the medication. It is also the responsibility of the authorized staff receiving medication to properly store medication in a locked cabinet or in a refrigerator as needed. **It is extremely important that stored medication is out of reach of other patrons, particularly children.**
4. Obtain copies of all waivers, internal procedures, medication information forms and medication logs when obtaining the prescription medication to be transported to the program site. All medication stored at a program site must be secured and only available to authorized program staff.
5. Program staff responsible for dispensing medication must strictly follow all written instructions on the medical information form and on the original prescription container labels. In the event that conflicting dispensing information exists, medication should not be administered until the parent, guardian, or physician are reached by phone to obtain specific instructions.
6. If a parent or guardian forgets to bring medication, staff should record this on the log to explain why the medication was not administered.
7. Unless otherwise arranged, only paid and trained agency staff will be allowed to dispense medication.
8. Agency staff responsible for dispensing medication will fully complete the medication information contained on the medication log form. Medication dispensing logs should be completed until medication dispensing has ceased. Completed medication logs are to be turned in to the Division Head.

ADDENDUM

Medication Dispensing Consent Form

Waiver & Release of All Claims Form (Permission to Dispense Medication)

Medication Log

7.00 REGISTRATION

- 7.01 PROGRAM REGISTRATION DATES
- 7.02 REGISTRATION AND HOLD HARMLESS AGREEMENT
- 7.03 WAIT LISTS
- 7.04 PROGRAM IMPLEMENTATION
- 7.05 HOUSEHOLD MASTERS
- 7.06 ACTIVITY ROSTERS/ATTENDANCE SHEETS
- 7.07 ACTIVITY MASTER MAINTENANCE

SECTION 7.00 ADDENDUMS

- 7.02 PROGRAM REGISTRATION FORM
- CAMP REGISTRATION FORM
- 7.07 PUBLICATION DEADLINE SCHEDULE
- ACTIVITY PROOF
- ACTIVITY CLASSIFICATION & SUB-CLASSIFICATION CODES

7.00 REGISTRATION

7.01 PROGRAM REGISTRATION DATES

The following annual registration dates have been established for Park District programs and activities:

	SPRING	SUMMER	FALL	WINTER
Resident Registration	2/15	5/15	8/15	12/15
Non-Resident Registration	2/22	5/22	8/22	12/22

	CAMP	POOL PASSES
Resident Registration	TBD each year	5/1
Non-Resident Registration	2/22	N/A

For all activities/programs, minimum registration must be met or the program will be canceled. Registrants will be notified as soon as the program is canceled but no less than 48 hours in advance. If an activity's registration is filled, the participant may be placed on a waiting list at their request. Participants may only attend activities they are registered in.

7.00 REGISTRATION

7.02 REGISTRATION FORM & HOLD HARMLESS AGREEMENT

Participants registering for a Park District program must sign the "Release and Hold Harmless Agreement" (waiver) at the time of registration for any program or pass. Registration is accepted three ways:

- In Person Registration: a waiver/hold harmless is generated at the point of sale. Participants or a parent/guardian must sign the waiver as part of the registration process.
- TeleTrac: a waiver will be mailed to any person who has registered through teletrac. The Accounts Specialist who reconciles the teletrac registrations will manage the waiver collection. If a participant has not completed a waiver prior to the start of class, supervisors will be notified and will be required to have that participant or parent/guardian sign the waiver when they report to the first day of class.
- WebTrac: when registering on-line a waiver is generated as part of the registration process. The registration process cannot be completed without agreeing to the waiver.

Waivers must be signed by the participant or by a parent or legal guardian if the participant is under 18, no exceptions. (Spouses cannot sign for one another etc.)

ADDENDUM

Program Registration Form

Camp Registration Form

7.00 REGISTRATION

7.03 WAIT LISTS

While wait lists for programs may outwardly appear like a good idea, they can result in an unhappy customer if they are not translated into enrollments. Registered participants are not to be left in limbo on a wait list.

Participants should be placed on a wait-list with no payment. If an opening in an activity occurs, the supervisor is to notify the customer and enroll the participant in the activity by accepting payment via credit card over the phone or making arrangements for payment in person. If the participant is no longer interested in the class or refuses to make payment arrangements, the participant should be deleted from the wait-list and the next customer on the wait-list should be notified. Customers are not to be transferred to an activity without full payment, no exceptions.

The following action steps are to be implemented to effectively manage waitlists:

- If appropriate, activity enrollment maximums will be increased to accommodate participants on the wait list.
- If programming space is available, another section of the activity will be added.
- If the activity cannot be expanded or another section be added, the customer will be contacted by telephone to see if they could be placed into another program of similar interest.
- If the customer cannot be enrolled into an active program/section they will be issued a prompt refund if applicable.
- **All Waitlists should be managed in a timely matter. If participants are still on the waitlist after a full week of a class beginning, the waitlist should be cleared.**

7.00 REGISTRATION

7.04 PROGRAM IMPLEMENTATION

Accurate program minimums/maximums will be established during the program development stage based upon the following criteria (e.g. break-even point, 25% over direct expenses, instructor/participants ratios, room size, etc.).

For all activities/programs, minimum registration must be met or the program will be canceled. However, Supervisors will determine if a program will go or be canceled and they may elect to run a program that has not met minimum enrollment provided that this is not a regular occurrence.

Courtesy calls should be made to registered program participants one week before a program is slated to begin for programs that have not met minimums. Participants will be informed of status and given the option to transfer to another class, wait for enrollment figures to increase or be issued a refund if the program is canceled. Program participants that have not been called shall assume that the program will go as planned.

Supervisors shall inform appropriate facilities and team members if a program is to be canceled. Once a decision has been made to cancel a program, the activity master in RecTrac should be revised to accurately reflect the status (inactive, change Max/Min, etc.) of the class to avoid late registration. If a class is canceled, program staff must initiate the refund process.

7.00 REGISTRATION

7.05 HOUSEHOLD MASTERS

Every participant that registers for a program is entered into RecTrac as part of a Household. Maintaining accurate Household information is necessary for tracking account history, refunds, setting-up auto-billing, etc. Team members may utilize the master household file to search for participant demographic information (i.e. names, addresses, phone numbers, birth dates, current and/or all classes registered, etc.). Personal information is to be kept confidential and is not to be released by Park District team members.

7.00 REGISTRATION

7.06 ACTIVITY ROSTERS/ATTENDANCE SHEETS

Prior to the beginning of each session, a RecTrac activity roster and/or attendance sheet should be printed for the instructor. Instructors are required to maintain accurate attendance records for the duration of the session. At the conclusion of the session, class lists and attendance sheets are to be returned to the program supervisor for record retention purposes.

Only registered participants may take part in programs and classes. If an individual's name does not appear on the class list, the instructor should ask the individual for a receipt confirming registration. Instructors are to communicate activity roster discrepancies to their supervisor.

Information included on activity rosters is to be kept confidential. Personal information regarding customers and staff shall not be released to program participants or used by a Skokie Park District team member for personal gain.

7.00 REGISTRATION

7.07 ACTIVITY MASTER MAINTENANCE

Managers and supervisors are responsible for assigning Activity ID's and entering program information into RecTrac by established deadlines. If corrections, changes or deletions are required it is the responsibility of the supervisor to correct the activity master file by the brochure entry deadline. Facility Managers should review all Activity Proof Reports for their respective areas of responsibility. It is important to note that all active activity master files can be accessed through TeleTrac and WebTrac; therefore, accuracy in data entry is critical for customer satisfaction. The schedule for brochure deadlines is posted each year

Activity Master Files

Activity Masters require an Activity ID (6-digit) and Section Number (2-digit), activity classification code, activity name, start/end date, program days, start time, end time, age or grade, gender, bill code (to appropriately credit revenue to budget account), resident/non-resident fee, instructor, class minimum/maximum, brochure code, brochure description and facility location.

Activity Numbers

In order for programs to be entered into the computer they need to be assigned a six-digit activity number, which is referred to as the Activity ID. Activity IDs should be logically assigned and the same number should be used if the same activity is offered each season. Activity codes are determined using the established RecTrac number system.

Each season's programs begin with a corresponding number (Spring – 1, Summer – 2, Fall – 3, Winter – 4). Some programs that do not follow the seasonal schedule begin with a 6

Facility Codes

Each facility, park and school site has been assigned a facility code. Facility Codes are used when entering an activity master. It is important that facilities be checked to avoid scheduling conflicts. It is critical that facility conflicts must be resolved at this point.

Record Retention

Prior to moving activities to history, the Superintendent of Recreation will run a final participation report. Activity participation report files will be archived for seven years.

ADDENDUM

Publication Deadline Schedule

Activity Proof

Activity Type Classification & Sub-Classification Codes

8.00 PROGRAMMING

- 8.01 PROGRAM DEVELOPMENT
- 8.02 COORDINATED RECREATION PROGRAMS POLICY
- 8.03 SCHEDULING OF FACILITIES/FIELDS
- 8.04 PROGRAM EVALUATIONS POLICY AND PROCEDURE
- 8.05 PROGRAM STATISTICS
- 8.06 SPECIAL NEEDS/INCLUSION SERVICES
- 8.07 AFFILIATE GUIDELINES
- 8.08 COMMUNITY INPUT

SECTION 8.00 ADDENDUMS

- 8.03 SPECIAL PARK USAGE APPLICATION
- 8.04 TOT LEARNING CENTER EVALUATION FORM
- EMILY OAKS EVALUATION FORM

8.00 PROGRAMMING

8.01 PROGRAM DEVELOPMENT

The primary purpose of the Recreation Division Team is to meet the needs of the community through the development, implementation and evaluation of innovative recreational programs, events and services.

Programming Philosophy

New ideas and concepts should be continually implemented and evaluated to improve services. Program staff should constantly be looking for new and innovative programs to offer the community. Team members can research new ideas by (1) surveying residents, (2) reviewing other park district brochures, (3) networking with local recreational agencies and/or competitors, (4) attending workshops and conferences, and (5) by developing a resource file/data base on instructors and programs

- Programs shall be offered for all ages, genders and cultural origins.
- Programs will be offered at times that are in the best interest of the program participant, including weekends, evenings, holidays.
- Programming should be creative and should be reflected in activity titles, program descriptions, promotional efforts, instructors and program curricula.
- Programming should take advantage of every trend and enrollment opportunity.
- A diverse selection of programs will be offered each quarter.
- Programs should be unique and not offered somewhere else within the community. Duplication of efforts within Skokie should be avoided if possible. Collaboration between agencies is encouraged.
- Recreation programs have priority over affiliates and rentals.
- Recreation programs, events and services shall adhere to the District's Revenue Policy.
- Proper forms shall be used when hiring staff or contracting vendors (e.g. Entry Forms, Independent Contractors and Performance Agreements).

Repeat, Rejuvenate or Delete

Program supervisors are to monitor the "life-cycle" of their respective programs and repeat, rejuvenate or delete. Programs that are successful (e.g. meet maximums, excellent evaluations) shall be continued with no major changes to the program, except for program fees which will need to be adjusted annually.

Rejuvenate programs that consistently meet minimums but not maximums (e.g. review variables, instructor, program fee, location, program content, time, etc.).

Delete programs that remain unsuccessful after three continuous programming seasons and replace with new and innovative programs.

Program Development Process

1. Assess Community Needs
2. Conceptualize Program
3. Conduct Market Research
4. Develop Program Plan
 - a. Prepare Budget
 - b. Identify Target Market
 - c. Identify Available Resources
 - d. Determine Break-Even Point
 - e. Develop Program Curricula
5. Meet with Communications/Marketing Department if necessary to develop promotions/advertising schedule
6. Human Resource Management
 - a. Post Job – Internally/Externally
 - b. Interview Candidate
 - c. Select Appropriate Candidate
 - d. Complete New-Hire Paperwork
 - e. Conduct New-Team Member Orientation & Training
7. Secure Facility/Park to host Program/Event
8. Enter Program into RecTrac as "Activity Master" or "POS"
9. Purchase Program Supplies
10. Provide Instructor with "Activity Roster/Attendance Sheet"
11. Evaluate Program
12. Repeat/Rejuvenate or Delete Program

8.00 PROGRAMMING

8.02 COORDINATED RECREATION PROGRAMS POLICY

The Skokie Park District recognizes the need and desirability of cooperating with community agencies in order to best serve the residents of the District in the most economical manner. The Skokie Park District shall strive to cooperate to the fullest extent with agencies and groups in the community including governmental, public, private, and voluntary organizations.

All cooperative efforts should be instituted when it is believed that such cooperative efforts will better serve District residents and are in the District's best interest. Cooperation should not, however, be initiated or endured to the detriment of the District or to any other prior commitments.

8.00 PROGRAMMING

8.03 SCHEDULING OF FACILITIES/FIELDS

Scheduling of Facilities for Programs

All classes and special events need to be entered into RecTrac at least six months in advance to avoid scheduling conflicts.

Field/Shelter Requests

Field and Shelter requests are processed by the Weber Leisure Center's Customer Service Supervisor. Although requests can be taken at other facilities, all requests must be routed through Weber.

ADDENDUM

Special Park Usage Application

8.00 PROGRAMMING

8.04 PROGRAM EVALUATIONS POLICY AND PROCEDURE

Program evaluations are used to determine how classes are doing, to improve performance of team members, assess program quality and to provide publicity data.

Programs will be evaluated each programming season by a standardized program evaluation instrument "Rate Our Program". Program supervisors may elect to develop their own program evaluation tool to supplement the standardized evaluation tool.

Program supervisors should observe classes at least once during each session, more if necessary or possible.

Program evaluations are to be distributed to all participants. Participants should be strongly encouraged to fill out the form on site but may elect to return the program evaluations by mail postage paid to the Superintendent of Recreation.

Evaluations will be compiled quarterly and staff will receive copies for review. Original evaluations will be retained by the Superintendent. Program evaluations and summaries are to be kept on file with the Program Supervisor for future reference.

ADDENDUM

- Rate Our Program Form (Included in Section 2.00 Addendum)
- Rate Our Service Form (Included in Section 2.00 Addendum)
- Camp Report Card (Included in Section 2.00 Addendum)
- Tot Learning Center Evaluation Form
- Emily Oaks Evaluation Form

8.00 PROGRAMMING

8.05 PROGRAM STATISTICS

The Superintendent of Recreation and Registrar will maintain record totals for enrollments, number of classes offered and number of classes canceled each season.

Evaluations for each season will also be calculated and maintained.

Both statistical reports and tabulated evaluations will be distributed to staff directly responsible for the program and/or facility for use in developing new programs or improving current programs.

8.00 PROGRAMMING

8.06 SPECIAL NEEDS/INCLUSION SERVICES

The Skokie Park District works cooperatively with the Maine-Niles Association of Special Recreation (M-NASR) to meet the needs of the physically and emotionally challenged. Patrons requesting special accommodations in programs shall put their requests in writing prior to the start of the program, preferably on the registration form or through a personal phone call to the program supervisor.

Program supervisors are to complete an Inclusion Request Form on the intranet home page and fax a copy to Maine-Niles Association of Special Recreation and forward a copy to the Oakton Community Center Customer Service Supervisor.

It is the responsibility of M-NASR to contact the patron to discuss specific accommodations and to make arrangements for the accommodation. Program supervisors are to work cooperatively with M-NASR to provide the necessary accommodations.

Personnel provided by M-NASR as an aide are to attend Skokie Park District training, abide by Park District policies and procedures and wear Park District uniforms (if applicable).

M-NASR will invoice the Skokie Park District monthly for payroll expenses. The Park District will submit to accounts payable on an invoice transmittal.

The Superintendent of Recreation will attend an annual meeting with the M-NASR Superintendent of Recreation and representatives from the M-NASR member Districts to evaluate services, acquire assistance, provide input regarding inclusion services and coordinate facility use.

8.00 PROGRAMMING

8.07 AFFILIATE GUIDELINES

The Board of Commissioners recognizes that within the Skokie Park District, certain activities or programs can be best implemented through the development of special interest organizations, hereafter referred to as Affiliate Organizations. The Park District shall determine those activities best provided through this programming method and further define the relationships that exist between these organizations and the District. The normal transition of an organization that seeks affiliate status may evolve from interest groups currently existing within the community, Park District programs that have demonstrated viable growth potential, and newly formed special interest organizations. The following guidelines have been established to provide a clear understanding of the District's relationship to these organizations and a reporting system to insure conformity and consistency with the standards and philosophy of the Skokie Park District.

Definition of Responsibilities

Affiliate Organizations shall provide their own basic leadership and delegate operational responsibilities to its membership. The utilization of Park District Staff and Administrative Services shall be subject to the approval of the Director of Parks and Recreation. Affiliate Organizations and their respective activities shall strive to achieve and maintain the following objectives:

- A. Activities sponsored by Affiliate Organizations must demonstrate the following wholesome and worthwhile values of recreational and leisure pursuits:
 - 1. The activity shall develop a sense of achievement and self-respect.
 - 2. The activity should stimulate creativity while developing new skills.
 - 3. Benefits shall include the improvement of physical health and general well-being of its participants.
 - 4. The activity should provide for interesting, challenging, and exciting experiences.
 - 5. The nature of the activity should enhance avenues of socialization.
 - 6. The existence of the organization shall be of value to the Skokie Park District community.
- B. Activities sponsored by Affiliate Organizations must service a specialized interest group established to serve members/participants who are residents of the Skokie Park District. The Board of Park Commissioners recognizes that several affiliate organizations, due to the nature and

provision of activities, could not exist if required to maintain residency standards with 100% representation.

- C. Affiliate Organizations must promote activities, which supplement existing Park District programs or provide for viable activities not currently offered within the scope of the Skokie Park District and/or any of its affiliates.
- D. Activities sponsored by Affiliate Organizations shall not unlawfully discriminate against or exclude any individual, from participation for reasons of race, color, creed, national origin or sex. Registration for membership/try-outs must be open to all residents of the Skokie Park District through the group's registration deadline.
- E. An entity shall not be eligible for status as an Affiliate Organization unless it first provides reasonable satisfactory evidence to the Park District that it is a "not-for-profit" organization as herein defined. A "not-for profit" organization is an organization or group (i) the revenues of which are exclusively devoted to the development, continuation, promotion, operation and expansion of the specialized activities in which the organization is involved; (ii) the expenses of which are limited to the purposes to which it is devoted and may include but shall not be limited to the payment of reasonable salaries and compensation to its officers, agents, employees and contractors, and (iii) the assets of which will not, either during its operation or upon its dissolution, be distributable to or for the benefit of any individual or for profit entity, group or organization.
- F. The entity will name the Skokie Park District as an additional insured on its insurance policy. The entity shall, at all times, maintain during its operations liability insurance in such amounts as determined by the Affiliate agreement and with such insurers as shall be reasonably acceptable to Skokie Park District. A copy of this insurance policy must be provided to the Skokie Park District.

Benefits of Affiliate Status

- A. The Skokie Park District will provide a staff liaison to represent the interests of the Association to the District.
- B. Use of Park District facilities with a priority in scheduling and/or at a reduced rate and/or at no charge. Fees applied to the Park District will be passed on to the appropriate Affiliate Organization, for example, utilities (water, phone, electricity, gas).
- C. Access to a viable referral system as implemented through the Park District. This includes use of telephones, publicity through seasonal Park District brochures, flyers and posters, and use of District marquee lighted information signs. These opportunities will be provided without risk of interference or the impedance of routine/daily operations.

- D. Provision of insurance coverage for storage of entity property on park district property as available.
- E. Access to an annual Affiliate Meeting with Staff/Board representatives of the Park District to provide a vehicle to evaluate services, acquire technical assistance, provide input within the park district and to coordinate facility use.
- F. Opportunity to utilize professional staff expertise, equipment, storage facilities, computerized mailing labels, operational logistics, and other in-kind services as may be available by the Skokie Park District. These opportunities will be provided without risk of interference or the impedance of routine/ daily operations.

The Application and Selection Process

Special interest organizations which desire consideration for affiliate status shall direct written notification of same to the Director of Parks and Recreation. In addition to a Letter of Application, the organization must submit:

1. Written by-laws/guidelines of the organization.
2. A statement of purpose and description of the specialized activities.
3. A list of current officers and membership/participants.
4. Proposed annual budget/financial statement/audit.

After receipt of the materials, organizational representatives are required to meet with the District staff representative. The staff of Skokie Park District will evaluate and make recommendations to the Board of Park Commissioners with written reports for consideration. A majority vote of the Board at a regularly scheduled meeting, in favor of granting affiliate status, will convey conditional affiliate status.

All newly accepted Affiliate Organizations shall be granted conditional status for a period of twelve months after the approval of the Board of Park Commissioners. After twelve months, the conditional status will be changed to full status pending a majority vote of the Board of Park Commissioners at the regular meeting following the abovementioned review. This is to ensure, within the first twelve months of operation, that the Affiliate Organization has met and upheld all criteria as established within these Guidelines.

Affiliate Organization Agreement

Approved Affiliate Organizations will receive from the District an Affiliate Organization Agreement outlining responsibilities of the District/Affiliate as they pertain to their organization.

Annual Renewal Of Affiliate Status

Those organizations, which have attained full affiliate status, shall be subject to an annual review based on compliance with the following items:

1. Representation at the annual meeting.
2. Remittance on an annual basis of a complete financial report as reported to the Internal Revenue Service.
3. Remittance of a list of current officers and complete membership profile.
4. Remittance of any changes to the guidelines of the Affiliate Organization.
5. Any changes to written by laws beyond the original scope or intention shall require re-application for affiliate status.
6. Completion of a form evaluating District services completed by the Affiliate Board.

Failure to comply with any of the abovementioned requirements by the end of the Park District's fiscal year will result in the designation of probationary status for a period of three months. If at the end of three months the organization fails to comply, all privileges and services as provided by the Skokie Park District shall be terminated.

Conditions of Dissolution of Affiliate status

If an organization fails to maintain some form of affiliate status or chooses to terminate its relationship with the Park District, notification must be served in writing to the Board of Park Commissioners. Any and all assets shall remain with the respective members and officers of the organization.

If an Affiliate Organization, for any reason, chooses to terminate its existence, all funds, supplies, and equipment shall be deeded to the Skokie Park District. This will be the case if no other provisions within the by-laws of the Affiliate Organizations supersede the distribution of same. The decision to liquidate and convey said items shall be presented in writing to the Board of Park Commissioners.

It is the intention of the Skokie Park District to enable Affiliate organizations to provide programming services to distinct special interest groups. IT IS NOT THE INTENTION OF THE DISTRICT TO PROVIDE AN AFFILIATE ORGANIZATION WITH AN OPPORTUNITY TO FUNDRAISE BEYOND THE NEEDS OF THAT PROGRAMMING EFFORT. Associations/Organizations who report substantial cash balances will need to outline a plan for the distribution of those funds appropriate to the needs of the Association. The existence of surplus funds with

no plan for disbursement will jeopardize both the existing District/Affiliate agreement and the Affiliate status of the Association/Organization.

When an organization fails to meet or maintain the criterion for affiliate status and further fails to clear probationary status, the process of re-application and re-acceptance shall follow the steps noted within these guidelines.

8.00 PROGRAMMING
8.08 COMMUNITY INPUT

The Skokie Park District is committed to meeting the park and recreational needs of the community and values citizen input. Citizens can attend any open public meetings and an agenda item named "Comments from Citizens" will appear on all regular meetings of the Board of Park Commissioners to provide a direct method for residents to address the Park Board.

The District may gather input from citizens in several ways:

Advisory Committee

Advisory committees, upon which residents and program participants sit, may be established for a variety of activities as described. These committees may be both standing and ad hoc.

Survey and Focus Groups

The District periodically conducts surveys and focus group to gather input about community needs. These may be general as relates to parks and recreation or specifically targeted to a particular park or activity.

Public Hearings

Public Hearings are held to provide an opportunity for input about parks and facility improvements or concerns on specific topics which may arise. Residents who typically use or are neighbors to a park or facility will be invited to attend. An agenda is generally prepared and minutes are provided following the meeting.

Evaluations

Program evaluations will be provided to participants to solicit feedback about Park District programs.

Informal Input

Staff shall be open to receiving feedback and input via telephone, email, regular mail, or in person. Input shall be passed to superiors, advisory committees, and the Park Board as appropriate.

Needs Assessment

It is the policy of the Park District to conduct a comprehensive needs assessment of the community at least once every ten years.

(Approved by Board of Commissioners August 2008)

9.00 COMMUNICATIONS AND MARKETING

- 9.01 DEPARTMENT ROLE
- 9.02 DEPARTMENT SERVICES
- 9.03 PUBLICATION SCHEDULE
- 9.04 PROGRAM GUIDE – SUBMISSIONS
- 9.05 PROGRAM GUIDE - GUIDELINES
- 9.06 INTERACTING WITH THE MEDIA
- 9.07 WEB SITE
- 9.08 LIGHTED SIGNS
- 9.09 INTERNAL COMMUNICATION
- 9.10 LOGO AND IDENTITY USAGE
- 9.11 WRITING STYLE

SECTION 9.00 ADDENDUMS

- 9.05 BROCHURE WRITING STYLE GUIDE

9.00 COMMUNICATIONS AND MARKETING

9.01 DEPARTMENT ROLE

The role of the Communications and Marketing Department is to serve the communication needs and the written and creative marketing needs of the Skokie Park District.

All publicity efforts are to be coordinated through the Communications and Marketing Department. Team members requesting assistance from the department are required to call or email the Marketing Manager for the following services:

- Special Event or Facility Publicity
- Graphic Design
- Photography

Although it is impossible for the department to produce every communication produced by the District's many team members, the Communications and Marketing Department should edit all District pieces and will routinely monitor District marketing pieces for consistency of message and proper logos.

9.00 COMMUNICATIONS AND MARKETING

9.02 DEPARTMENT SERVICES

Communication and Marketing Department services include:

- News releases
- Public service announcements
- Design and placement of advertisements
- Story pitches to media
- Cable television
- District lighted sign announcements
- Graphic design
- Copywriting
- Design of flyers/posters
- newsletter production
- Specialty items
- Logo/art design
- Production of Quarterly and other brochures
- Coordination of direct mail campaigns
- Photography

In addition to department photography, digital cameras are available at each facility for short-term use by team members who would like to shoot their own work-related photos.

Managers and Program Supervisors are responsible for research and the strategic marketing of their programs and facilities (e.g. enrollment records, programming trends, data base upkeep, research, etc.). Team members will arrange with the Communications and Marketing Department for additional creative design, writing and ad placement services, in order to complement their own strategic marketing efforts.

9.00 COMMUNICATIONS AND MARKETING

9.03 PUBLICATION SCHEDULE

The publication schedule for the District's program guides and seasonal brochures will be posted on the Intranet. The Communications and Marketing Department, and all program coordinators, will make every effort to meet all publication deadlines.

ADDENDUM

Publication Deadline Schedule (Included in Section 7 Addendums)

9.00 COMMUNICATIONS AND MARKETING

9.04 PROGRAM GUIDE - SUBMISSIONS

The District's program guide is produced quarterly by the Communications and Marketing Department. Program supervisors will enter activity masters into RecTrac and submit additional copy and instructions in a Microsoft Word document using the established "Read Me" instruction guidelines.

Program dates, registration dates, rental schedules, brochure deadlines, season close-out dates will be established by the Superintendent of Recreation, a year in advance, beginning with the Summer season.

Program Guide submissions:

- Program and activity information is to be entered directly into RecTrac.
- Additional program guide copy and layout instructions are to be typed into a Microsoft Word file using Arial 10 pt. This additional copy/instructional file should then be placed into a computer file found on the network under: Workgroups\Brochures\Seasonal Brochure Title. All copy should be spell checked and proofed before entered!

9.00 COMMUNICATIONS AND MARKETING

9.05 PROGRAM GUIDE - GUIDELINES

See the Brochure Writing Style Guide on the Intranet (at <http://mail.skokieparkdistrict.org/default.aspx>) under "Files and Info"

ADDENDUM

Brochure Writing Style Guide

9.00 COMMUNICATIONS AND MARKETING

9.06 INTERACTING WITH THE MEDIA

The Communications and Marketing Department will arrange media coverage of District events or programs and will schedule appropriate team members to conduct interviews or provide information for their specific program, facility or issue. If the media calls or arrives at a park or facility without prior arrangement, team members should call the Communications Manager to discuss the situation first. In the event that the Communications Manager is unavailable, the team member should call his or her Superintendent for a briefing. It is highly recommended that the Communications and Marketing Department and/or Administrative staff serve as an intermediary/consultant when possible. Following the media visit, team members should contact the Communications Manager with the following information: whom they spoke with (organization and reporter), when the story will run, and the content and tone of the interview.

9.00 COMMUNICATIONS AND MARKETING

9.07 WEB SITE

Managers and supervisors are responsible for maintaining their respective calendars on the Park District (Internet) Web site at www.SkokieParkDistrict.org. To update calendars, please contact the Marketing Manager for instructions and a password. The Communications and Marketing Department will be in charge of facility page graphic, photo and copy changes and for maintaining the Web site's "Newscenter."

9.00 COMMUNICATIONS AND MARKETING

9.08 LIGHTED SIGNS

The Communications and Marketing Department will update the content of, and make editorial decisions regarding, the District's two lighted signs. A limited number of messages shall be posted on the signs in order to deliver a quick, strong message to passing drivers and pedestrians. District-wide information and special events will maintain first priority for use of the signs.

9.00 COMMUNICATIONS AND MARKETING

9.09 INTERNAL COMMUNICATION

The District's Communications Committee will deliver appropriate internal information to team members through the Intranet and through the employee newsletter "SPD Live." The Communications and Marketing Department will provide editing services for the employee newsletter.

9.00 COMMUNICATIONS AND MARKETING

9.10 LOGO AND IDENTITY USAGE

All District logos and identities (e.g. the corporate “tree logo,” Exploritorium, Heritage Museum, Fitness First!, Skatium ‘Scooter’ images, the initials SPD) are valuable branding tools of the Skokie Park District and should be used with the utmost discretion. The Communications and Marketing Department will be available to discuss all logo and identity usage with team members.

The following use of the main corporate logo is to be followed by all team members when developing written or printed materials to be viewed by the public:

- The District “tree logo” shall appear on all printed materials (preferably on the cover and in the return address) and on written correspondences (e.g. letterhead).
- The logo shall be visually clean (not blurry or pixilated) and appear in black and white.
- Any colorization of the logo should first be approved by the Communications and Marketing Department.
- Shirts, uniforms, and vehicles shall also carry the District’s “tree logo.”
- No facility logos shall be used in place of the District’s “tree logo.”

9.00 COMMUNICATIONS AND MARKETING

9.11 WRITING STYLE

As a government agency, many of the Skokie Park District's written materials are viewable by the public -- and therefore the media. In order to maintain media-friendly copy, the Communications and Marketing Department recommends using the "*Associated Press Stylebook and Libel Manual*" as the District 'writing style' reference guide. (See Section 9.05 for text entered into RecTrac and, or in 'Read Me' files for seasonal program guides).

10.00 EMPLOYEE ACKNOWLEDGEMENT

I have received and read in its entirety the Recreation Division's Operation and Procedural Manual. Further, I understand my responsibilities and requirements and will comply with all policies, operations and procedures outlined therein.

Employee Signature

Date

Supervisor Signature

Date